

Seamless access in document archive for travel nurses



Aya Healthcare

Product Design | Healthcare | Design System | B2C

Susie Jin

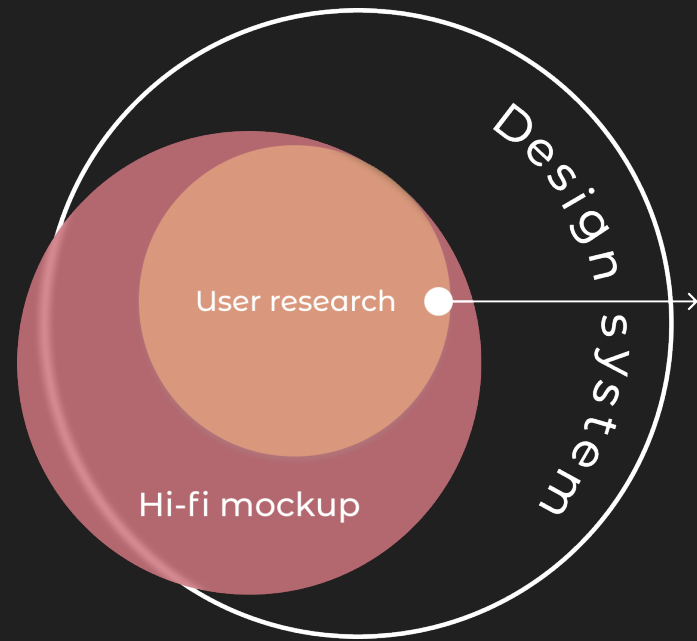
01

My Role

I collaborated with senior designers to enhance the new design system, overhaul MyAya.com to align with the updated design system, and validated my design decisions through A/B tests and iterative processes.

Before joining Aya, the design team decided to implement a new design system. Consequently, I

undertook multiple projects focused on refining design system components and revamping the user experience. One of these projects involved working on the requirements and details of the document archive, as known as, “compliance page”. “compliance page”.



This diagram illustrates the focus of this project.

TARGET USERS

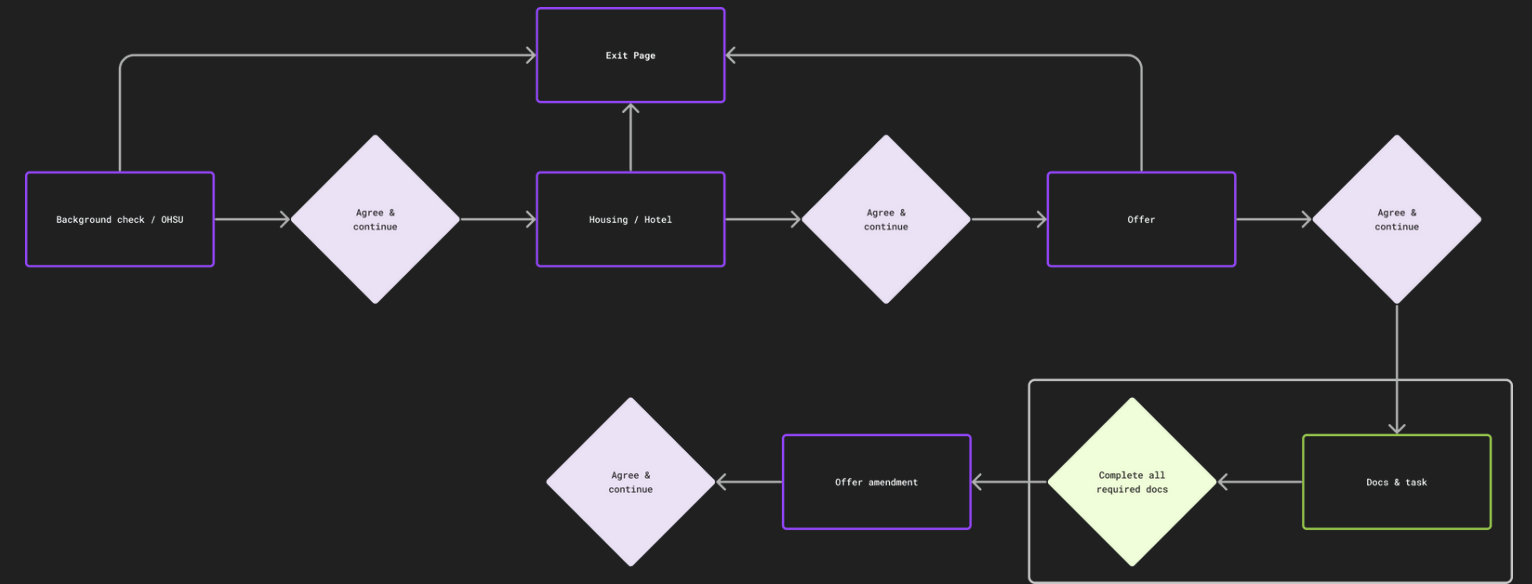
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Travel nurses who are seeking their next career opportunities

