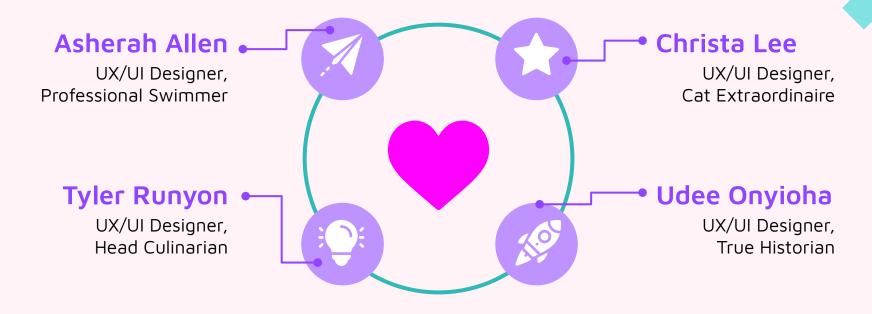


# SPORTY GIRLS, INC.

Non-Profit Desktop and Mobile Design

### Our Team



## **Project Overview**

### The Problem

Both parents and volunteers need clear scheduling information and easy sign-up, but we have observed that Sporty Girls does not provide either an updated schedule in an easy-to-use format or clear calls to action.

### The Solution

The new Sporty Girls website includes parent and volunteer portals with tailored scheduling information, as well clear application processes without needing to email someone.

### Tools

Figma, Adobe XD, Miro, StoryboardThat, Invision

**Timeline** 

3 weeks

## Organization



### Sporty Girls, Inc.

The mission of Sporty Girls is to cultivate, enrich, and challenge young, minority women to participate in swimming, soccer, tennis, golf, and lacrosse, while developing and fostering lifestyle & academic skills.



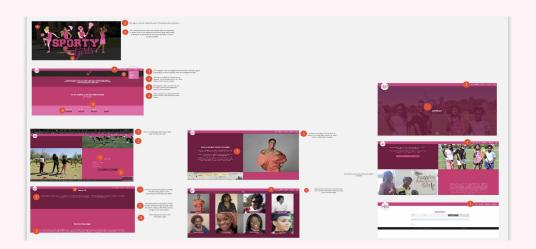


## **Heuristic Analysis**

Full heuristic analysis can be found here

### Key Findings:

- No information on programs or volunteer opportunities, need to email is barrier to entry
- Broken navigation: dead ends and disappearing menu
- Confusing down arrow scrolls to top of page



## User Insight

### Parent User Insight

Parents with girls in sports programs who pick up and drop off their children need scheduling information to help manage their time.

### **Volunteer User Insight**

Graduate students who volunteer to boost their resumes need clear and easy ways to sign up, schedule, and manage their volunteer roles and time.

### Problem Statement

### Parent Problem Statement

Parents need clear and accessible scheduling information, but we have observed that Sporty Girls does not provide an updated schedule in an easy-to-use format.

### Volunteer Problem Statement

Volunteers need easily visible and accessible ways to sign up for and manage their volunteer roles and time, but we have observed that Sporty Girls does not have member portal for volunteers.

### **User Research**

### Parent- UX Hypothesis

We believe adding a clear way to view event/practice schedules will help parents manage their children's and their own schedules more easily.

### Volunteer- UX Hypothesis

We believe adding a volunteer portal will help volunteers manage their roles and time more easily.

## Value Propositions

### **Parent**

Sporty Girls Inc. delivers athletic accessibility for young, minority women while streamlining the registration and scheduling process.

### Volunteer

Sporty Girls Inc. simplifies your volunteer application and experience, so you can spend more time impacting and developing young, minority women's lives.

## User Persona + Journey: Parent

Full user persona and journey map can be found <a href="here">here</a>



#### Tamra Johnson

"Girls need to be athletes in their own right."

#fitnessmom #supermom #supertired

....

....

. . . . .

#### BIO

HABITS

It's tough juggling work, personal time, and my kids, but it's well worth it. Sports were my way of empowering myself while growing up, so I want the same for my girls. I also want to choose a sports program with a focus on academic success and a good history that I can entrust with my children.

