May 2021 Event - UX in Public Service - Zoom Chat

May 12, 2021

01:05:31   Jakkii Musgrave: yep
01:05:47   Fiyin Adesina: Hello from Los Angeles, CA!
01:07:05   Tom UX Chang: Hello from the Greater Seattle Area
01:07:17   richa: HI from LA,CA
01:07:28   jiordahno murguia: San Diego in the house!
01:07:40   Joe Rudolph: Hi from Boston
01:07:49   Malari Barber: Special June webinar based on YOUR feedback "The Art of User UX Interviews" Grab your seat to this webinar. If you can't make the event live, get a ticket and have lifetime access to the recording. This recording will only be available for those who purchased a ticket or on-demand purchase later. https://www.eventbrite.com/e/the-art-of-user-ux-interviews-tickets-154318285145
01:08:02   Eric Oosenbrug: $?
01:08:14   Lorie Whitaker - Staff UXR - IGA + WAX:$20
01:08:16   Shannon Cleary: Hey from the Denver area. If you're interested feel free to connect with me. https://www.linkedin.com/in/sscleary
01:08:22   Eric Oosenbrug: Thanks! :)
01:08:30   Malari Barber: Join us at our free June event "How To Leverage UX and Market Research to Understand Your Customers"-- Get your ticket now on Eventbrite
https://www.eventbrite.com/e/how-to-leverage-ux-and-market-research-to-understand-your-customers-tickets-153718978603
01:09:11   Malari Barber: What did you think of today's event? Complete the survey now! Help us improve the UXRS events
https://forms.gle/adwLjaXrC4aSUS826
01:09:41   Lorie Whitaker - Staff UXR - IGA + WAX:If y'all have questions for the panel, please post them here!
01:11:13   Nelly Wollenberg (she/her):   I can!
01:13:25   Lorie Whitaker - Staff UXR - IGA + WAX:Put any questions y'all have here in the chat. :)
01:15:05   Haley Jensen: Do most governments have a similar team to digital services or is this uniquely San Franciscan?
01:15:07   Matthias: CCSF has 30,000 employees and 10,000 contractors!
01:15:25   Susannah Tawse: Can you speak more to how you address accessibility and diversity?
01:15:29   Tom UX Chang: tax
01:15:31   Brenda Ruelas Velasquez: Serve the public's needs
01:15:32   Adrienne: collect tax
01:15:33   Marie Cheung: Permits
01:15:34   Amy Hillard: Provide services

01:15:34   Vjarrisuk Nodi: tax
01:15:35   Cindy Merrill: Approve permits
01:15:36   Haley Jensen: Provide essential services
01:15:36   Fiyin Adesina: Public parks
01:15:37   I Chatterjea: potholes
01:15:37   Shannon Cleary: Public transportation, boards of education
01:15:38   Sandy Cybulskie: pick up garbage
01:15:39   Rachel Kantrowitz: infrastructure
01:15:39   Visnu Ghosh:Provide services for the public
01:15:39   Joe Sokohl: Provide a place for people to commune
01:15:41   Vidhi Goel: Build infrastructure
01:15:42   Erica Burroughs: recycling
01:15:42   Shannon Cleary: courts
01:15:42   Alicia Zuniga: Provide services and resources for the city's
residents.
01:15:42   Paul Steele: GARBAGE COLLECTION
01:15:43   Tom Hovland - Sturgeon County: Everything
01:15:44   Susannah Tawse: Public services, community
01:15:44   Peter Smith: Potholes ;+)
01:15:44   Sandy Cybulskie: run transportation
01:15:44   'Nma: Policies and services that help residents
01:15:45   Helen Yoo: Maintain public services and resources
01:15:45   Alison Welwood: Parking
01:15:46   Merissa Parkinson: parks
01:15:46   Marie Cheung: Urban planning
01:15:46   Kelly Simpson: Public needs
01:15:47   Tom UX Chang: Invent new taxes or fees
01:15:47   PJ Gormley: Assessments
01:15:48   Anna Benami: Public services
01:15:49   Haley Jensen: Public utilities !
01:15:49   Ayman Abouelnasr: Civic Services to Residents and Businesses
01:15:51   Areebah Ajani: Transportation
01:15:51   Tregan: Way-finding
01:15:51   Patricia Nill: Provide schooling
01:15:52   Claire Snell-Rood (she/her/hers): Provide education, basic safety,
community
01:15:52   Nadine Levin: use the 75 billion dollar surplus budget for California?
01:15:54   Kevin Shaw: support community life
01:15:54   Cheenu Chari: Provide citizens with utilities such as water.
01:15:55   Rachel Kantrowitz: ensure clean water/monitor environmental hazards
01:15:56   Bora Lee: Parking tickets
01:15:56   carolina beiertz: Help keep the city running (environment, etc)
01:15:56   K B: Cleaning services
01:15:58   Alexa Herasimchuk:Develop and preserve culture
01:15:58   ANA PAULA GARCIA Y COLOME: services
01:16:00   Richard Lewis (he/him/his):   infrastructure