Once travel nurses accept a job offer, they are required to submit specific documents to the facilities. The central hub for managing these documents is the "compliance page." This platform enables users to track their progress, access detailed requirement information, and take various actions.

to enhance the user experience within document archive. Specifically, it concentrated on improving the experience for travel nurses when interacting with the details of each requirement on the compliance page.

One of the project goals was



This diagram presents the entire flow to onboard travel nurses. This project will focus on actions that are highlighted in green.

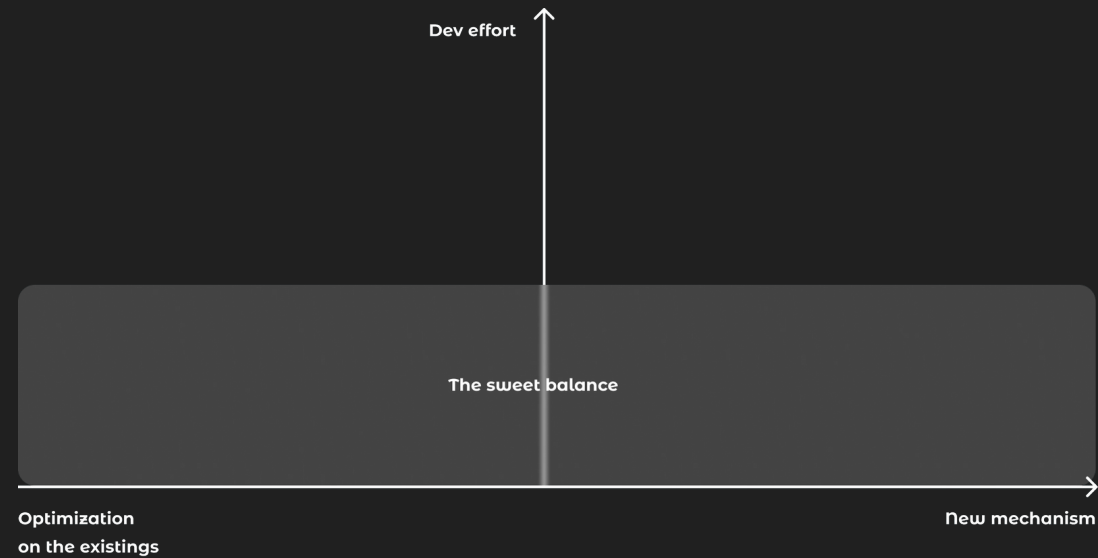
03

PROBLEM FRAMING

During the transition from Sketch to Figma and the restructuring of the design system, Aya was also focusing on product enhancements. It aimed to integrate the new design system into MyAya while

In transitioning to the new design system, Aya wanted to create an MVP with minimal development effort.

prioritizing the resolution of UX issues that did not require extensive development effort.



In this project, the sweet balance is to achieve quick wins in addressing UX issues during the transition to the new design system while minimizing development effort.