#### Skill level Program description

Trustworthiness

Schedule

Social fit





PROGRAM MOTIVATIONS











#### Age: Pronouns: Location: Education: Job: Relationship:

38 She/Her Marietta, GA Bachelor's Office Receptionist Married

#### GOALS & NEEDS

manage her time

• Spends time researching options

• Drives her girls to weekend activities

Scheduling info to help manage time
 Needs to be well-informed before she

· Shares information with her neighbors

- can make her decision
- Trust the organization
- Quick and painless registration process
   Wants sports exposure for her girls'
- Wants sports exposure for her girls' academic and social success

#### DS FRUSTRATIONS

- Information she wants is hard to find and makes the search process long
- Registration is not front and center
- Emailing/calling someone to get more
  info



#### Tamra Johnson

Age 38

Occupation
Office receptionist

Location Marietta, GA

#### **User Motivations**

Knows how important it is for her girls to be athletes in their own right and become more confident, healthy, and social. Wants to find sports program information easily so she can decide on which one best fits her girls.

# UX Scenario Tarra, a buy mehre of the searches, being on the second needs to make her decid children are in, which to find the basic intermal and achievements, which program starts, both her

Tamra, a busy mother of two girls, is searching for a sports program for her 8 and 12-year olds. As she searches, she becomes more and more frustrated at the lack of up front information she needs to make her decision, especially scheduling. She asks her neighbors what programs their children are in, when one mentions Sporty Girls. Intrigued by the idea of a minority AND girl-

children are in, when one mentions Sporty Gris. Intrigued by the idea of a minority AND girlspecific program. Tharrat takes a look at the website. She is pleasantly surprised by how easy it is to find the basic information she's looking for. She is also impressed by the organization's history and achievements, which seals the deal for her. Tammaquickly signs her children up and when the program starts, both her girls to love it Tamma is hopy with her experience with Sporty Girls.

#### Goals

- Needs scheduling information to manage her time
   Needs to be well-informed before she can make her
- Trust that she's leaving her girls in good hands
- Quick and painless registration process
   Amid emailing/calling someone to get more info
- Avoid emailing/calling someone to get more info
   Wants sports exposure for her children's academic





## User Persona + Journey: Volunteer

Full user persona and journey map can be found **here** 



#### **Zoe Campbell**

"I like to SEE the change I'm making."

#giveback #gradlife #blackgirlsinsports

I really enjoy making a difference in people's lives, especially in a role that aligns with my personal interests. However, as a grad student. I don't have a lot of time to look for opportunities so I'd rather get plugged into them with no effort on my part. I also need flexible time slots to work around school.

#### **HABITS**

- · Casually browses Instagram and other social media for volunteer spots
- Waits until the last minute to log her volunteer hours

#### VOLUNTEER MOTIVATIONS

.... Sign-up ease .... Trustworthiness .... .... Personal interest fit Qualifications .... Role description

#### **BRANDS & INFLUENCERS**









#### 25 Pronouns: She/Her Location: **Education:**

Atlanta, GA Bachelor's Graduate Student Relationship:

#### **GOALS & NEEDS**

- · Quick and easy sign up process
- · Find time slots that work with her
- · Get roles based on personal interests · Easy to log volunteer hours
- · Respectable organization to add to

#### **FRUSTRATIONS**

- · Not sure if she's qualified for roles
- · Not sure of expectations and responsibilities
- · Emailing/calling someone to get more



**UX Scenario** 

Zoe loves doing volunteer work, especially if it enriches young girls' lives. It also helps boost her

but it's hard to find the information she wants and sign up is annoyingly complicated. She gets

discouraged by her search, when a fellow student mentions that his little sister participates in Sporty Girls. It sounds like the perfect fit for Zoe, and she heads over to the website. She can

opportunities that operate by time slot. She also wants roles that align with her personal interests,

easily find qualifications and expectations, and quickly signs up for the role and time slot that she wants. She has a blast while helping young girls learn sports, and can't wait to sign up for more!

resume. However, with how busy she gets as a full-time graduate student, she only looks for

#### Zoe Campbell

25

#### Occupation

Graduate student

#### Location

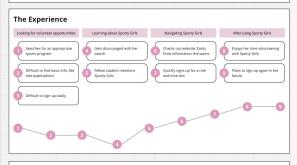
Atlanta, GA

#### Hear Motivations

Wants to find volunteer opportunities that alien with her personal interests and availability as well as sign up easily so she can enjoy her

#### Goals

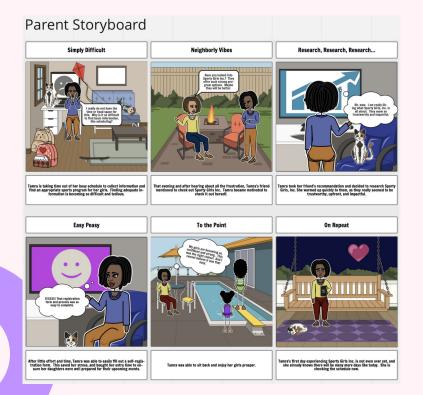
- Quick and easy sign up process Find time slots that work with her schedule
- Get roles based on personal interests Clear understanding of qualifications, expectations.
- Avoid calling/emailing someone to get more info