01:16:01   Sarah Hedrych: Emergency services
01:16:01   Thaniel van Amerongen: Police, education, public utilities
01:16:01   Ariel Bowering (she / her): provide services both physical and supportive at a localized level
01:16:02   Alice Owen: Administrative hubs
01:16:02   EGoodstein: development
01:16:06   K B: Education
01:16:07   I Chatterjea: social workers
01:16:08   Tom Hovland - Sturgeon County: cholera prevention
01:16:11   Courtney Taniguchi (she/her):   Manage and distribute infrastructure (transportation, food services, housing regulations, police, education)
01:16:11   William Cooley: Serve the public good in a way that secures public value and maximizes human flourishing.
01:16:14   Jakkii Musgrave: Here it's provide services and support to citizens of the city, so stuff like garbage and looking after footpaths and swimming pools and stuff
01:16:16   Tom Hovland - Sturgeon County: servers
01:16:16   Tom UX Chang: https://krisp.ai/ for noise mitigation
01:16:16   Ruben Sun: social services, transportation, business licenses and permits, manage construction
01:16:16   Kevin Shaw: create a commons
01:16:17   Jennifer McRae: Provide services for the people who live there. Interface with feds
01:16:17   Jordan Marks: They provide a safety net in security, infrastructure, and health
01:16:17   Americo Alves /in/americoalves/: Provide an ecosystem for humans
01:16:19   Ruben Sun: parks
01:16:21   Tom Hovland - Sturgeon County: sewers*
01:16:23   Aline Lemos: manage the interactions between citizens and services
01:16:26   Cindy Merrill: help the homeless population
01:16:27   Shannon Cleary: Covid response
01:16:27   Sabrina Fonseca (Coforma) she/they: infrastructure
01:16:27   I Chatterjea: out reach to the homeless
01:16:28   Adrienne: traffic
01:16:28   Hilary Jo Caldis: provide essential public goods like roads, waste management, enforcement of laws
01:16:28   Kevin Shaw: manage waste
01:16:31   nbarraco: City planning
01:16:33   carolina beiertz: PARKS and RECREATION! Jk hahah love that show
01:16:34   Kurien Kalarickal: plan
01:16:36   Cheenu Chari: Library
01:16:39   Tom UX Chang: Cleaning up the street
01:16:52   Nelly Wollenberg (she/her):   CMD
01:16:53   36NiBS: Provide funding
01:16:53   Joe Sokohl: Does a "city" actually _do_ anything? Or is it the governmental infrastructure that does things?

01:16:53   Chris Tang: enact laws so diverse populations can live together in harmony
01:17:07   Cheenu Chari: Transportation services
01:17:12   Hilary Jo Caldis: ID administration
01:17:14   Tim Worms: Enable citizens
01:17:15   Alice Owen: Service provider
01:17:16   Kevin Shaw: enrich people
01:17:19   Ayman Abouelnasr: Collecting Parking Tickets :)
01:17:31   Tom UX Chang: +1 @Joe Sokohl
01:19:19   Erika Legernes: I'm a UXR passionate about cities and social justice, feel free to connect with me on Linkedin! https://www.linkedin.com/in/erikalegernes/
01:20:52   Cheenu Chari: Hey everyone, I'm Cheenu, a UX Researcher based in Austin, TX working within the Healthcare Enterprise space. One of my growing interests is in Civics. Feel free to connect with me: https://www.linkedin.com/in/srikantchari/
01:22:51   Kevin Shaw: These stats are helpful!
01:23:00   Birdie Salva: Hello! I'm Birdie Salva, co-founder and general manager of Curiosity, a Manila-based design research agency that helps organizations discover design possibilities inspired by local insight. If you are ever curious about our side of the world, I'd love to set a call and chat! https://www.linkedin.com/in/birdiesalva/
01:23:11   Cheenu Chari: Really awesome that Cognitive is included within the stats as well.
01:23:14   Monica Mielke: What does independent living mean as it relates to a disability?
01:24:01   Brenda Ruelas Velasquez: Loving the shoulder pads.
01:24:48   Shelby: Hi Cheenu and everyone - also in Austin, TX! I work in UX research ops professionally and for a local non-profit on a volunteer basis advising on UX research strategy.
I grad school and undergrad I worked on research focusing on assisted living facilities (private and gov't funded).
Found this opportunity on the ResOps Slack channel - open to connect: https://www.linkedin.com/in/lipschuetz
01:28:12   Joe Rudolph: Hi everyone. My name is Joe and I curently work as a Burger King resaturant manager in Barcelona.
01:29:11   Melissa De Yoe: UX should totally be applied to everything. So many service flows need intelligent design. I must say I love wicked problems.
01:29:12   Susannah Tawse: What formats did you use for accessibility?
01:29:16   Lorie Whitaker - Staff UXR - IGA + WAX:Please keep posting your questions here in the chat :)
01:29:22   Melissa De Yoe: Hi Joe from Barcelona
01:29:38   Shannon Cleary: [QUESTION] I've had a few folks working in Gov't (or gov't hired agencies), who have told me starting a UX Design/Research career in gov't is not feasible due to a lack of mentorship. Do you believe this is true? What is the quickest path to become a UX Designer/Researcher in public service?
01:29:44   Tom UX Chang: Why wasn't simplified Chinese used?
01:30:08   I Chatterjea: Shannon's question is also my question

