



Reducing Cognitive Burden in Mental Health Documentation

Frontline mental health professionals returning from a client session must complete documentation quickly, accurately, and under cognitive fatigue.

Steward reimagines this workflow by providing an offline smart transcription device tailored specifically for workers needs.

Audience

- Social workers
- Mental health clinicians
- Case managers
- Healthcare professionals managing high documentation loads

why?

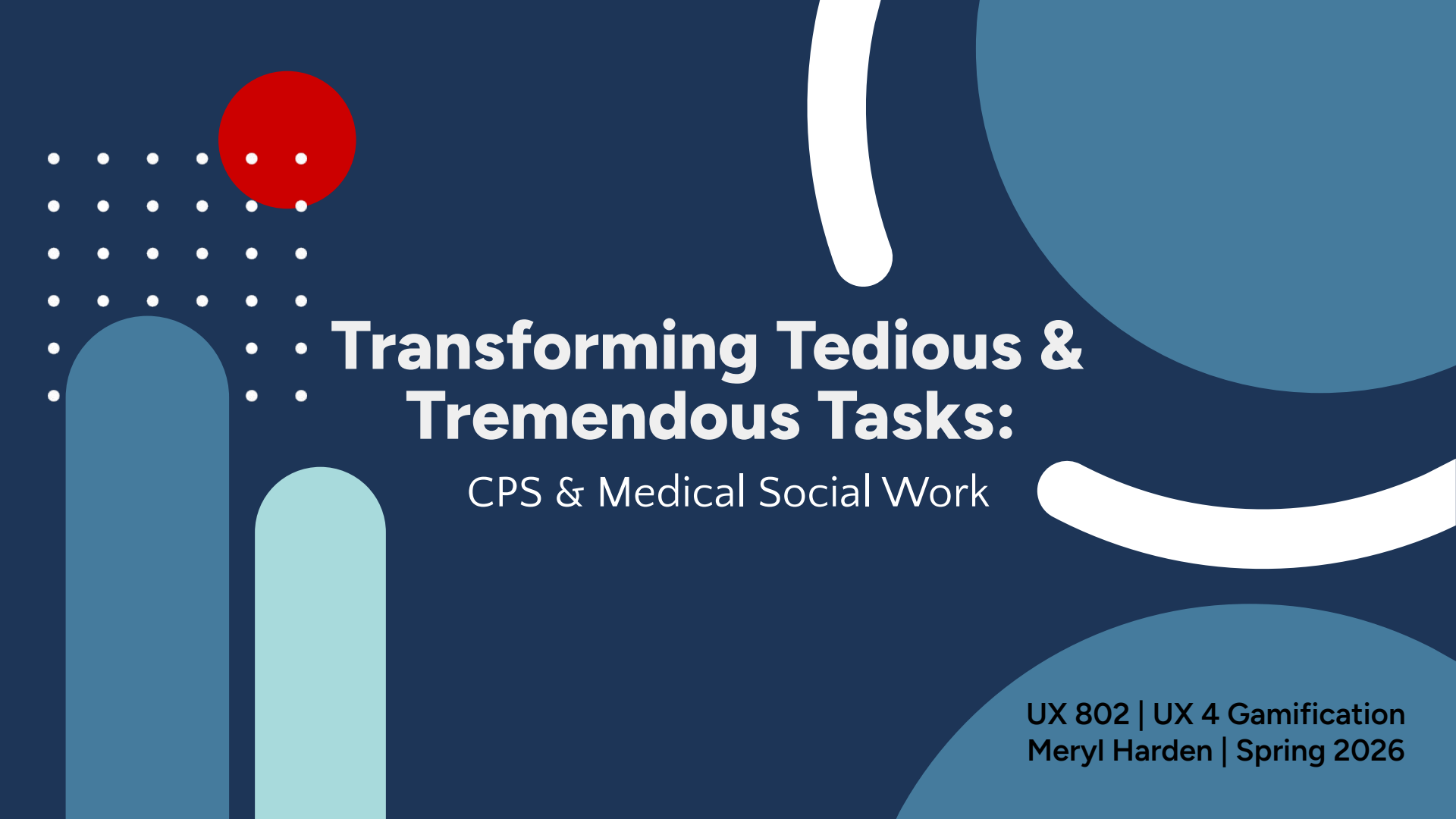
- Social workers and mental health professionals experience:
 - documentation overload
 - fragmented workflows
 - compliance pressure
- Leads to:
 - burnout
 - delayed documentation
 - reduced quality of care

Social Workers

consistently described this system as easy, intuitive and straightforward

46%
Nearly half of health workers reported often feeling burned out in 2022, up from 32% in 2018.
[CDC](#)

STEWARD is for the Healthcare Sector
By: Meryl Harden



Transforming Tedious & Tremendous Tasks:

