

# COMPASS

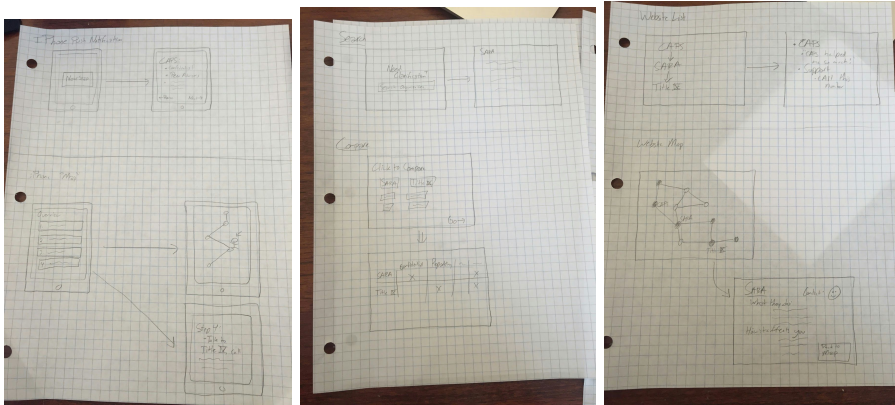
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Joseph G.  
Katie-Rose S.  
Michael P.

# 1. "Find Your Way After Sexual Assault"

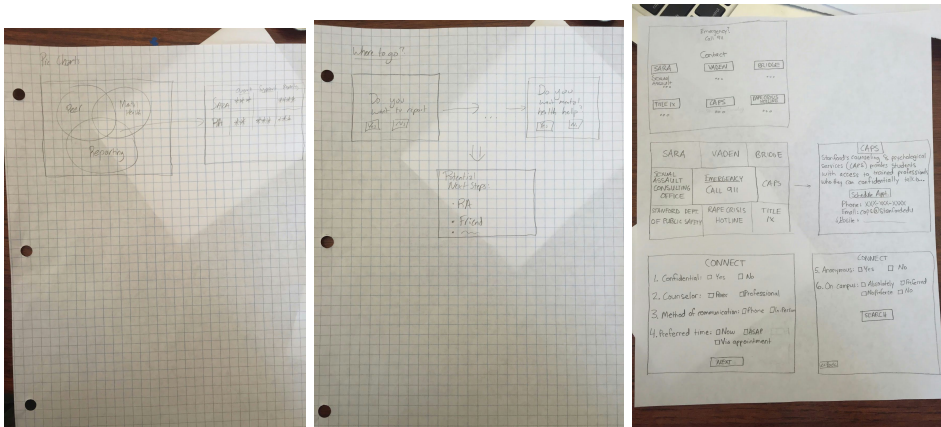
## Mission Statement:

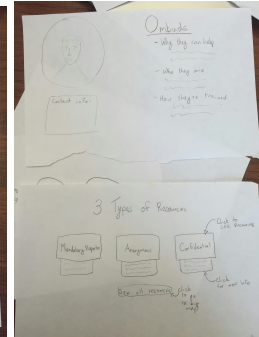
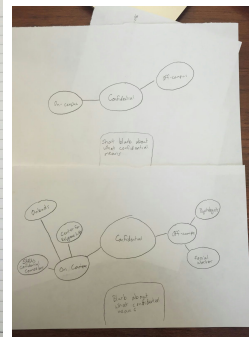
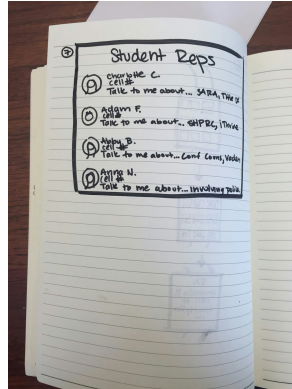
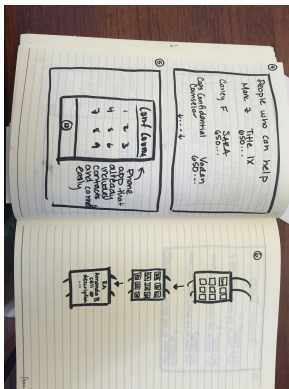
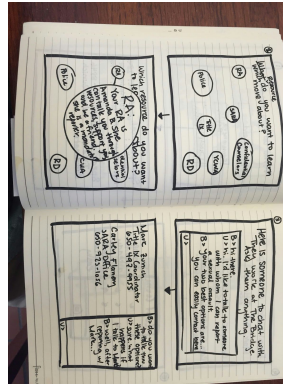
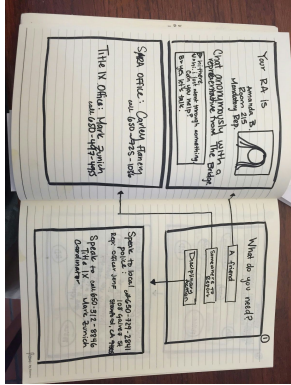
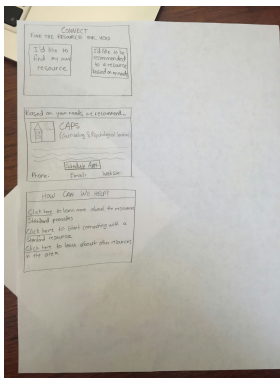
Compass is a website which was created to help victims and their friends navigate the complicated and stressful time that occurs after a sexual assault. Sexual assault is an experience which no person should have to go through, unfortunately is an issue that is extremely common on college campuses. While these campuses often offer a multitude of resources for the affected, often this multitude of data can become confusing, overwhelming, and extremely stressful. Compass seeks to clarify the specifics of each resource, connect users to these resources, and guide them through the process at each step. Compass hopes by accomplishing these three tasks that users will gain a more clear understanding of their support options to allow for an expedited road to recovery.

