

# VETERIST

**Arjun Lalwani**  
UX Research

**Payton Ratzliff**  
Project Manager

**Jingle Huang**  
Design Researcher

**Melissa Diamond**  
Design Lead

# 1. PROBLEM

---

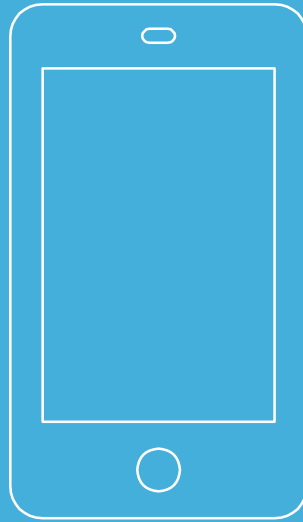
# ■ PROBLEM

~ 4 Million

*Veterans Diagnosed with PTSD need help*

# 2. SOLUTION

---



Provide support to veterans with PTSD  
on an as-needed basis.

**3.**

# **INITIAL PROTOTYPE**


---

# PAPER PROTOTYPE



# TASK 1

## Connecting Veterans to the Right Resource






Select Your Symptoms:


ANXIETY

IRRITABILITY


PANIC


CONTINUE


  







Select an Organization


 PTSD FOUND.  
OF AMERICA  
Specialty: Irritability

 VETERIST  
Specialty: Panic

 VETERAN'S  
ASSOCIATION  
Specialty: Anxiety


  






 Name: PTSD Foundation  
of America <sup>LX</sup>  
Distance: 1.3 mi

Specialties: Irritability

Bio: Treating PTSD  
through group meetings  
and recovery programs

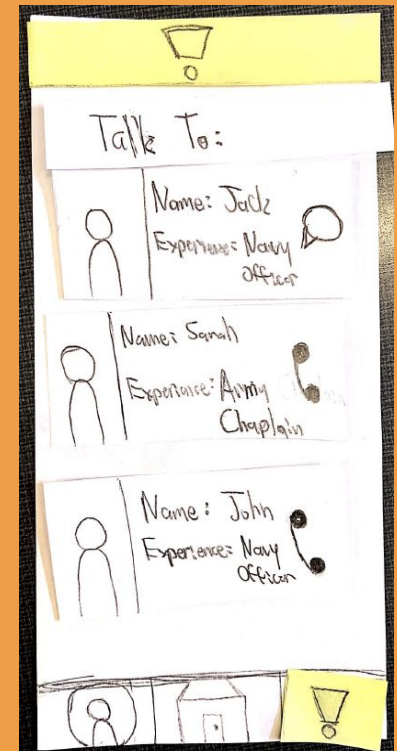
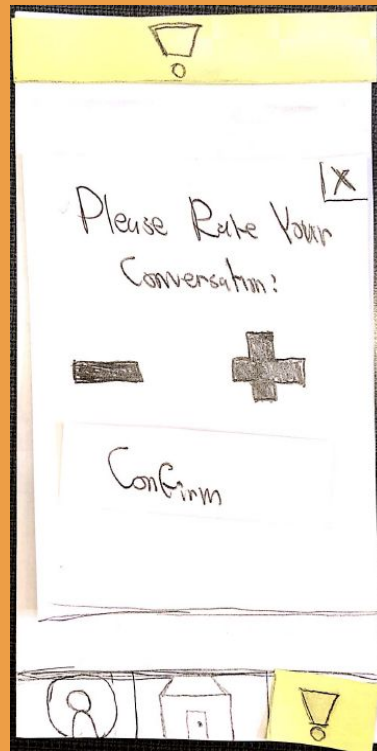
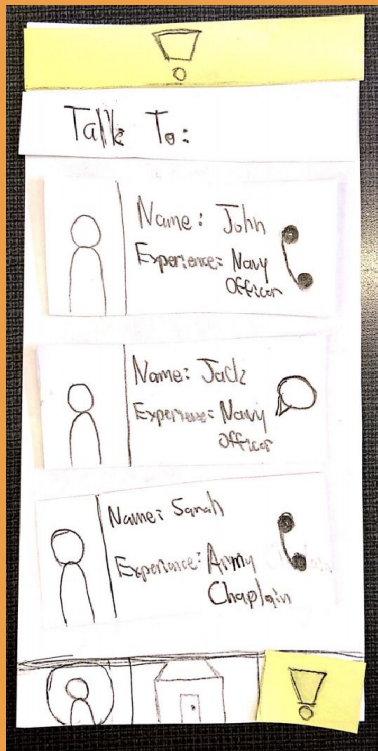
Call 