CPS & Medical Social Work

UX 802 | UX 4 Gamification
Meryl Harden | Spring 2026

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Target Market

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Healthcare

Social Work

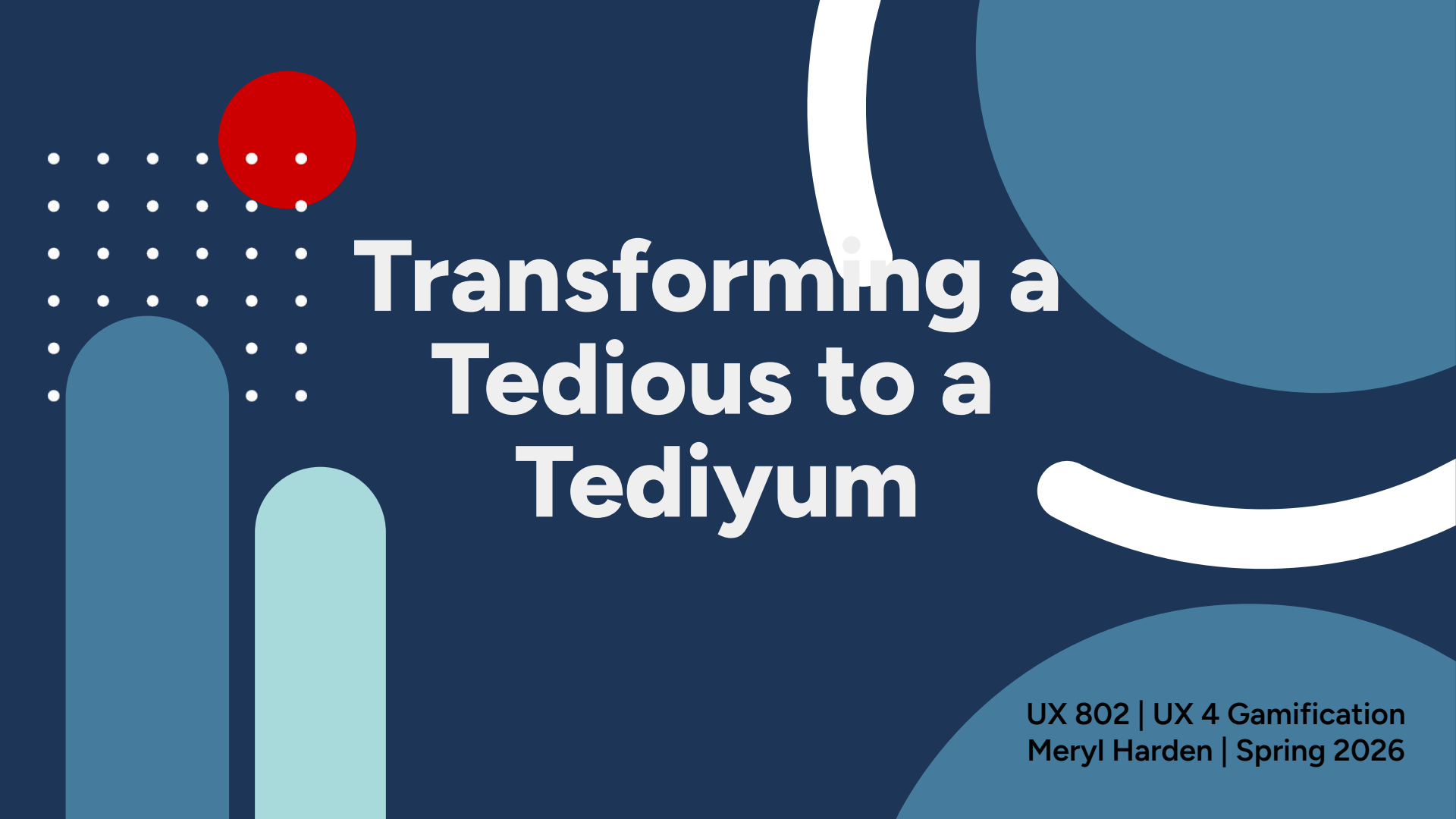
Social workers are trained professionals dedicated to enhancing human well-being, promoting social welfare, and helping individuals, families, and communities overcome challenges such as poverty, discrimination, abuse, and illness. They operate across various levels of society – **micro** (individuals/families), **mezzo** (groups/communities), and **macro** (policy/administration – to provide counseling, advocacy, and resource coordination).

Medical Social Work

Medical social workers are essential healthcare professionals who provide non-medical support, counseling, and logistical advocacy for patients and their families within hospitals, clinics, and long-term care facilities. They bridge the gap between medical treatment and a patient's psychosocial needs, addressing issues like anxiety, financial strain, and safe discharge planning.

CPS Social Work

A Child Protective Services (CPS) Social Worker is a specialized professional responsible for investigating allegations of child abuse, neglect, and exploitation to ensure the safety, security, and well-being of children. They work within state, county, or local government agencies, acting as advocates for children while often aiming to support and keep families together whenever safely possible.

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Transforming a Tedious to a Tediylum

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Tedious Task



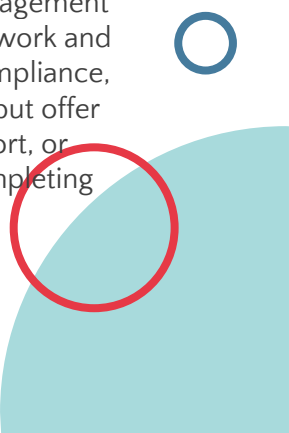
The Task

Caseload Documentation

A cognitively overwhelming process of recording, tracking, and managing the number of patient cases assigned to a professional.

Existing Methods

Electronic Health Record and Case Management Documentation Systems used in social work and healthcare. These systems prioritize compliance, record keeping, and risk management but offer limited engagement, cognitive support, or emotional relief for social workers completing documentation.





▶▶▶▶ Tedyum

A case management software system that can reduce documentation friction so meeting deadlines is realistic, strengthen and reward brave, assertive behaviors social workers need to cultivate in order to survive structurally intense systems and offer therapeutic methods of decompression to prevent overwhelm.

Transformed Tedyum

Idea

A case management software system that can reduce documentation friction so meeting deadlines is realistic, strengthen and reward brave, assertive behaviors social workers need to cultivate in order to survive structurally intense systems and offer therapeutic methods of decompression to prevent overwhelm.

Goal

Right now, documentation solutions like Blue-Print AI only focus on managing excessive admin work, but we could also help ease worker's anxiety around task completion by equipping them with boundary setting skills through gamified training tools.



User Persona

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Meet Sam the Social Worker



"I want to serve patients with dignity, but the system makes it hard to sustain myself."

Sam the Social Worker

DEMOGRAPHICS

Age: 34

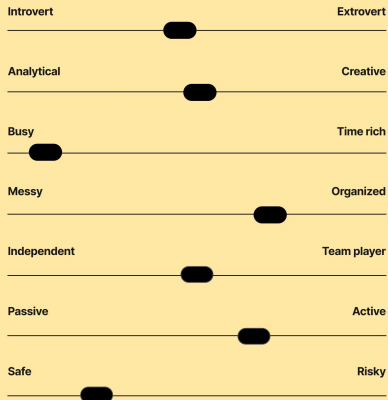
Location: Oakland, CA

Education: Graduate-educated social worker

Family: Lives with long-term partner; no children

Occupation: Social Worker

Personality



Bio

Sam is a justice-oriented social worker committed to equity and collective care. He finds purpose in supporting people during crisis, but heavy caseloads, emotional labor, and administrative demands leave him overextended. He values balance, integrity, and meaningful community connection.

Goals

- Support clients with empathy and dignity
- Maintain sustainable work-life balance
- Advocate for systemic justice
- Preserve long-term emotional well-being

Frustrations

- Chronic caseload pressure
- Excessive documentation demands
- Limited institutional mental health support
- Risk of burnout from sustained trauma exposure

Motivations

- Advancing social justice
- Direct, meaningful impact
- Being competent and trusted
- Living in alignment with his values



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Analyzing an Existing Experience

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Transforming a Tremendous Task

using gamification techniques while integrating
inclusive, socio-emotional, entertainment,
and universal design strategies.



STEWARD





Original Intention: Up to the individual to implement and maintain 10 different self-care practices after work in isolation to mitigate stress and burnout.

