



Ashley Lindsey & Nina Showell

Students - MS Information Management
University of Washington Information School
aml2291@uw.edu & showelln@uw.edu

Broadband Connectivity Assessment Tool

User Research and Experience Design

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Overview

The Broadband Connectivity Assessment Tool (BCAT) provides an avenue for communities to understand and assess their needs, gather feedback and document knowledge, and prepare them for self-advocacy. Following a pilot of the tool in 2017, we have conducted user research and used our findings to provide design recommendations for improving the BCAT moving forward.

Goals

1. Conduct user research to learn worked well and what could be improved
2. Make recommendations for improving the user experience
3. Craft new designs that to be handed off for development of version 2.0 of the tool

Our Work

We conducted ten interviews with eleven beta participants from seven communities. Overwhelmingly, our participants felt that despite its shortcomings, the tool was worthwhile and valuable. Based on the user interviews, we created user stories for the tasks users should be able to accomplish. This serves as the backbone for our redesign. We created new wireframes with a visual design based on the *U.S. Web Design System Style Guide*. We consolidated questions, worked to decrease the reading level, and re-ordered the questions to provide more concise pathways through the assessment.

Our work will be available in a final report document, forthcoming.

Thank you!