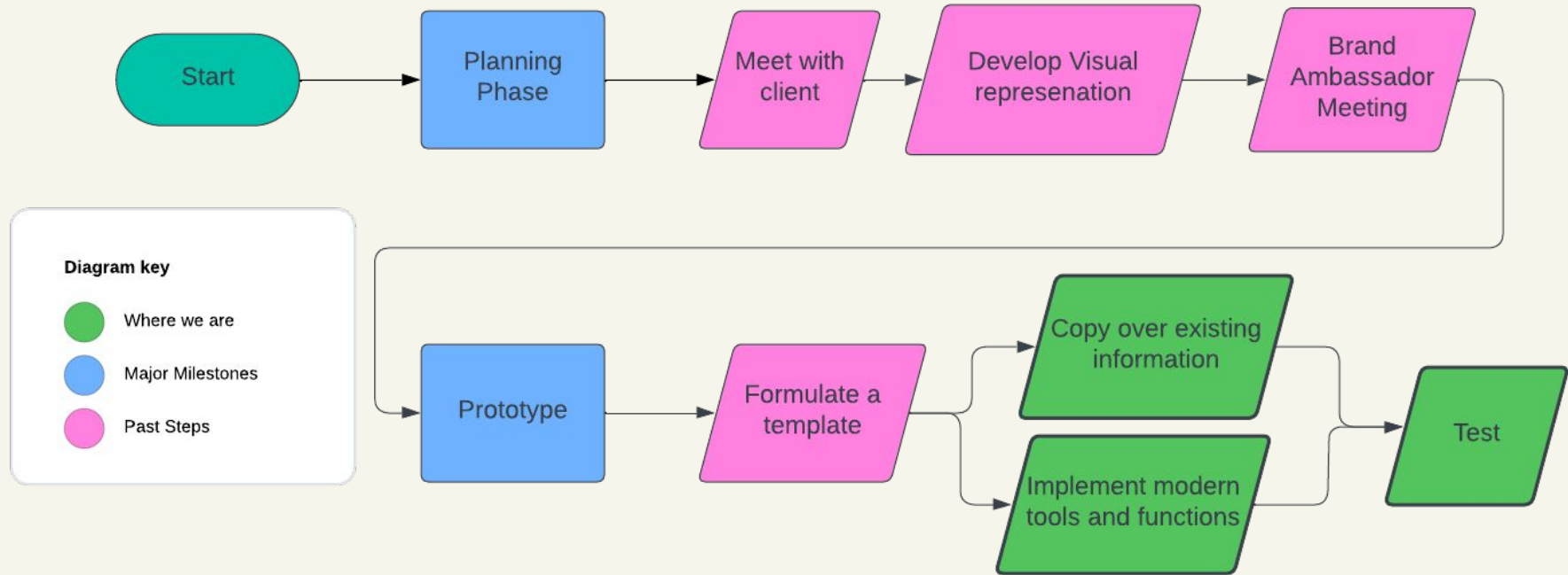**Grace, Carlos, Will, Jessie, & Michael**

National Hearing Loss Association of America Chester County Chapter Website Redesign

Final Presentation
December 9, 2024

Recap From Midpoint

Start → Planning Phase → Meet with client → Develop Visual represenation → Brand Ambassador Meeting

Diagram key
- Where we are
- Major Milestones
- Past Steps

Prototype → Formulate a template → Copy over existing information / Implement modern tools and functions → Test

Past Versions-Modernize

Past Versions-Condense

Upcoming Events!

Chesco Holiday Social
Save the Date!
December 11th!

Evite information to be sent out by mid-November. Contact us if you're interested in joining us!

Other upcoming outreach events to be scheduled at a location near you. Stay Tuned! Check back often for events!

In-Person Meeting Location:
Christ Community Church
2nd floor, Room 3
1190 Phoenixville Pike
West Chester, PA 19380

Questions about Hearing Loss?
Contact Us,
We would be glad to give you the support you need, as best as we are able.

Also, Below is a button to the link to some well presented self-help video's about a number of the usual questions those with hearing loss are asking.