01:30:52   Malari Barber: We're also on Instagram
www.instagram.com/ux.research.and.strategy
01:30:55   Susannah Tawse: How did you take accessibility into account for the
vaccine notifications?
01:31:06   Aecha: Naecha here!!! I am a USC grad seeking the opportunity to
transition to the UX Research and Design space. I would love to connect with you all via
LinkedIn -> https://www.linkedin.com/in/naecha-roberts-695383b6/
01:31:12   Malari Barber: Like us on Facebook!
https://www.facebook.com/UX-Research-and-Strategy-107790134316377
01:31:22   Malari Barber: Are you following us on Twitter?
https://twitter.com/ux_and
01:31:41   Malari Barber: Connect with us on LinkedIn! (personal page)
https://www.linkedin.com/in/ux-research-strategy/
01:32:28   Jennifer Ma: We spoke to Barry Roeder about the DAHLIA system!
(Saying hi as a design researcher from the City of Toronto). How did you get the stats
for the disability community earlier in the presentation?
01:32:32   Ayman Abouelnasr: Hi from Toronto, Canada. Glad to connect with folks
interested in Accessibility and UX Design in general. Thanks :)
01:32:36   Ayman Abouelnasr: https://www.linkedin.com/in/aymanaboulnasr/
01:32:51   Leslie Rodrigues: @Naecha I am currently a USC grad student. Go
trojans! Will connect with you later.
01:32:56   Aecha: Also I am taking on research + design freelance projects so
if anyone would like to connect and learn more about how I can help with growing
marketing communication and design capabilities reach out via email at
rnaech@gmail.com // LinkedIn: https://www.linkedin.com/in/naecha-roberts-695383b6/
01:33:31   Melissa De Yoe: that was such a pain to figure out if offices were open/
if restaurants were open, etc. I never really found once centralized place that
communicated guidelines...
01:33:52   Aecha: Fight on Leslie!!!! Looking forward to it!
01:34:01   Nelly Wollenberg (she/her):   Hi, All! For those interested in continuing
the conversation around civic design, Rosenfeld Media is launching a Civic Design
community and conference. You can sign up here: https://rosenfeldmedia.com/more-
about-civic-design-2021/
01:34:10   Juliias Ellis: I love the new outdoor portions to San Francisco.
01:34:36   Aecha: Thank you for that Nelly! Def going to check it out!
01:34:55   Susannah Tawse: So great to see :) We are doing the sam here in
Calgary
01:34:57   Rachel Kantrowitz: '
01:34:58   Himani: Hello Everyone,
01:35:10   Nelly Wollenberg (she/her):   Please do! And feel free to reach out
with any questions. Nelly@rosenfeldmedia.com
01:36:02   Areebah Ajani: Question for the panelists: you mentioned designing
with some users..woudl love to hear about any participatory design methods you used
(especially remote) thanks! :)
01:36:04   Himani: I am Himani. I am from Toronto, Canada.
01:36:04   Salina: thank you so much!

01:36:06   Himani: https://www.linkedin.com/in/himaniux/
01:36:06   Shannon Cleary: Thanks!
01:36:09   Haley Jensen: Awesome. Thank you! This was really cool.
01:36:10   Peter Smith: @Shannon @I Chatterjee - in the Canadian federal govt, design and research communities are growing and maturing quickly. Lots of opportunities for mentors/mentees. I'm sure we're not the only govt seeing this happen
01:36:12   Malari Barber: We are trying to reach 30,000 followers for our group. Help us out!
Follow us on our LinkedIn presence as our non-profit group
https://www.linkedin.com/company/ux-research-and-strategy-group/
01:36:29   Julian Hector: That was great! Thank you!
01:36:31   Joe Sokohl: QUESTION: What challenges for research synthesis did the pandemic pose?
01:37:04   Jordan Marks: Are there currently a lot of opportunities to work in UX in local govt for entry level designers?
01:37:09   Aecha: Will there be opportunities to do contract ux research and design projects with the government?
01:37:11   Nadine Levin: How do you (or do you?) make space for strategic research given the urgent and immediate needs of the pandemic?
01:37:11   Elizabeth Riddle: What is one of the biggest hurdles you faced when starting a user-centered design services department for government?
01:37:19   Kelly Simpson: QUESTION: Do you work in "agile / weekly sprints" method in government?
01:37:25   Cheenu Chari: Could you tell us about how usability testing is conducted within a government setting?
01:37:31   Kevin Shaw: QUESTION: For anyone who has had experience working in government at a state or federal level — how does the work and the context differ at the city level?
01:37:33   Malari Barber: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ
01:37:49   Juliias Ellis: So applying for government jobs, are there are specific job openings and titles in government for UX Research or UX Design?
01:37:58   Nancy Tran: How do you measure success in your projects?
01:38:07   Sarah Hedrych: Got to go - thank you for the great information! Will check back on YouTube!
01:38:21   Leslie Rodrigues: What are some challenges you have faced when trying to connect with constituents for research purposes? From my experience from a US Senate office, many were skeptical and refused to cooperate
01:38:27   Malari Barber: Check out the UXRS website or information about past events, upcoming events, and more!
https://www.uxresearchandstrategy.com/
01:39:01   Aecha: What are some good entry level roles for entering the UX space? What type of projects stand out to you all?
01:39:26   Birdie Salva: Whoa
01:39:32   Marcela Musgrove: Zoom bomber