# TASK 2

## Getting Veterans On-Demand Support

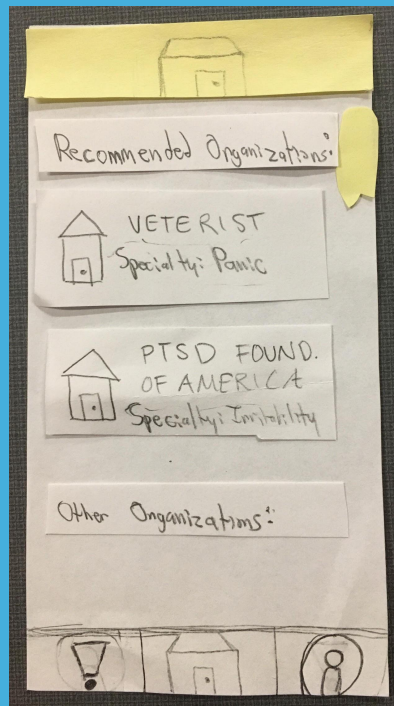
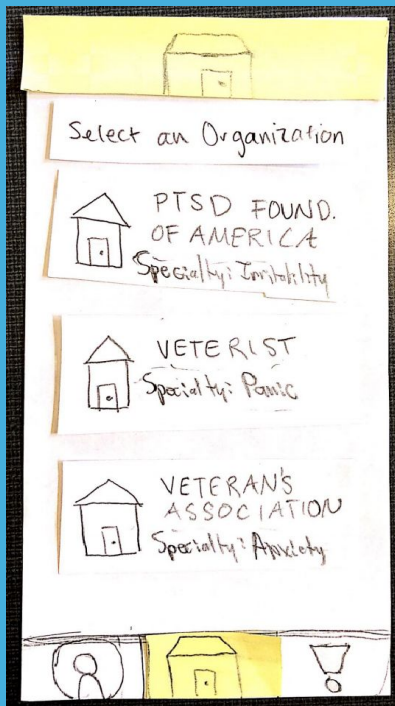


# 4. TESTING

---

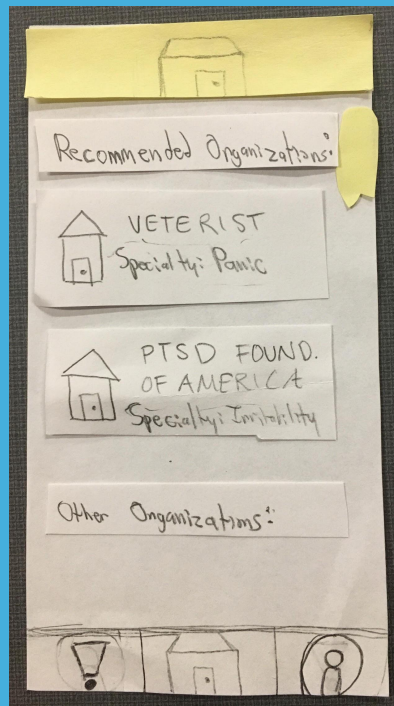
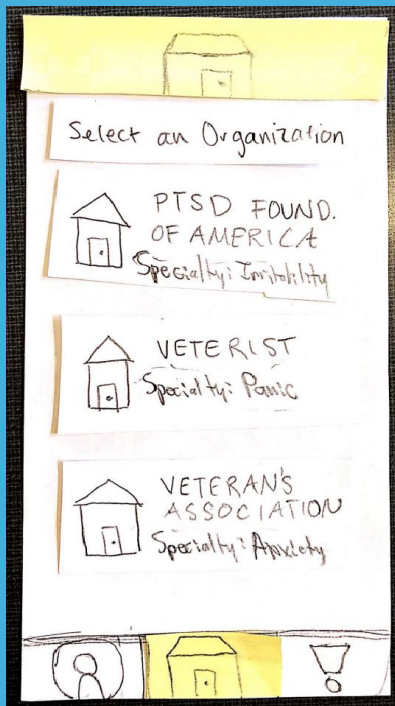
# HEURISTIC TESTING

