

Designing an Online Resource for Formerly Incarcerated Women

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User Experience (UX) Senior Design Project Fall 2024, Advised by Dr. Rice-Bailey

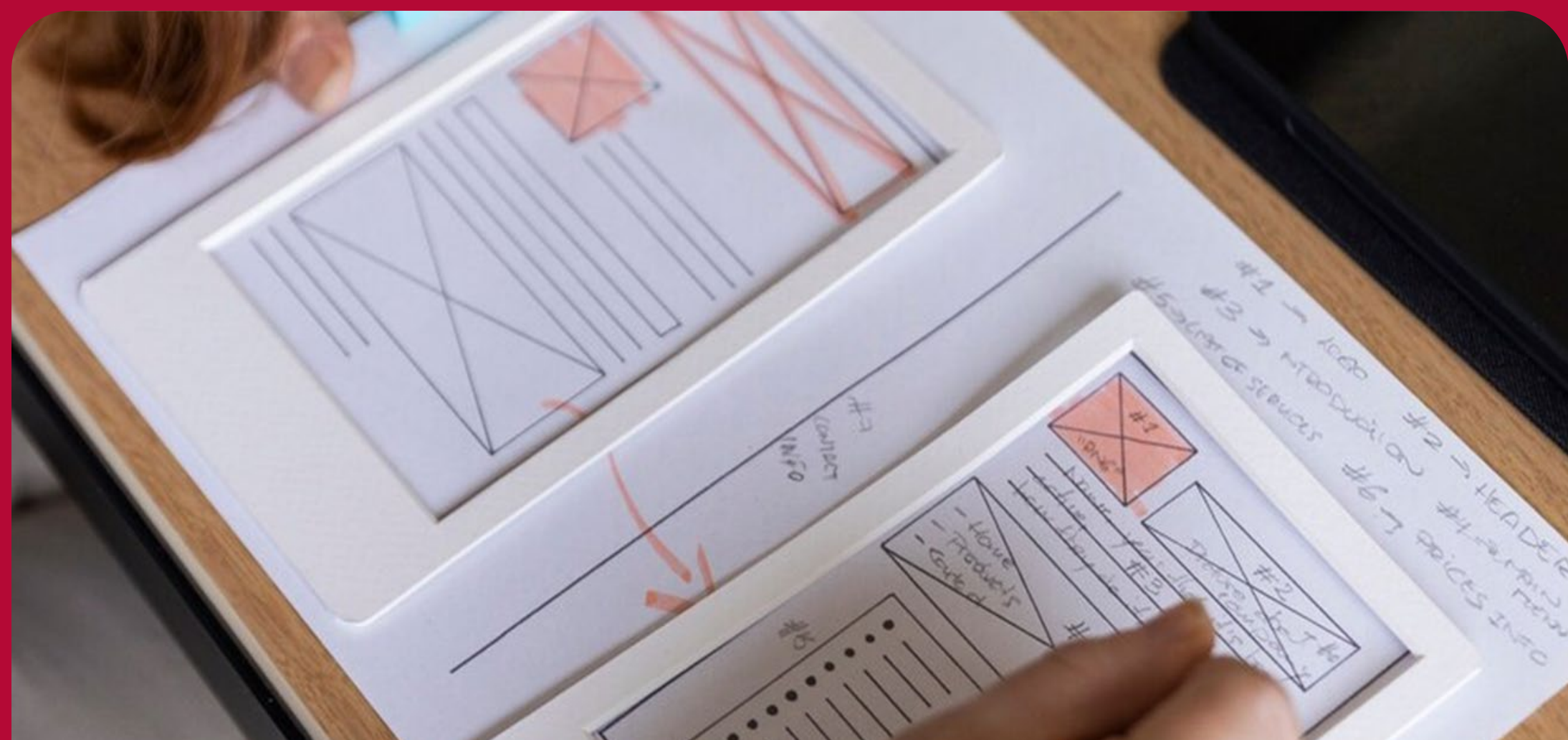


Background

The Women's Storybook Project of Texas (WSP) is a nonprofit that connects incarcerated mothers to their children through story books.

