# **Work Process Schedule**

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| User Experience Designer |
| **Job Description:** Work on all parts of the design process, from creating user flows and wireframes to building user interface mockups and prototypes. |
| **RAPIDS Code:** 2098CB | **O\*NET Code:** 15-1255.00 |
| **Estimated Program Length:** 1 year |
| **Apprenticeship Type:** [x]  Competency-Based [ ]  Time-Based [ ]  Hybrid |

Suggested On-the-Job Learning Outline

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| Conducts generative research with internal and external users to better understand their problems, context, and experiences |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Supports project team members in research and documents customer and employee feedback
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| 1. Assists with user interviews and surveys to conduct competitive analysis of in-market solutions and services
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| Synthesizes insights to define user problems |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Reviews current product usage analytics and performance metrics to identify patterns and potential areas of optimization
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| 1. Reviews existing research to identify patterns in customer and employee problems and strategic opportunities
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| 1. Connects quantitative data with qualitative findings from customer and employee research to provide a deeper understanding of performance or areas of opportunity
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| Uses design-thinking methodologies to identify and present user-centric solutions |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Anticipates user needs and advocates for customer-centric solutions to problems throughout the product lifecycle
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| 1. Facilitates conversations with project teams and partners
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| 1. Conveys customer empathy through stories
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| 1. Balances user needs with business goals when brainstorming solutions
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| Prototypes solutions for quick feedback and iteration |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Assists team in storyboarding, developing concepts, and prototyping potential solutions for evaluation by customers and employees
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| 1. Determines the right fidelity and creates prototypes—physical, digital, or hand drawn
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| 1. Demonstrates best practices for User Interface patterns, knowledge of heuristics, and understanding of page hierarchy
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| 1. Collaborates with engineers to deliver and ship high-quality designs of product
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| Conducts evaluative research to test design solutions and iterate better products, features, and experiences |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Solicits user feedback on products to improve the design
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| 1. Prepares discussion guides and surveys
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| 1. Synthesizes and communicates data findings to iterate better versions of the design
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| Confidently communicates, presents, and explains design solutions to project team, stakeholders, and partners |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Communicates the user problem statement, project vision, and how the team plans to measure success
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| 1. Explains the design process, user feedback, and ongoing iterative development
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| 1. Presents confidently, speaking at the right level for the audience and confirming understanding
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| 1. Displays best practices in presenting projects and giving and receiving feedback
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| Develops a User Experience Designer portfolio |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Develops a portfolio showcasing key skills pertinent to User Experience design
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| 1. Demonstrates continuing education in UX design
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Suggested Related Instruction Outline

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| Provider |
| **Name:**  |
| **Address:**  |
| **Email:** | **Phone Number:** |
| **Suggested Related Instruction Hours:** 144 |

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| **Course Number** | **Course Title** | **Contact Hours** |
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