Audience Response: Some success but overall fatigue, lonesomeness, acute depression and anxiety.

Inclusiveness: User chooses how inclusive or exclusive they'd like their self-care practices to be but because it happens after work, companionship or community support is not guaranteed.

Social Component: User has the freedom to introduce social elements to their self-care practice such as challenging friends within the Apple Watch Exercise app, but competition is usually not the best way to destress.

Entertaining Strategies: Being mindful and present in the moment when doing hobbies can provide entertainment and relief from burnout by creating a more multifaceted, enjoyable existence.

Hypothesis for a gamified approach: If the Steward app is able to meet the user's needs throughout the work day all within one digital space, then the user should experience clarity and feel supported because our product removes excessive cognitive and emotional load from an individual and spreads it over a community.



Iteration of Intention



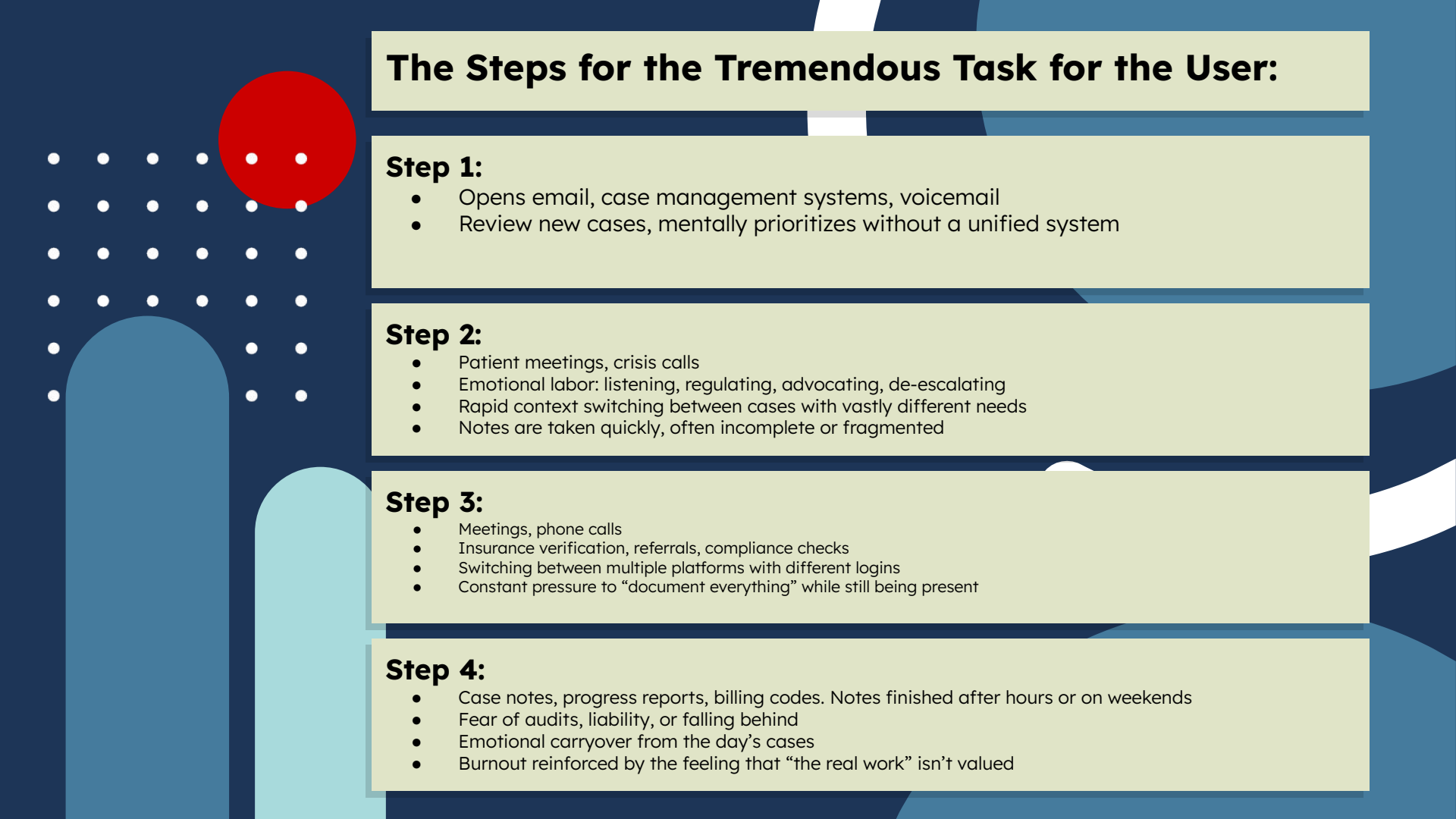
Original Intention

The current system leaves the responsibility of self-preservation completely up to the individual after work without a built in guidance or support system. The underlying systemic issues created by federal policy, the court systems and political funding produce a high-burnout, low-trust, reactive work environment. My initial solution was meant for a society where social work is valued and respected by those in power, but after doing some research, It doesn't seem like supervisors would willingly participate in a matriarchal care environment under our current version of capitalism.

Proposed New Intention

Rather than trying to drive broad participation in reform efforts, I think I should first focus on gamifying daily micro-behaviors that can influence worker sustainability such as targeting and enhancing behaviors within documentation habits, boundary setting, peer relationships, inter-agency communication, emotional regulation, reflective decision making and community building. We can gamify a unique tedious task for each behavior change.

Once we target key behaviors that would help workers tolerate the current system, build courage, confidence, resilience and mitigate burnout, the ultimate goal would then be to use the data to make a case for hiring more workers, lighten caseloads, and raise pay. I would frame the proposal to appeal to stakeholders in terms of institutional priorities like documentation timeliness, employee retention, reduced liability risk, and long-term cost efficiency.



The Steps for the Tremendous Task for the User:

Step 1:

- Opens email, case management systems, voicemail
- Review new cases, mentally prioritizes without a unified system

Step 2:

- Patient meetings, crisis calls
- Emotional labor: listening, regulating, advocating, de-escalating
- Rapid context switching between cases with vastly different needs
- Notes are taken quickly, often incomplete or fragmented

Step 3:

- Meetings, phone calls
- Insurance verification, referrals, compliance checks
- Switching between multiple platforms with different logins
- Constant pressure to “document everything” while still being present

Step 4:

- Case notes, progress reports, billing codes. Notes finished after hours or on weekends
- Fear of audits, liability, or falling behind
- Emotional carryover from the day's cases
- Burnout reinforced by the feeling that “the real work” isn't valued

Iteration of Audience Response

Current Audience Response

Frustrated

Exhausted

Stressed

Avoidant or procrastinating

Overwhelmed

Proposed Audience Response

feel less isolated and less pressured around documentation, leading to improved engagement, reduced avoidance, and more sustainable work habits without sacrificing quality.