Self Help Videos

Sudden Deafness
A Medical Emergency
If you've suddenly experienced a dramatic hearing loss there is hope. Treatment with corticosteroids have been shown to be the most effective at treating SSHL.
The sooner it is treated once detected, the greater chance of recovery. Treatment should occur by an otolaryngologist (ENT), otologist or at an Emergency Room as soon as possible.
https://www.nidcd.nih.gov/health/sudden-deafness

CHESTER COUNTY LIBRARY SYSTEM
Read•Connect•Discover

Check out these available books on Hearing Loss at your local Chester County Library today!

* *Hear and Beyond: Living Skillfully with Hearing Loss, Shari Eberts and Gael Hannan.
* *My Hearing, My Way, Dr Stacy Amos.
* *Heart of Hearing, Megan Thomas
* *Adaptability, Transforming Pain into Purpose, Tiffany Storrs
* *Jack and the Crunchy Leaves: My First Hearing Aids, Ken Heyder
* *Smart Hearing, Katherine Boutin
* But You Look So Normal: lost and found in a hearing world, Claudia Marseille

*donated by HLAA Chesco

WALK4 HEARING
Hearing Loss Association of America

2024 PA-Walk4Hearing!
October 20, 2024
Philadelphia Navy Yard

Today ‹ › November 2024 ▾   Month ▾

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	Nov 1	2
3	4	5	6	7	8	9
10	11	12	13	14 ● 5:30pm "Hearing Better Togethe	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

"Hearing Better Together"
Thursday, November 14 · 5:30 – 6:30pm

1190 Old Phoenixville Pike, West Chester, PA 19380, USA

We are planning to have a monthly in-person hearing health support group meeting on the 2nd Thursdays at 5:30pm.
(November 14th postponed)
We look forward to a supportive and informative discussion time.
Light snacks will be provided, as well as ASR captioning. We will meet at our regular meeting location.

Christ Community Church
2nd floor, Room 3

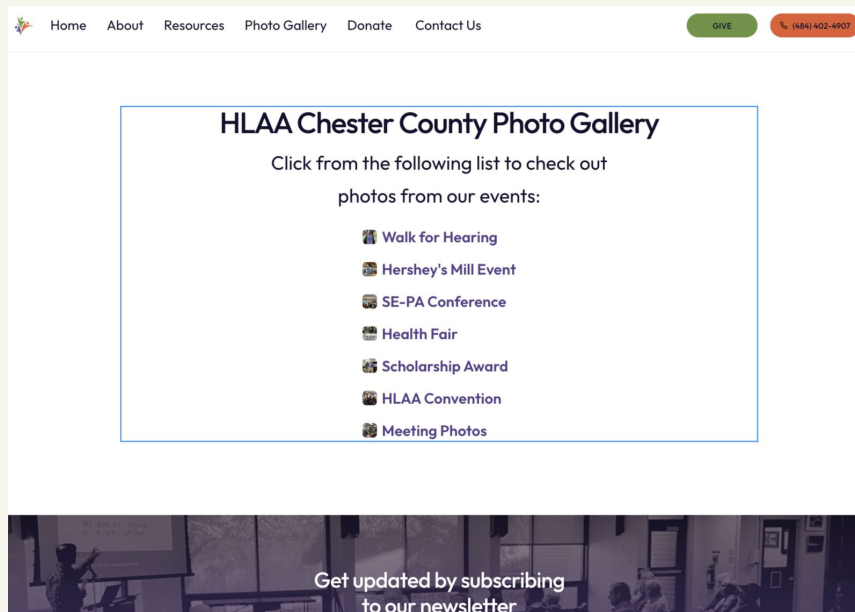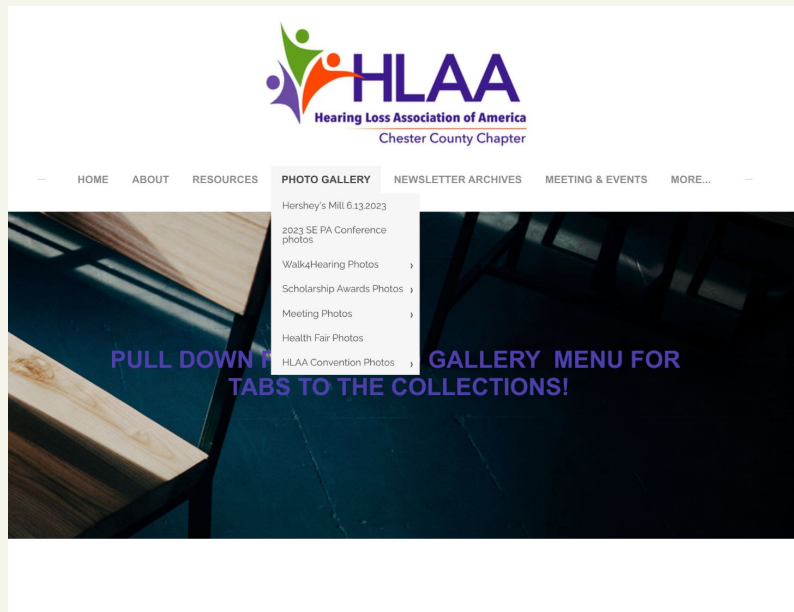More details   + Copy to my calendar