Information Clarity  
*Organization Ranking*

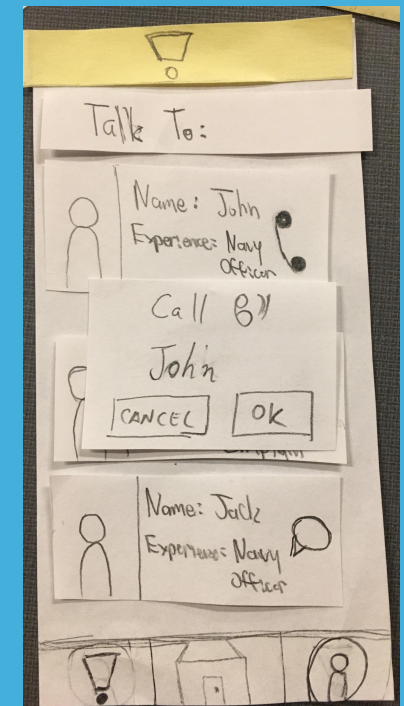
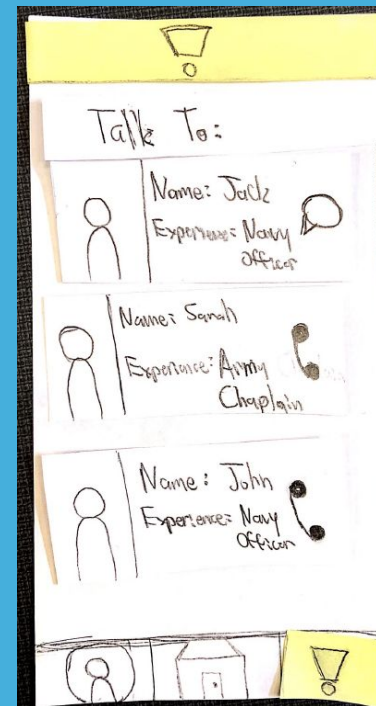


