



# Tufts Technology Services Design Practice Team

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## Who is the Design Practice Team?

The Design Practice team is a group within TTS that works to redesign and improve various Tufts sites and services. They also assist groups by providing design thinking workshops and consultations. Examples of their work range from designing a website for the Tufts Data Intensive Studies Center to building a simpler system for processing staff leave requests.

## What was the work?

Over the course of the semester, my work centered around a project to redesign the website for the Office of the Vice Provost of Research. As part of that project, I worked to adapt desktop interfaces for tablet and mobile devices, map out and redesign the information architecture of various sections, and develop user journey maps for both the data collection process and the process of responding to a laboratory incident.

I also conducted user interviews to create recommendations for a future project redesigning academic department websites.

## What did I learn?

This internship taught me a lot about human factors in the context of a large organization. It expanded my toolbox, both for software, where I developed proficiency with Sketch and InVision, and for analytical techniques with the Jobs To Be Done framework. I felt like I was able to not just apply the skills that I had learned in my coursework but also to do so in a way that improves Tufts for other students.