HLAA EVENTS
Events shown in time zone: (GMT-05:00) Eastern Time - New York

Google Calendar

Past Versions-Navigation

Past Versions-Interactive

Device Compatibility Issues

Key Issues Identified:

- **Content Overflowing**: Text and images spilling off-screen on mobile devices.

- **Button Scaling**: Buttons were too small on mobile, causing usability issues.

- **Navigation Differences**: Desktop navigation didn't translate well to mobile, requiring alternative methods.

- **Aesthetic Discrepancies**: The mobile and desktop designs felt inconsistent and unpolished.
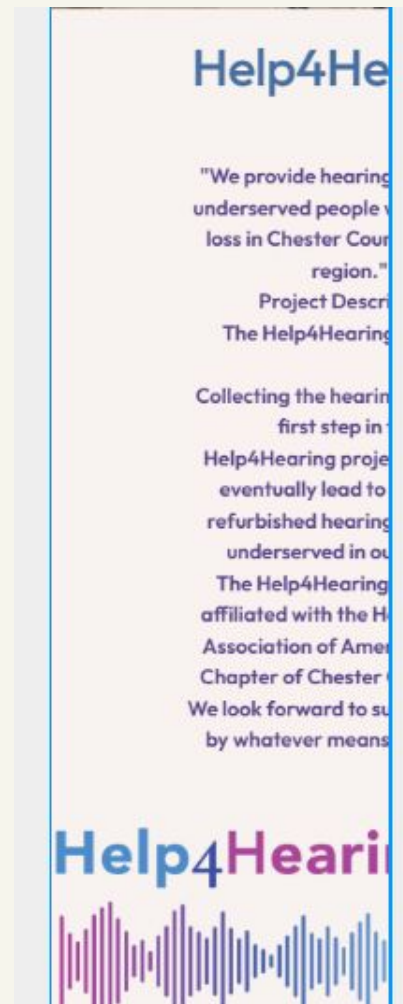
Solutions Implemented

Responsive Adjustments: Fixed scaling issues for text, buttons, and images.

Navigation Redesign: Introduced mobile-friendly menus.

Visual Consistency: Unified aesthetics across all devices.

Headshots Issue: Replaced lengthy scroll with a slideshow function to improve usability.

Mobile View Challenge Example:

Help4He

"We provide hearing underserved people loss in Chester Cour region."
Project Descri
The Help4Hearing

Collecting the hearin first step in Help4Hearing proje eventually lead to refurbished hearing underserved in ou
The Help4Hearing affiliated with the H Association of Amer Chapter of Chester We look forward to su by whatever means

