

# Compass

Find Your Way After Sexual Assault

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## **Problem and Solution Overview**

*Problem:* After over three years at Stanford, we noticed one of the greatest problems on our campus is the way in which the sexual assault reporting process is understood by the student body. Individuals who themselves experience sexual assault on campus are often confounded about who to talk to, what will happen with the information they share, and whether they will have to face their assaulter. Our goal is to help victims and their friends navigate the complicated and stressful time that occurs after sexual assault.

*Solution:* To solve this problem, we designed a website that clarifies the resources that are available for victims of sexual assault and helps victims connect to the resource that fits their needs. Our website shares all the different resources in the area, states these resources' purposes, and helps victims reach out to the best resource for them without taking their personal information.

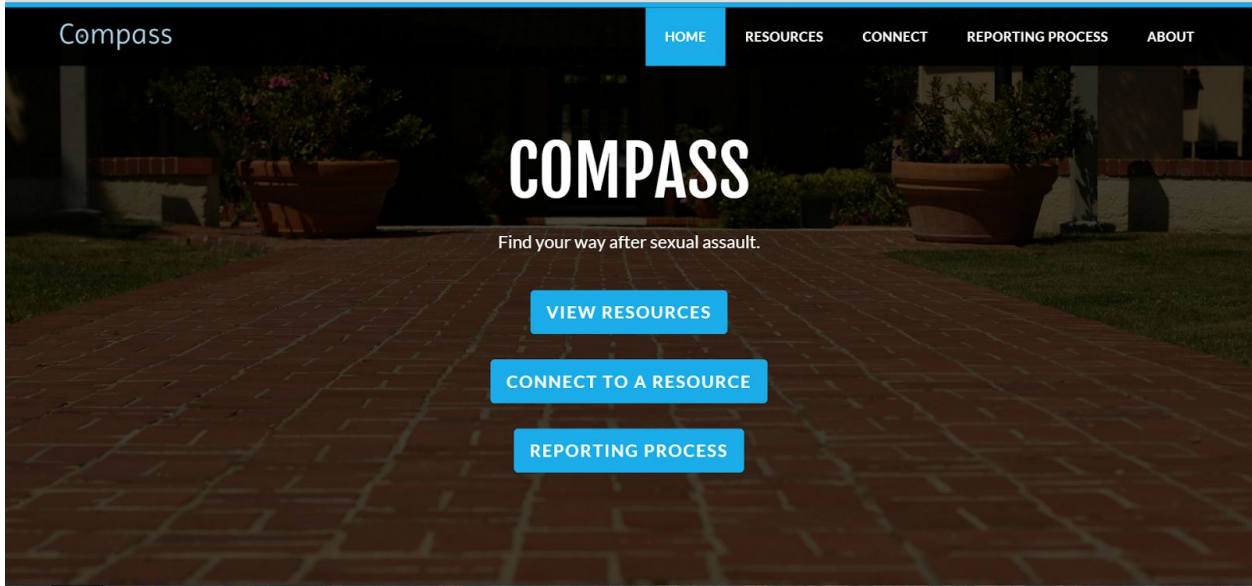
## **Tasks and Final Interface Scenarios**

### *Tasks*

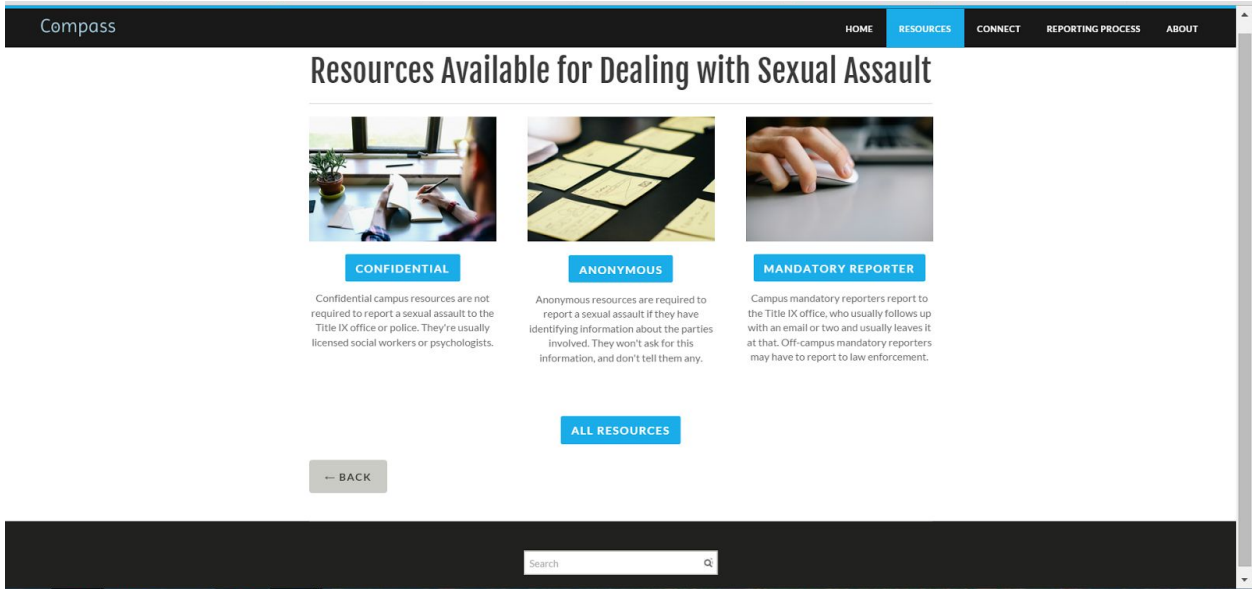
1. Clarify resources available to victims of sexual assault (easy): We wanted to give a better overview of every resource for dealing with sexual assault trauma in a less overwhelming and less stressful way than the current system. To do this, we needed to discover which resources exist, determine their functions, and find out how each resource would handle a student sharing details of sexual assault with them.
2. Connect victims to the right resource (medium): We wanted to recommend an individual resource for victims and friends so they could have an easy way to find the resource that suits their needs, all without taking any personal information from the victim. To accomplish this, we identified the key traits of each resource and the key traits that different users may be looking for in a resource.
3. Support victims by walking them through the reporting process (hard): We wanted to help victims understand what the sexual assault reporting process looks like -- based on our need-finding interviews, we realized that very few students understand what the process actually is. This required us to talk to a significant number of campus faculty and staff to get a clear exact picture of what the process actually is and to articulate that to students through our website in an easily understandable, organized way.