# HEURISTIC TESTING

Information Clarity  
*Organization Ranking*



General User Control  
*Call confirmation*



# ■ USER TESTING

1

Introduction & Background

2

Main Tasks

3

Debriefing

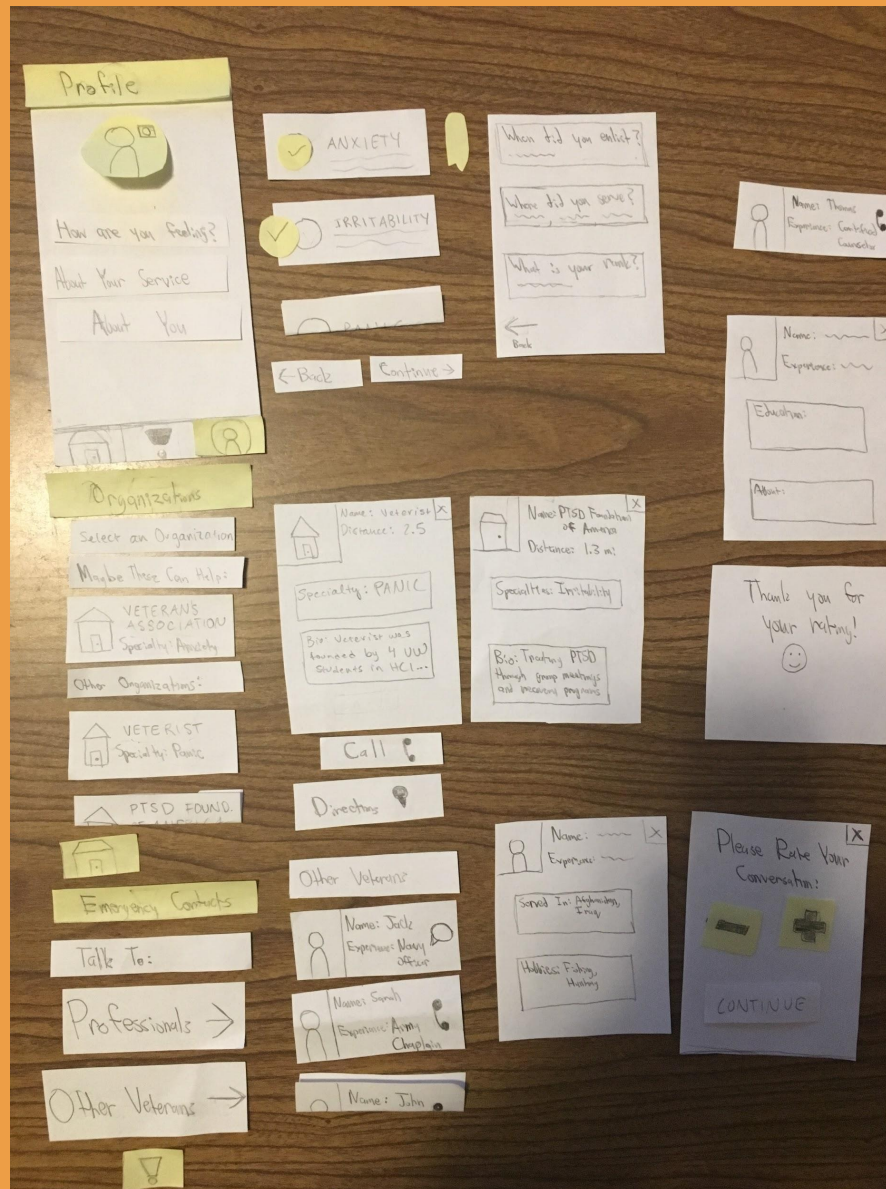
