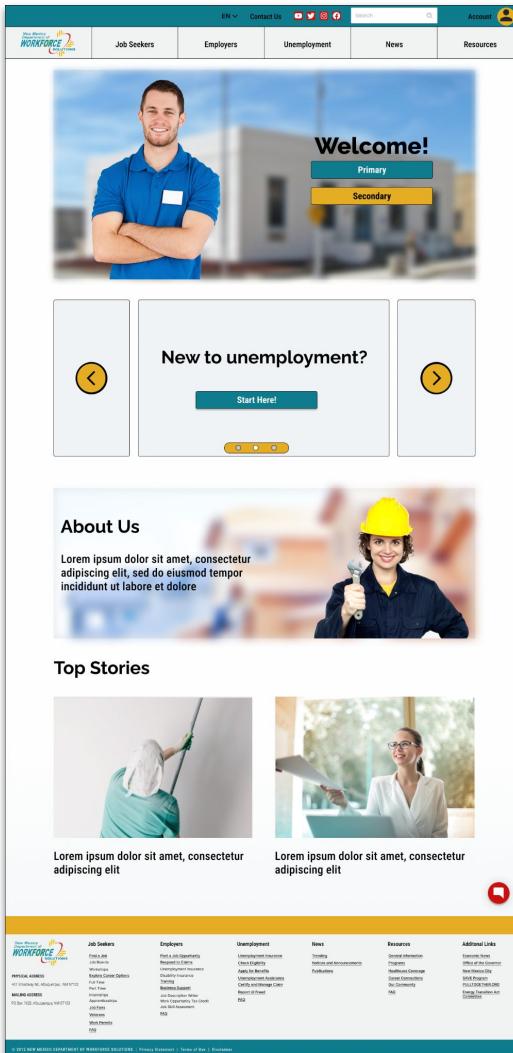


# REDESIGNING AN UNEMPLOYMENT WEBSITE

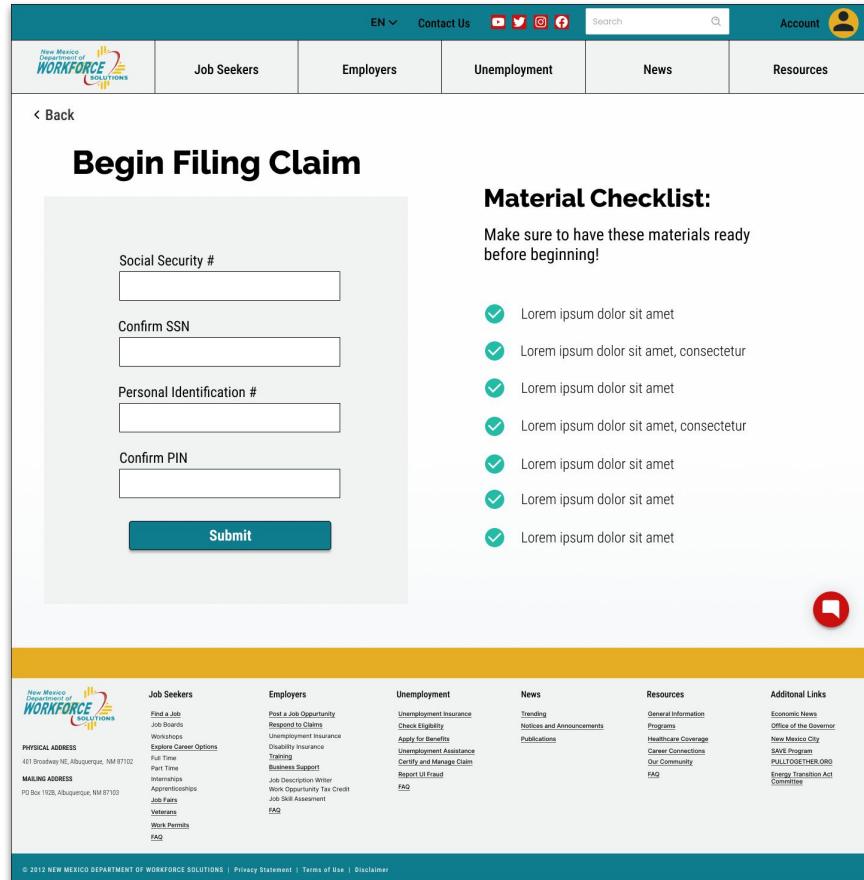
**NMDWS**

New Mexico Department of Workforce Solutions

# Desktop Mockups



The homepage features a large banner with a smiling man in a blue shirt. Below it is a section for new unemployment claimants with a "Start Here!" button. A sidebar on the left contains links for Job Seekers, Employers, Unemployment, News, and Resources. The footer includes physical and mailing addresses, as well as links for Job Seekers, Employers, Unemployment, News, Resources, and Address Links.



This page guides users through the initial steps of filing a claim. It includes fields for Social Security #, Confirm SSN, Personal Identification #, and Confirm PIN, each with a corresponding input field. A "Submit" button is at the bottom. To the right, a "Material Checklist" lists eight items, each preceded by a green checkmark. The footer contains links for Job Seekers, Employers, Unemployment, News, Resources, and Additional Links.

# Desktop Mockups

EN ▾ Contact Us  Search  Account 

Job Seekers Employers Unemployment News Resources

← Back

Status: Verifying Claim...

Progress...

- Lore ipsum dolor sit amet
- Lore ipsum dolor sit amet, consectetur adipiscing elit
- Lore ipsum dolor sit amet, consectetur adipiscing elit  Incomplete!
- Lore ipsum dolor sit amet
- Lore ipsum dolor sit amet, consectetur adipiscing elit
- Lore ipsum dolor sit amet, consectetur adipiscing elit
- Lore ipsum dolor sit amet

Home

Feedback 

New Mexico Department of Workforce Solutions

Physical Address  
401 Broadway NE, Albuquerque, NM 87102  
MAILING ADDRESS  
PO Box 9120, Albuquerque, NM 87103

Job Seekers  
Find a Job  
Job Boards  
Workshops  
Explore Career Options

Employers  
Post a Job Opportunity  
Report to Claims  
Unemployment Insurance  
Disability Insurance  
Training  
Business Support  
Part Time Internships  
Apprenticeships  
Job Fairs  
Veterans  
Work Permits

Unemployment  
Unemployment Insurance  
Check Eligibility  
Apply for Benefits  
Unemployment Assistance  
Training  
Business Support  
Part Time Internships  
Apprenticeships  
Job Fairs  
Veterans  
Work Permits