### *Final Interfaces*

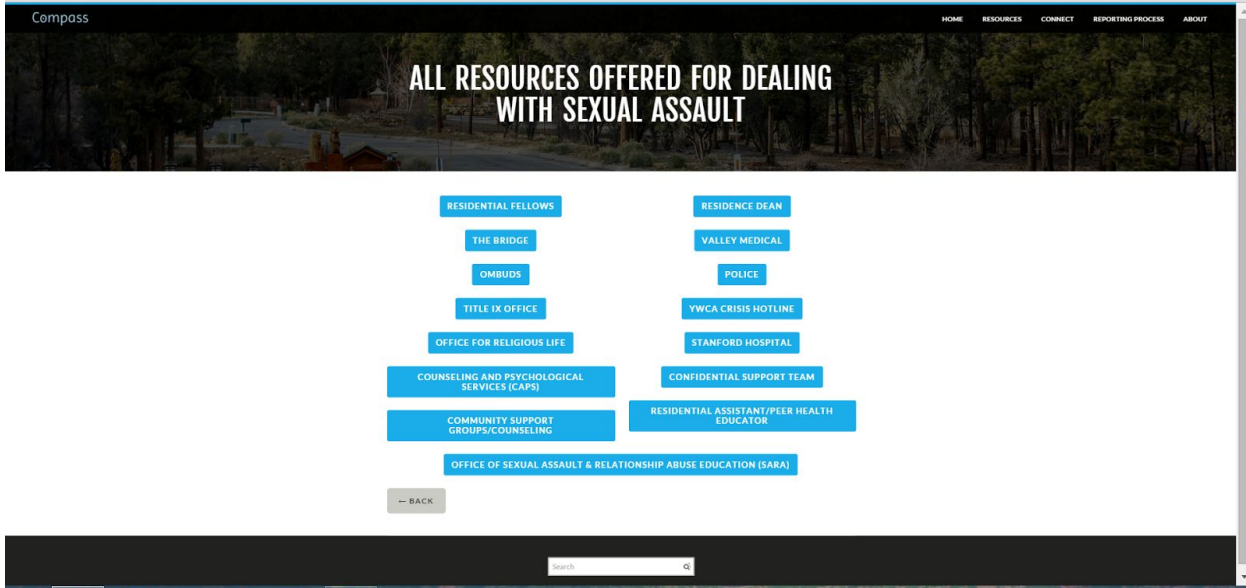
#### Task 1 - Clarify



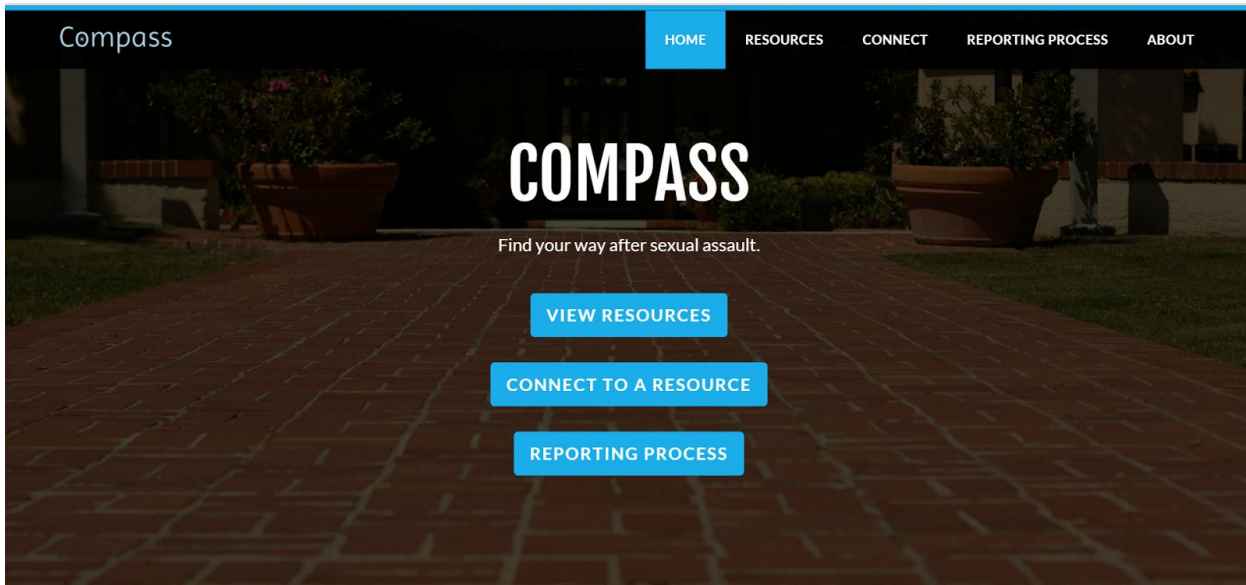
> Action: click “View Resources”



Action: click “All Resources” or any of the other paths, depending on which resources you want to view



## Task 2 - Connect



> Action: Click “Connect to a Resource”

### What kind of resource are you looking for?

HELP REPORTING

MEDICAL CARE

NAVIGATING CAMPUS POLICIES

PSYCHOLOGICAL SERVICES

← BACK

Search

Action: Choose which kind of resource you are looking for, in this case “Help Reporting”

### Would you prefer to report to the Title IX office or pursue a criminal investigation?

*(You can do both, but which would you prefer to start with)*

TITLE IX

CRIMINAL INVESTIGATION

← BACK

Search

Action: Choose which option you would like, in this case “Criminal Investigation”

Would you like to collect physical evidence of an assault?