## Storyboards

Full storyboards can be found here

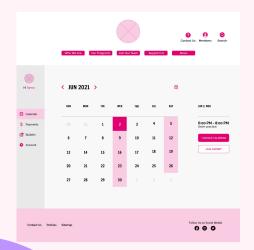


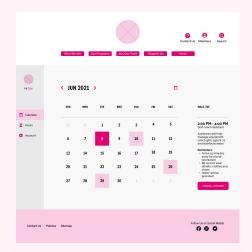
### Volunteer Storyboard



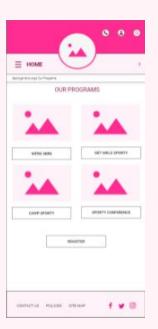
## Lo-fi Prototype

Clickable desktop prototype can be found here, mobile prototype can be found here









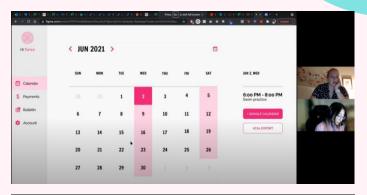


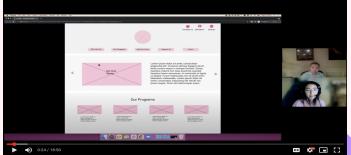
## Lo-fi Usability Testing

Test recordings/notes can be found <a href="here">here</a>

### **Key Findings:**

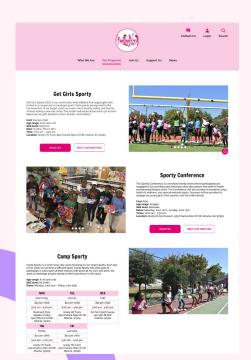
- Info that was most important to users assuming the role of parent were: cost, time commitment, program offerings, testimonials, staff credentials, and photos
- Info that was most important to users assuming the role of volunteer were: time commitment, eligibility, role expectations, and the application process
- "Join Our Team" was a confusing title, could be for either participants or volunteers Users needed better event info at a glance from the portal calendar





## Mid-Fi Prototype

Clickable desktop prototype can be found <u>here</u>, mobile prototype can be found <u>here</u>







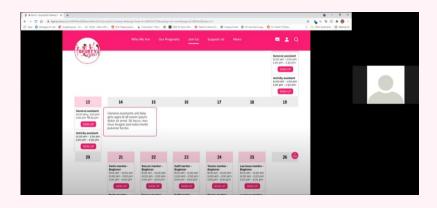


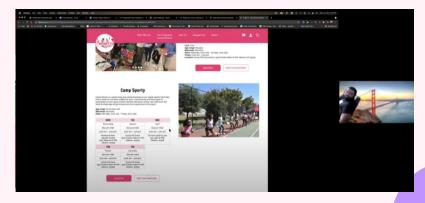
## Mid-fi Usability Testing

Test recordings/notes can be found <a href="here">here</a>

### Key Findings:

- The jump from full to collapsed header was distracting/confusing
- It wasn't always clear that "Our Programs" was meant for participants and "Join Us" was meant for volunteers





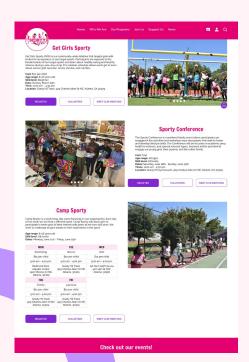
## **UI Style Tile**

Full Style Tile can be found here



## Hi-Fi Prototype

Clickable desktop prototype can be found <u>here</u>, mobile prototype can be found <u>here</u>





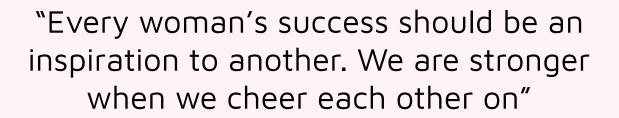




## Looking Ahead

Here are a few "next" steps, as we look forward to the success of Sporty Girls, Inc.

- We would like to do further testing on the high-fidelity prototypes targeting the registration process and interactions within the portals.
- Work with the founder to best maximize the interaction between the website/mobile and their social media platforms.
- Investigate and research into more user personas that may not naturally fit a parent or volunteer.



-Serena Williams



# Thanks!

We look forward to impacting Sporty Girls, Inc., so that they can impact young, minority women.







CREDITS: This presentation template was created by **Slidesgo**, including icons by **Flaticon**, infographics & images by **Freepik** 