01:39:33   Bryant Castro: whoa…
01:39:37   Joe Sokohl: I remember my first beer, too…. :(
01:39:38   chloe: lol
01:39:43   Cindy Merrill: Zoom bombing?
01:39:43   Alison Welwood: Crashers
01:39:45   Rebecca Lee: Oh dear lmao...
01:39:51   Joe Sokohl: Admins—can you mute everyone?
01:39:59   Cayano Cougo: yes
01:40:01   NICOLE ENG: Q: For those looking to get started in contributing to service design for government, do you find that experience from any particular sectors has resulted in more successful designers, or more successful projects?
01:40:03   peterdelaney: woah
01:40:10   Monica Mielke: +1 Joe Sokohl
01:40:12   I Chatterjea: thank you for dealing with them
01:40:13   Cayano Cougo: hahaha
01:40:29   Chelsea Case (she/her):   Thanks Jen!
01:40:57   Jen Blatz - UX Research and Strategy: So sorry about that. Uhg. My apologies for the offensive language.
01:41:05   Malari Barber: We have a Code of Conduct make sure you are following our respectful guidelines
https://www.uxresearchandstrategy.com/uploads/1/2/6/7/126713167/
uxrs_code_of_conduct.pdf
01:41:18   carolina beiertz: Haha agile inspired. I relate so much to that working as a service designer in the public sector in the UK.
01:41:30   Lorie Whitaker - Staff UXR - IGA + WAX: They've been removed and reported
01:41:49   Julian Hector: What is it like working within stakeholder networks that include elected city officials? Do they have motivations that can be misaligned from their constituent's long-term needs? How do term limits play into that, and election cycles?
01:42:14   Rachel Kantrowitz: can you give a concrete example of how you navigate the politics/priorities to come to a mutual understanding/compromise? And how do you handle pushback from people who are skeptical of your domain expertise?
01:42:16   Sabrina Fonseca (Coforma) she/they: So true about stakeholders.
01:42:55   Tom UX Chang: @Mai-ling, do you still focus on user experiences vs just lives?
01:43:23   sonia e. telisz: QUESTION: How do you handle translation? The city has an internal team or hires a private company?
01:43:41   I Chatterjea: How do you design for the elderly and those without high bandwidth?
01:43:56   Brenda Ruelas Velasquez: How do you engage with stakeholders that are reluctant to work with you/go digital?
01:44:12   Tom UX Chang: Or w/o phones that handle apps?
01:44:46   Shelby: I've had the same experience!
01:45:10   Shelby: Re: incentives in public sector research
01:45:12   Malari Barber: Connect with us on LinkedIn! (personal page)

https://www.linkedin.com/in/ux-research-strategy/

01:45:29   Malari Barber: We are trying to reach 30,000 followers for our group. Help us out!

Follow us on our LinkedIn presence as our non-profit group

https://www.linkedin.com/company/ux-research-and-strategy-group/

01:45:29   Kurien Kalarickal: Do you have to make prototypes in multiple languages all the time when preparing for Usability Testing?

01:45:35   Shannon Cleary: I never thought of needing to test in a second language. That is inspiring me to resume my Spanish Learning. Do you ever do Contextual inquiries even if you do not speak the users language? If so, How has that effected your data?

01:45:44   E Po: What are certain KPIs that measure success criteria as it relates to preferred outcomes & impact?

01:46:03   Erika Legernes: How can we help all civic organizations realize the need for UX research?

01:46:05   Tom UX Chang: How do you prioritize your projects and what tools do you use to collaborate online?

01:46:05   Brenda Ruelas Velasquez: Ignore them! LOL j/k

01:46:06   Juliias Ellis: If anyone is interested in design for circularity or integrating this into the design process, dm me on https://www.linkedin.com/in/juliias/. Interviewing designers about this at https://www.circulardesignsummit.com/

01:46:09   K B: How difficult it is to identify Stakeholders especially when you work on a scale like government and deal with the system complexity which comes with that?

01:46:25   Kevin Shaw: QUESTION: What forms do codesign and/or participatory research take in your work? (I imagine this looks differently between the service design and UX streams)

01:47:07   Peter Smith: Using evidence can really help. Show video clips from usability tests etc.

01:47:11   Karen Fernandez: Do you ever get pushback to doing research based on a tight timeline or other factors?

01:47:31   Malari Barber: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form.

https://forms.gle/4pFyZJyreEdvPWoZ6

01:47:41   NICOLE ENG: wow

01:48:03   Brenda Ruelas Velasquez: hmmmm…

01:48:11   Kim T: QUESTION: How much "lean experimentation" can you do? Can you do live A/B testing? Or do you create prototypes to test with participants? Or something else…?

01:48:28   Juliias Ellis: Have you ever run a Design Sprint with City Department heads?

01:48:38   Joe Sokohl: This has been great. Thanks for presenting this!

01:48:56   Malari Barber: We have a Code of Conduct make sure you are following our respectful guidelines

https://www.uxresearchandstrategy.com/uploads/1/2/6/7/126713167/uxrs_code_of_conduct.pdf

01:48:59   richa: does Government sector hire entry level UX designers?