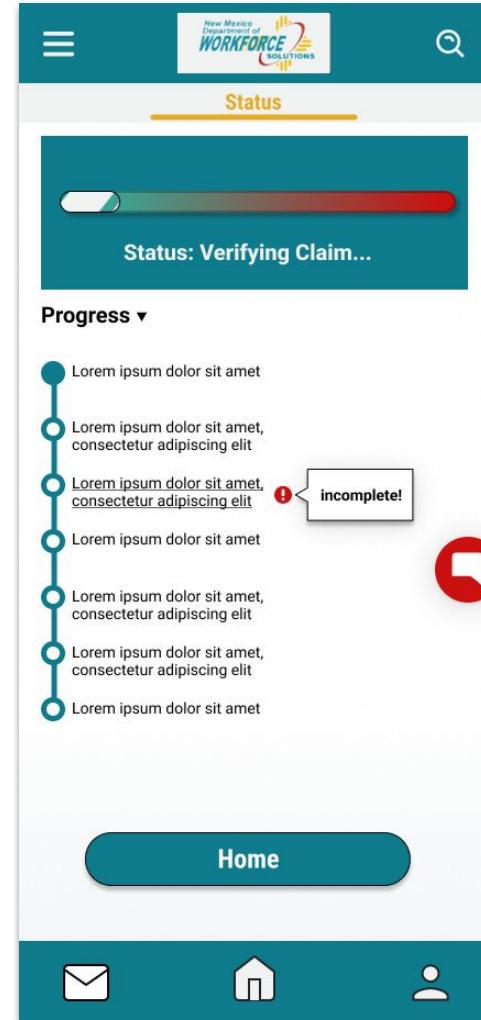
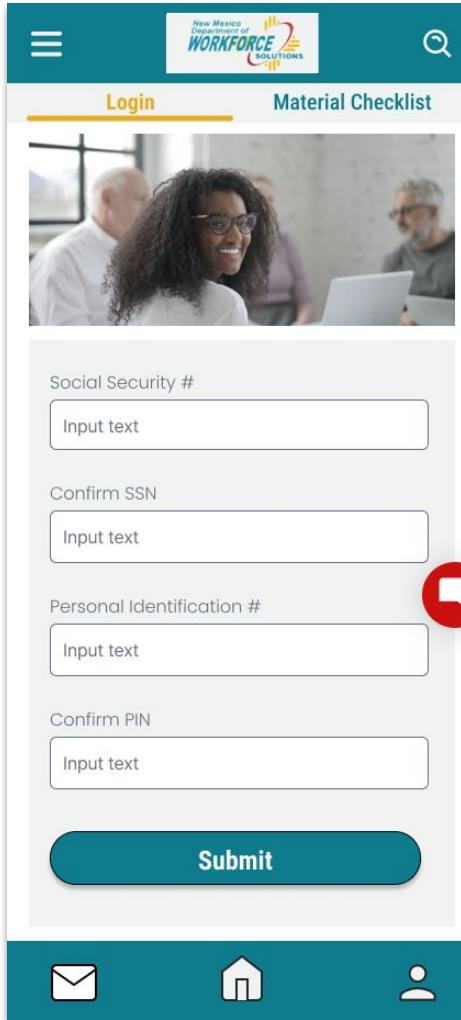
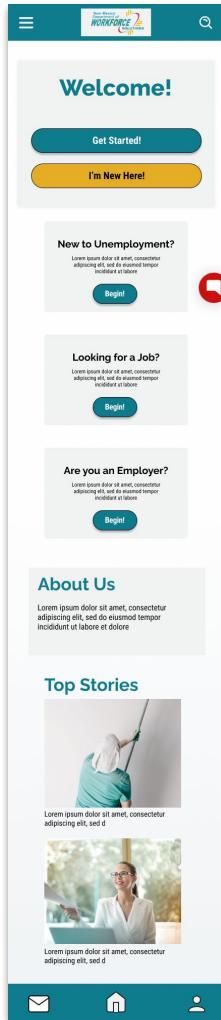
News  
Trending  
Notices and Announcements  
Publications

Resources  
General Information  
Programs  
Healthcare Coverage  
Career Connections  
Our Community  
FAQ

Additional Links  
Economic News  
Office of the Governor  
New Mexico City  
SAVE Program  
[PULLOUTHER.ORG](http://PULLOUTHER.ORG)  
Energy Transition Act Committee

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# Mobile Mockups





# Project Specs

**Time:** 5 weeks

**Team:** 3 UX/UI Developers

**My Responsibilities:**  
Project Manager  
UX Researcher  
UI Designer

# **PROBLEM**

Users facing unemployment are having difficulties applying for unemployment aid and navigating the New Mexico Department of Workforce Solutions website

# **SOLUTION**

Identify which problems users are facing when filing for unemployment insurance and find a way to improve the process

# User Journey

# Meet Jose



A 36 year old server, who has recently been laid off due to workforce reduction during the Covid outbreak

Needs to file for unemployment insurance, so he can continue to pay off his student loan debt and other utility bills while actively looking for a new job.

Jose doesn't know where and how to begin, because the amount of information on the New Mexico Department of Workforce Solution website is overwhelming and confusing, which makes him feel stressed out and frustrated.

# Pain Points

- The amount of information in the website is overwhelming and confusing, which makes users feel frustrated
- Users don't know where to start
- Users don't know which documents they need to file a claim
- Design through the website is not consistent, all tabs and links open to different places on the website

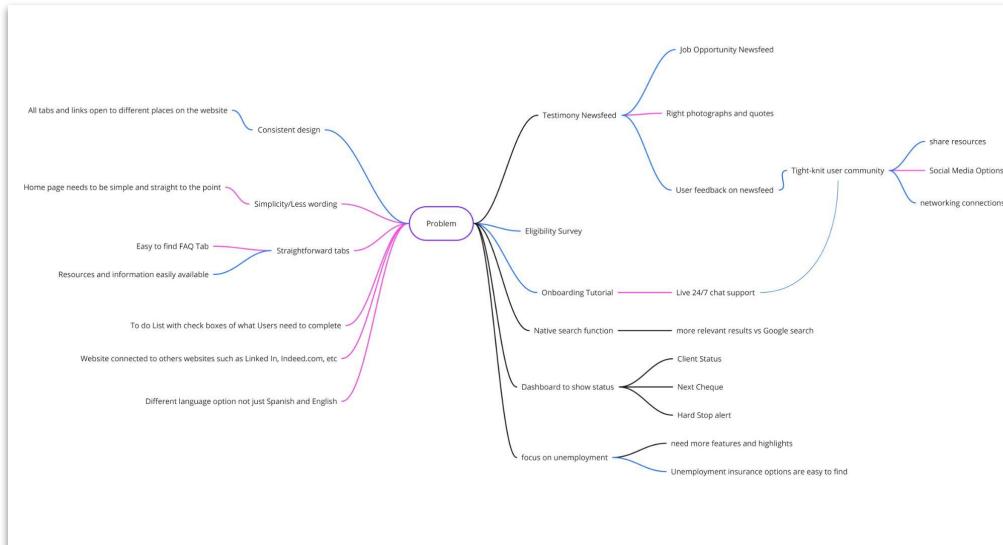
# Brainstorming and Voting

**Brainstorming:** We put a mind map together to identify solutions based off of the pain points we found when navigating through the website

**Voting:** After voting, we decided the website needed the following:

- Sitemap redesign
- Live chat support
- Native search function for more relevant results
- A dashboard to show user status: Client status, next check, and hard stop alerts

## Mind Map



# SITEMAP REDESIGN

The team decided the sitemap should be simpler to avoid confusion hence, we did the following:

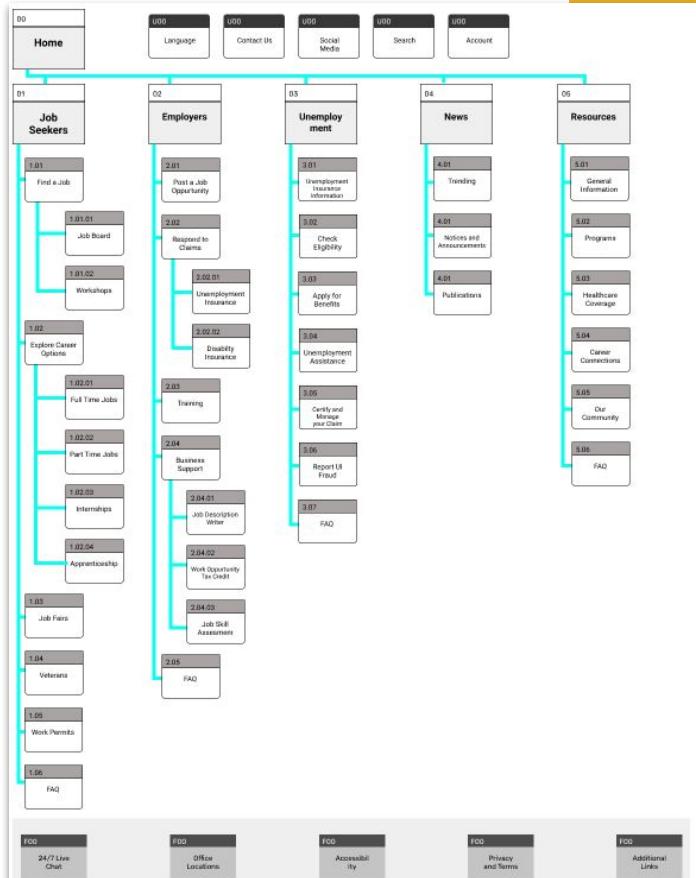
Added a dedicated unemployment category within the navigation bar site to help users check eligibility, file new claims and check status.

