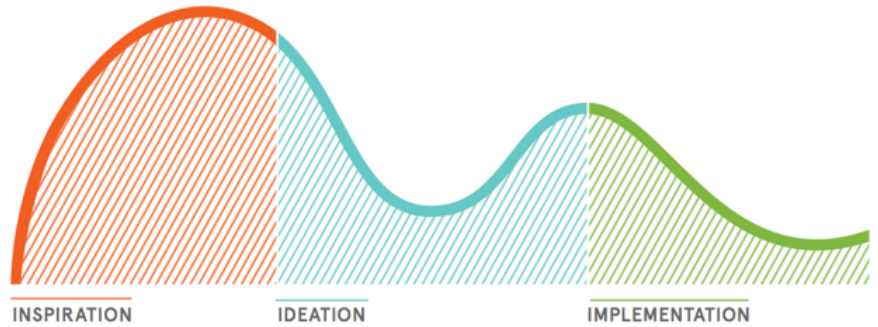


# FORMS @ MILLS

## 01 Getting Started

15 minutes



Forms, whether paper or digital, are an interface between systems/organizations and people. They convert the messy particularity of individuals into a form a bureaucracy can swallow. And they present to users what systems are willing or able to do for users. A form is like a control panel for an organization: it tells users how they need to re-form themselves so that the organization can serve them.

For this exercise, each team will be given a paper form used at Mills. Your challenge is to redesign something associated with this form (it's look, content, medium, handling, title, anything) so that it thrills those who use it. Note: for this project we are only looking at users - we won't be interviewing the folks behind the scenes (at the MCenter, for example).

### Inspiration I: What do you already (think you) know?

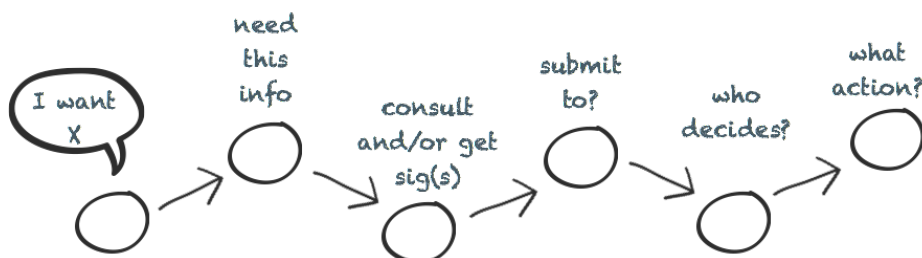
What is it for? Who fills it out? When? Why? What do they want? Who receives the form? What does it make happen? Why is the info needed? What questions do you have?

Dissect the form

The image shows a paper form with several sections. Red arrows point to specific fields:
 

- Section I: Radio buttons for 'New Major Advisor', 'New Minor Advisor', and 'Undeclared'.
- Name: Fields for 'Last', 'First', and 'MI'.
- Mills ID: Fields for 'Term/Year' and 'Email Address'.
- Section II: Radio buttons for 'Prefer advisor in a department closer to my field of interest' and 'Other'.
- Section III: Fields for 'Student Signature', 'Date', 'New Advisor Signature\*', and 'Printed Name'.
- Footer: Fields for 'M Center Use Only', 'Processed by', 'Date', and 'Notes'.

Map what you (think you) know:



Who fills it out? .....

When? ..... Why? .....

What do they want? .....

What "happened" to occasion the use of this form? .....

What does it take to get it ready to submit? .....

.....

Who else is involved? .....

Who receives the form? .....

What does it make happen? .....

Why is the info needed? .....

.....

What do you still not know? .....

.....

.....

## 02

### Finding Out

*X minutes (to be determined by your team)*

**Inspiration II: BECAUSE.YOU.ARE.NOT.THE.USER.**

How do users relate to this form? How do THEY understand it? What are their answers to the questions above? What do they like or hate about it? What are their user stories?

What HCD methods will you use to learn about what users want and need? Select three from the IDEO.ORG methods site.

1. ....
2. ....
3. ....

Whom do you need to speak with to understand the various user perspectives associated with the form?

1. ....
2. ....
3. ....

## 03

### Download

*15 minutes*

**Regroup and download your learnings so that the entire team has all the data.**

## 04

### Ideation

20-40 minutes?

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Organize a brainstorming session. Try to generate 25 ideas. Record them on your worksheet.

Cluster and prioritize and select one or two to prototype.

## 05a

### Prototyping

? minutes

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What are you trying to find out with your prototype?

What kind of prototype will you build?

Why will it help you find out what you want to find out?

## 05a

### Testing

? minutes

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Put your prototype in the hands of users. What do you learn?

## 06

### Iterating

? minutes

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Try again. Go back to step 4. Do this at least twice.

## 07

### Presentation

? minutes

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On Tuesday, next, make a short presentation *about the iteration process*. In other words, what we want to hear about is what you tried, why, what you learned and how that got you from first prototype to last. The presentation must include visuals of at least three versions of your idea.

# 4 FoRmS @ MILLS