01:49:20   Susannah Tawse: I was curious how to reach out and communicate for accessibility
01:49:21   Sony Maharjan: I have a same question as Richa.
01:49:28   İlayda :   What are the the timelines like for the projects you are working on? How does this compare to your private tech sector experience?
01:49:35   Shannon Cleary: 1+ Richa
01:49:40   Rachel Kantrowitz: love the idea of public library intercepts!
01:49:52   Erica Burroughs: Thank you all for speaking to us today. This was a wonderful meeting. Sorry for people being disrespectful.
01:49:53   Tregan Cahill: How do you help people access your product if they don't have access to the internet? Is there another creative way you guys solve this problem?
01:50:19   Courtney Taniguchi (she/her):   What do you mean by historical? Like the project's history or the history of the city?
01:50:30   Brenda Ruelas Velasquez: QUESTION: Do stakeholders worry that a digital strategy will cost too much or take too much time and/or don't have the bandwidth to take on the project/
01:50:32   Brenda Ruelas Velasquez: ?
01:51:03   Brenda Ruelas Velasquez: Once upon a time, Oakland.
01:51:15   Kevin Shaw: Any interaction with the USDS?
01:51:22   Tregan Cahill: How do you help people access your product if they don't have access to the internet? Is there another creative way you guys solve this problem?
01:51:28   Joe Sokohl: "1 @kevin Shaw
01:51:33   Brenda Ruelas Velasquez: And union? Right?
01:51:44   Nelly Wollenberg (she/her):   Posting again (with permission) if you missed it- For those interested in continuing the conversation around civic design, Rosenfeld Media is launching a Civic Design community and conference. You can sign up here: https://rosenfeldmedia.com/more-about-civic-design-2021/
01:51:48   Birdie Salva: In the Philippines, where covid rates are still high, we've been doing UX and design research completely remotely for a year now. Some of the ways to handle digital access to participate include: a) Pass internet credits to them; b) Use FB Messenger or Viber Video if they are not familiar with Zoom (though most are); c) Contact someone in their household or community to lend their device and assist them during the interview/FGD/workshop; d) Find some ways to simplify doing activities such as card sorting (ex. We move the cards for them as they dictate)
01:51:49   Brenda Ruelas Velasquez: Colorado
01:51:55   Dillon Chi (He/Him/His):   Question: How do you go about mapping what is known in "herd knowledge" as opposed to accessible to the public through an interface?
01:51:56   Ruben Sun: Do you engage external partner agencies/consultancies in your work?

What to partner agencies tend to miss or do better in supporting your efforts? How can we do better?
01:51:57   Brenda Ruelas Velasquez: Colorado Digital Service

01:52:02   Eric Oosenbrug: Anyone have contacts with the Canadian Digital Service? I would love to talk .... ;)

01:52:07   Tom Hovland - Sturgeon County: How integrated are you with your communications/public engagement office?

01:52:10   Tom UX Chang: Have you researched how Seoul City Government deliver digital services?

01:53:00   Elizabeth Riddle: Since you have a relatively large and established team, do you offer internships for students interested in service design?

01:53:07   GLORIA: do you do research for people that are not English native speakers?

01:53:10   Joe Sokohl: Bye!

01:54:31   Shannon Cleary: 1+ Elizabeth

01:54:41   Brenda Ruelas Velasquez: Second that emotion.

01:54:56   Peter Smith: Are there other pockets of digital/UX/design in the SF govt or are these functions centralized?

01:55:08   Tom UX Chang: How do you avoid a "one size fits all" design?

01:55:33   richa: Not sure if it's ok to ask here- how can One learn about accessibility? Are there schools or courses you guys can recommend? Thank you

01:55:59   Nadine Levin: https://www.nngroup.com/topic/accessibility/

01:56:32   richa: Thank you Nadine

01:56:35   신 지호: Hello, My name is Jiho , UXR passionate based in South KOREA, within in financial Web and App, having interest diverse global digital services. I have work experience as internship US in the past. I would love to connect with you all // LinkedIn - https://www.linkedin.com/in/jiho-shin-01498a126

01:56:41   Erin Bailey: Richa, If you are from ontario, the AODA offers free online training! https://www.aoda.ca/free-online-training/

01:56:43   Malari Barber: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted! https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ

01:56:44   Kevin Shaw: Building on that, do you have sustained engagement with residents? E.g. Resident Advisory Groups. Or is it more one off per project.

01:57:14   Tregan Cahill: How do you help people access your product if they don't have access to the internet? Is there another creative way you guys solve this problem?

01:57:20   Malari Barber: Vimeo https://vimeo.com/uxrs

01:57:32   William Cooley: Thank you Mai-Ling! This is such a common challenge that we have to help public sector clients navigate.

01:57:35   carolina beiertz: https://chicagobeyond.org/wp-content/uploads/2019/05/ChicagoBeyond_2019Guidebook.pdf

01:57:38   Tomas Moreno: Thanks everyone

01:58:12   Mark Patterson: To what degree do you get "randomized" by changing priorities OR changes in elected officials?

01:58:27   Kelly Simpson: Thanks for the link to the guidebook!

01:58:29   richa: Thank you Erin, but I am in LA,CA but will check it out

01:58:42   Brenda Ruelas Velasquez: Amen!