Iteration of Inclusivity



Current Inclusivity (sense of belonging)

Isolated

Fragmented

Unsupported

Overextended

Undervalued

Proposed Inclusivity

Supported

Connected

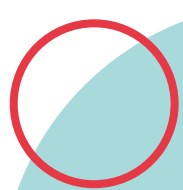
Valued

Included

Trusted

Collaborative

Respected



Iteration of Social Connectivity

Current Social Connectivity

Limited

Inconsistent

Indirect

Disconnected

Proposed Social Connectivity

Collaborative

Cohesive

Integrated

Reciprocal

Communal



Iteration of Emotional Connection to the Audience

Current Emotional Connection to the Audience

Distant

Fatigued

Pressured

Constrained

Proposed Emotional Connection to the Audience

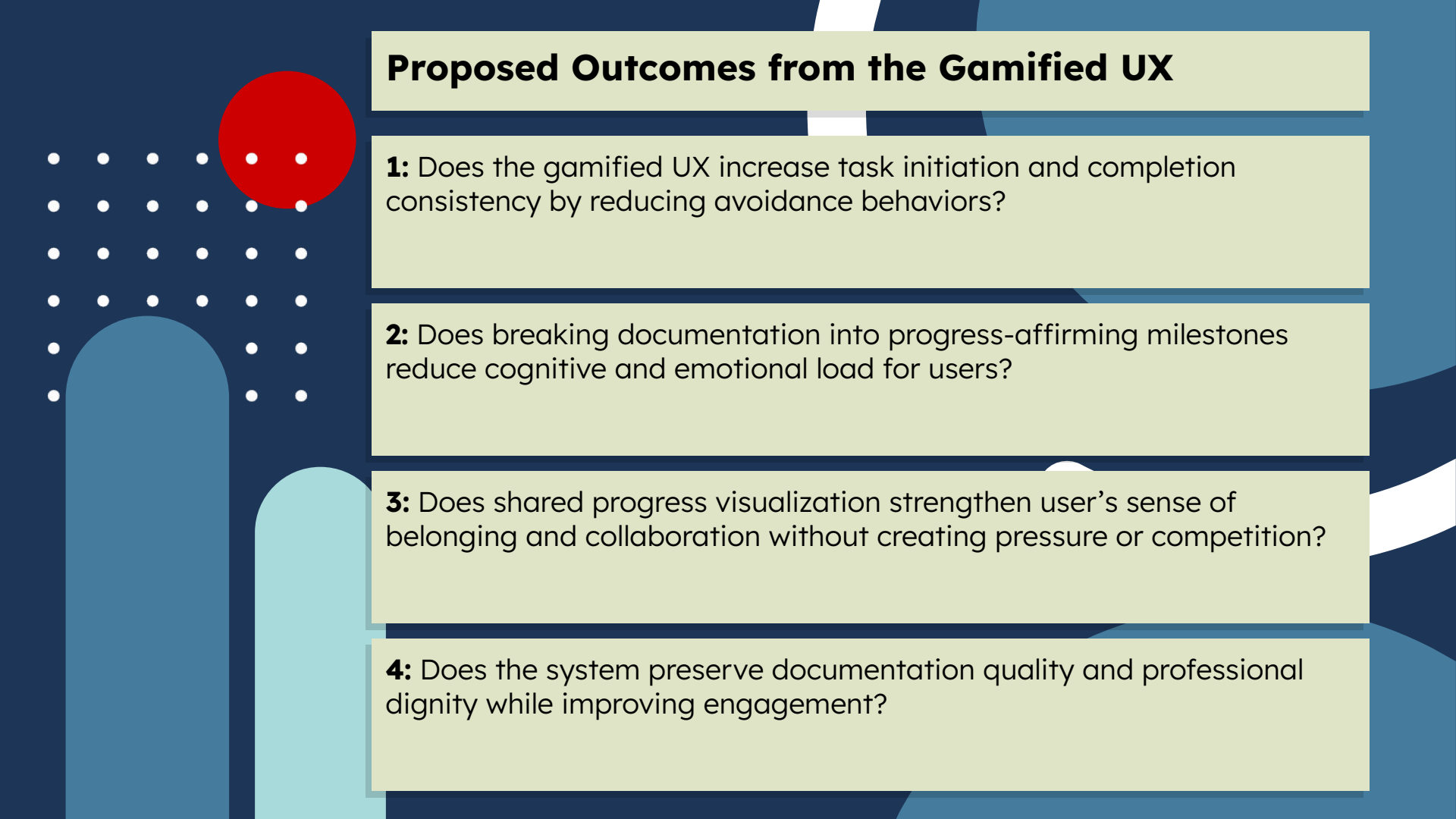
Stabilized

Regulated

Balanced

Reassured





Proposed Outcomes from the Gamified UX

1: Does the gamified UX increase task initiation and completion consistency by reducing avoidance behaviors?

2: Does breaking documentation into progress-affirming milestones reduce cognitive and emotional load for users?

3: Does shared progress visualization strengthen user's sense of belonging and collaboration without creating pressure or competition?

4: Does the system preserve documentation quality and professional dignity while improving engagement?

Reading Reflection

“Revealing the theoretical basis of gamification: A systematic review and analysis of theory in research on gamification, serious games and game-based learning”, reviews its research through the lens of Self-Determination Theory, showing that gamification is effective only when it supports user’s psychological needs for autonomy, competence, and relatedness.

Rather than treating gamification as universally motivating, the authors analyze how specific design choices shape user experience and long-term engagement. The review highlights that controlling or reward-heavy systems often increase short-term activity but undermine intrinsic motivation and well-being. These findings suggest that ethical, progress-affirming gamified UX should focus on reducing pressure, supporting autonomy, and reinforcing meaning.

This framework informs the hypothesis that gamification designed around psychological support rather than performance pressure will lead to more sustainable engagement and healthier user outcomes.