YES

NO

← BACK

Search

> Action: Choose which option, in this case “No”

Would you prefer a student or a professional?

STUDENT

PROFESSIONAL

← BACK

Search

> Action: Choose which option, in this case “Student”

We recommend the following resources:

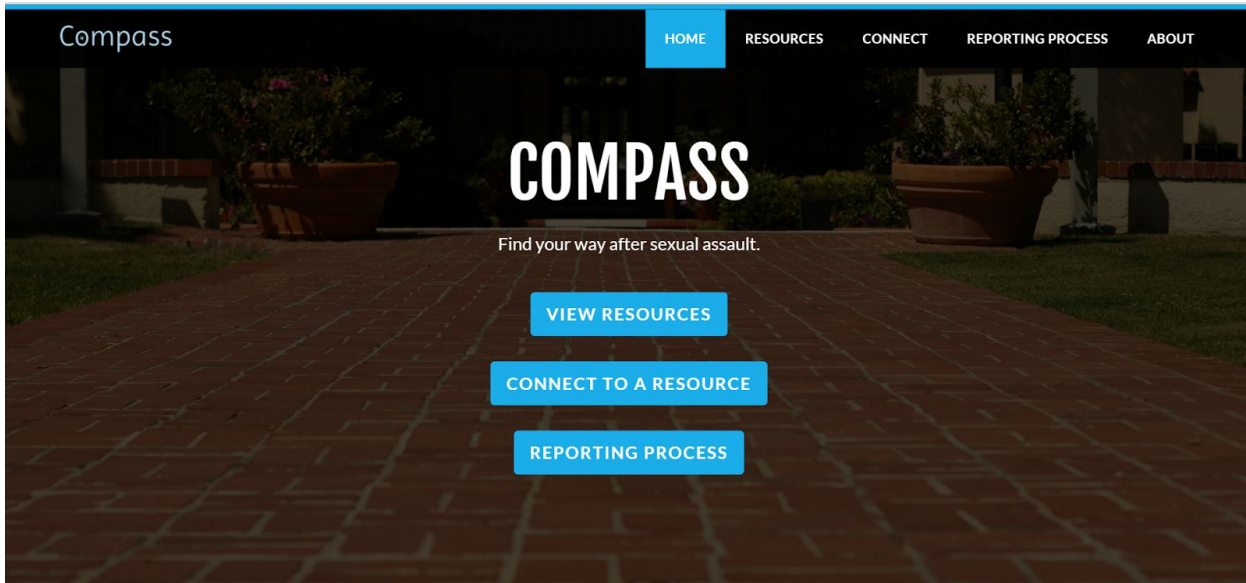
THE BRIDGE

RA/PHE

← BACK

Search

### Task 3 - Support



> Action: Click “Reporting Process”



# Reporting Process

If a sexual assault has been reported, the Title IX office will reach out to the impacted party (aka the victim), usually via an email checking in. The impacted party can then choose to respond or not.



**RESPOND TO TITLE IX**

Choose this option if you are considering proceeding with an investigation or university resolution



**IGNORE TITLE IX**

Choose this if the impacted party does not want to proceed with any university response



> Action: Choose your option, in this case “Respond to Title IX”