01:59:02   carolina beiertz: You're welcome Kelly :)
01:59:13   Erika Legernes: How do you ensure the homeless population is accounted for in research?
01:59:25   Malari Barber: Check out the UXRS website or information about past events, upcoming events, and more! https://www.uxresearchandstrategy.com/
01:59:27   Matthias: For anyone interested, the SF Board of Supervisors is also having a hearing on Innovation & Human Centered Design tomorrow at 10 am. Conflicts w/ CfA tho :(https://sfgov.legistar.com/MeetingDetail.aspx?ID=858980&GUID=390A438F-4330-4CED-A25C-798F48B5F893&Options=info|&Search=
01:59:56   Kim T: GREAT STUFF!! Thank you so much to all 3 speakers and to UXR&S for this terrific presentation & discussion!!
02:00:23   Hilary Jo Caldis: Wonderful stuff! Thank you so much!
02:00:27   Kevin Shaw: ^ Interesting! What's the purpose of the hearing? Are there any budget items they're voting on?
02:00:33   Malari Barber: What did you think of today's event? Complete the survey now! Help us improve the UXRS events https://forms.gle/adwLjaXrC4aSUS826
02:00:46   Shannon Cleary: Oops, Did I miss a conversation about entry level/ internships in gov't?
02:00:48   Brenda Ruelas Velasquez: Yup!
02:00:49   Matthias: One of our supervisors attended Stanford's D School, and is interested in promoting HCD in government
02:01:01   I Chatterjea: thank you.
02:01:54   Cheenu Chari: Thank you!
02:02:11   Malari Barber: Eventbrite for all upcoming events. Subscribe and don't miss a single event. https://ux-research-and-strategy.eventbrite.com/
02:02:13   Tregan Cahill: How do you help people access your product if they don't have access to the internet? Is there another creative way you guys solve this problem?
02:02:16   Michelle :   Super informative. Thank you!
02:02:18   genevieve mount: Thank you so much!
02:02:22   Nelly Wollenberg (she/her):   Posting again (with permission) if you missed it- For those interested in continuing the conversation around civic design, Rosenfeld Media is launching a Civic Design community and conference. You can sign up here: https://rosenfeldmedia.com/more-about-civic-design-2021/
02:02:25   Shannon Cleary: Thank you
02:02:25   Sony Maharjan: Thank you!
02:02:26   Mark Patterson: many thanks!
02:02:27   Brooke Rothman: Amazing job, Ladies. TY!!!
02:02:27   Malari Barber: What did you think of today's event? Complete the survey now! Help us improve the UXRS events https://forms.gle/adwLjaXrC4aSUS826
02:02:30   Marie Cheung: Thank you!

02:02:30   Visnu Ghosh:Thank you so much!
02:02:30   Jason Currie:Thank you so much!
02:02:33   Tamara Reyes: Thank you!
02:02:34   Malari Barber: Join us at our free June event "How To Leverage UX and Market Research to Understand Your Customers"-- Get your ticket now on Eventbrite
https://www.eventbrite.com/e/how-to-leverage-ux-and-market-research-to-understand-your-customers-tickets-153718978603
02:02:35   sonia e. telisz: Thank you so much!
02:02:36   Juliias Ellis: THANK YOU SO MUCH!
02:02:37   Lee: Thanks 🎉
02:02:41   Malari Barber: Special June webinar based on YOUR feedback "The Art of User UX Interviews" Grab your seat to this webinar. If you can't make the event live, get a ticket and have lifetime access to the recording. This recording will only be available for those who purchased a ticket or on-demand purchase later. https://www.eventbrite.com/e/the-art-of-user-ux-interviews-tickets-154318285145
02:02:47   William Cooley: Thank you, everyone!
02:03:00   Ruben Sun: Civic Tech Transition Guide for folks curious about getting started in Civ T]\ech https://bit.ly/CivTechTransition
02:03:00   Lorie Whitaker - Staff UXR - IGA + WAX:We'll edit that unsavory part out ;)
02:03:02   CivicMakers: Thank you!
02:03:06   peterdelaney: Thank you all
02:03:08   Erin Robling Phillips: Thanks so much, all!
02:03:08   Fiyin Adesina: Thank you!!!!
02:03:10   Jeanette Carrell: thanks
02:03:11   Erika Legernes: Thank you!! Amazing work you're doing
02:03:13   Ratchita Sarawanawong: Thank you!
02:03:16   Fiyin Adesina: Well done to all the speakers
02:03:16   Malari Barber: Check out the UXRS website or information about past events, upcoming events, and more! https://www.uxresearchandstrategy.com/
02:03:17   Nelly Wollenberg (she/her):   Posting again (with permission) if you missed it- For those interested in continuing the conversation around civic design, Rosenfeld Media is launching a Civic Design community and conference. You can sign up here: https://rosenfeldmedia.com/more-about-civic-design-2021/
02:03:18   Ruben Sun: thanks so much all~~~!!!!
02:03:24   Sumaera Hasan: Thank you!
02:03:31   Mai-Ling Garcia: I'd love to plug Cyd Harrell's book - A guide to Civic Technology for folks interested in the field
02:03:34   'Nma: Thank you!!
02:03:39   Elizabeth Riddle: Thank you!
02:03:39   Salina: thank you so much!
02:03:42   NICOLE ENG: Thanks so much for organizing these events with such timely information AND for providing the space for networking
02:03:48   PJ Gormley: Definitely, thank you

02:03:48   Malari Barber: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted! https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ

02:03:52   Aecha: Thank you everyone! Feel free to connect https://www.linkedin.com/in/naecha-roberts-695383b6/

02:03:55   Kevin Shaw: Thank to the speakers!

02:03:56   Simon: Thank you vey much! This was fantastic!

02:03:57   Malari Barber: What did you think of today's event? Complete the survey now! Help us improve the UXRS events https://forms.gle/adwLjaXrC4aSUS826

02:04:08   trip: Thank you Everyone!!!

02:04:18   Ayman Abouelnasr: It's ok

02:04:23   Sumaera Hasan: Everyone was brilliant and you were really professional with the zoom crash. Admire all your work

02:04:28   Shannon Cleary: You did great. That was rude and unexpected.