Removed redundancy from the navigation bar. Each page is linked under a separate category, so it would be easier to find by users.

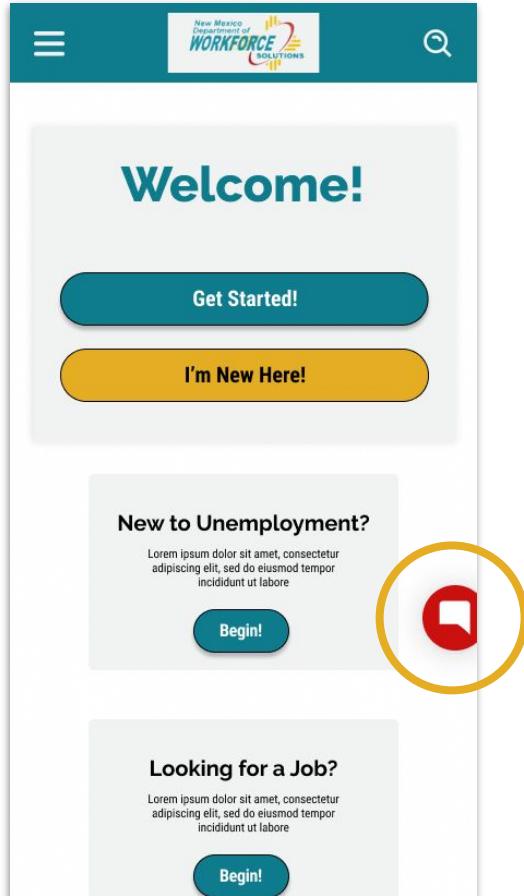
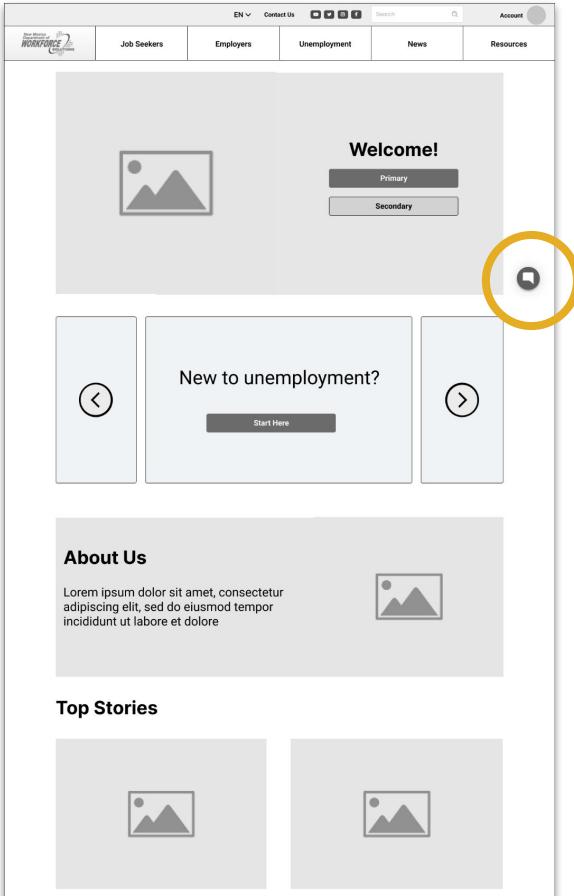
Navigation UI is now eye-catching, easy to read and the design is consistent throughout the site.

FAQs or help sections serve as a fuzzy search if users are ever lost or have questions.

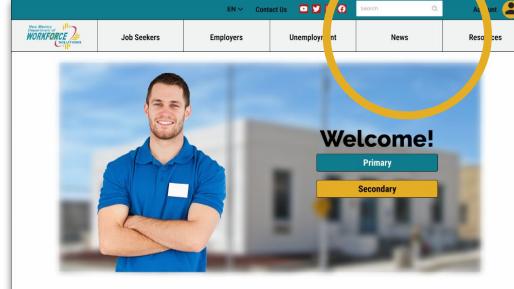
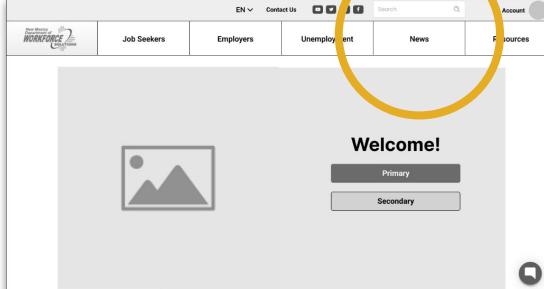
Additional resources or private information are readily available on the footer.



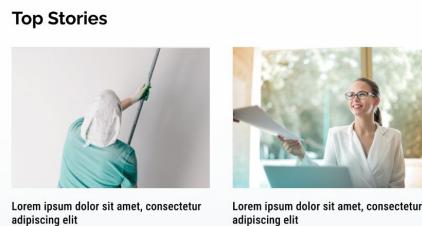
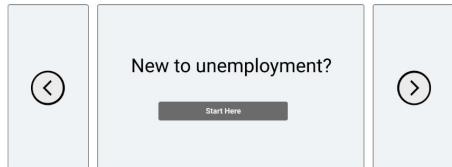
# LIVE CHAT SUPPORT



# NATIVE SEARCH FUNCTION



Native search function for more relevant results



# DASHBOARD SHOWING USER STATUS

A dashboard to show user status: Client status, next check, and hard stop alerts

The screenshot shows a web-based dashboard for the New Mexico Department of Workforce Solutions. At the top, there's a navigation bar with links for "EN", "Contact Us", social media icons (YouTube, Twitter, Facebook), a search bar, and an "Account" section. Below the navigation is a horizontal menu with tabs: "Job Seekers", "Employers", "Unemployment", "News", and "Resources". A "Back" button is located just below the menu.

The main content area features a teal header bar with the text "Status: Verifying Claim..." and a progress bar consisting of a green segment followed by a red segment. Below this, the word "Progress..." is displayed above a vertical list of seven items, each preceded by a blue circular icon. The items are placeholder text ("Lorem ipsum dolor sit amet") repeated twice for each of the first five positions, and then once more. The fifth item includes a small red exclamation mark icon and a callout box containing the text "Incomplete!".

At the bottom of the page, there's a yellow footer bar with the "Home" button. The footer also contains the "New Mexico Department of Workforce Solutions" logo, physical address (441 Broadway NE, Albuquerque, NM 87102), mailing address (PO Box 1920, Albuquerque, NM 87103), and a list of links for "Job Seekers", "Employers", "Unemployment", "News", "Resources", and "Additional Links". A red circular icon with a white exclamation mark is positioned in the bottom right corner of the main content area.

# Our Testing Plan

# Moderated in-person testing

A facilitator was present during testing

## Tasks:

### 1- You need to file for unemployment benefits

How would you start the process?

### 2- Start filing for unemployment benefits. You have some questions and would like to speak to a representative

How would you get live chat support?

### 3- You need to find a webpage using keywords

How would you find a webpage using keywords?

### 4- You need to check the status of your application.

Where would you find the status of your application?