Compass HOME RESOURCES CONNECT REPORTING PROCESS ABOUT

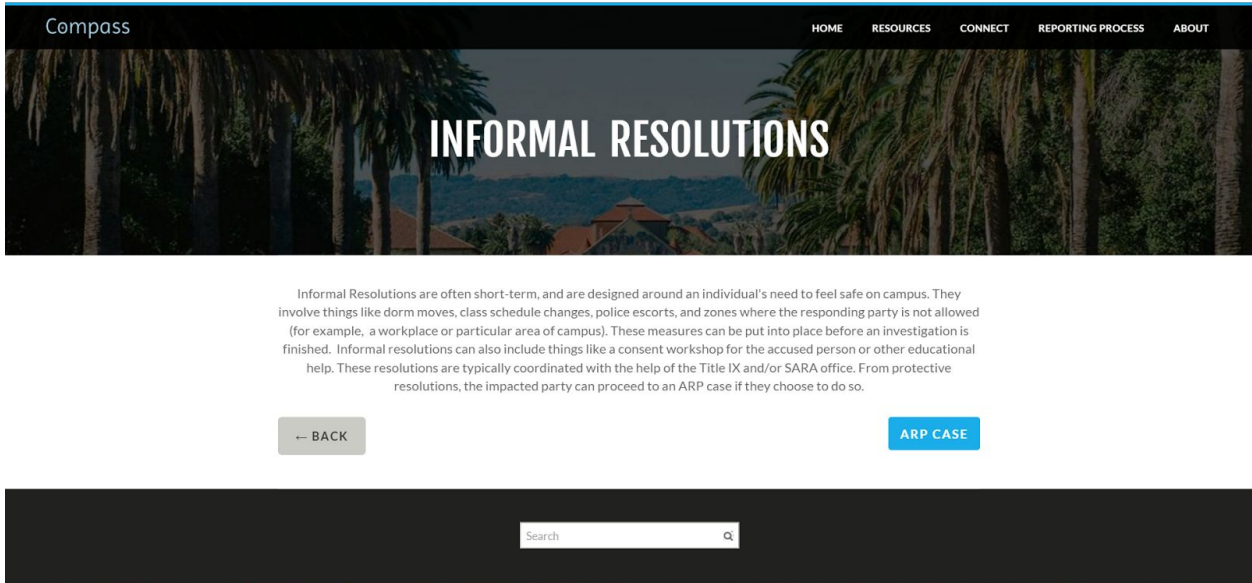
# WHAT AN INVESTIGATION LOOKS LIKE

A Title IX Investigation starts off with interviews. First, the Title IX investigator asks the impacted party to give a description of the events and name witnesses of any part of the incident. Then, witnesses and the responding party give statements and the responding party (the accused person) calls their own witnesses, who are also interviewed. All these interviews are transcribed, and witness names are given as initials. Both sides of the investigation are given copies of the transcripts. The impacted party can seek informal resolutions and temporary resolutions and/or proceed to an Alternative Review Process case at the Office of Community Standards.

[← BACK](#) [INFORMAL RESOLUTIONS](#) [ARP CASE](#)

> Action: Choose your option, in this case “Informal Resolutions”

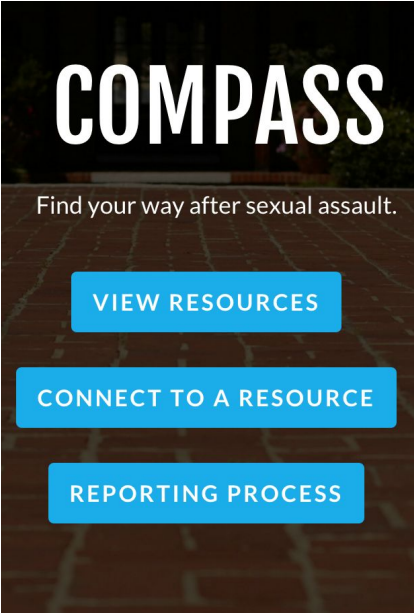




### Design Evolution

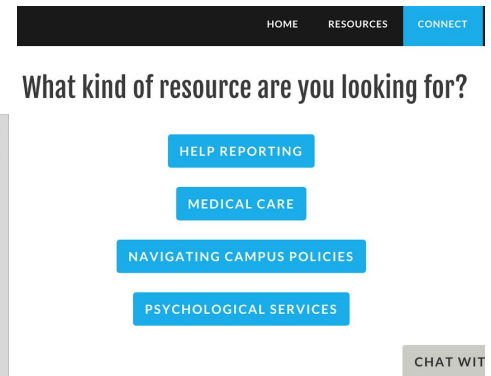
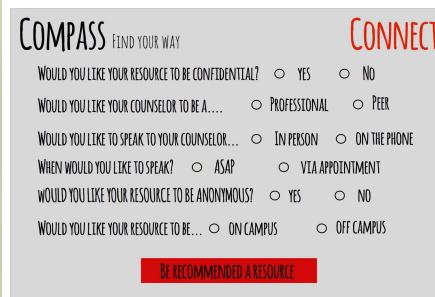
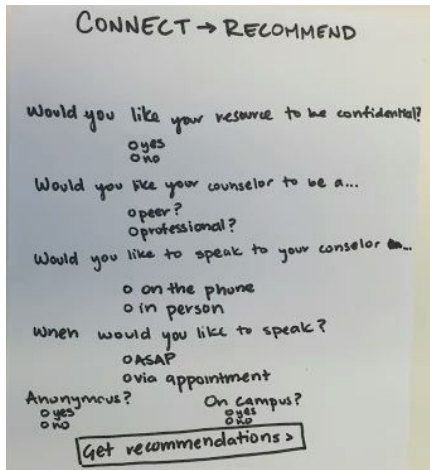
#### Home Screen:

Our home page layout remained similar for all iterations of our project, as user tests and heuristic evaluators found the simplicity of the layout helpful. However, heuristic evaluators found the color scheme and fonts for the medium-fi prototype aggressive and recommended that we change to a color scheme involving more blue and calming colors. Additionally, heuristic evaluators found the medium-fi button layout too rectangular, which we took into account in the hi-fi button design.