## Sketches:

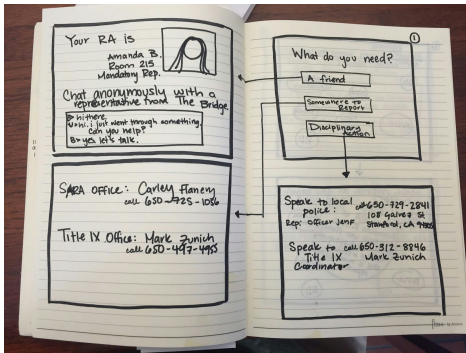


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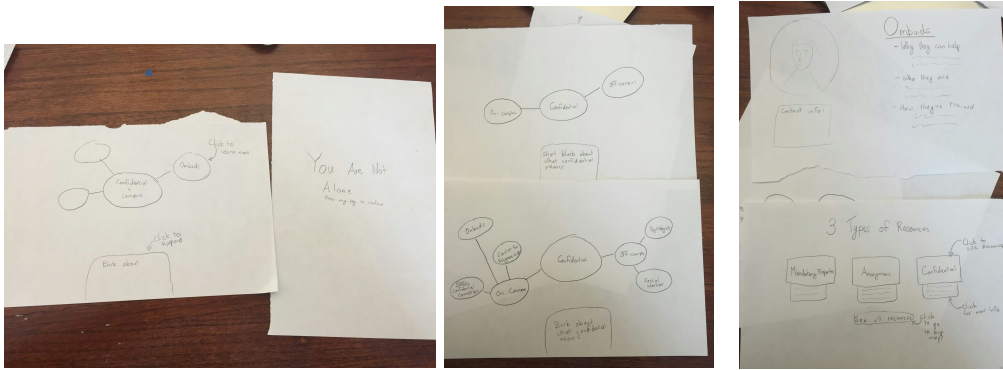




## Top Two:



Our first storyboard idea begins by prompting the user through a series of simple questions, after answering the questions the site will display the correct information for the resource that best matches the user's need.



Our second idea begins with a screen reassuring users that they are not alone, then a flowchart of resources will appear (we included a few potential charts to choose how in depth we want it to be when first appearing). From this flowchart, the user is able to click a resource node which will redirect the site to the information for that resource, as well as include a picture of a recommended contact for that resource.

### 3. **Prototype Description/Interface Design:**

For our final product, our group opted to use bits and pieces from various storyboards to create a prototype which we believed would be most appealing to users. Our end product will be an interactive website where users will click through the various pages. From the initial screen, there are three different sections for the user to go to “clarify”, “connect”, or “support”. If the user clicks clarify, the goal of this section is to help them sift through all of the resources available. The clarify section begins by allowing users the type of resources they want to learn about, then will present a flowchart which they will be able to explore by clicking the various nodes to be redirected to an end page with the resource’s information. The next section, connect, will either lead users through a series of questions (if they ask for a recommended resource) to find a relevant resource to their needs, or it will allow the user to choose their own resource from another chart containing all available resources. In both scenarios, users will end up at a page which contains useful information and contacts for the resource that they either chose or were recommended. Lastly, we have the support section. If the user clicks this section, they will be directed to a page which offers a live chat to a counselor, as well as a map which offers various paths throughout the help process. Users will be able to click the phase they are at in the map and it will take them to that resource’s page.