## Key Success Metrics

- User can easily navigate through the sitemap
- User can easily find live chat support
- User can find web pages using keywords
- User can easily find the status dashboard

# Fixing the Navigation System

# SITE MAPPING

The team noticed the navigation system was unorganized, therefore, the team decided to organize the categories, so users could easily navigate through the website

The team did a consolidation and reorganized the links in the website under high priority categories, based on the user's goal

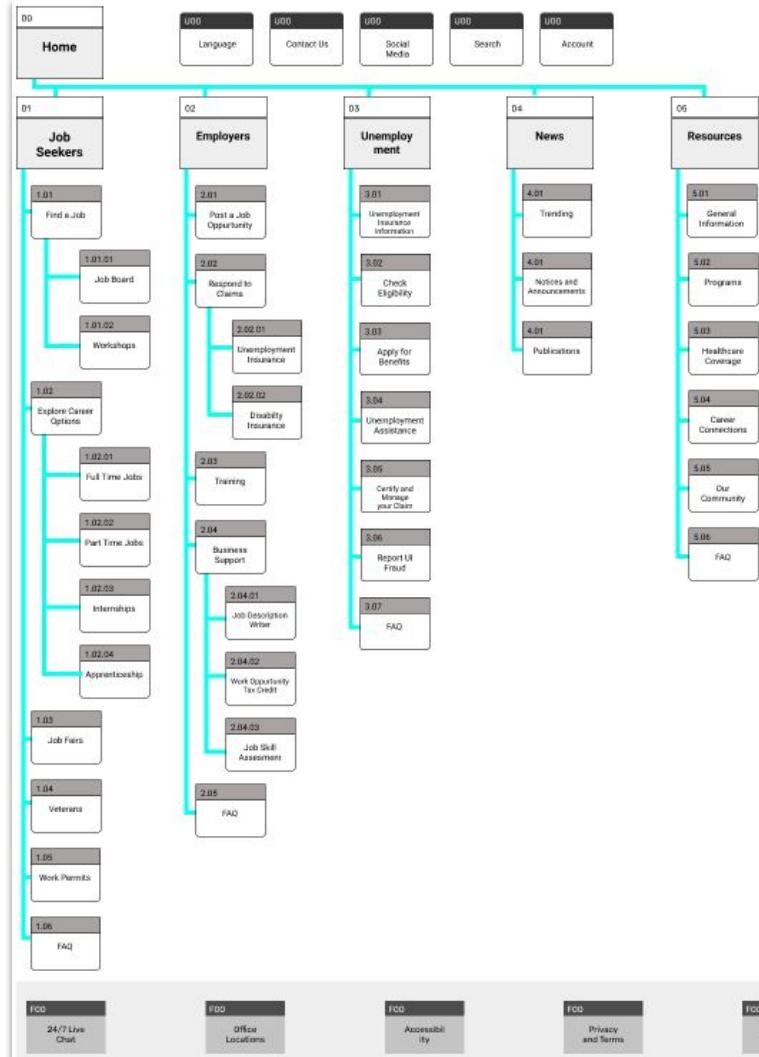
We did some prioritization coming up with only 5 high priority categories in the sitemap

Can't find what you're looking for?  
Contact us and we'll do our best to answer your questions.

Resource Links	Additional Resources	FAQ's	Additional Links
> Office Locations > Contact Us > Equal Opportunity is the Law > Inspection of Public Records Act	> Trade Adjustment Assistance > Alternative Assistance > About Us > Local Workforce Development Boards > Workforce Innovation and Opportunity Act	> Apprenticeship > Business > Labor Relations > Veterans > Unemployment Insurance > Appeals > SIDES	> Economic News > Office of the Governor > New Mexico Gov > SAVE Program > PULLTOGETHER.ORG > Energy Transition Act Committee
<b>PHYSICAL ADDRESS</b> 401 Broadway NE, Albuquerque, NM 87102			
<b>MAILING ADDRESS</b> PO Box 1928, Albuquerque, NM 87103			

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# Style Guide Visuals

# WHAT DO WE WANT TO CONVEY?

## New Mexico's Values:

Inclusion and Transparency

Change

Respect

Diversity

## Reliability, Urgency, Optimism and Energy

We want our users to feel safe and secure when they first enter the New Mexico Unemployment website. We want to ensure our users know the team is here to help them when facing unemployment

# COLOR PALETTE

Blue conveys Reliability

Yellow conveys Optimism and Energy

Red conveys Urgency

## Colors

Primaries and grays

<https://yeun.github.io/open-color/>

Primary      Secondary      Accent



BLUE  
#0F7C83



YELLOW  
#E4AD24



RED  
#CB1010



#212429

#495057

#ACB5BD

#DDE2E5

#F1F3F3

# STYLE GUIDE

## Typography

For our Typefaces we went with Raleway Heavy as our Primary and Roboto Condensed as our Secondary

Raleway Heavy is an impactful font with some quirky bits which is contrasted by the standard, run of the mill Roboto font

We designed our voice and tone to be Serious, Casual, Respectful and Enthusiastic. These choices are reflected on the labeling of headers and buttons.

H1

**RALEWAY HEAVY**

H2

**Raleway Heavy**  
**ROBOTO CONDENSED**

H3

Roboto Condensed

H4

Roboto Condensed

H5

Roboto Condensed

P

Roboto Condensed

SMALL

Roboto Condensed

# STYLE GUIDE

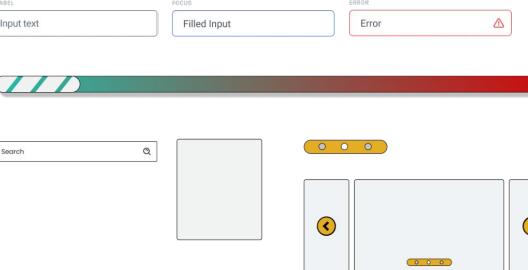
## Buttons



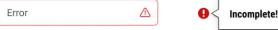
## Tabs

The screenshot shows the top navigation area of the website. It includes a logo for 'New Mexico Department of Workforce Solutions', a search bar, and social media links. Below the search bar are five main tabs: 'Job Seekers', 'Employers', 'Unemployment', 'News', and 'Resources'. The 'Job Seekers' tab is currently active.

## Forms



## Alerts



## Icons

Feather icons at 24px height and width with 2px stroke weight  
<https://fontawesome.com/>



EN ▾ Contact Us  Search  Account 

	Job Seekers	Employers	Unemployment	News	Resources
---	-------------	-----------	--------------	------	-----------



**PHYSICAL ADDRESS**  
401 Broadway NE, Albuquerque, NM 87102

**MAILING ADDRESS**  
PO Box 9703, Albuquerque, NM 87103

<b>Job Seekers</b>	<b>Employers</b>	<b>Unemployment</b>	<b>News</b>	<b>Resources</b>	<b>Additional Links</b>
<a href="#">Find a Job</a> <a href="#">Job Boards</a> <a href="#">Workshops</a> <a href="#">Explore Career Options</a>  <a href="#">Full Time</a> <a href="#">Part Time</a> <a href="#">Internships</a> <a href="#">Apprenticeships</a> <a href="#">Job Fairs</a> <a href="#">Veterans</a> <a href="#">Work Permits</a> <a href="#">FAQ</a>	<a href="#">Post a Job Opportunity</a> <a href="#">Respond to Claims</a> <a href="#">Unemployment Insurance</a> <a href="#">Disability Insurance</a> <a href="#">Training</a> <a href="#">Business Support</a> <a href="#">Job Description Writer</a> <a href="#">Work Opportunity Tax Credit</a> <a href="#">Job Skill Assessment</a> <a href="#">FAQ</a>	<a href="#">Unemployment Insurance</a> <a href="#">Check Eligibility</a> <a href="#">Apply for Benefits</a> <a href="#">Unemployment Assistance</a> <a href="#">Certify and Manage Claim</a> <a href="#">Report UI Fraud</a> <a href="#">FAQ</a>	<a href="#">Trending</a> <a href="#">Notices and Announcements</a> <a href="#">Publications</a>	<a href="#">General Information</a> <a href="#">Programs</a> <a href="#">Healthcare Coverage</a> <a href="#">Career Connections</a> <a href="#">Our Community</a> <a href="#">FAQ</a>	<a href="#">Economic News</a> <a href="#">Programs</a> <a href="#">Office of the Governor</a> <a href="#">New Mexico City</a> <a href="#">SAVE Program</a> <a href="#">PULLTOGETHER.ORG</a> <a href="#">Energy Transition Act Committee</a>



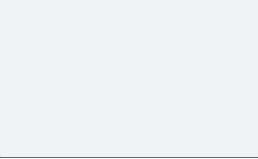
alert!