04

Users' pain points

Travel nurses lack an efficient way to monitor progress and interact with required docs

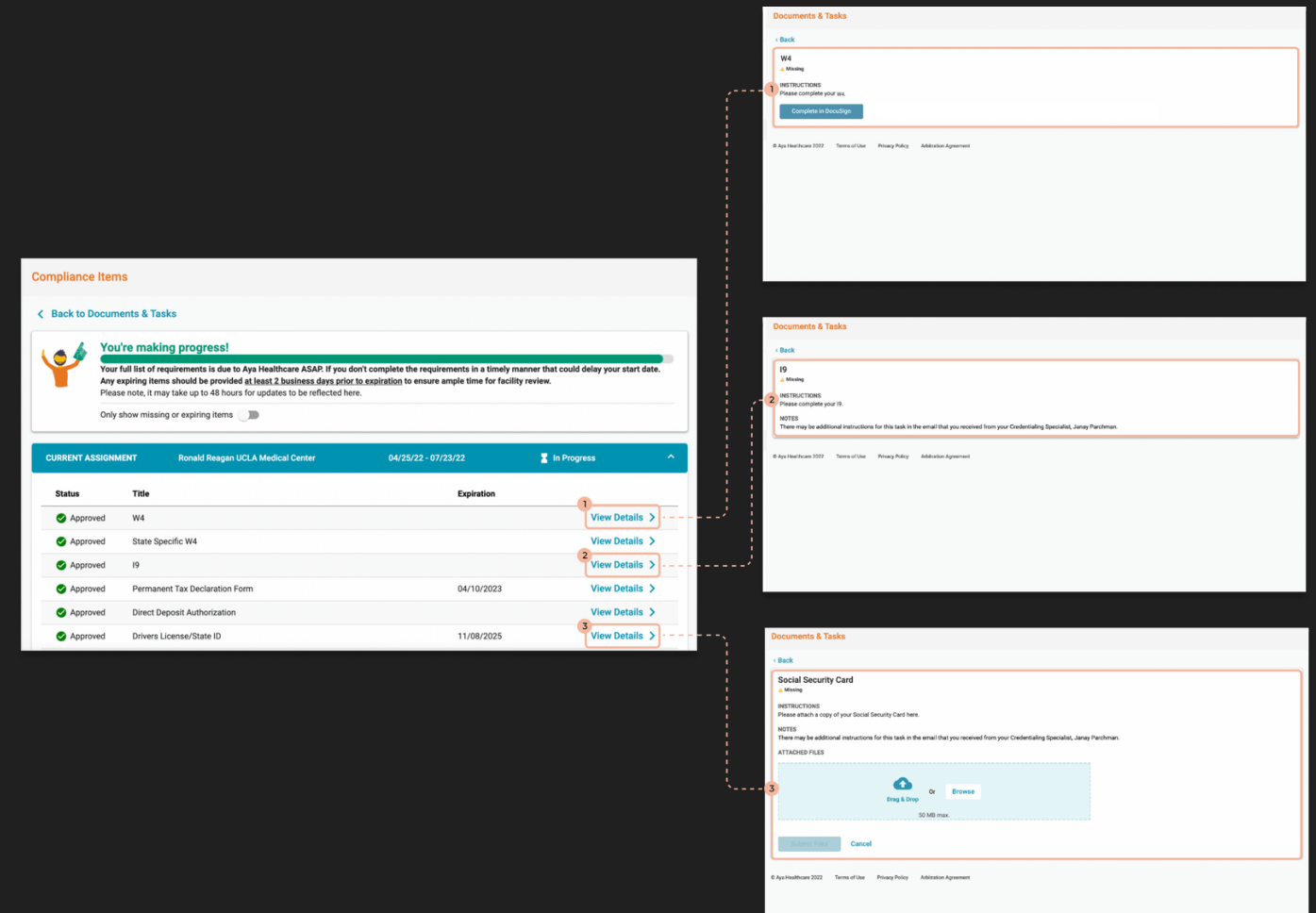
Collaborating with UX researchers, we conducted 8 user interviews with travel nurses. These interviews revealed that the interaction within the document archive is not intuitive and contains repetitive elements. Our findings highlight three key reasons for this:

1. The compliance page supports

three different interactions, causing confusion for users who are uncertain about what to expect when they click on the same instruction. 2. Users frequently navigate back and forth between pages to check progress and proceed to the next task, leading to a fragmented experience.