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Planning

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Influencer Matrix

Meryl Harden	MOTIVATION				ABILITY			
"STEWARDS"	MEDIA	ADJECTIVE	OUTCOME GOALS	AUDIENCE	MEDIA	ADJECTIVE	OUTCOME GOALS	AUDIENCE
PERSONAL	Immediate visual feedback: -Submission Badges -Progress Bars -Awards	Victorious, Productive	Extrinsic reward activation for meeting task deadlines	Social Workers	Case Management Dashboard: -Pre-filled documentation templates -Voice-to-text note capture -Auto-segmented note builder (visit summary, risk factors, services, next steps) -Deadline auto-reminders with time estimates -Minimum viable note guided workflow	Consistent, Empowered, Celebratory, Relieving	Reduce documentation friction so meeting deadlines is realistic. Creating work/life balance by reducing after-hours workload	Social Workers
	Custom avatar animation that can express emotions	Uplifting, Humored	Mood and empathy enhancing, helps psychologically detach from job, promotes attitude shift	Social Workers	Avatar Interaction Options: -Emotional check-in slider before and after documentation -Guided 2-minute decompression exercise with sound bowls -Quick-access reflection prompts -Short cognitive reframing scripts	Affirming, Grounding, Calming	Improving behavioral regulation skills, mood expression, reflection	Social Workers
	-Task Completion Streak Counter -Encouraging daily quotes, uplifting reminders, mental reframes, clarity and assertiveness rehearsal prompts	Enduring, Agentic	Increases in job satisfaction, develops self efficacy, activates intrinsic reward system	Social Workers	Assertiveness Checklist: -Script library for difficult conversations -Scenario-based micro simulations -Boundary-setting template emails -Supervisor meeting preparation checklist -Structured decision aid Dashboard adds a Day to the user's Streak if any of the tasks on the checklist are complete	Principled, Brave, Articulate, Composed, Professional	Build competence and confidence in confrontation and decision-making	Social Workers
SOCIAL	Collective Goal Tracker (Team-Based)	Collective, Accountable	Reinforcing cooperation through shared rewards	Social Workers	-Transparent team dashboard with workload distribution -Contribution logging tool -Clear redistribution protocol when threshold exceeded -Shared team calendar with protected collaboration time	Interdependent, Aligned, Connected	Make cooperation visible and procedurally supported	Social Workers
	Skill Exchange Sessions	Collaborative, Supportive	Workers teach each other tactics Short, practical sessions Builds professional pride	Social Workers	-Facilitating guide -Rotating presenter sign-up form -Case-type topic submission tool -Protected monthly calendar block -Digital resource archive of shared tactics	Enriching, Developmental, Insightful, Applied	Reduce coordination friction and formalize knowledge sharing	Social Workers
	Recognition Wall (Digital or Physical)	Collegial, Thoughtful	-Peer-nominated acknowledgments -Above and beyond moments -Gratitude posts	Social Workers and Supervisors	-Simple peer nomination submission form -Clear recognition criteria guidelines -Moderation process -Anonymous gratitude option	Recognized, Validated, Honored	Prevent favoritism and ensure equitable participation	Social Workers and Supervisors
STRUCTURAL	Policy-Embedded Communication Template form that standardizes case load reporting	Procedural, Preventative, Considerate	Normalize early escalation before crisis or burnout by requiring supervisors to respond within 48 hours to a capacity limit flag, early communication becomes institutionally reinforced	Social Workers and Supervisors	Case Overload Reporting: -Built-in caseload calculator -Auto-trigger supervisor alert -Mandatory 48-hour response field -Redistribution workflow tool -Supervisor response script training -Support needed manual emergency alert	Documented, Formalized, Operational, Verifiable	Ensure early reporting results in action	Social Workers and Supervisors
	-Caseload capacity visualizations -Retention metrics -Documentation timeliness all on user dashboard	Informative, Transparent, Measurable	Behavior shift from leadership due to their evaluations now depending partly on team sustainability metrics, not just worker output metrics. Leadership is now incentivized to protect Social workers time and case load capacity	Supervisors	Visual Caseload Capacity Dashboard Traffic-light system (Green / Yellow / Red): -Defined overload threshold indicators -Automatic redistribution suggestions -Supervisor evaluation metric integration -Historical caseload trend tracking -Protected seasonal under-capacity allowance policy	Preventative, Monitored, Structured	Make sustainability measurable and enforceable and identifies imbalance early	Supervisors
	Grant or Budget Reporting Media that posts quarterly public-facing reports	Efficient, Strategic, Viable	Generates additional financial support due to evidence of sustainable caseload models. Addressing burnout is linked to reduced liability. Improved court outcomes and budget stability	Government officials, Policy makers, Supervisors	Grant / Budget Reporting Media: -Turnover cost calculator -Recruitment vs retention cost comparison tool -Burnout correlation dashboard -Court outcome quality metrics -Quarterly exportable report generator	Evidence-Based, Justified, Informed	Translate sustainability and worker success into fiscal language	Government officials, Policy makers, Supervisors