Primary

Secondary

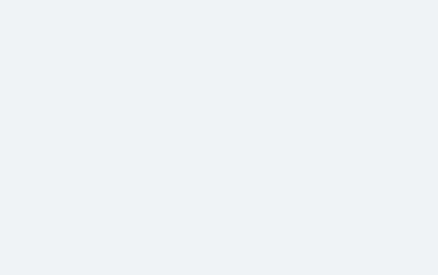
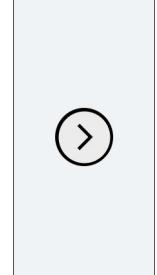
     







**Heading**

label 

label 





# PATTERN LIBRARY

# PHOTOGRAPHY GUIDELINES

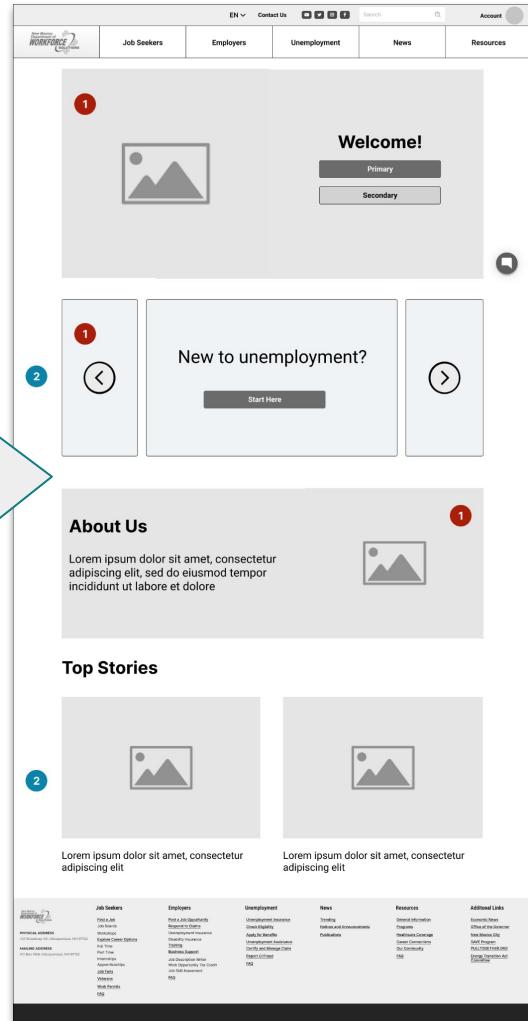
Happy employees  
Photos with white and teal tones  
Smiley people  
Nice work environment  
Peaceful tone



# Wireframes

# MidFi WELCOME SCREEN

- 1 Closure:** Each element on the homepage is enclosed in a box and grouped together making the relationship of elements clear to the user.
- 2 Alignment:** The whole page is perfectly aligned giving it a neat organized look. The user will not be overwhelmed when visiting this website.



# MidFi STARTING A CLAIM

- 3 **Heirarchy:** The text in the Material Checklist uses clear heirarchy. It indicates the way to read to the user. The headings are large and bold contrasting it with the content.
- 4 **Proximity:** The content under the Material Checklist are spaced tightly together so that users can clearly group the text away from other elements on the page like the chat box and login form.

The screenshot shows a web page titled "Begin Filing Claim". At the top, there is a navigation bar with links for "EN", "Contact Us", "Social Media", "Search", and "Account". Below the navigation bar, there are tabs for "Job Seekers", "Employers", "Unemployment", "News", and "Resources". A "Back" button is located above the main content area. The main content area has a heading "Welcome!" followed by several input fields: "Social Security #", "Confirm SSN", "Personal Identification #", and "Confirm PIN". A "Get Started!" button is at the bottom of this section. To the right of this section, a "Material Checklist" is listed with 8 items, each preceded by a checked checkbox. A green circle with the number "3" is positioned to the right of the checklist. At the bottom of the page, there is a footer with sections for "Job Seekers", "Employers", "Unemployment", "News", "Resources", and "Additional Links". Each section contains a list of links. A red circle with the number "4" is positioned to the right of the footer.

EN Contact Us Social Media Search Account

Job Seekers Employers Unemployment News Resources

< Back

## Begin Filing Claim

### Welcome!

Social Security #

Confirm SSN

Personal Identification #

Confirm PIN

**Get Started!**

**Material Checklist:**

Make sure to have these materials ready before beginning!

- Lorem ipsum dolor sit amet
- Lorem ipsum dolor sit amet, consectetur
- Lorem ipsum dolor sit amet
- Lorem ipsum dolor sit amet, consectetur
- Lorem ipsum dolor sit amet

3

4

**Job Seekers**

- FIND A JOB
- Job Boards
- Workshops
- Explore Career Options

**PHYSICAL ADDRESS**  
401 Broadway NE, Albuquerque, NM 87102

**MAILING ADDRESS**  
PO Box 1926, Albuquerque, NM 87102

**Employers**

- Post a Job Opportunity
- Check Eligibility
- Apply for Benefits
- Unemployment Assistance
- Disability Insurance
- Taxes
- Business Support

**Unemployment**

- Job Description Writer
- Work Opportunity Tax Credit
- Job Skill Assessment

**News**

- Training
- Notices
- Announcements
- Publications

**Resources**

- General Information
- Programs
- Healthcare Coverage
- Career Connections
- Our Community
- FAQ

**Additional Links**

- Economic News
- Office of the Governor
- New Mexico City
- SAVE Program
- PULLTOGETHER.ORG
- Energy Transition Act Committee

# MidFi WELCOME SCREEN

- 5 **Movement:** Both the Status bar and the Progress Journey element shows movement. These elements allow users to track there progress of their unemployment claim.
- 6 **White Space:** The negative spacing makes it so that the most important elements on the webpage or emphasized like the home button and progress bars. It also allows for some breathing room.
- 7 **Emphasis:** Clear emphasis on the alert using the window, the exclamation symbol and the underlined text. The users eyes are immediately drawn to this after looking at the progress bar.

The screenshot shows a web page titled "Status: Verifying Claim...". At the top, there's a navigation bar with links for "EN", "Contact Us", "Search", and "Account". Below the title, there are tabs for "Job Seekers", "Employers", "Unemployment", "News", and "Resources". A "Back" button is also present.

The main content area displays a progress bar with the number "5" and a "Progress..." message. Below the progress bar is a list of items, each preceded by a small circular icon. Item 6 is underlined and has a yellow exclamation mark icon next to it, with a callout bubble saying "incomplete!". Item 7 is highlighted with a yellow circle.

At the bottom of the page, there are several footer sections: "Job Seekers", "Employers", "Unemployment", "News", "Resources", and "Additional Links". Each section contains a list of links related to its category. There's also a "Home" button and a speech bubble icon.

**Job Seekers**

- Find a Job
- Job Boards
- Workshops
- Explore Career Options
- Part Time
- Part Time Internships
- Apprenticeships
- Job Fairs
- Veterans
- Work Permits
- FSA

**Employers**

- Post a Job Opportunity
- Respond to Claims
- Unemployment Insurance
- Disability Insurance
- Training
- Business Support
- Job Descriptions Writer
- Work Opportunity Tax Credit
- Job Skill Assessment
- FAS

**Unemployment**

- Unemployment Insurance
- Claim Eligibility
- Unemployment Assistance
- Certify and Manage Claim
- Report UI Fraud
- FAQ

**News**

- Trending
- Notices and Announcements
- Publications

**Resources**

- General Information
- Programs
- Headlines & Coverage
- Career Connections
- Our Community
- FAQ

**Additional Links**

- Economic News
- Office of the Governor
- New Mexico City
- SANIS Program
- PULLTOGETHER.ORG
- Energy Transition Act Committee

