Design That Makes a Difference

nfocus SOLUTIONS
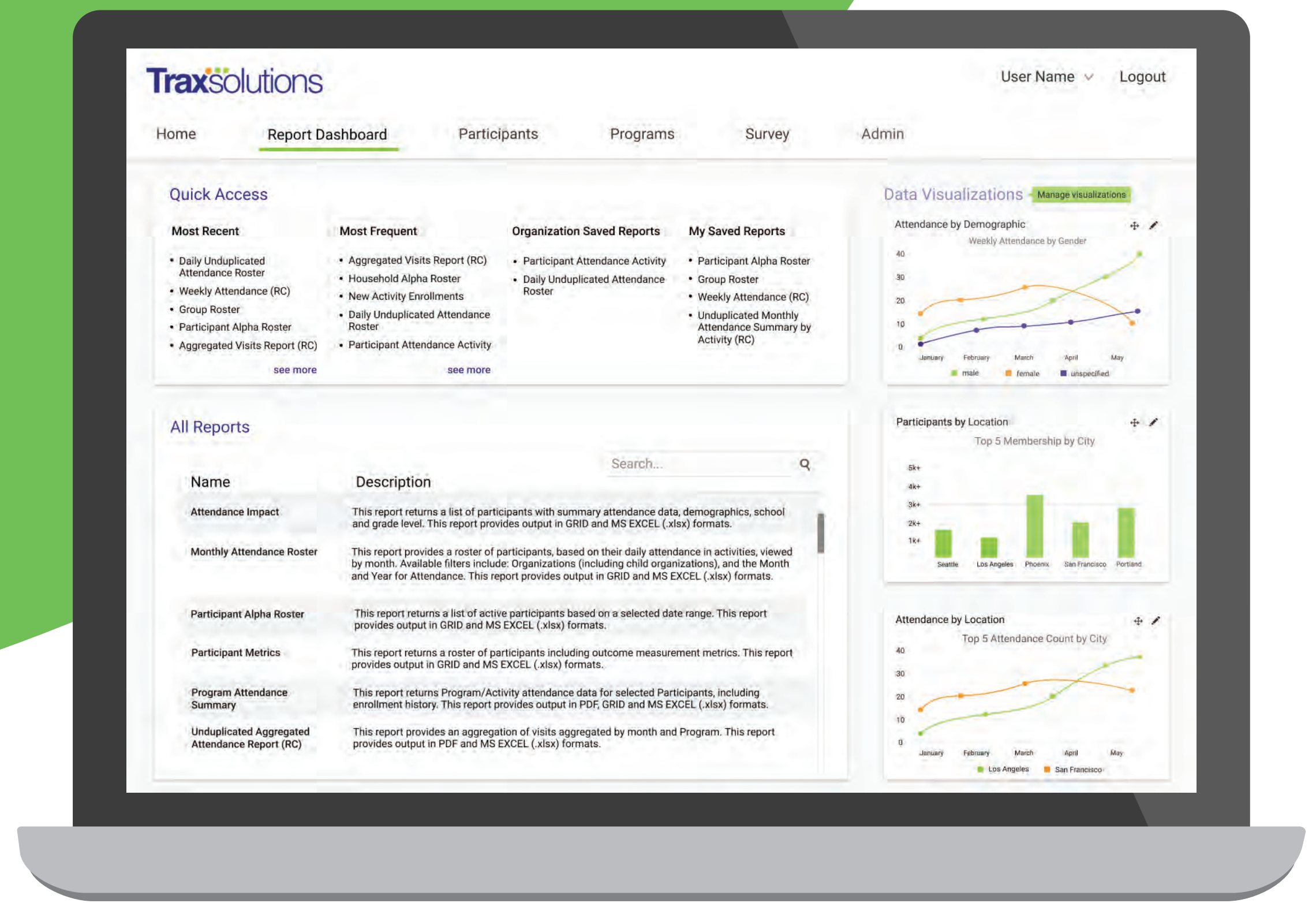
Redesigning the TraxSolutions software Report Center tool to empower nonprofits to understand their data and achieve successful outcomes.

DESIGN OPPORTUNITY

Nonprofits around the country are working to provide vital services and programs to their communities. TraxSolutions aids these organizations in leveraging the program data they collect with reports that deliver targeted subset of their data.