Reentry is the process of returning to society after incarceration, and there isn't always education available to individuals on what all they need to do during this time.

Our client, WSP, identified the need for an online resource with information on what services are available to women and all individuals post-incarceration.



Key Process Points

Sent Survey to Target Audience

- Wrote questions to gather specific details about the reentry process from the perspective of a formerly incarcerated person
- Distributed the survey to the few individuals our client could connect us with

Wireframe + Usability Testing

- Created a medium fidelity wireframe – an interactive blueprint of the site
- Had non-UX participants evaluate the appearance and function of the wireframe

Met with Subject Matter Expert

- Social worker informed us on the 5 Pillars of Stability
- Used the framework to inform architecture of our site and provide an easy-to-follow guide for reentry

Screencap of Final Deliverable

Reentry Resources

Looking for resources and services to help you thrive? Visit FindHelp.org and enter your zip code to find what you need.



This frequently updated database has an easy-to-use search and navigation system that you can use on a phone, tablet, or desktop computer.

[Go to FindHelp.org](#)

Don't know what all you need yet? Learn about the Five Pillars of Stability to help you continue your journey to a happy and healthy life.



Five Pillars of Stability

There's a lot that goes into creating and maintaining a stable life, and it can be overwhelming, especially for families. The Five Pillars of Stability framework is a way to describe what it takes for an individual to reach their fullest potential and describes the key areas of needs to meet that lead to a thriving life.

The pillars have been shown to support individual and family stability and reduce or prevent the need for deep-end interventions. Being strong in these areas allows individuals to work on restoring connections to their families, friends, and the broader community.

[Read more about the Five Pillars of Stability at Wellpoint Care](#)

The Five Pillars are:



Employment



Education



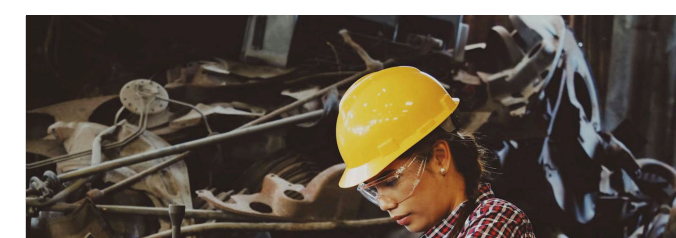
Housing



Health



Caring Con.



Employment

A living income is essential for family stability and well-being. This pillar is strongest when all workers have

Design Rationale

One page to add to the WSP site that doesn't need to be updated frequently and can be used right away.

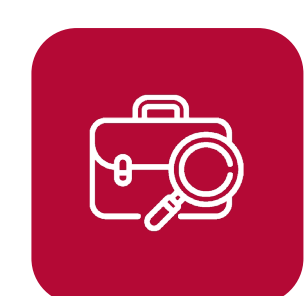
FindHelp

We identified FindHelp as an online search engine service to find reentry type resources that is updated frequently and covers the entire country.

This service matched the criteria for what WSP was looking for extremely well and is linked at the top of our page along with a description.

Five Pillars

We included information about the Five Pillars of Stability to provide some direction on what resources and services to seek out if an individual was unsure what they should be looking for.



Employment



Education



Housing



Health



Caring Connections



Takeaways

Low Survey Response

- Survey was sent to few people, received one survey response from a formerly incarcerated person
- Other attempts to find first-hand reentry experiences failed

WordPress.com

- Team had varying levels of familiarity with the website builder
- Custom colors and fonts are locked behind a paywall
- Plugins were found to transfer designs from the wireframe designer application to the WordPress builder, these are also locked behind a paywall

Amount of Resources

- Started project knowing we were going to focus only on resources in Travis County, TX
- Originally planned on making pages on our site for existing list of 300+ resources, but this turned out to be impractical
- Found an online service that indexes the same type of resources & linked to that to better meet the goals of client

Nature of the Senior Design Course

- Team not used to completing all parts of the design process in one class – other courses at MSOE typically cover only one process
- Setting our own deadlines and managing the workload of this project was challenging but provided insight a typical project cycle

Acknowledgements

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