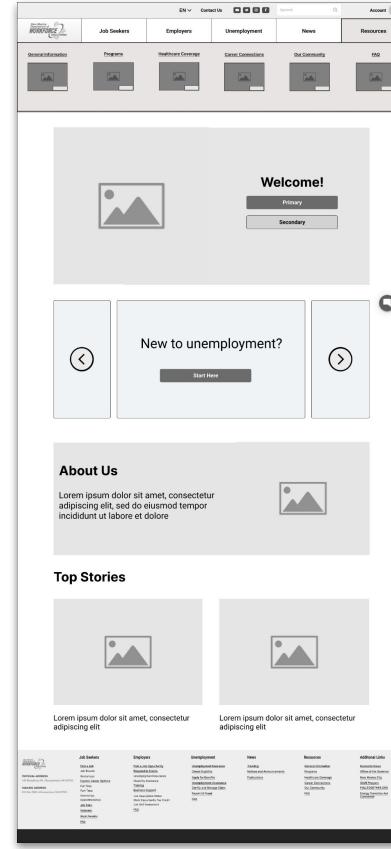
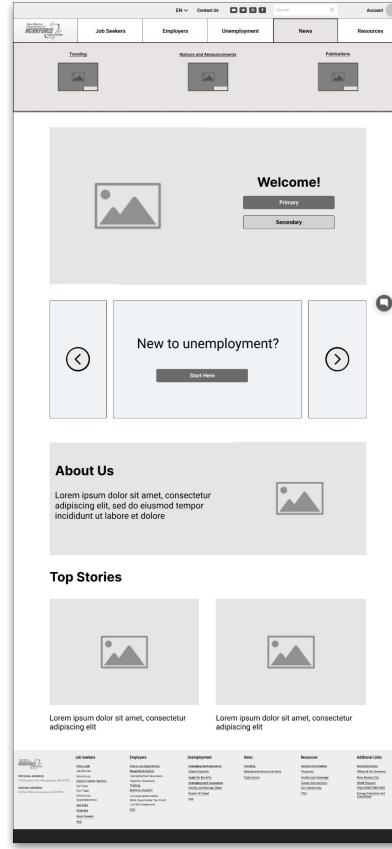
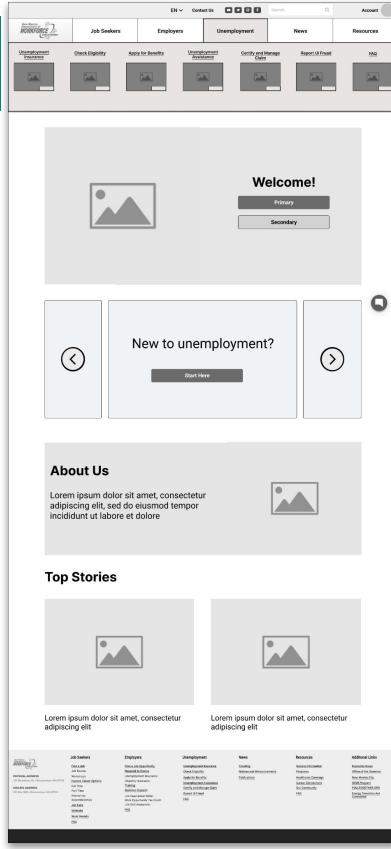
# MID-FI WIREFRAMES

This wireframe shows the homepage for job seekers. At the top, there's a navigation bar with links for "EN", "Contact Us", "Job Seekers", "Employers", "Unemployment", "News", "Resources", and "Account". Below the navigation is a large "Welcome!" section featuring a placeholder image and two buttons: "Primary" and "Secondary". A central callout box asks "New to unemployment?" with a "Start Here" button. To the left and right are arrows for navigating through stories. Below this is an "About Us" section with placeholder text and a small image. The "Top Stories" section follows, displaying two story cards with placeholder images and text. At the bottom, there's a footer with links for "Job Seekers", "Employers", "Unemployment", "News", "Resources", and "Additional Links" which includes "Employment", "Training", "Business Support", and "Events".

This wireframe shows the homepage for employers. The layout is similar to the job seeker version but with different content. The "Welcome!" section includes links for "Find a Job", "Explore Center Options", "Job Fairs", "Vetores", "Work Permits", and "ES". The "About Us" section and "Top Stories" section are identical to the job seeker version. The "Additional Links" section at the bottom includes "Test Job Opportunity", "Employer's Guide", "Training", and "Business Support".

This wireframe shows the homepage for unemployment resources. It follows the same basic structure as the other versions. The "Welcome!" section includes links for "Job Seekers", "Employers", "Unemployment", "News", and "Resources". The "About Us" section and "Top Stories" section are identical. The "Additional Links" section at the bottom includes "Test Job Opportunity", "Employer's Guide", "Training", and "Business Support".

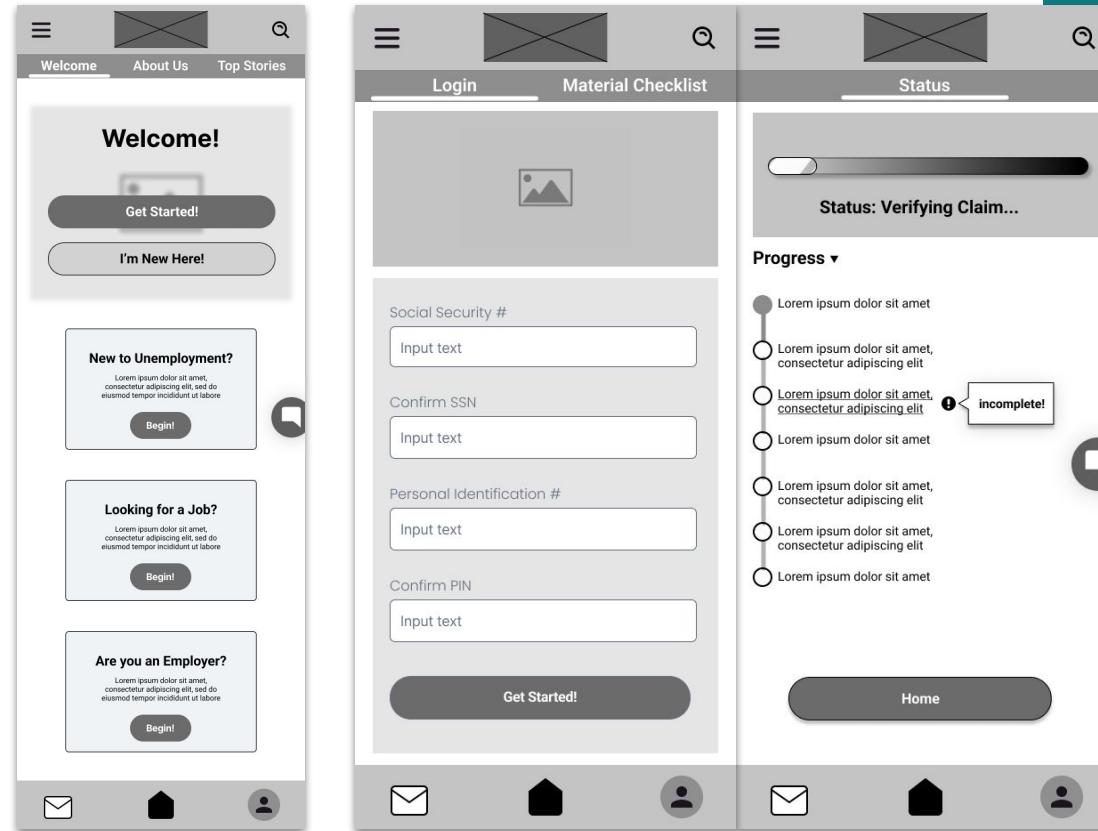
# MID-FI WIREFRAMES



# MOBILE WIREFRAMES

The next thing we did was create mobile wireframes. We made sure to resize and align every component on the screen.

While designing these wireframes we came up with a lot of ideas, but we couldn't decide which designs to go with, so the next thing we did was...