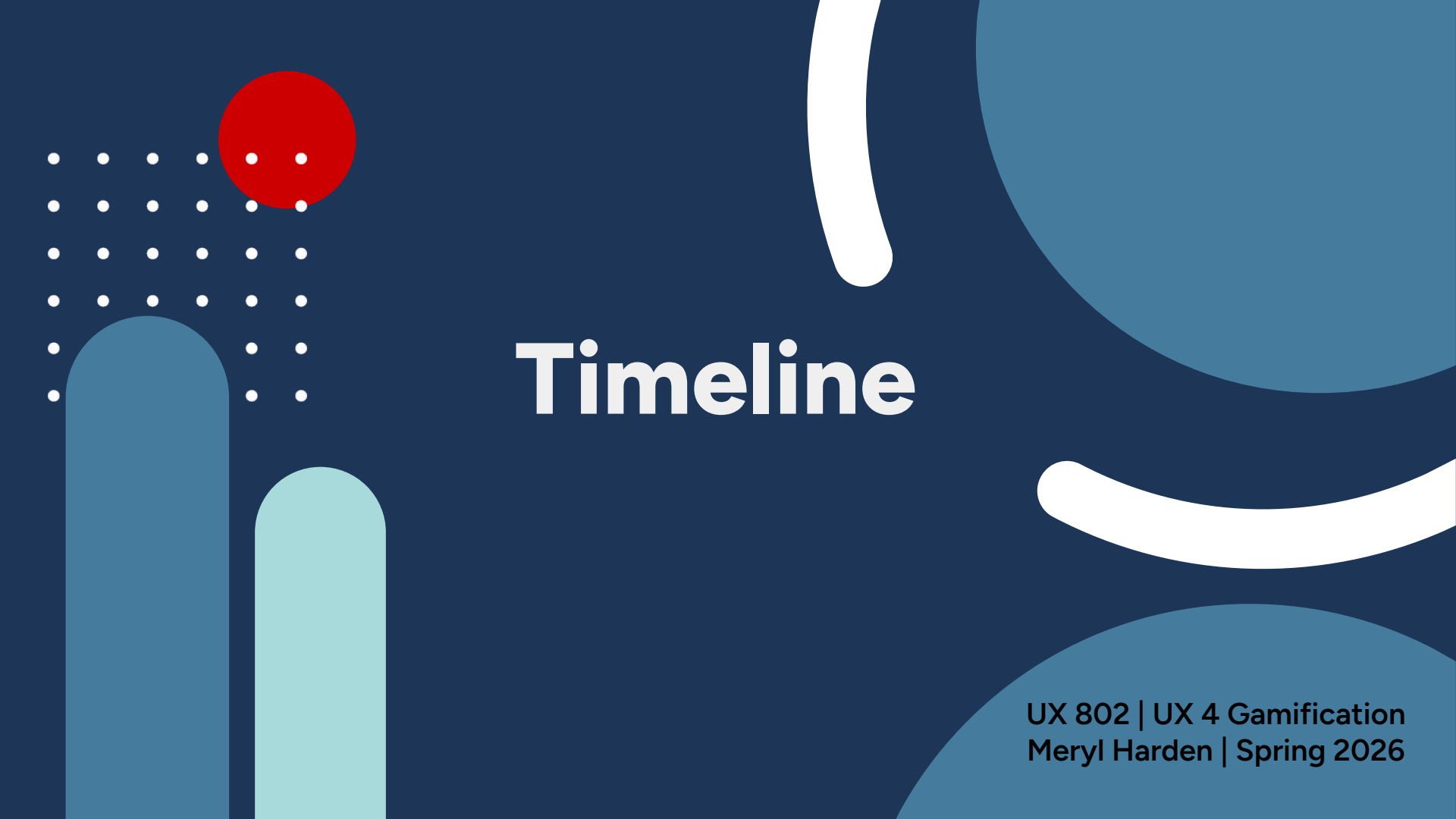


Journey Map

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Journey Map

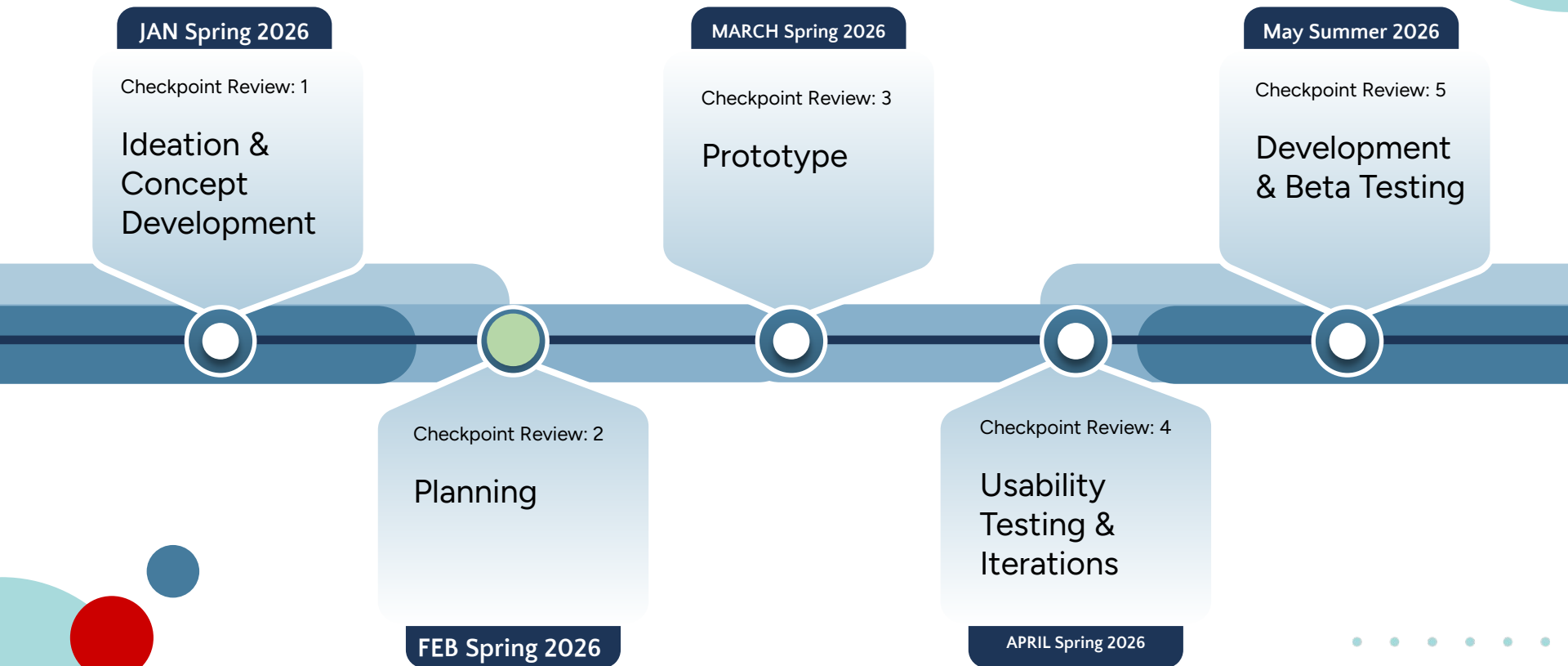
	Steward Journey Map for Social Workers					
Phases	Baseline Documentation	Friction & Strain Recognition	Pilot: STEWARD software	Measurable Shift	Comparative Analysis	Reform Decision
Actions	Completes case notes manually across multiple systems. Re-enters duplicate data. Works after hours.	Falls behind on notes. Receives supervisor reminders. Tries to "work faster."	Uses structured templates, auto-fill, dashboard visibility, and caseload visualization.	Completes notes during work hours. Uses overload alerts. Tracks progress.	Data aggregated across 3 months. Baseline vs pilot metrics reviewed.	Leadership evaluates structural changes based on documented outcomes.
Thoughts	"I don't have time." "This is just part of the job."	"I'm falling behind." "Maybe I'm not efficient enough."	"This feels clearer." "I'm not rewriting everything twice."	"I can actually keep up." "This isn't just a personal failure."	"The system design was part of the problem."	"If design changes helped, what would staffing reform do?"
Feelings	Overwhelmed Guilty Exhausted	Anxious Ashamed Defensive	Cautious optimism Relief	Competent Validated	Empowered Curious	Collective responsibility Strategic urgency
Metrics	-Average documentation time per case -% after-hours documentation -Backlog size -Revision/error rate -Turnover intention survey	-Number of overdue notes -Frequency of supervisor reminders -Average days notes remain incomplete -Self-reported stress pulse check -Caseload-to-worker ratio at time of backlog	-Time per case note -Reduction in after-hours work -Completeness score -Reduced error rate -Self-reported stress check-ins	-% reduction in overdue notes -% decrease in after-hours documentation -Average time per case note compared to baseline -Reduction in revision requests -Change in self-reported stress score -Documentation completion within policy window	-% time saved -Burnout risk reduction -Retention likelihood -Compliance improvement	-Caseload capacity modeling -Cost of turnover vs cost of hiring Projected savings from retention -Quality-of-care impact metrics
Opportunities	surface hidden labor through passive time tracking, identify duplicate workflows, reveal the mismatch between caseload and documentation capacity, and document emotional strain alongside compliance metrics	normalize early overload reporting, introduce micro pulse wellbeing check-ins, flag inequitable caseload distribution, and shift performance conversations away from blame and toward workload analysis	reduce friction through structured templates, introduce workload visualization dashboards, automate repetitive fields, and make documentation effort transparent to supervisors	compare time savings across caseload sizes, identify the threshold where efficiency gains plateau, correlate documentation time with stress reduction, and model sustainable documentation capacity per worker	quantify the cost of burnout versus the cost of hiring, demonstrate retention impact tied to workload redistribution, show compliance improvement through design, and frame redesign as a risk mitigation and sustainability strategy	-Hire more workers -Increase compensation -Redesign workload expectations -Normalize early overload reporting and redesign performance evaluations to include sustainability metrics