3. Users experience delays due

to multiple page loads during their workflow, resulting in frustration and inefficiency.



Legacy design that includes 3 different interactions from the same text label "view details".

05

How to define success for this project



Business goals

Achieve quick wins in addressing UX issues during the transition to the new design system

Minimize development effort



Users' goals

seamlessly and efficiently upload all required documents



Project goals

Identify strategies to reduce user fragmentation

A balance between dev effort & UX improvements

KPIs

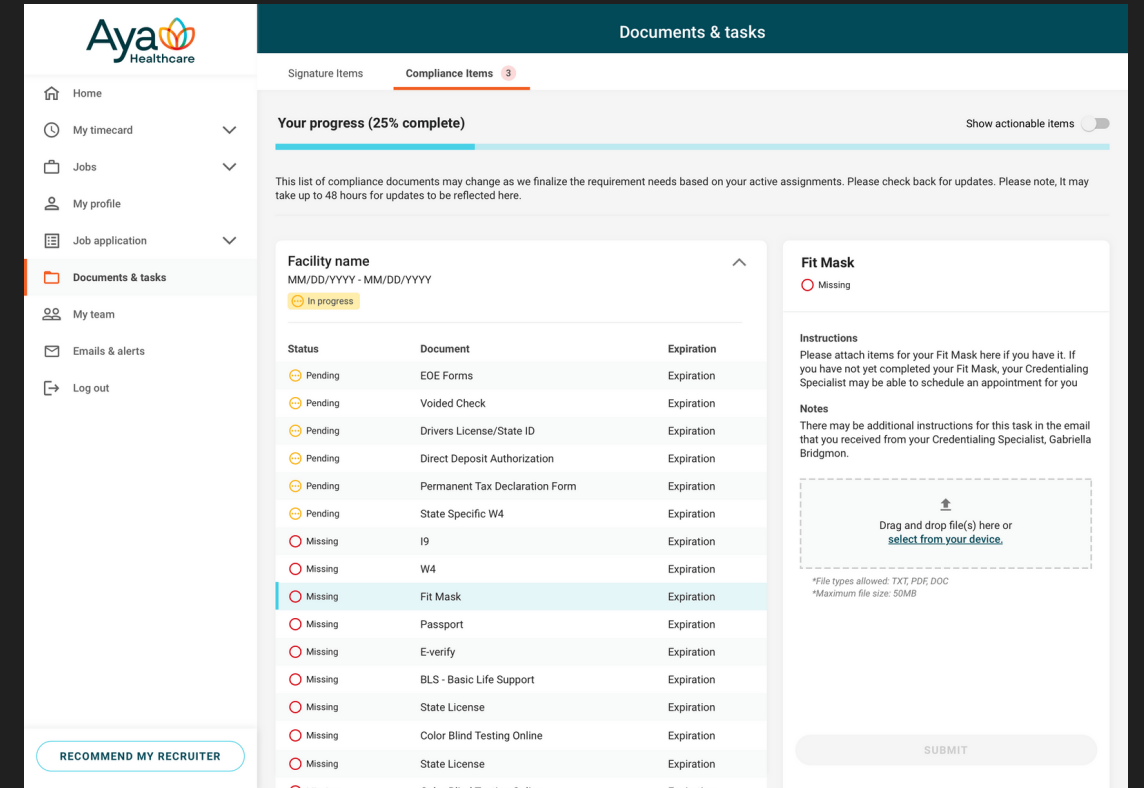
Task Completion Time

User Satisfaction

Feature Adoption

The diagram quantifies ways to define success for this project. It encompasses business goals, users' goals, and project goals. In short, the project aims to balance the dev effort and UX improvement.

The final solution after brainstorming, validation, and iteration.



06

Solution

Through A/B testings with 15 participants, we landed on this new design. The new document archive delivered a seamless experience by addressing three key pain points with lighter engineering effort.

1. Rather than leaving users uncertain about the intended interaction, it ensures they instantly grasp what to

expect from each requirement.