# Testing

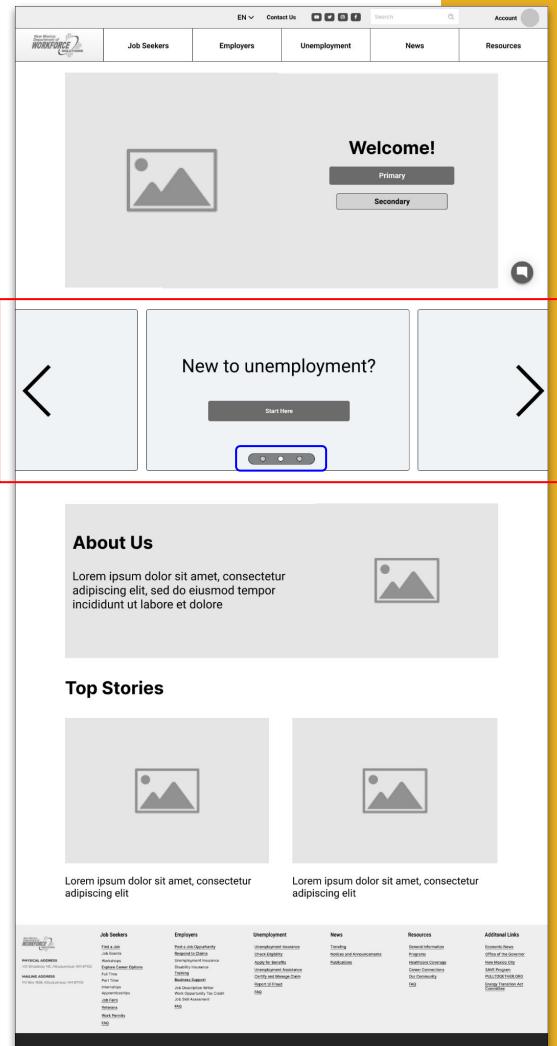
# A/B TESTING - DESKTOP

For our Desktop Prototype we wanted to test the side scrolling component.

We wanted it to stand out more because it is the main component of this screen.

This is how we changed it. We extended the component to ends of the screen,

and added a tiny indicator to show users where they are...

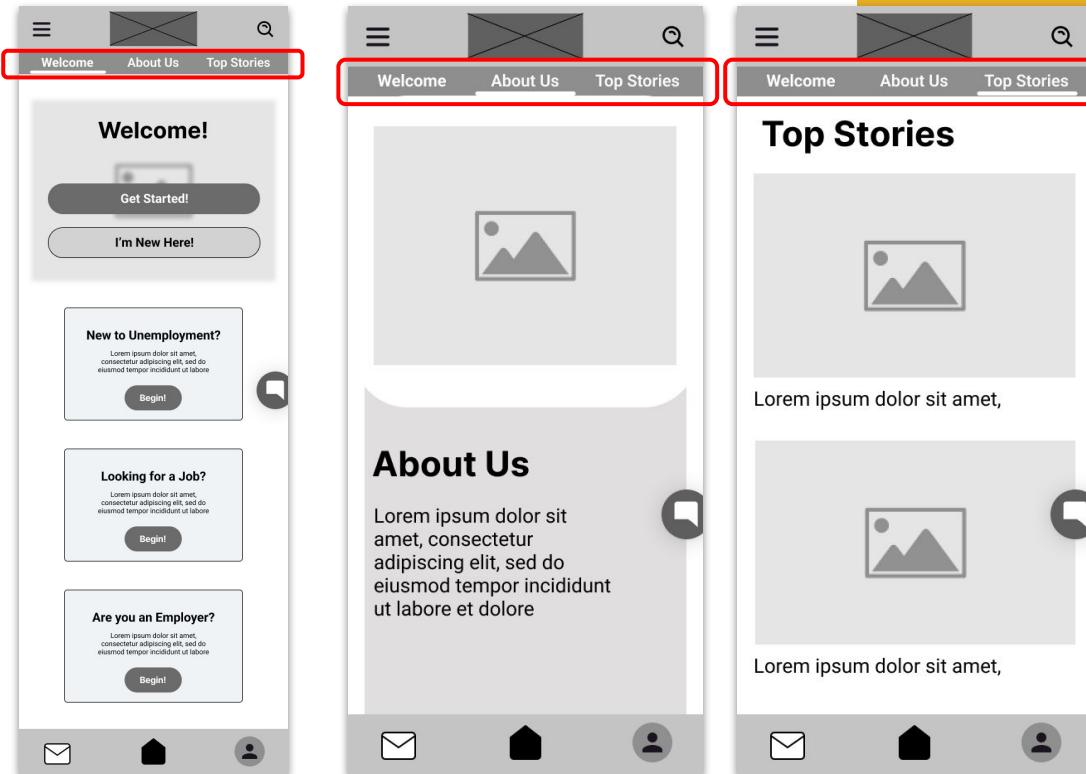


# A/B TESTING - MOBILE

For our Mobile Prototype we wanted to test navigation

Notice the tabs on top of the screen?

Our original design contains an unconventional tab formatting to our mobile wireframes. Users will have to swipe left or right to view content of the same page. Although this design decision makes our wireframes look cleaner with less components on the screen, it could also confuse our users.



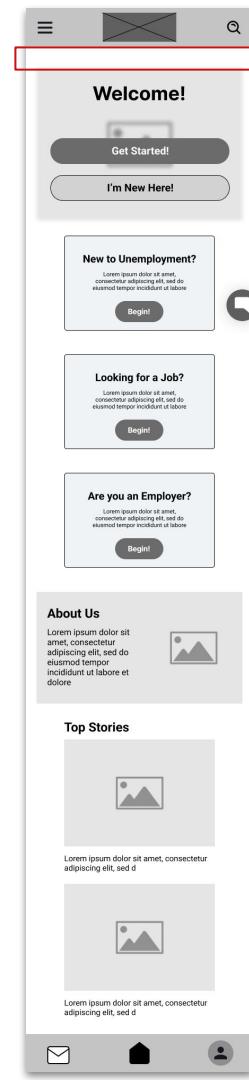
# A/B TESTING - MOBILE

This is the redesigned navigation for our mobile prototype.

It's the conventional vertical scrolling design.

We elongated the screen and repositioned and aligned components on the screen.

The tab at the top of the screen is no longer needed.



When conducting A/B testing, we asked 13 participants for their preference.

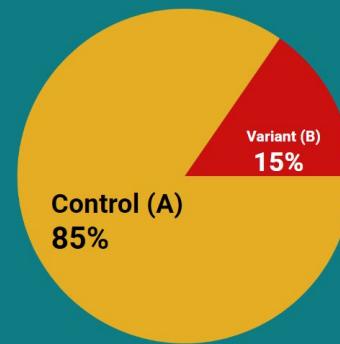
For the desktop version, users preferred the control design more. While our variant design did stand out like originally planned, it wasn't in a positive way. Users mentioned the component stuck out like a sore thumb. Users liked the indicator element and suggested to add that to the control version, however, our hypothesis failed.

For the mobile version, users preferred the variant design, they found it easy and intuitive to navigate through the variant version of our mobile prototype. Our hypothesis was correct.

## A/B TESTING RESULTS

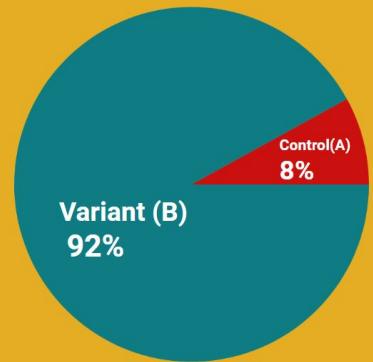
13 Participants

### DESKTOP



Unsuccessful

### MOBILE



Successful

# Final Mockups

# Final Mockups Desktop

We used advice from our A/B testing accordingly. We added images with smiling people, hoping users will match that emotion!

The homepage features a large banner with a smiling man in a blue shirt. Below the banner, a central callout asks "New to unemployment?" with a "Start Here!" button. To the left and right are "About Us" sections featuring a woman in a hard hat holding a microphone. Below these are "Top Stories" with images of a person cleaning and another person at a desk.

**Job Seekers** | **Employers** | **Unemployment** | **News** | **Resources**

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**New Mexico Department of WORKFORCE SOLUTIONS**

**PHYSICAL ADDRESS:** 401 Broadway NE, Albuquerque, NM 87102  
**MAILING ADDRESS:** PO Box 1928, Albuquerque, NM 87103

**GENERAL INFORMATION:** Economic Development, Workforce Development, Training, Unemployment Insurance, Benefits, Certify and Manage Cases, Payroll Services, Job Fairs, Veterans, Work Permits, FAQ.