Help4Hearin

Solution Examples

Laptop View Menu Style

Mobile View Menu Style

Mobile-open
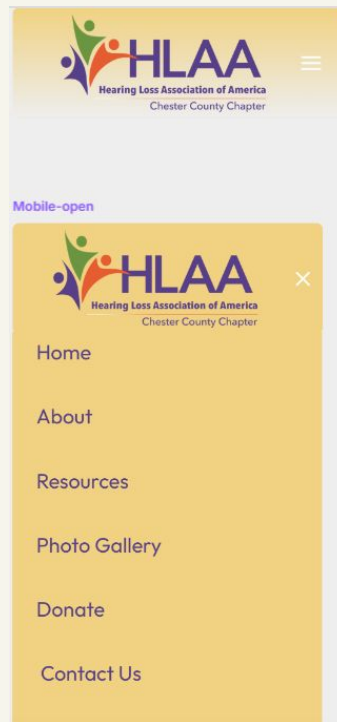
Laptop View Headshot Section
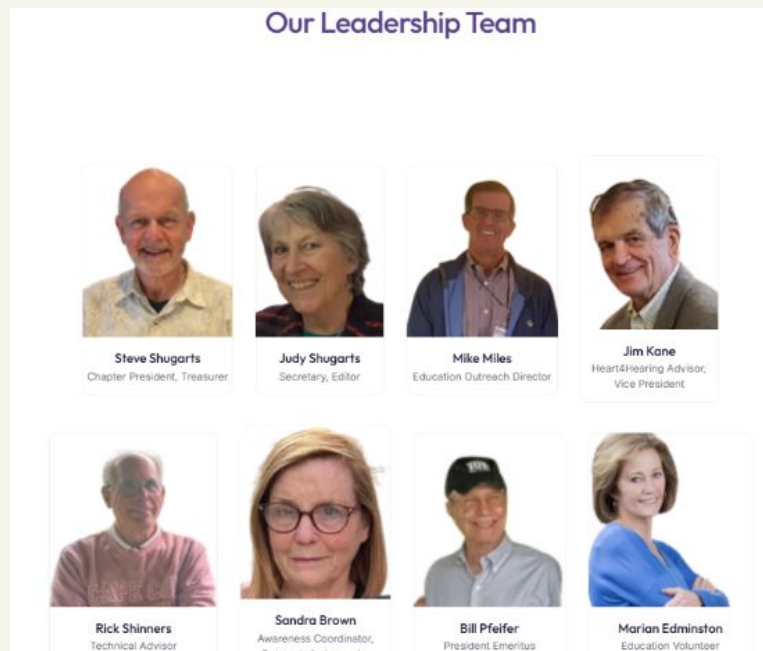
Mobile View Headshot Section

Our Leadership Team

Steve Shugarts
Chapter President, Treasurer

Judy Shugarts
Secretary, Editor

Mike Miles
Education Outreach Director

Jim Kane
Heart4Hearing Advisor,
Vice President

Rick Shinners
Technical Advisor

Sandra Brown
Awareness Coordinator,

Bill Pfeifer
President Emeritus

Marian Edminston
Education Volunteer

Our Leadership Team

ke Miles
Outreach Director

Jim Ka
Heart4Hearing Ad
Presider

User Testing Process

Test for Portability:

- Unsupported capabilities and platform differences: desktop and mobile compatibility
- Test on different devices and browsers

Test Plan Overview:

- Comprehensive feedback collection
- Key participants included the client and the board of directors
- They evaluated the website and provided valuable insights for improvement
- Combined structured feedback collection, direct user engagement, and timely implementation of changes to ensure the website meets all project objectives

- **Focus Group**: Participants joined a small, interactive session online to provide direct, live feedback and discuss potential improvements
- **Survey**: Then shared their feedback on the website's functionality, design, and usability

Focus Group Meeting

Who attended:

1. Steve Shugarts (Our Client, President of the HLAA Chester County Chapter, Board Member)
2. Bill Pfiefer (President Emeritus, Board Member)
3. Judy Shugarts (Secretary, Editor, Board Member)

During the meeting:

- Participants viewed the current website and provided feedback in a structured and organized manner.
- Each group member took detailed notes on the feedback received, addressed participant questions about the website, and identified feasible suggestions for implementation.

Summarized Feedback:

- Modify color schemes and hover effects to enhance visual appeal
- Change transitions and animation features
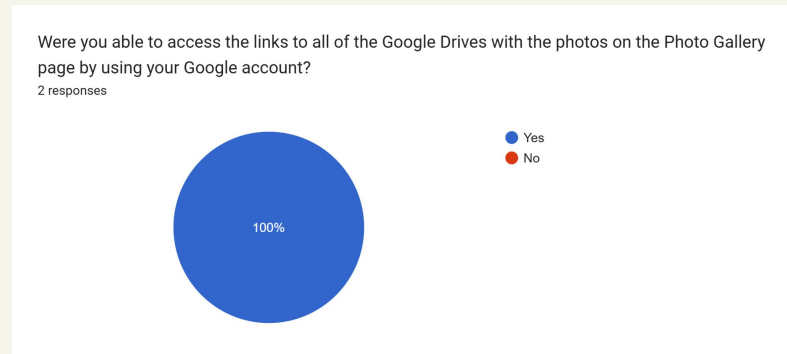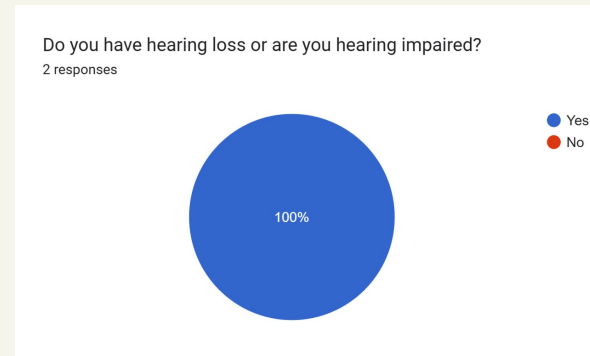- Add more photos and logos