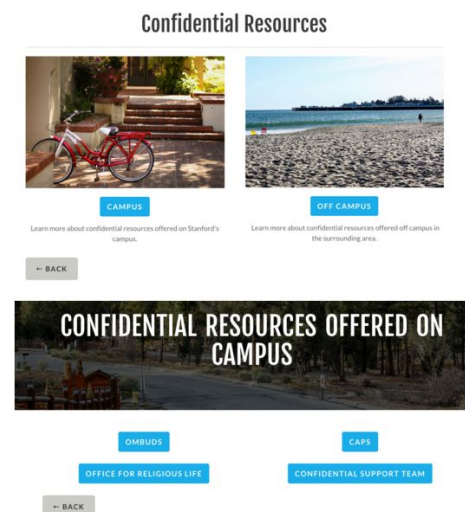
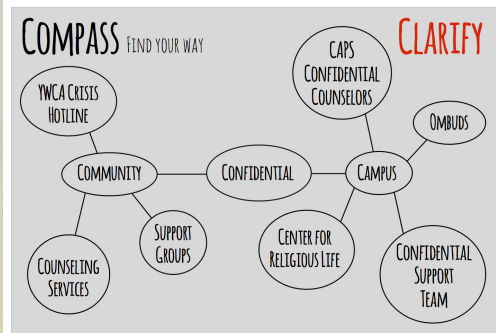
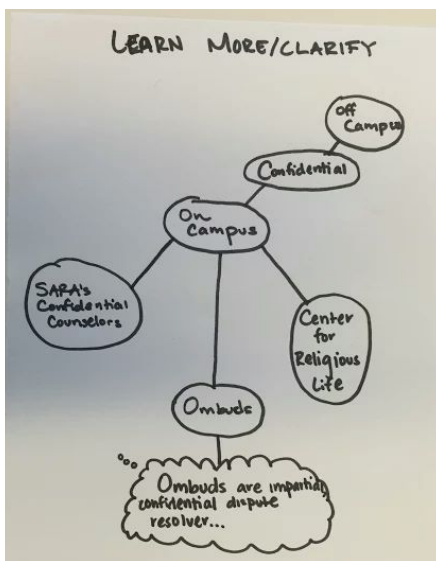
*Connection/Questionnaire:*

The initial design included a single questionnaire, which was modified to multiple screens of a single question that lead either a follow-up question or a final recommendation page. This modification was made to ensure that no set of choices led to no resource at all, and to customize later questions based on previous choices based on the recommendation of our TA, Louis.



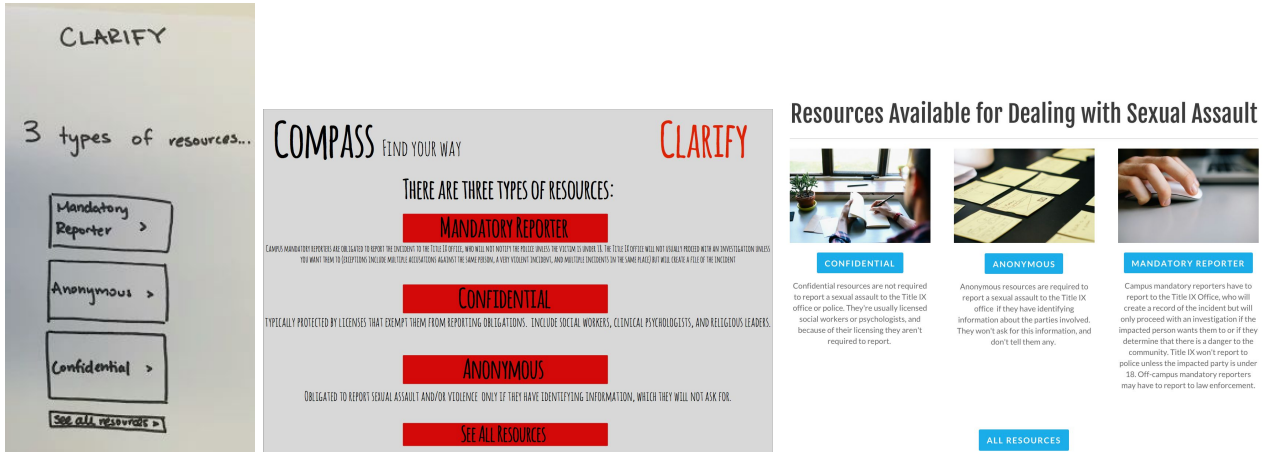
*Walking through resources:*

Heuristic evaluators found out bubble graph from our lo-fi and medium-fi prototypes distracting and overwhelming, despite initial support for it from our test users. Based on this feedback, each screen only includes a set of options or a recommendation to a few resources. We found this was easier to navigate and served as a more clear design.



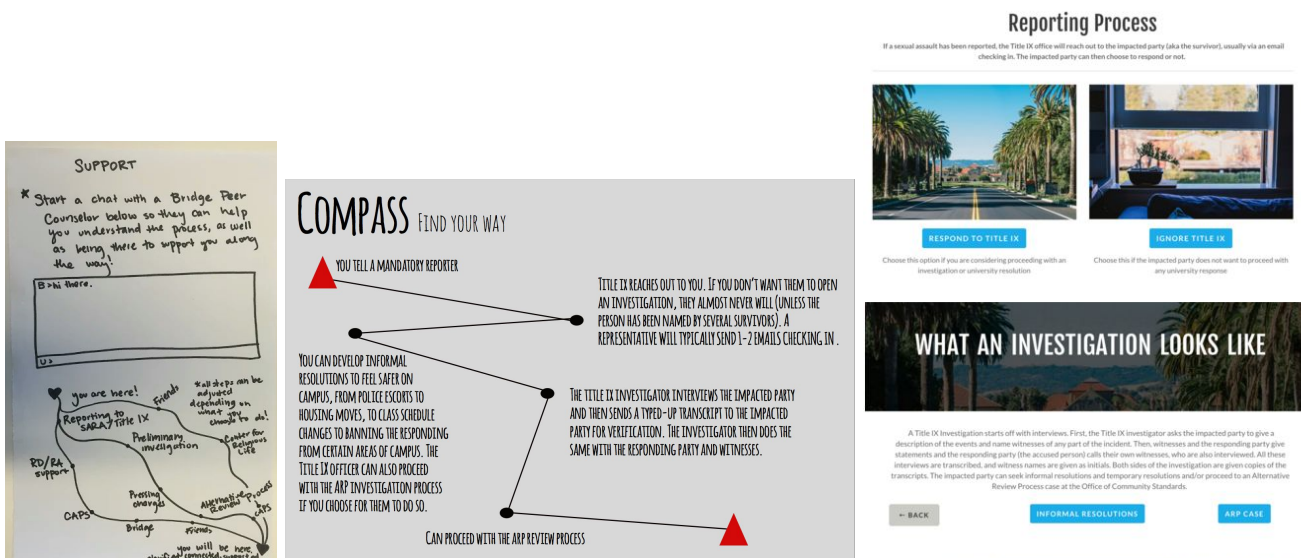
## Clarifying Resources:

Test users said they were confused about what the 3 types of resources were, so we included a definition under the buttons in the medium-fi prototype. Heuristic evaluators found the font for this hard to read, and asked that we make the text more obvious and the contrast between text and the background and a more clear font type. We also added pictures to clarify what kind of resource was offered and make the resources visually appealing.