**ADDITIONAL LINKS:** Economic Development, Workforce Development, Training, Unemployment Insurance, Benefits, Certify and Manage Cases, Payroll Services, Job Fairs, Veterans, Work Permits, FAQ.

The page title is "Begin Filing Claim". It contains fields for Social Security #, Confirm SSN, Personal Identification #, and Confirm PIN, each with a corresponding input box. A "Submit" button is located at the bottom right. To the right, a sidebar titled "Material Checklist" lists eight items, each preceded by a green checkmark.

**Material Checklist:**

- ✓ Lorem ipsum dolor sit amet
- ✓ Lorem ipsum dolor sit amet, consectetur
- ✓ Lorem ipsum dolor sit amet
- ✓ Lorem ipsum dolor sit amet, consectetur
- ✓ Lorem ipsum dolor sit amet

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**New Mexico Department of WORKFORCE SOLUTIONS**

**PHYSICAL ADDRESS:** 401 Broadway NE, Albuquerque, NM 87102  
**MAILING ADDRESS:** PO Box 1928, Albuquerque, NM 87103

**Job Seekers**: Find a Job, Job Boards, Workshops, Explore Career Options, Full-Time, Part-Time, Internships, Apprenticeships, Job Fairs, Veterans, Work Permits, FAQ.

**Employers**: Post a Job Opportunity, Respond to Claims, Unemployment Insurance, Disability Insurance, Training, Business Services, Job Description Writer, Work Opportunity Tax Credit, Job Skill Assessment, FAQ.

**Unemployment**: Unemployment Insurance, Check Eligibility, Apply for Benefits, Unemployment Assistance, Certify and Manage Claim, Report UI Fraud, FAQ.

**News**: Trending, Notices and Announcements, Publications.

**Resources**: General Information, Programs, Healthcare Coverage, Career Connections, Our Community, FAQ.

**Additional Links**: Economic Development, Workforce Development, Training, Unemployment Insurance, Benefits, Certify and Manage Cases, Payroll Services, Job Fairs, Veterans, Work Permits, FAQ.

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# Final Mockups Desktop

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New Mexico Department of **WORKFORCE** SOLUTIONS 

Job Seekers Employers Unemployment News Resources

◀ Back

Status: Verifying Claim...

Progress...

- Lore ipsum dolor sit amet
- Lore ipsum dolor sit amet, consectetur adipiscing elit
- Lore ipsum dolor sit amet, consectetur adipiscing elit  Incomplete!
- Lore ipsum dolor sit amet
- Lore ipsum dolor sit amet, consectetur adipiscing elit
- Lore ipsum dolor sit amet, consectetur adipiscing elit
- Lore ipsum dolor sit amet

Home



**Job Seekers**

- Post a Job Opportunity
- Report to Claims
- Unemployment Insurance
- Disability Insurance
- Healthcare
- Business Support
- Job Description Writer
- Work Opportunity Tax Credit
- Job Self Assessment
- Veterans
- Work Permits

**Employers**

- Post a Job Opportunity
- Report to Claims
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- Disability Insurance
- Healthcare
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- Veterans
- Work Permits

**Unemployment**

- Unemployment Insurance
- Check Eligibility
- Apply for Benefits
- Unemployment Assistance
- Business Support
- Job Description Writer
- Work Opportunity Tax Credit
- Job Self Assessment
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**News**

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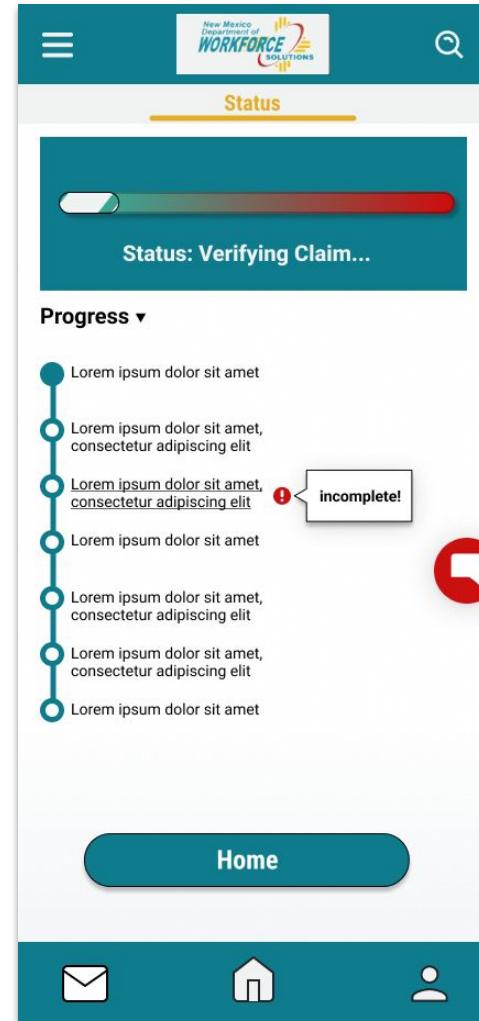
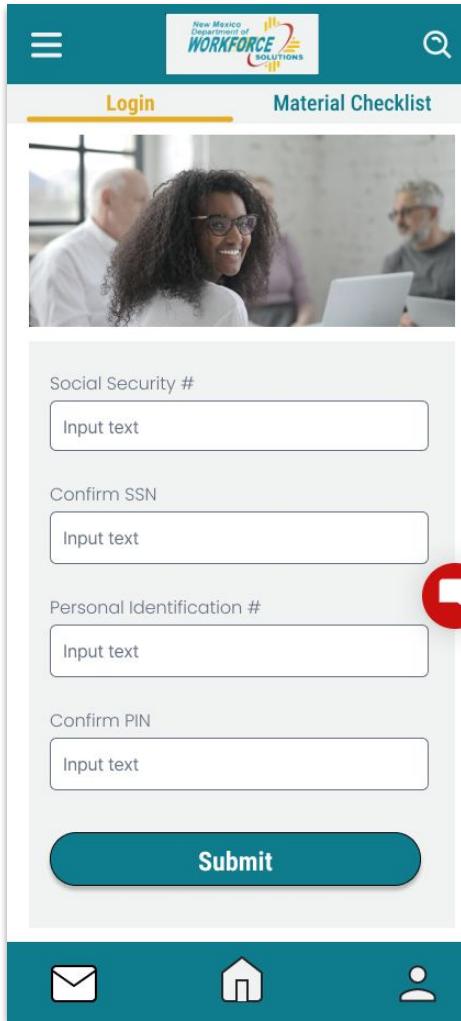
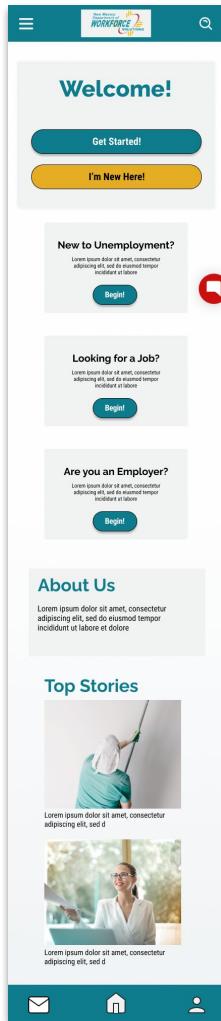
**Additional Links**

- Economic News
- Office of the Governor
- New Mexico City
- SAFE Program
- PULLTOGETHER.NM
- Energy Transition Act Committee

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# Final Mockups Mobile

In the mobile wireframes, users will see more smiling people. We chose the winning design in the A/B testing!



# **TESTING PLAN and NEXT STEPS**

- The user testing technique we would like to use for our prototypes are:

**First-Click Test**

**Five-Second Test**

We hope that our redesigns can help people like Jose get back on their feet.

