Improving the ASC Submission Process through HCD

BELLESE

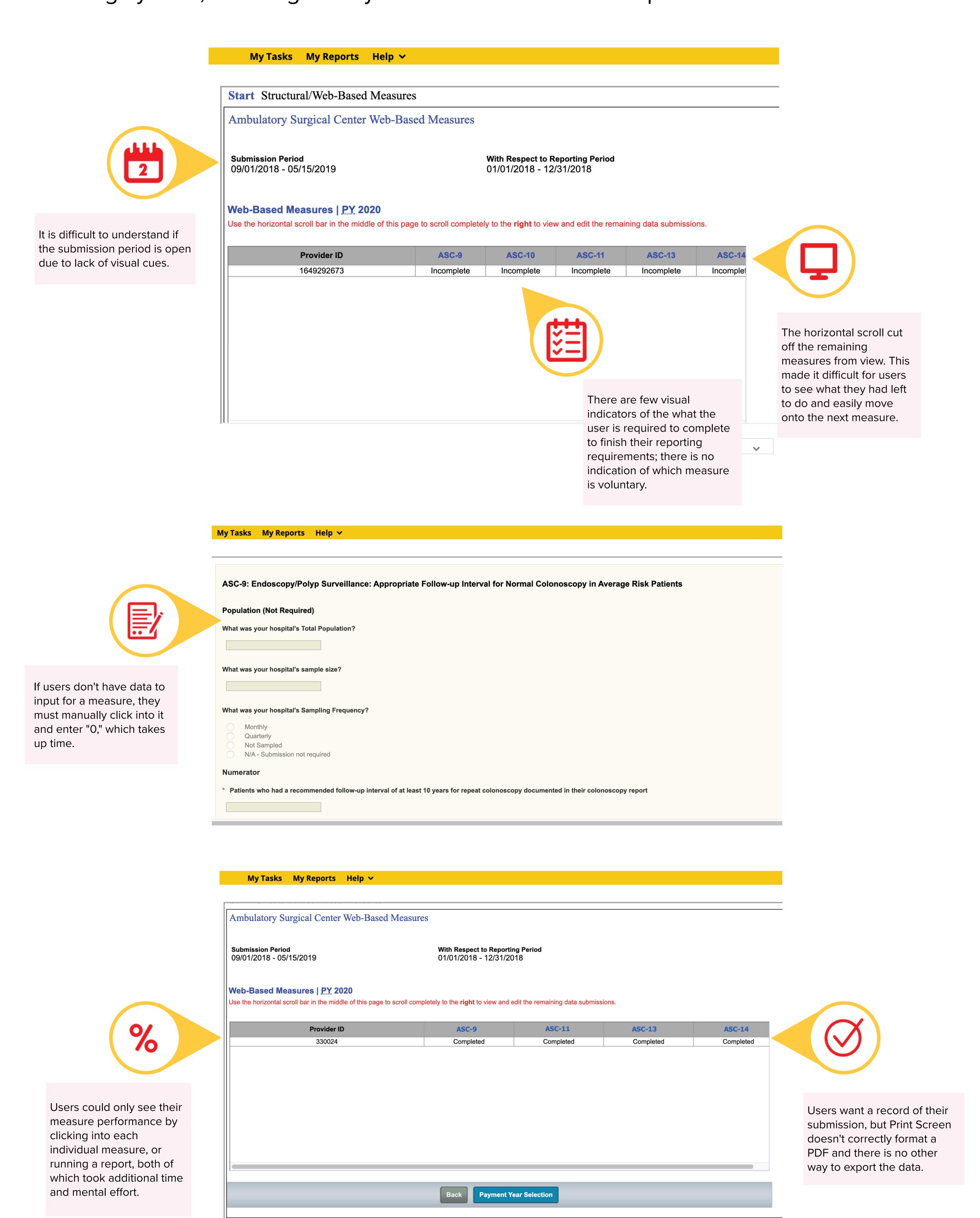
Summar

By following our Human-Centered Design process, the redesign of the ASC submission workflow fixed many of our users' key pain points and improved the user experience for ASC submissions.