**5.**

**FINAL PAPER  
PROTOTYPE**

---

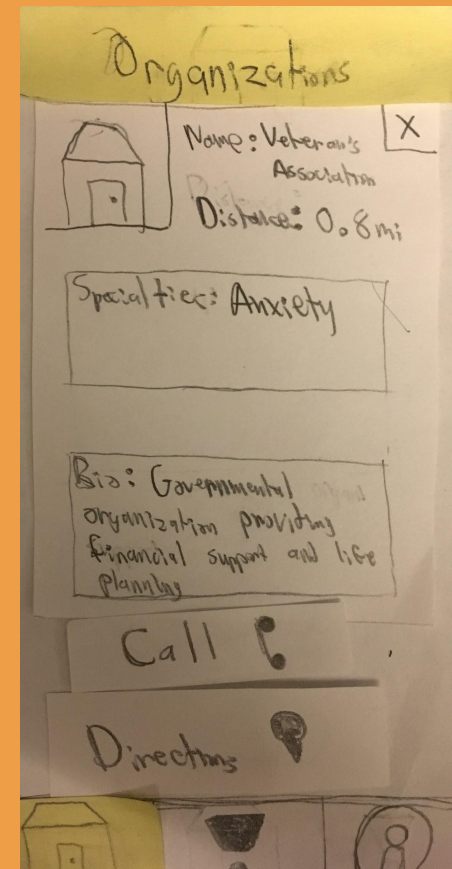
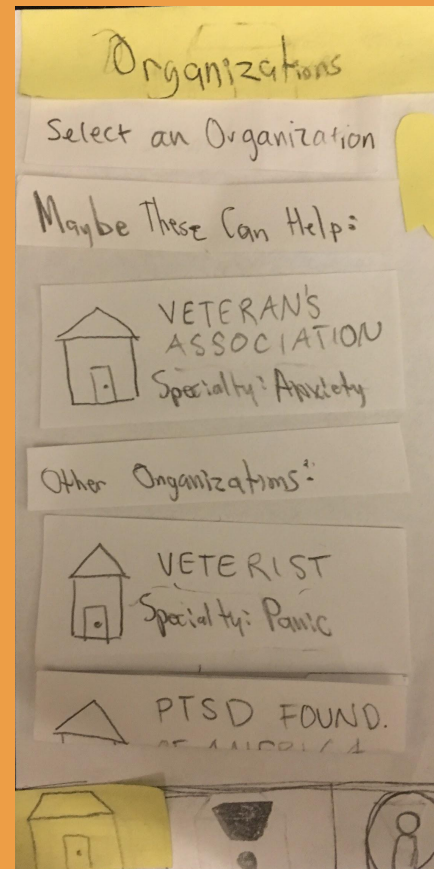
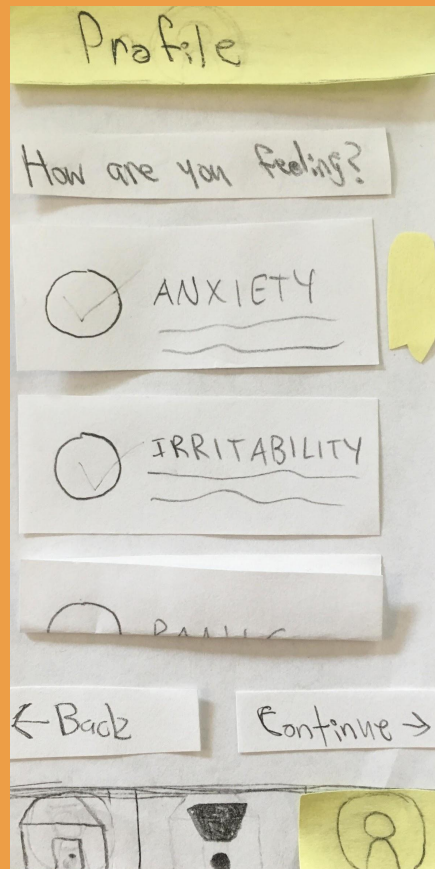
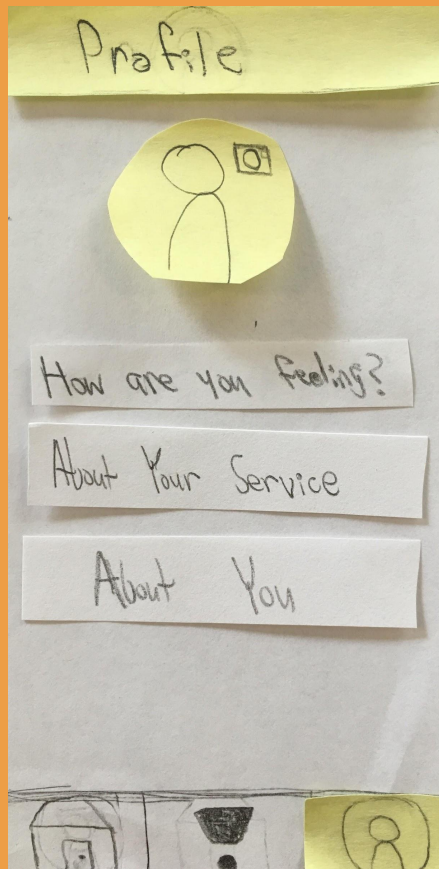