2. It eliminates the need for constant back-and-forth interactions.

3. Instead of waiting for multiple page loads, it offers a streamlined experience with reduced wait times.

Effortless access, lighter development

“Resulted in 9% reduce in task completion time with a measure of average 20 tasks.”

Ensuring components
have built-in accessibili-
ty within design system



Paramount+

Product Design | Accessibility | Design System | B2C

Susie Jin

01

My Role

During the summer, I collaborated with both the VDS (Voyage Design System) team and the accessibility team at Paramount+. My role entailed leading the creation of comprehensive web accessibility guidelines in alignment with WCAG 2.2 AA standards and proposing systemic workflow changes that involved the VDS team, general Paramount+

designers, the product team, and the accessibility team.

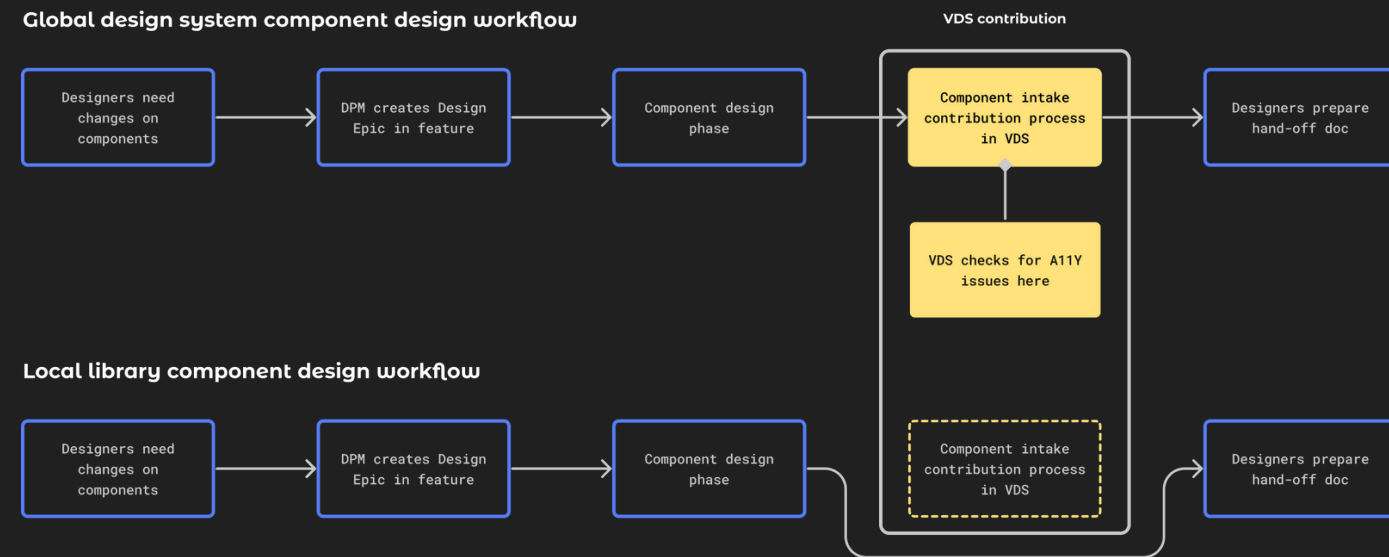
While I primarily focused on enhancing web accessibility at the component level for both general Paramount+ and VDS designers, this case study will center on the experience of general designers

02

General designers often overlook whether their work aligns with accessibility compliance



Intentional blur to comply to the NDA.



As the diagram indicates, there is a notable gap in the implementation of accessibility criteria within the local design library design process.

03

Solution

A guideline that tailors to designers' needs

Based on survey results, four in-depth interviews, and four usability tests, one of the challenges designers face is uncertainty regarding how to incorporate accessibility into their design work. This uncertainty arises for various reasons, with two prominent ones being the difficulty designers experience when interpreting accessibility principles

from a design perspective and their uncertainty about bridging the gap between understanding these principles and implementing them in their work.

“I created a guideline and new workflow to help designers proactively address this problem.”