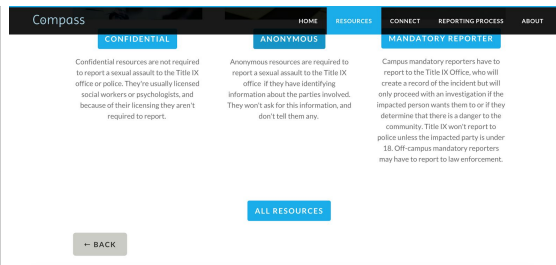
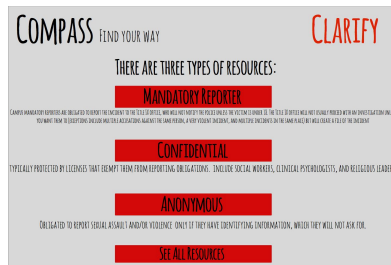
## Reporting Process:

The original intuition for the reporting process was a map through the user's stages of the reporting process. Our prototypes were unclear and not sufficiently informative according to user tests, furthermore evaluators did not want users to have to specify where in the process they were in order to use the tool. In the high-fi prototype, we modified the reporting process to have multiple reporting pages that showed steps and options for the user at every step to make it more user-friendly and eliminate the requirement of user information. This also allowed us to have more information about each step while making sure that no screen was overwhelming.



## Major Usability Problems Addressed

- Add tracking bar with each task title and back to home page (3)
  - We decided to not implement a tracking bar throughout the website in our final prototype. In lieu of a tracking bar, we instead added back buttons to each specific page so that users were able to easily navigate back steps if needed. The tracking bar was vetoed in our group decision process because we felt like it was potentially misleading to users. Which page the user would be directed to was determined by their past answers, so in the tracking bar it was impossible to tell them how many more pages they had to go to before they reached the end. If we had implemented the tracking bar, we felt as though users would be conflicted because a screen may potentially ask for another answer, while the tracking bar may appear as though the user has already reached a final page. In order to give users flexibility we felt as though a back button would suffice because it allowed the user to retrace their steps quite easily.



### Summary

- On campus, Confidential
- Exempt from reporting obligations because the CST is comprised of social workers and clinical psychologists
  - The CST was created specifically to help with campus sexual assault
  - Can help connect survivors to other on campus and off-campus resources

### Contact

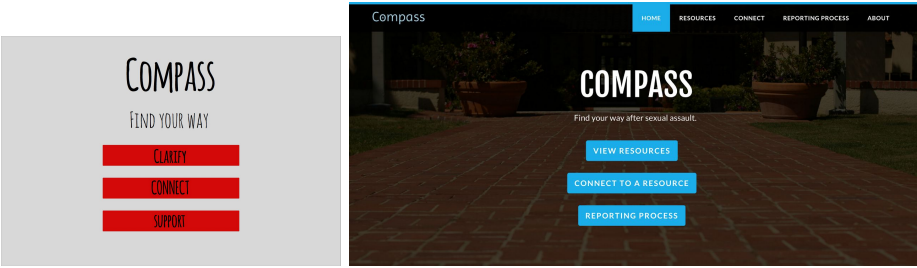
(650) 725 - 9955 (24/7 Hotline, Off hours it goes to CAPS on-call clinician)  
 Hours: Mon, Tues, Thurs, and Fri from Noon - 5 PM and Wed from 10 AM - 3:30 PM  
<https://pages.stanford.edu/sexual-assault>  
 Rogers House (also the Bridge) 581 Capistrano Way, Stanford CA 94305



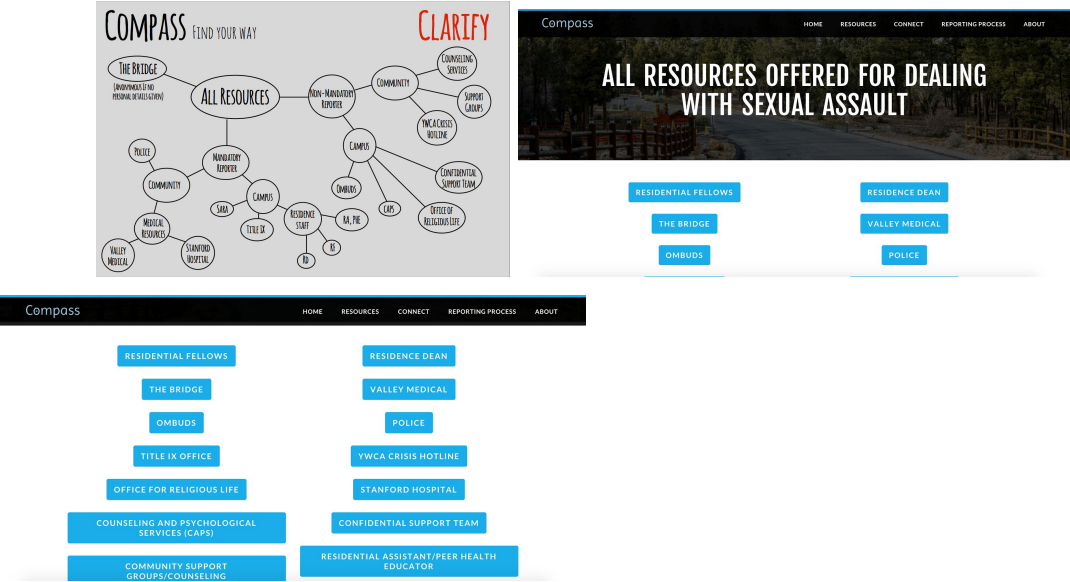
- Icons to break up texts, button descriptors only three words, shorten descriptions (3)
  - We simplified our wording and tried to use layman terms whenever describing any complex issues. However, some topics truly were complex and couldn't be simplified.