How can we design a system to enable our users to successfully access and understand their data to measure and communicate their social impact?
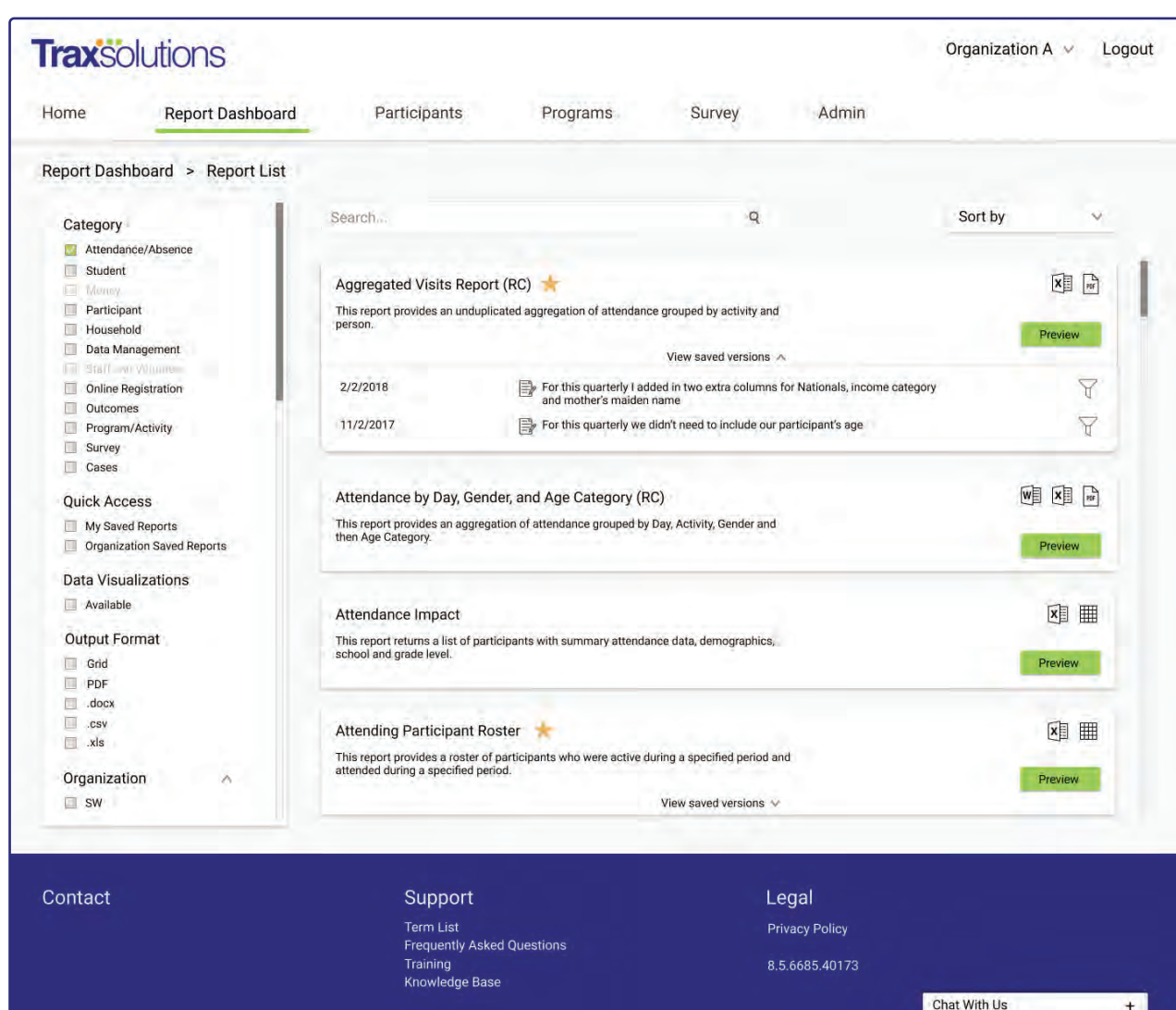