A physical-digital entertaining experience bridges 2D perspectives with 3D blocks designed for children



Table Safari

Product Design | Gamification

Susie Jin

01

Overview

Table Safari is a physical-digital entertaining experience bridges 2D perspectives with 3D blocks designed for children.

Through the lens of game based learning (GBL), Table Safari improves young users (ages 5-7) spatial awareness skills through the visual-spatial correlation between the 3-dimensional building

blocks and 2-dimensional views.



In this project, the sweet balance is to achieve quick wins in addressing UX issues during the transition to the new design system while mini-

02

Solutions

A solution that bridges 2D perspectives with 3D block design

The final game board is a chamfered wood box featuring decorative plants on top and a storage drawer on the bottom. The game board has magnetic pogo pin grids that are used to detect the physical location of the blocks, and then communicates that location via Arduino to our Processing visualization. The final prototype provides the user with

both visual feedback (on the game screen and through the LED under the game board) and auditory feedback through distinct “success” and “try again” sounds.

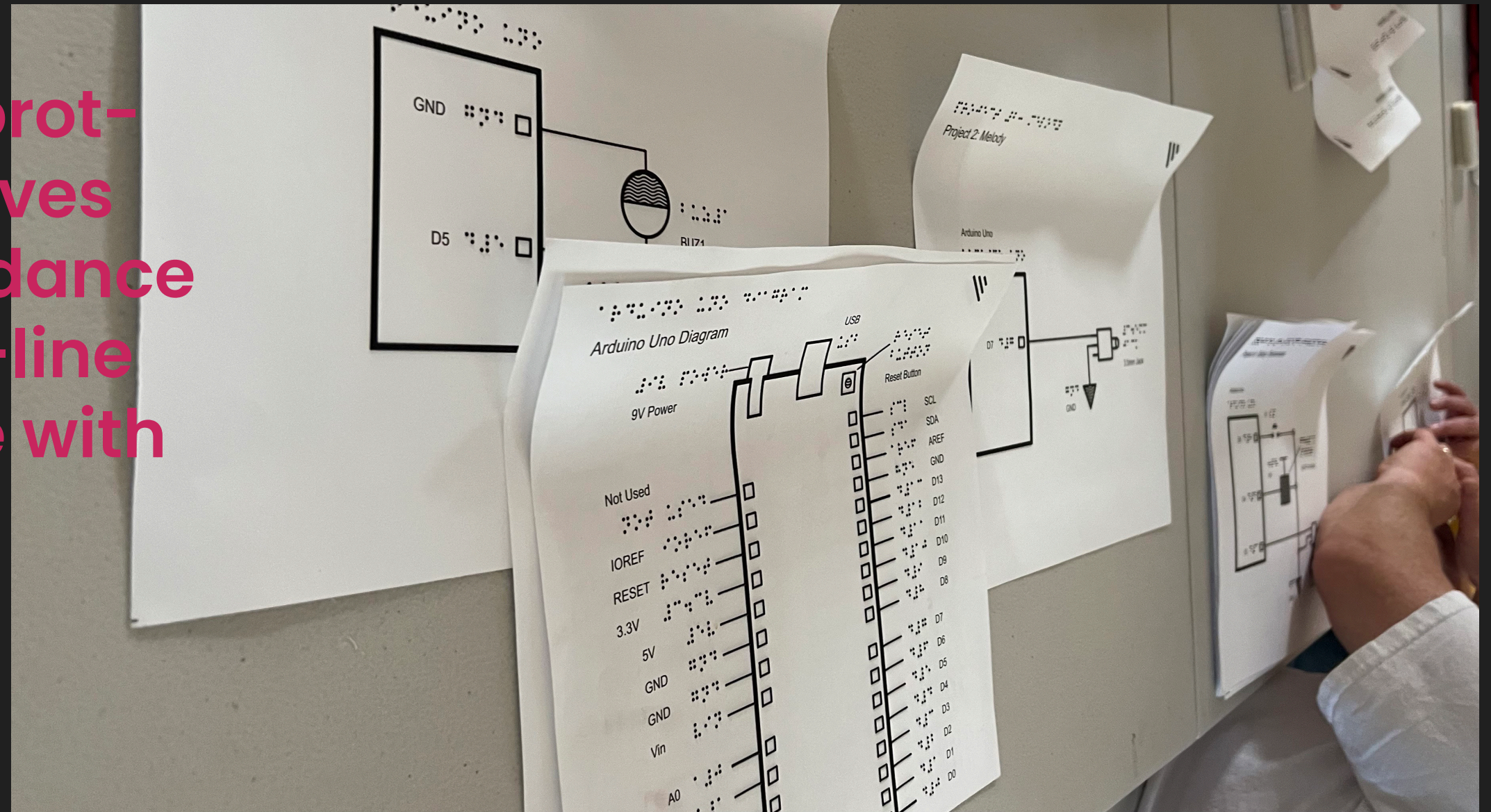
Table Safari was presented at the Jacobs and MDes Winter 2022 Design Showcase. They game was applauded for its originality, unique learning