02:04:29   NICOLE ENG: It's not your fault re: the trolls! Thank you for your work handling everything!

02:04:32   Malari Barber: We have a Code of Conduct make sure you are following our respectful guidelines https://www.uxresearchandstrategy.com/uploads/1/2/6/7/126713167/uxrs_code_of_conduct.pdf

02:04:34   Brooke Rothman: People must be really bored :)

02:04:37   Alp Arat: Wow...first? You all dealt with that like seasoned pros!

02:05:16   Lisa D: Here's an event next week that Cyd Harrell is speaking: https://www.eventbrite.com/e/civic-design-changing-institutions-tickets-152923667807

02:05:23   Lauren Jong: Thank you for attending and listening everyone. There were many great questions in the chat that we didn't get to! I'm unfortunately not going to be joining the breakout rooms (had my COVID vaccine yesterday and am ready for a nap now), but thank you again for being a great and active audience!

02:05:35   PJ Gormley: Never had I been through one of those before. Thank Thank you for handling it so well. Glad we could continue on.

02:05:50   Malari Barber: What did you think of today's event? Complete the survey now! Help us improve the UXRS events https://forms.gle/adwLjaXrC4aSUS826

02:06:04   K B: www.linkedin.com/in/kulbir-bachher

02:06:11   Cheenu Chari: https://www.linkedin.com/in/srikantchari/

02:06:17   richa: https://www.linkedin.com/in/richasriv/

02:06:24   Amy Simpson: www.linkedin.com/in/amy-simpson-austin

02:31:44   PJ Gormley: Really good

02:31:54   Malari Barber: What did you think of today's event? Complete the survey now! Help us improve the UXRS events https://forms.gle/adwLjaXrC4aSUS826

02:31:57   Monica Mielke: Great to meet you Hilary Jo Caldis and Nadia S!

02:32:16   Brenda Ruelas Velasquez: I'm missing a drink...

02:32:30   Leslie Rodrigues: I have to go but thank you for tonight's event!

02:32:31   Nadia S: Here is my LI for everyone who wants to connect, I didn't have a chance to share it with my breakout room mates https://www.linkedin.com/in/nadzeya-shutava-phd/
02:32:41   Monica Mielke: Hearing resource recs from others :D
02:32:58   carolina beiertz: What do you say to people when they ask you what you do as a job? (As a UX or service designer).
02:33:12   Jennifer McRae: Looking for inexpensive ways to run usability test on a phone app, remotely
02:33:18   NICOLE ENG: "Describe your job in one sentence, badly"
02:33:23   carolina beiertz: Yes! haha
02:33:39   Kurien Kalarickal: I make businesses look like they care for their users
02:33:46   NICOLE ENG: ouch
02:33:50   Brooke Rothman: Hahaha
02:33:50   Amy Simpson: Where are all the entry level jobs hiding? www.linkedin.com/in/amy-simpson-austin
02:33:50   Karl Uschold:hah!
02:34:19   Shelby: I think I heard someone whisper "fierce" lol
02:34:26   Jen Blatz - UX Research and Strategy: What did you think of today's event? Complete the survey now! Help us improve the UXRS events https://forms.gle/adwLjaXrC4aSUS826
02:34:49   Shannon Cleary: Thanks @Cheenu
02:34:54   NICOLE ENG: @Kelly Holla industrial design~
02:35:08   Adrienne: not from here but I learned about Luma Workplace yesterday: https://www.lumaworkplace.com/methods/
02:35:12   carolina beiertz: Anyone else wants to share: What do you say to people (friends, family etc) when they ask you what you do as a job? (As a UX or service designer).
02:35:26   carolina beiertz: I'm genuinely curious.
02:35:38   Amy Simpson: I say I make apps easier to use.
02:35:47   Dillon Chi (He/Him/His):   Making zoom easier to use - except at X company
02:36:04   Lorie Whitaker - Staff UXR - IGA + WAX:I usually say 'I talk to people like you, who are doing xyzzy, and figure out how to make things better for you'
02:36:37   Lisa D: I say I help customers achieve what they need online by making businesses be easier to do business with.
02:36:42   Kurien Kalarickal: I try to explain and they say... so IT?... and I just go Yes
02:37:06   Brenda Ruelas Velasquez: I have a comment.
02:37:08   PJ Gormley: Well said
02:37:12   Peter Smith: In my experience, UXR/UXD is a growing field within government…. Can be hard to get a foot in the door due to tricky HR processes though….
02:38:16   Sana: This was a great session! I have another meeting to catch but I would love to connect - you can find my profile + portfolio here - https://www.linkedin.com/in/sana-khan-ab9b95148/.   Thank you so much Jen! Have a great weekend!