# PROTOTYPE



# TASK 1

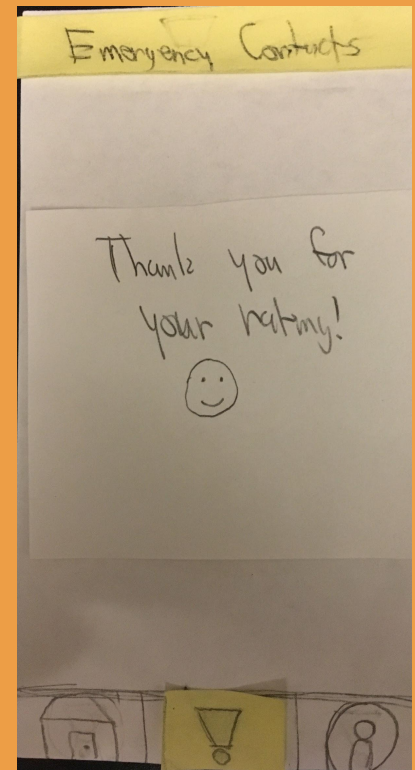
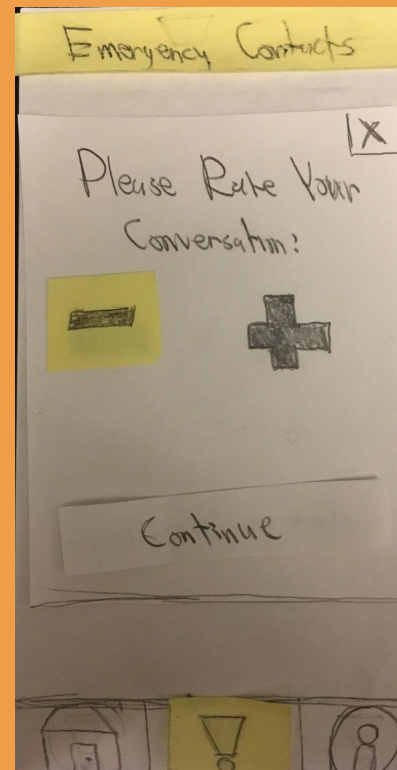
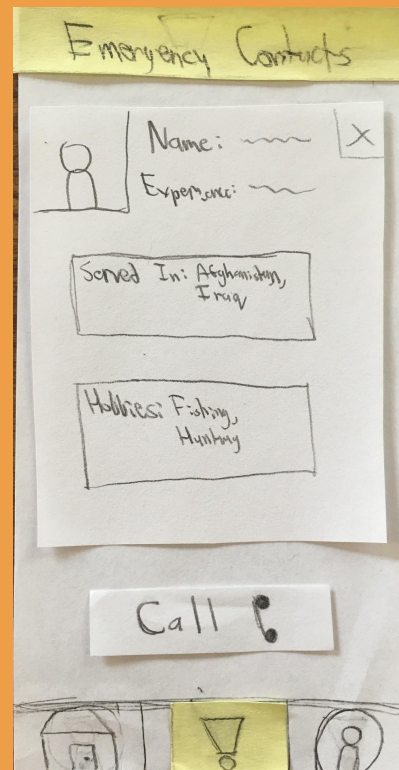
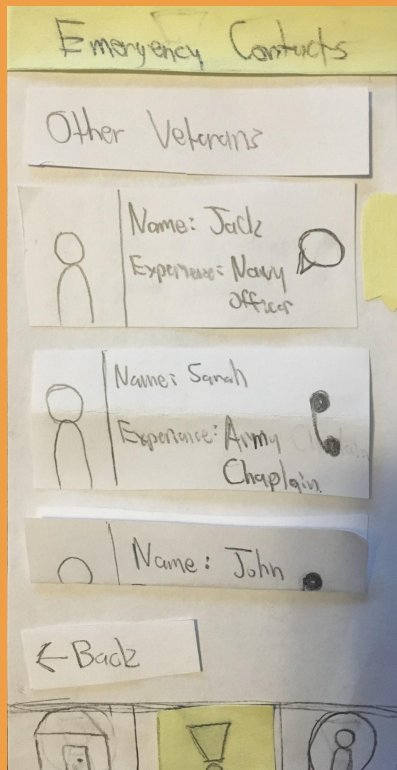
## Connecting Veterans to the Right Resource