COMPASS  
FIND YOUR WAY

CLARIFY >  
CONNECT >  
SUPPORT >

CONNECT

Find the resource for you  
Would you like to...

Find your own resource >  
Be recommended a resource >

SUPPORT

CONNECT → RECOMMEND

Would you like your resume to be confidential?  
o yes  
o no

Would you like your counselor to be a...  
o peer?  
o professional?

Would you like to speak to your counselor...  
o on the phone  
o in person

When would you like to speak?  
o ASAP  
o via appointment

Anonymous?  
o yes  
o no

On Campus?  
o yes  
o no

Get recommendations >

CONNECT → RECOMMEND

Based on your preferences, we recommend:

CAPS  
(Counseling & Psychological Services)

CAPS is...

phone:      email:      website:  
Schedule appt >

CLARIFY

3 types of resources...

Mandatory Reporter >  
Anonymous >  
Confidential >  
Social resources >

LEARN MORE/CLARIFY

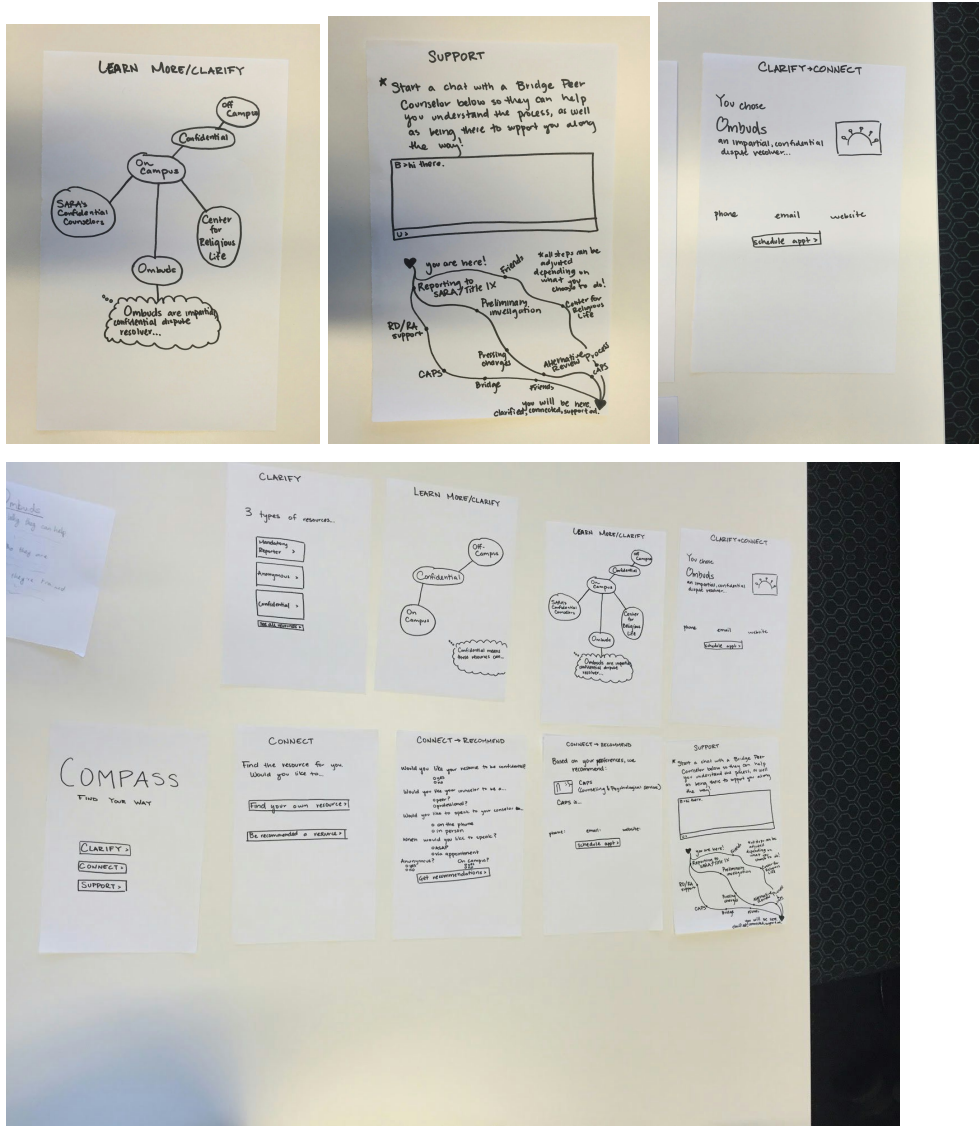
Confidential

Off-Campus

On Campus

Confidential means these resources can...





#### 4. Method:

For our testing phase, we recruited various people studying in the Lathrop tech lounge. They were not compensated and we only tested our product on college students since this is the demographic who would use this resource. Our test environment was one of the group study rooms in the Lathrop tech lounge. For the experiment, we had one team member act as the computer and another act as a notetaker. The only instructions that we initially gave when users walked into the room, was to explore our website via these papers. We didn't prompt the user to do anything once we presented the first screen because we were hoping that everything would be pretty intuitive. We had the users explore each of our three sections to get a better understanding of what was working and what wasn't. One of our main parameters was that no user spent longer than 30 seconds on each page. We felt that if a page were to take longer than 30 seconds, our product isn't being successful in

accomplishing the goal of making exploring resources simple and effective. Furthermore, we had our notetaker watch the facial expressions of our users. By watching their facial expressions we were hoping to catch glimpses of their emotional responses as we were hoping that our product would come across as very friendly and welcoming. During our exploration process, as a team we came across very confusing terminology and processes related to sexual assault. Therefore after our testing process, we surveyed the users to see if they encountered any terminology which was confusing to them. In this verbal survey, we also asked which section they believed to be the most useful, and which section they believed to be their least favorite. Our team opted to do a verbal survey because it allowed for a more organic conversation, where we were able to feed off of their comments and encourage conversation about how we could improve.