goals, emphasis on learning about endangered animals, and push towards engaging young minds with STEM-oriented cognitive development.



We kept iterating and refining our prototype based on feedback from rapid prototyping. The final game-board is a chamfering wood box featuring decorative plants on top and a storage drawer on the bottom. The game board has magnetic pogo pin grids.

A cost-effective vibrotactile device improves one to multiple guidance in exploring raised-line graphics for people with vision impairment



Tactile-Link

Product Design | Accessibility

Susie Jin

01

Overview

Vision contributes to 70-80% of our sensory input, posing significant educational challenges for students with visual impairments (VI). The rise in visual content within learning materials necessitates alternative methods to ensure inclusivity. VI students often struggle to navigate visual content, facing obstacles due to inefficient guidance and difficulties with context switching in environments with multiple students.

Our project addresses these challenges through a comprehensive multi-stage approach. This includes conducting literature reviews, developing prototypes, and performing usability testing with both blindfolded individuals and those with visual impairments. The outcome is a wearable vibrotactile bracelet equipped with an integrated camera, designed to aid VI students.

Image of current one-on-one learning experience for VI students.



02

Solutions

A solution that utilizes vibro-tactile device to provide one to multiple guidance

Usability tests involving six blindfolded participants and one VI participant revealed the bracelet's superiority in task performance. The bracelet employs a vibration motor to direct users towards targets on raised-line graphics, adjusting intensity as per proximity. It incorporates a camera, mounted above the graphics, that works in tandem with a

Raspberry Pi. This setup processes finger positions using OpenCV, ensuring alignment between physical and digital graphics through orientational lines.

The device is designed to discern between dominant and non-dominant hands, focusing particularly on the index, middle, and ring fingers of

the dominant hand to achieve greater precision. In comparative tests, the bracelet significantly outperformed the initial vibrotactile glove, reducing the average task completion time from 92 seconds to 17 seconds.

Susie Jin

Product Designer

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01

06/2021 - 08/2021

Design Research Intern @ Paramount +

Design Research | Accessibility | Design System

- Collaborated with the design system team, accessibility experts, and designers to gain insights into user journeys and transform them into opportunities for stakeholders.
- Spearheaded the creation of comprehensive web accessibility guidelines from the ground up, empowering designers within the design system to craft inclusive experiences.
- Conducted in-depth interviews, surveys, and expert reviews to identify critical areas for accessibility improvement within the design system.

02

05/2022 - 05/2023

Product Design Intern @ Aya Healthcare

Product Design | Design System

- Resulted in 11% increase in website traffic by delivering high-fidelity designs that balance business goals and user goals.
- Led qualitative research on desktop and mobile site with over 1 million views to validate the new design system and create user-centered design based on research insights.
- Refined the current design system with fellow designers for a consistent user experience through Sketch, InVision, and Figma.

03

06/2021 - 08/2021

Product Design Intern @ JLL

Product Design | Testing

- Led responsive web design to optimize experience, functionality, and usage at the JLL.com site which resulted in 27% increase in page view with 90% confidence rate.
- Created and ran A/B tests to make sense of users' habits and preferences to deliver products that align with users' expectation.
- Analyzed 100+ onsite customer feedback to present to stakeholders and suggested visual and functional improvements.