Feedback From Survey

User Testing Results: google.form.results
- Responders viewed on their desktop device using Microsoft Edge browser
- Prefer the colored photo as the header
- Easy to navigate, user friendly

All Feedback was Positive and Guiding Improvements:
- "Much better than the original one."
- "I think it looks nice"
- "Because it is such an great upgrade from the previous website, I can't think of an improvement now though I may later after much use."
- "An area to bring awareness to the Help4Hearing Project."

Do you have hearing loss or are you hearing impaired?
2 responses

- Yes
- No

100%

Were you able to access the links to all of the Google Drives with the photos on the Photo Gallery page by using your Google account?
2 responses

- Yes
- No

100%

Confidential   Copyright ©

Adjustments Based on Feedback

Implemented Adjustments include:

- Added a yellow gradient background
- Navigation bar with the colored header photo
- Added 6-8 photos to the slideshow
- Implemented device compatibility
- Edited the executive board section
- Awareness to the help4hearing project
- Awareness to the walk4hearing event
- **The client noted that the website looks very good overall, with only minor adjustments needed.**
- **These initial results suggest that our approach has been effective in meeting the client's expectations. By addressing feedback from the client and board of directors, we are going to deliver a final product by the December 15th deadline.**
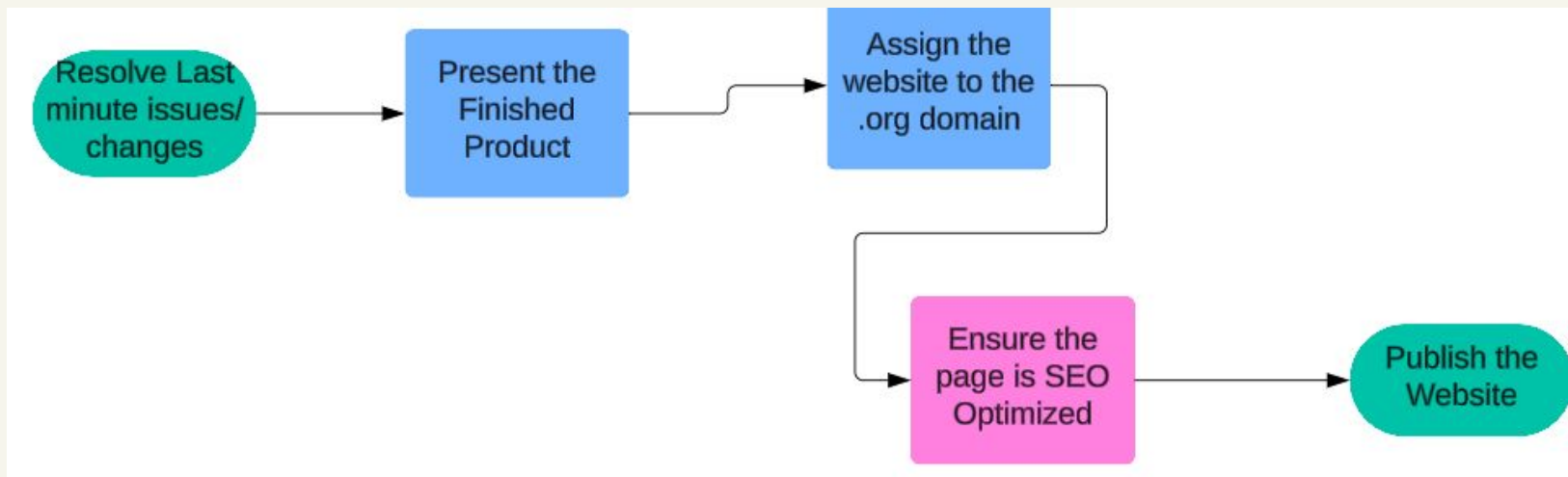

Chester County's Resource for Hearing Support Services!