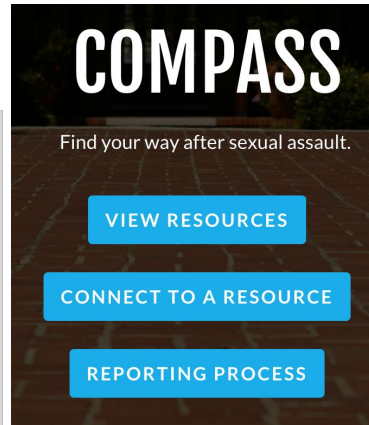
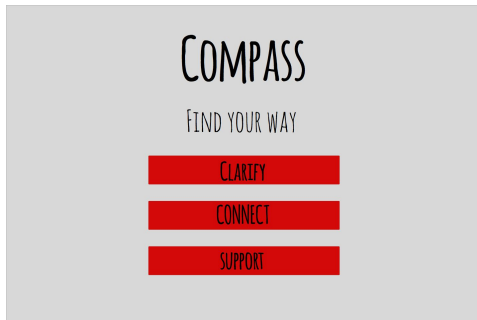
In these scenarios, we attempted to format the text in a readable fashion by utilizing white space and choosing an easily readable font and color scheme.



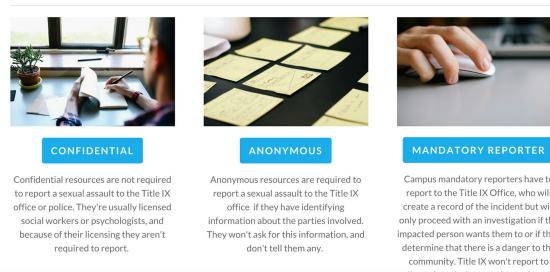
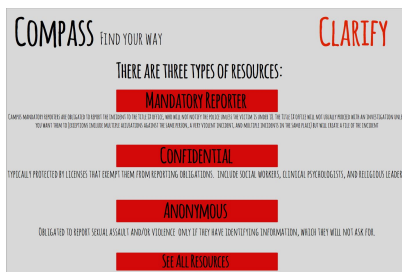
- Graph changed to video or bullet points (3)
  - We agreed the graph was a bit overwhelming, but we still wanted users to be able to see all resources available to them, so we put it in a list form. This page is only accessible if you click a button asking to see all resources, otherwise the user is prompted to answer questions to be offered a more specific resource. We felt that not displaying all resources unless asked would help to keep the user calm and feeling at ease.



- Button design change to more circular and more obvious that they are buttons, change sizes of text, more friendly (3)
  - This was fairly obvious that we needed to make the buttons look more like clickable buttons, so we implemented this change, as well as revisited the wording of each so as to clarify to the user why they would click one button versus another. Furthermore, we changed the color scheme so that the buttons were blue, which is a more soothing color than our initial red.



- Text under buttons are hard to read, get rid of them? (3)
  - We tried to simplify the text, however at times some issues were so complex and convoluted that this was impossible. But on the whole, we aimed to be concise and simple with our wording. We also changed to a font which we felt was not only more readable, but also one that was friendlier to users.



- Have a Terms/Privacy Policy (4)
  - We opted to not do this because we want the site to be friendly to the people who are stressed out. By having a terms/privacy policy page we felt that users who were unclear if they wanted to seek out help would be frightened off. The point of a site like this is to use a layer of anonymity to encourage victims and their friends to seek out the help they may need. The site does not take any identifying information of the user and keeps no record of their visit.
- Search feature by resource name (3)
  - We added this to the footer of the majority of pages so that at any point anyone could look up any resource. The search feature is found at the footer of pages (excluding the home page to keep the simplistic look that doesn't require any user scrolling). This was something we had planned on implementing but did not have the time to during our medium-fi prototype.

ALL RESOURCES

← BACK

Search

- Instructions for questionnaire (3)
  - Rather than a single questionnaire, we did a series of questions that lead to a final result page. This allowed us to be less overwhelming to the user and made it a lot more self explanatory because the user just had to click through a series of buttons until a recommendation was given. Furthermore, using this design strategy also reduced the chance of the user being given no resource based upon their responses since every path leads to a specific resource. On the other hand, a survey could have a combination of answers that leads to no available resource. Below you can find one possible path to a recommended resource.

COMPASS FIND YOUR WAY CONNECT

WOULD YOU LIKE YOUR RESOURCE TO BE CONFIDENTIAL?  YES  NO

WOULD YOU LIKE YOUR COUNSELOR TO BE A...  PROFESSIONAL  PEER

WOULD YOU LIKE TO SPEAK TO YOUR COUNSELOR...  IN PERSON  ON THE PHONE

WHEN WOULD YOU LIKE TO SPEAK?  ASAP  VIA APPOINTMENT

WOULD YOU LIKE YOUR RESOURCE TO BE ANONYMOUS?  YES  NO

WOULD YOU LIKE YOUR RESOURCE TO BE...  ON CAMPUS  OFF CAMPUS

BE RECOMMENDED A RESOURCE

What kind of resource are you looking for?