# TASK 2

## Getting Veterans On-Demand Support

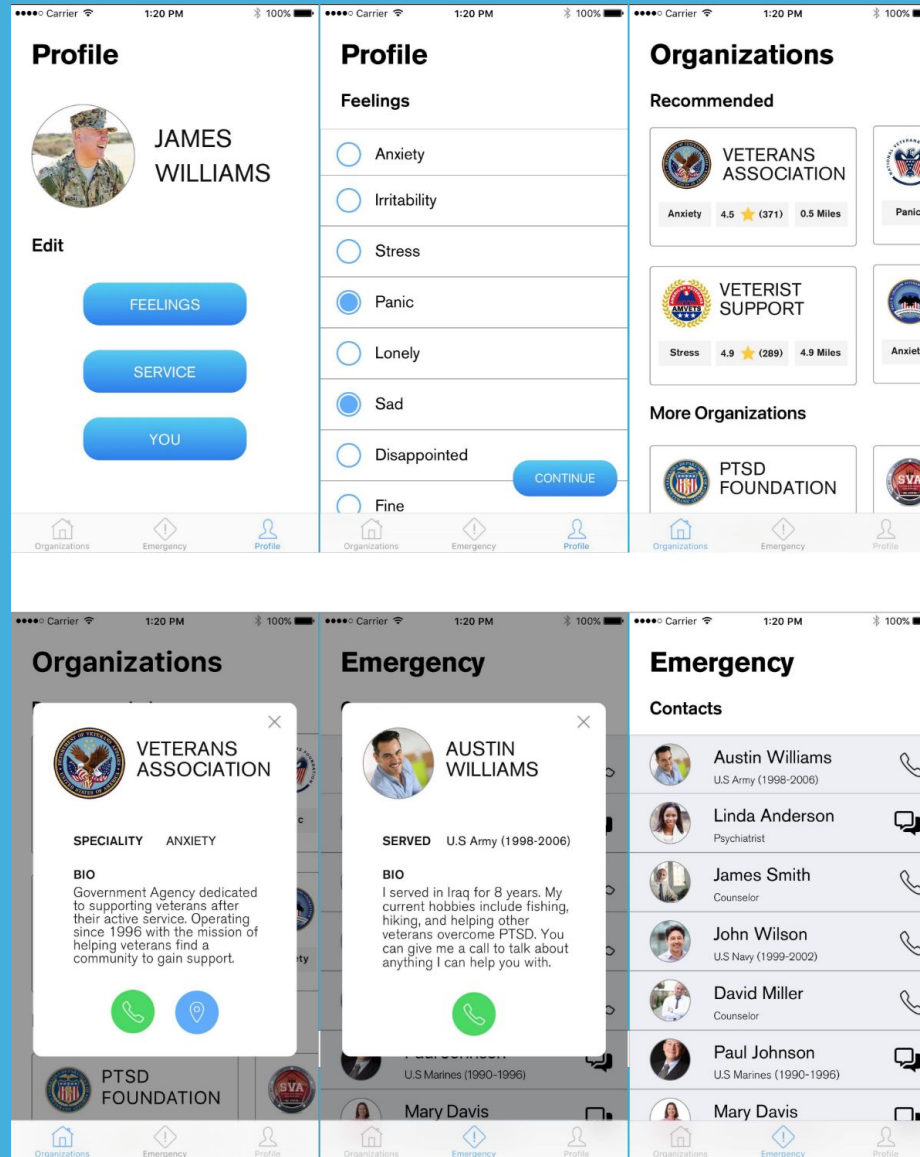


# 6.

# DIGITAL MOCKUPS

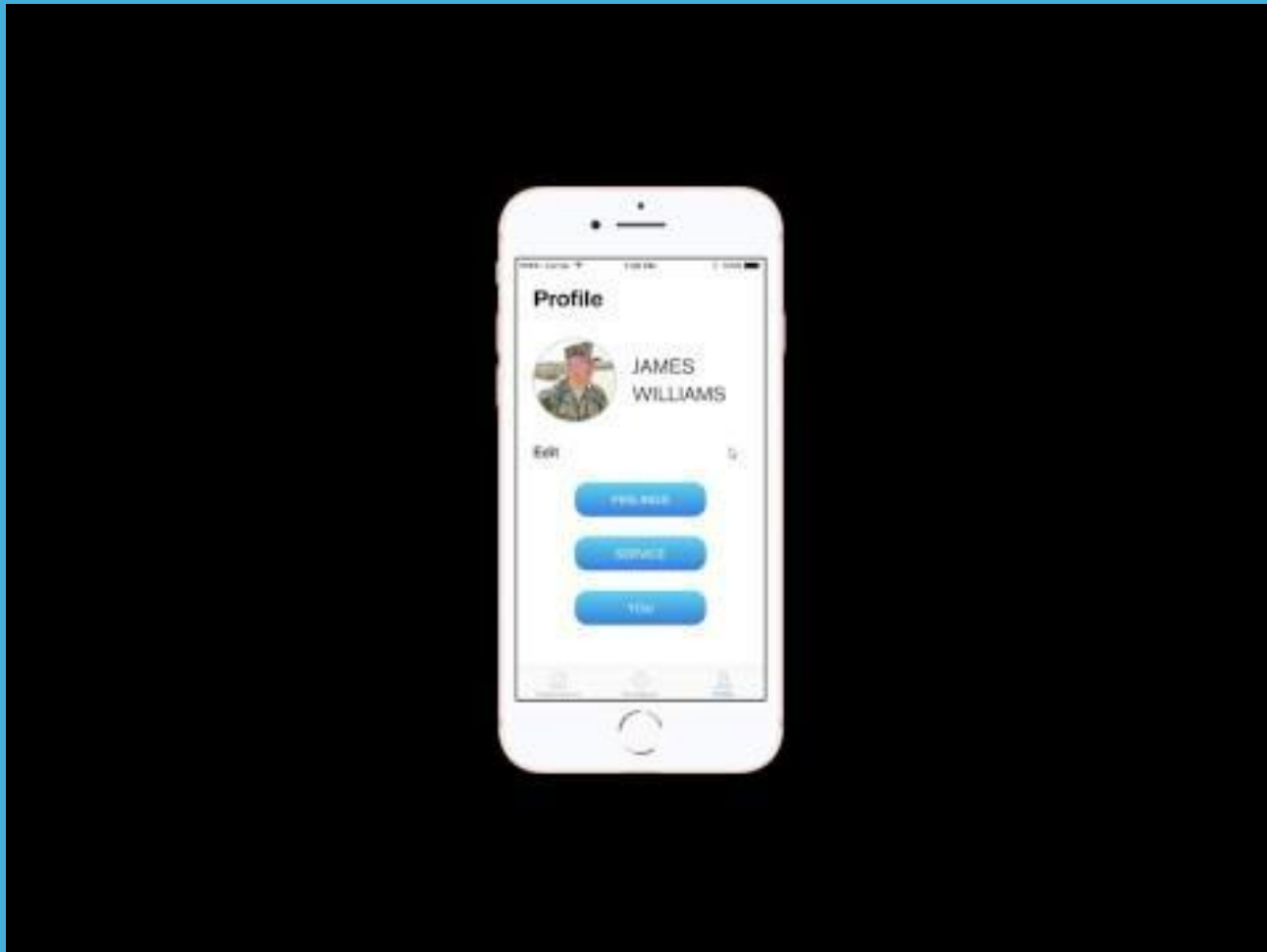
---

# OVERVIEW



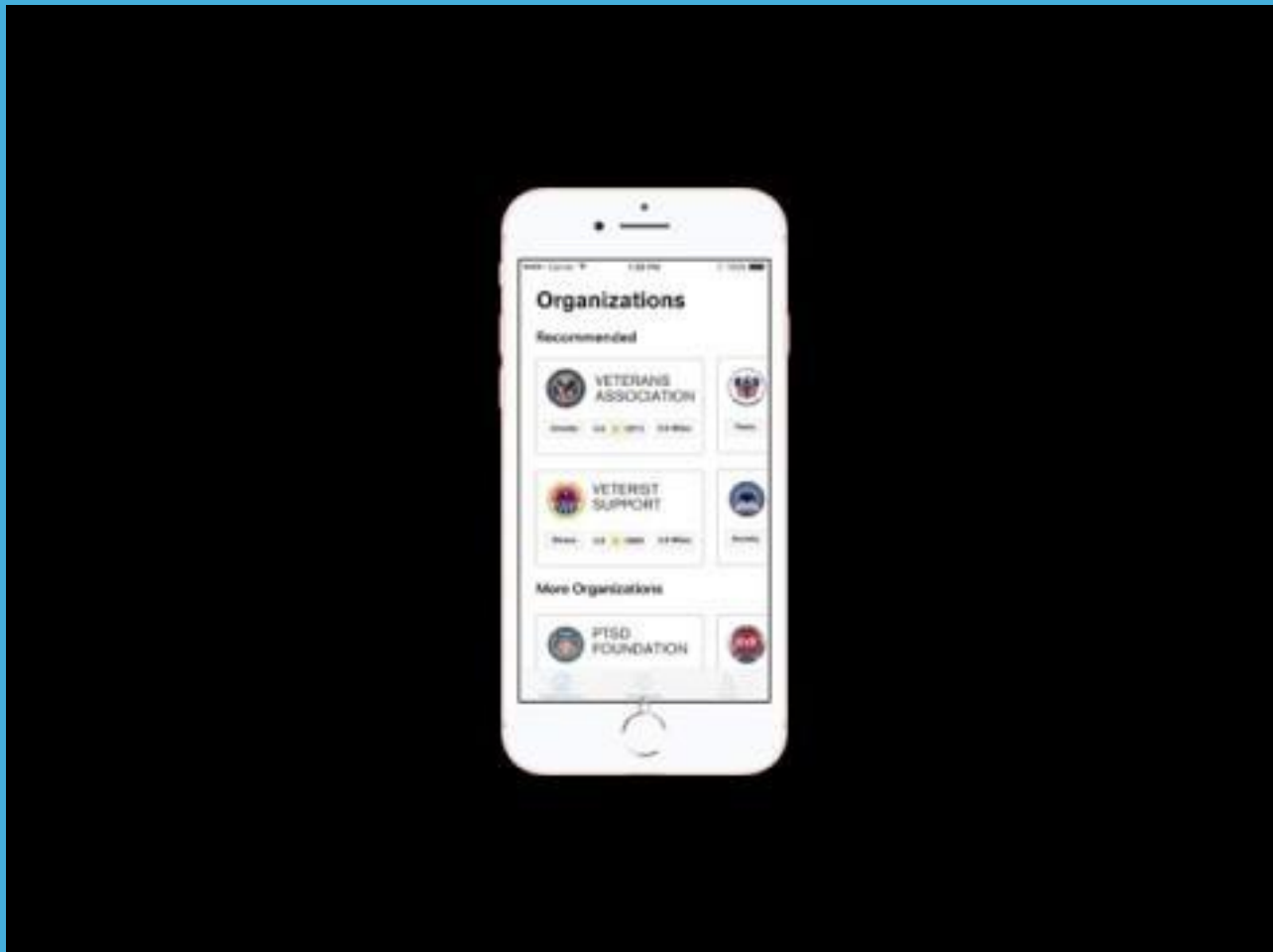
# TASK 1

## Connecting Veterans to the Right Resource



# TASK 2

## Getting Veterans On-Demand Support



# 7. SUMMARY

---

# SUMMARY

1

**Iteration:** Always Room for Improvement

2

**Finding Users:** Allow Time for Scheduling

3

**Expectations:** Impose Constraints

**THANK YOU**

---