Timeline

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Project Timeline



Journey Map Statement

The process of mapping phases, actions, thoughts, and emotions made it clear that the burden social workers experience is a usability and systemic design problem. My aha moment came when I added the metrics row alongside the emotional row. Seeing overwhelm, guilt, and avoidance aligned directly with after-hours documentation time, duplication of effort, and backlog size made the relationship between system design and human strain visible.

Another important insight was that the journey begins with feeling overwhelmed and overloaded with work. The first connection point is pain. By grounding the journey in real pressure, I could then trace how visibility, structured templates, and dashboard feedback changed both workflow efficiency and mindset. The emotional progression from overwhelm to clarity to agency became just as important as the efficiency gains. That emotional arc is what supports sustainable practice.

The key elements I want users to remember are these:

- First, always map both behavior and emotion along with actions.
 - Second, include measurable data at each phase so the journey informs decision-making,
 - Third, distinguish between individual performance and structural design.
- Finally, begin where the real tension exists and follow it honestly.



Method of Delivery

Primary Delivery Method:

Web-based responsive documentation platform (desktop-first)

Secondary Access:

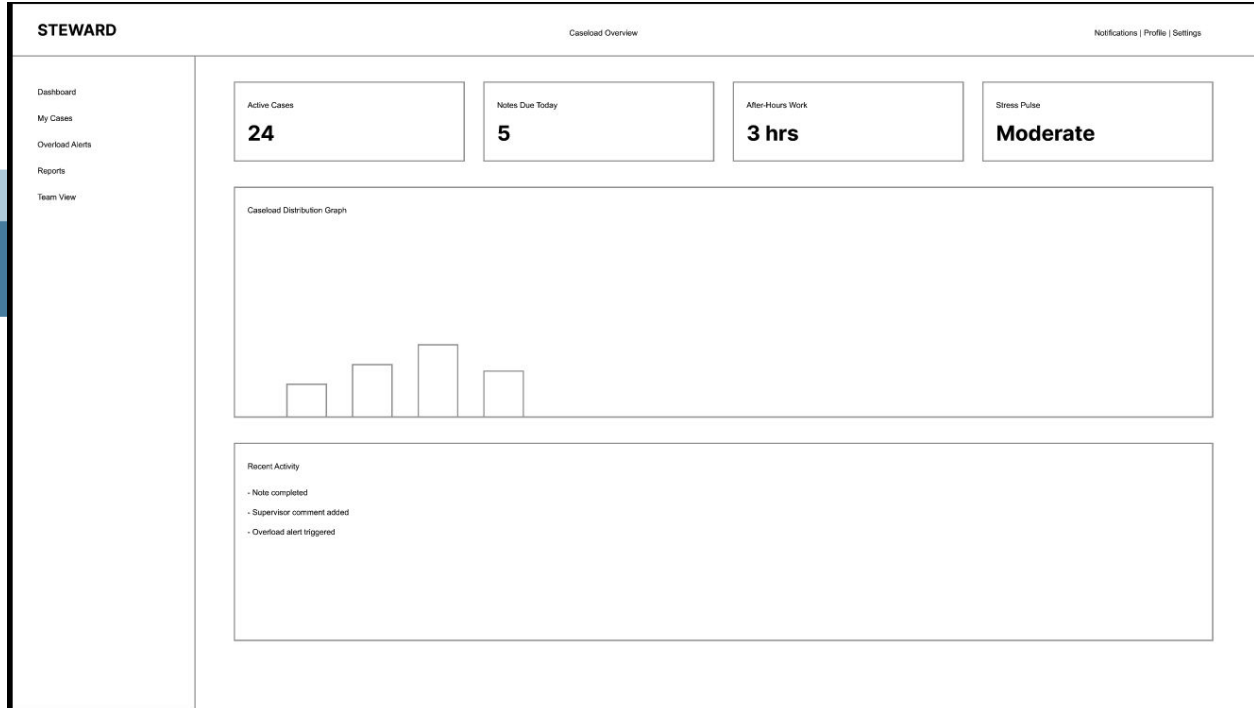
Tablet-optimized interface for in-field documentation

Context of Use:

Office desktop (primary documentation)
Hybrid remote environments
Court reporting / compliance submission
Supervisor analytics review

Format Standard for Wireframe:

16:9 widescreen (1920x1080 proportions)
Landscape layout
Desktop interface with dashboard + document panel





Socio-Emotional

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Socio-Emotional Engagement Strategy for transforming a Tremendous Task

Goal: Design for dignity first. Use gamification to reinforce empathy, self-management, belonging, and ethical practice

Primal (Emotional Regulation & Safety)



Current Experience:
Documentation triggers stress, urgency, fear of error.

Transformation:

- Gentle visual cues instead of red warning states
- Emotional check-in option after high-intensity cases
- Micro-break prompts embedded in workflow
- Celebration of effort, not speed

Gamification:

Reward resilience and care quality

Tribal (Belonging & Shared Purpose)



Current Experience:
Isolated, compliance-driven, invisible labor.