HELP REPORTING

MEDICAL CARE

NAVIGATING CAMPUS POLICIES

PSYCHOLOGICAL SERVICES

CHAT WITH THE BRIDGE

Would you like help within your dorm/housing?

Keep in mind that almost all Stanford staff have to report to the Title IX office, which most likely will email the impacted party to check in, but otherwise do nothing without the impacted party's involvement.

YES

NO

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← BACK

Would you prefer a peer or faculty member?

PEER

FACULTY

We recommend the following resource:

RA/PHE

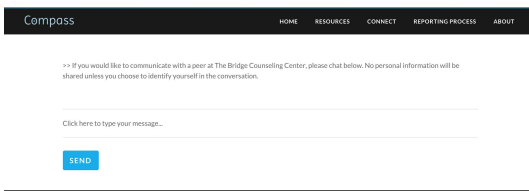
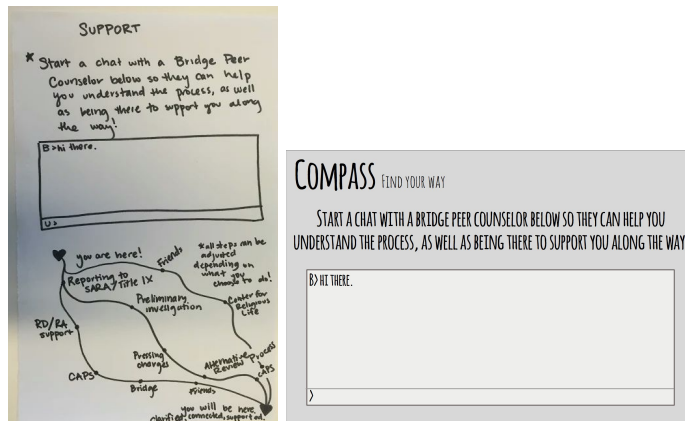
← BACK

Search

- Tracking progress page (3)
  - Opted out of this, see above.
- Chat box wants time stamps (3)



- This is a feature we didn't fully implement due to our inability to provide 24/7 chat. However, in the real version, we would definitely have time stamps on the messages.



- Add info and a picture in the corner of chat page about the counselor (3)
  - As a group we decided against this sort of profile because a lot of users will feel at ease not being able to put a face to the person they are speaking with. The point of the site is to make the experience less stressful for victims, as well as encourage them to seek out the help they need. By keeping some anonymity, users will likely feel more open to speaking to the counselor if they had any sort of doubts.
- Warn user before they leave chat page (3)
  - In the final prototype we would make sure that upon opening the chat, the user is given a summary of the privacy policy and must agree to it before they begin speaking to the counselor. Upon closing, we would also have a popup appear asking to confirm that the user wishes to leave the chat.

## Prototype Implementation

Per Louis' recommendation, we searched for a template and website editor that best fit the style we wanted our website to be. Eventually, we settled on Weebly and a template that it offered, because it gave us the ability to incorporate a search box and a chat feature and had a very similar look to our medium-fi prototype. It also allowed us to explore different styles, colors, and fonts very easily and make similar small changes very rapidly. It was very easy to add new pages, link them to each other, and display information in an aesthetically pleasing way. With our site being so centered on displaying information, this was a big factor in us choosing the Weebly template and style that we did. However, a

major drawback was the difficulty we encountered in making significant design changes, such as adding a back button to every page or attempting to add a navigation tracker, which we ultimately ended up not doing and instead just relying on the back button. Because Weebly was an editor and we didn't code all the HTML and CSS ourselves, it also became difficult sometimes to do simple things like create our own page design that wasn't one of their standard pages (splash, landing, tall header, no header, etc.) or put elements in a specific spot on the page. In the end though, the benefits greatly outweighed the negatives, and we were happy with the final product we created.

We ended up hard-coding the chat feature because we do not have the capability to provide a 24/7 chat feature with The Bridge, so any message you enter into the chat will not be responded to. We did not use any Wizard of Oz techniques.

In the future, we would of course hope to enable the chat feature. We would also love to expand this to different colleges, not just Stanford, so that each college could lay out its resources for combating sexual assault trauma in a better manner. We would also like to incorporate the flow chart for the viewing of resources that we included in our lo-fi and medium-fi prototypes, but in a more easily understandable manner.

## **Summary**

At the beginning of the course, we approached our project with hope and ideas of how we might provide help to survivors of sexual assault. However, only after many design iterations, user testing, and advice from our classmates and our beloved TA, Louis, are we able to present a product that we believe will actually help the individuals that need it most. Throughout the quarter, various lectures and different challenges pushed us to better understand the ways in which a user's intuition works which allowed us to create a website that can serve as a haven for victims and friends after trauma. With each design iteration, we made design decisions which aided in accomplishing the three initial tasks we set out to implement: to clarify resources available to survivors, to help connect them to these resources, and to support them through the process by explaining what each step could possibly result in. These changes included, but were not limited to, choosing more readable design schemes, colors, and fonts as well as changing the ways in which users navigated the website. Looking forward, we hope to maintain this website as a resource for individuals and to communicate with the university to publish this website through several different departments. Beyond this specific project, the Compass team, made of all seniors, has developed a keen understanding of the design process that will help in future projects as we graduate and start our careers in several different industries.

Thank you Professor Landay and Louis for a fantastic quarter!