02:38:19   Shannon Cleary: 1+ Desiree, this has been wonderful!
02:39:04   Cheenu Chari: Feel free to connect with me, if you haven't already: https://www.linkedin.com/in/srikantchari/
02:39:38   Shelby: @Desiree I have!
02:39:43   Shelby: I used to recruit for it
02:39:45   Shelby: :D
02:40:36   carolina beiertz: IDEO
02:40:41   Dillon Chi (He/Him/His):   Semi related - https://www.ted.com/talks/audrey_tang_how_digital_innovation_can_fight_pandemics_and_strengthen_democracy/transcript?language=en
02:41:24   carolina beiertz: @Desiree Look at www.IDEO.com
02:41:41   carolina beiertz: They do physical spaces, products, services etc.
02:41:56   Shannon Cleary: @Shelby I would love to connect with you and pick your brain. Https://www.linkedin.com/in/sscleary
02:41:58   Cheenu Chari: Check out OpenIDEO: https://www.openideo.com/
02:42:14   carolina beiertz: https://www.designkit.org/
02:42:17   Hilary Jo Caldis: www.participle.net
02:42:38   Cheenu Chari: Also check out Frog Design: https://www.frogdesign.com/
02:42:51   Tamara: yes- check out this video collection - its all UX
02:42:54   Tamara: https://www.youtube.com/channel/UC0PzNx1Qcz_6KZ6m8WPJukA
02:42:55   carolina beiertz: Frog is great. In the UK Snook is amazing to look at too.
02:42:58   Desiree Yomtoob: Shelly ...I wonder would it be ok to contact you?
02:43:00   Amy Simpson: One of my first projects at UT's iSchool was a design diary of actual things/products that had usability problems.
02:43:30   Shelby: + 1 to frog, openIDEO, IDEO and I'll pull some other names but they might be in other countries
02:44:07   carolina beiertz: Designit do a mix of stuff too (again more service design focused).
02:44:31   Hilary Jo Caldis: https://www.participle.net
02:44:50   Malari Barber: What did you think of today's event? Complete the survey now! Help us improve the UXRS events https://forms.gle/adwLjaXrC4aSUS826
02:45:05   Tamara: Re: Airplane seating,
02:45:42   Tamara: Regarding the person who mentioned gaming - you may be interested in https://www.youtube.com/watch?v=DZOnxyLnEEg by Nigel Franks
02:46:24   Shelby: Happy to connect, but I also want to clarify that I am no longer a recruiter, I just had the pleasure of taking on a contract that sourced and recruited for the awesome job title of design researcher (among a few others)!
02:46:39   Tamara: Or this one by another game designer https://www.youtube.com/watch?v=hnedGiYPIQ0
02:48:00   NICOLE ENG: Can anyone link that book that Brenda mentioned?
02:48:19   Brenda Ruelas Velasquez: Decolonizing Methodologies
02:48:30   NICOLE ENG: thank you @brenda !

02:49:31   Cristina Briceño: Can't find the book for sale. Any link?
02:49:44   Himani: https://ca1lib.org/s/Decolonizing%20Methodologies
02:50:12   Brenda Ruelas Velasquez: https://www.google.com/search?
q=decolonizing+methodologies&oq=decolonizing+methodo&aqs=chrome.
0.0i355j46j0j69i57j0l6.5838j0j4&sourceid=chrome&ie=UTF-8
02:50:15   Himani: This link may help you get/read Free Books for Free
02:50:15   Cristina Briceño: Awesome. Thanks!
02:50:30   Cristina Briceño: Beautiful. Thanks :)
02:50:40   NICOLE ENG: Which sectors UX teams tend to be more mature and
have more team-based work?
02:50:41   DA: https://vsfs.state.gov/projects
02:51:15   DA: https://www.zintellect.com/Catalog
02:52:12   NICOLE ENG: For junior UX/service designers that would like to be
able to start at a place and learn things while other team members are working on the
same project?

Or is it more realistic to expect more junior designer positions to be that UX Team of
One ?
02:53:17   Tamara: Also, that's the point get started, because you'll have to
familiarize yourself with the process
02:53:43   Ayman Abouelnasr: Thank you so much everyone that was amazing.
Have to drop off. My linkedIn https://www.linkedin.com/in/aymanaboulnasr/
02:55:11   Tamara: https://www.youtube.com/c/clueseminarseries/videos
02:55:49   Shannon Cleary: @Carolina Thank You!!
02:55:54   Brenda Ruelas Velasquez: You'll hear a lot of NO within gov't till they trust
you too!
02:56:04   carolina beiertz: So true Brenda
02:56:06   Peter Smith: There is a wide range of set ups across govt - sometimes
UX team of one, other times much larger teams… design maturity really varies from
team to team and agency to agency also
02:56:26   Lisa D: https://www.eventbrite.com/e/civic-design-changing-
institutions-tickets-152923667807
02:57:23   Kelly Simpson: Thanks all. Great learning and networking as always!
02:57:33   Jennifer McRae: Thanks! Helpful!
02:57:35   Malari Barber: What did you think of today's event? Complete the
survey now! Help us improve the UXRS events
https://forms.gle/adwLjaXrC4aSUS826
02:57:42   Malari Barber: Special June webinar based on YOUR feedback "The
Art of User UX Interviews" Grab your seat to this webinar. If you can't make the event
live, get a ticket and have lifetime access to the recording. This recording will only be
available for those who purchased a ticket or on-demand purchase later. https://
www.eventbrite.com/e/the-art-of-user-ux-interviews-tickets-154318285145

Join us at our free June event "How To Leverage UX and Market Research to
Understand Your Customers"-- Get your ticket now on Eventbrite

https://www.eventbrite.com/e/how-to-leverage-ux-and-market-research-to-understand-your-customers-tickets-153718978603

02:57:48	Shelby:	This was great thank you!
02:57:48	Shannon Cleary:	Thanks for everything, and thanks @Jen for hosting
02:57:57	Himani:	Thank you!!!!
02:57:57	carolina beiertz:	It was great! thanks