Discovery Research

Needs we Heard

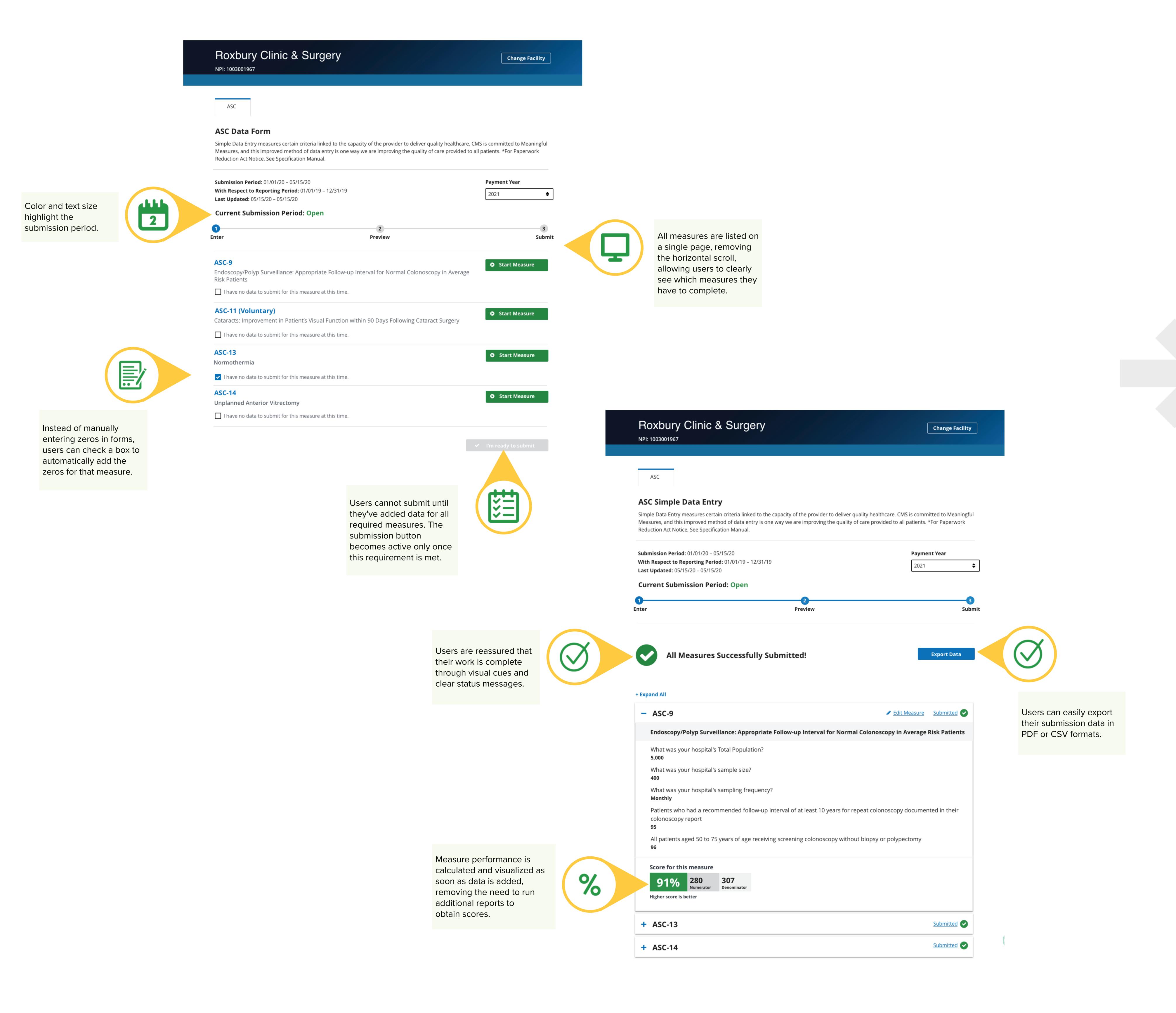
For our Submissions Discovery Research, we interviewed 5 support contractors and 4 end users who participate in the ASC program, and analyzed a sample of help desk tickets from 2018 submission periods. These interviews and analysis were triangulated with a design audit of the existing system, showing us key areas where we could improve the ASC submission workflow.



Iteration & Design

Interactions we Built

During the iteration and design step, we addressed the pain points that we identified in Discovery Research. We worked closely with ASC Support Contractors as part of this redesign work.



Usability Testing

Solutions we Validated

We tested a prototype of the new ASC submission process with 5 ASCs, 2 HCSs, and 1 vendor. Participants tried out the new submission workflow and gave us feedback. Users were thrilled with the changes we made, and recognized that it addressed issues they have with the current system.

The overall usability performance score was 94%.