Live Demo of Finished Website:

https://hearinglosschesco.framer.website/

https://framer.com/projects/HLAA-Chester-County--xF2lNaKUmu8bdT6WUQWU-4iTcl?node=augiA20ll

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Launch

Resolve Last minute issues/changes → Present the Finished Product → Assign the website to the .org domain → Ensure the page is SEO Optimized → Publish the Website

What is Technical Writing?

- User Manuals
- Lego Instructions
- FAQ

Removes technical jargon from the process

Why is it important?

Technical Documentation is everywhere

It's especially important in the field of Tech

It enables people to use technology the way it's supposed to be

When you push out a product, you need technical documentation.

```
449a:  ff40 4e00 0400  mov.b    #0x4e, 0x4(r15)
44a0:  ff40 2f00 0500  mov.b    #0x2f, 0x5(r15)
44a6:  ff40 2900 0600  mov.b    #0x29, 0x6(r15)
44ac:  cf43 0700       mov.b    #0x0, 0x7(r15)
44b0:  3041            ret
44b2 <get_password>
44b2:  3e40 6400       mov      #0x64, r14
44b6:  b012 8445       call     #0x4584 <getsn>
44ba:  3041            ret
44bc <check_password>
44bc:  0e43            clr      r14
44be:  0d4f            mov      r15, r13
44c0:  0d5e            add      r14, r13
44c2:  ee9d 0024       cmp.b    @r13, 0x2400(r14)
44c6:  0520            jne      #0x44d2 <check_password+0x16>
44c8:  1e53            inc      r14
44ca:  3e92            cmp      #0x8, r14
44cc:  f823            jne      #0x44be <check_password+0x2>
44ce:  1f43            mov      #0x1, r15
44d0:  3041            ret
```

Framer

Swagger Petstore 1.0.0

[Base url: petstore.swagger.io/v2]
http://petstore.swagger.io/v2/swagger.json

This is a sample server Petstore server. You can find out more about Swagger at http://swagger.io or on irc.freenode.net, #swagger. For this sample, you can use the api key `special-key` to test the authorization filters.

Terms of service
Contact the developer
Apache 2.0
Find out more about Swagger

Schemes

| HTTP ▾ |

Authorize 🔒

pet   Everything about your Pets   ∨

| POST | /pet | Add a new pet to the store | 🔒 |

| PUT | /pet | Update an existing pet | 🔒 |

| GET | /pet/findByStatus | Finds Pets by status | 🔒 |

| GET | /pet/findByTags | Finds Pets by tags | 🔒 |

| GET | /pet/{petId} | Find pet by ID | 🔒 |

| POST | /pet/{petId} | Updates a pet in the store with form data | 🔒 |

| DELETE | /pet/{petId} | Deletes a pet | 🔒 |

Our Documentation

10-pg Documentation

PURPOSE: Post-Launch updates to website

Have to understand our audience.

Framer is for non-tech savvy people, however we want to keep it simple for people who aren't in the field.

If something on the documentation doesn't answer the question, we refer to them to support or any resources. (Framer Documentation)

How to Update the Calendar for Events

1. Log into the HLAA Google Calendar account.

2. Add, edit, or remove events directly on the calendar.

3. Updates automatically reflect on the website through the calendar integration.

Questions You Might Ask

1. **How do I log into Framer to edit the website?**
   - Open the Framer website, click "Log In," and enter the email and password associated with the HLAA Chester County account. If you've forgotten the login details, contact the website administrator for assistance.

2. **How do I update the text on a specific page?**
   - Navigate to the page you want to edit in the Framer dashboard. Click on the text block you want to update, and double-click to begin typing. Once finished, click outside the block to save your changes.

3. **How do I replace an image on the website?**
   - Click on the image you want to replace, then go to the **Assets Panel** on the right-hand side. Drag the new image into the panel and assign it to the image block by dragging and dropping it.

What if I make a mistake while editing? Can I undo changes?
   - Yes! Framer has an **Undo** button (located at the top of the editor), or you can press `Ctrl+Z` (Windows) or `Cmd+Z` (Mac) to undo your last action. If you've saved a mistake, use the **History** tab to revert to an earlier version of the website.

—

Any questions?