## 5. **Results:**

The results of our testing phase seemed to be pretty successful. At no point in our testing process did a user take longer than 30 seconds to get through a page. The only exception to this was when they finally reached a resource, the user typically enjoyed reading about the resource and felt the urge to offer feedback about how they would love to have a resource such as this available. In our feedback dialogue, we had a lot of comments about how users felt the support section could have a better name since it's the section which guides users through the process. Although users did believe the website helped to simplify the process substantially, there were a lot of terminology that they hoped to have clarified (such as mandatory reporter, confidential, etc). We found that users really enjoyed the idea of being recommended a resource and the idea of having a guided path through the process.

However one comment that was brought to our attention during our feedback was that while the path in the support section was useful, the paths aren't as siloed as our prototype displayed. All in all, we felt that the results of our feedback displayed that users felt our site was intuitive and useful. We feel that our results ensured us that we are on the correct path to a promising product and now must iterate on this base prototype to create an even better version going forward (our plans are discussed in number 6)

## 6. **Discussion:**

There were several design changes our users recommended and we plan on implementing in our next iteration. We expected users to be comfortable using the browser's "back" button, but users felt that it would be more helpful to have a "previous" and "home" button on every screen so that they could more easily navigate through the resources available. This will help resources who want to change their mind about an option or even simply explore all branches of resources before making a final decision. Additionally, some users felt that the maps feature in the "support" page could be confusing, as some paths illustrated resources

and some listed steps in the reporting process. We plan on distinguishing between resources and process steps more clearly in the next iteration, by using dashed lines to represent resources and/or redesigning the layout of the map so that resources do not have their own path. This will aid in making the path of reporting more distinguishable while still maintaining the detailed explanation of resources available to users. The most confusing part of our project, however was our wording on the “Clarify, Connect, Support” screen. While initially we chose these titles to integrate the 3 tasks that this resource accomplished, users did not find that these names helped them understand where they wanted to go. For example, while selecting “Clarify” takes the user to a screen with many options for resources, users were confused by what, exactly, it was clarifying, as there wasn’t a lot of information about each resource on that particular screen. Based on this, we will brainstorm new and more intuitive names for each of the subcategories to make the user experience seamless. Our improvements for the next iterations are typically small additions to make navigating through resources simpler and making sure that every step of product use is intuitive for the end user.

**Word Count: 1,416**