THE SOLUTION

★ Quick Access

"If there was anything that would, really, dramatically make everything, everybodies lives easier... is just to have a column that shows you where you recently visited."
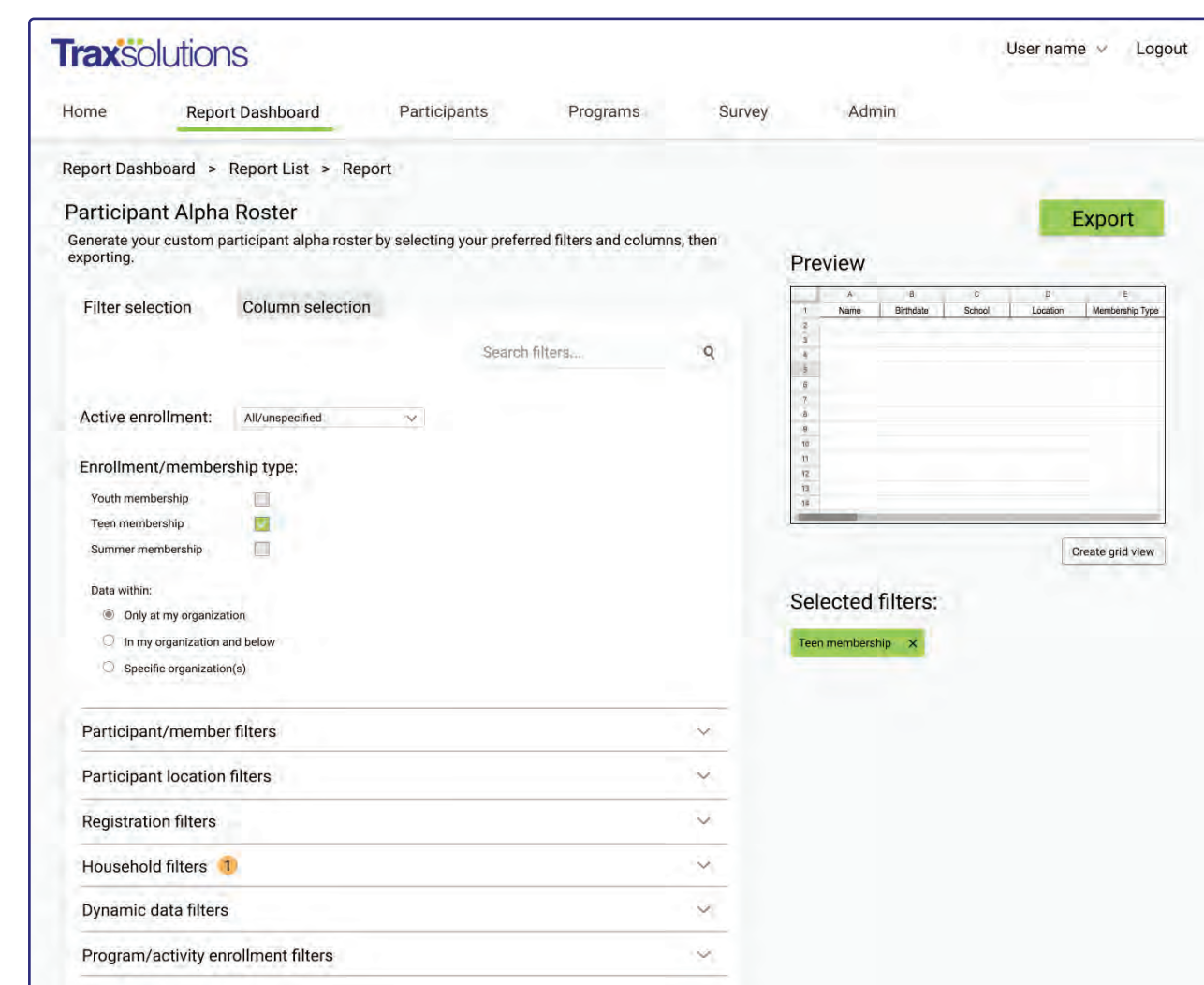
★ Sort and Search

"Being able to search my notes makes stuff a lot easier to find"

★ Previews

"So it's a lot of having to play with things and go 'this over here and this over here' is the output of that. If I switch that around what's the output of that? What do I get?"

The Report List

Modifying and Exporting a Report

OUR PROCESS

Research

Building an understanding of the product and learning about user goals and needs.

- 4 interviews with Trax users
- Users want reports to be clearer and easier to find
- Users want adaptability
- Users are not using favorites

Ideation

Using research findings to explore and examine possible solutions and features.

- User requirements
- Scenarios for use cases
- Sitemap connecting pages
- Sketches of solutions

Design

Creating an interface to help users effectively complete tasks and goals.

- Wireframes of all new and redesigned pages
- Clickable prototype
- Hi-fi mockups of key screens

Iteration

Testing with users and iterating to better reflect their priorities.

- Usability testing with expert and new users
- Revised wireframes based on feedback
- Revised hi-fi mockups

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