Transformation:

- Team progress dashboards (collective transparency)
- Peer recognition for advocacy and support
- Shared "impact milestones" tied to community outcomes

Gamification:

Public cooperative goal achievements

Logical (Clarity & Agency)



Current Experience:
Fragmented systems, unclear workflow, cognitive overload.

Transformation:

- Transparent task flow visualization
- Caseload capacity indicators
- Clear completion pathways

Gamification:

Visible progress = reduced anxiety

Knowledgeable (Meaning & Identity)



Current Experience:
Documentation feels detached from real-world impact.

Transformation:

- "Impact reflection" summaries
- Case narrative highlights
- Long-term contribution visualization

Gamification Shift:

Connect actions to purpose.



Inclusive Optics

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Inclusive Optics in Healthcare

Inclusive optics means representing a variety of people in ways that go beyond stereotypes.

People represented in the healthcare system



- Social workers
- Nurses
- Case managers
- Patient advocates
- Patients

Differences represented in the system



- Characters show different career stages and ages
- Cultural backgrounds represented through names and identities
- Multiple genders represented across healthcare roles
- Religious and cultural diversity acknowledged in patient scenarios

Four pillars of inclusivity



Age

- early-career and senior professionals

Ethnicity

- multiple racial and cultural identities

Gender

- representation across professional roles

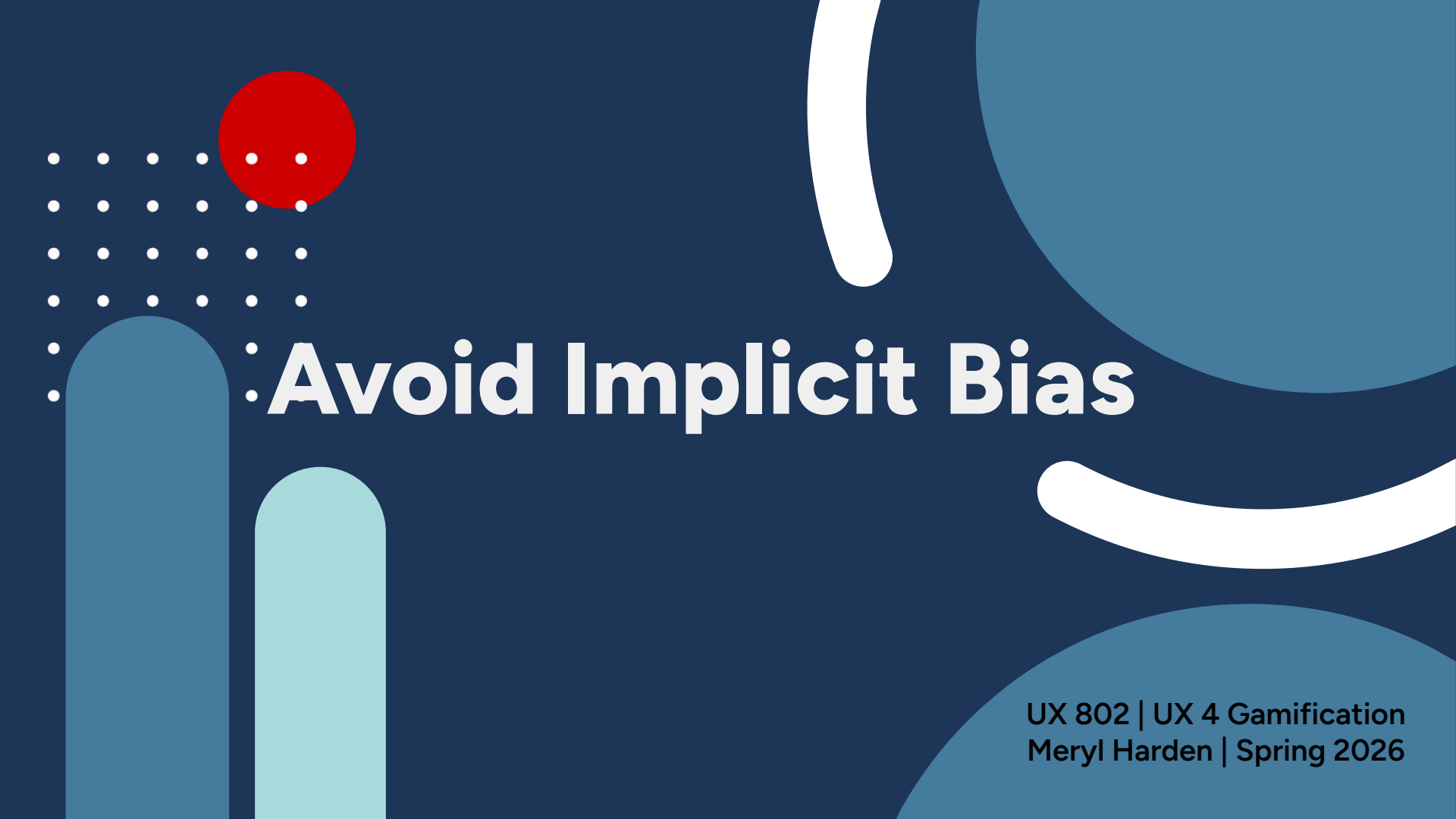
Religion

- culturally respectful representation in patient contexts

Where inclusive optics appears in the system



- Character avatars
- Patient case scenarios
- Narrative storytelling
- Team-based role playing

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Avoid Implicit Bias

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Avoiding Implicit Bias in Healthcare

Inclusive optics means representing a variety of people in ways that go beyond stereotypes.

Social Justice Standard Used



Justice Standard (SPLC)

Recognize unfairness and take action to reduce bias while respecting the dignity of others.

How bias awareness appears in the gamified experience



Bias occurs

- a healthcare worker makes an assumption about a patient or colleague

Bias is identified

- the system or another character highlights the potential bias

Learning without shame

- the user receives feedback explaining the issue and can revise their choice

Call to action

- the system encourages more equitable decision-making

Gamification tools supporting bias awareness



- Scenario-based decision making
- Reflection prompts
- Feedback explaining bias
- Rewards for thoughtful responses





Universal Design Strategies

Accessible & Universal Design

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How can we help all users?

Design one system that works in multiple ways, so no user is excluded.

01

Multiple Access Points

Ensure every action can be completed in more than one way

02

Reduce cognitive and emotional load

Use plain language and consistent layout

03

Pair multiple senses with each other

Pair text with color, labels, icons, audio

04

Build for real-world use

Support user with limited time, distraction, fatigue in mind

05

Personalization & Control

Customize text size, contrast, sound, pacing, etc.

Accessible and Universal Design

Blind



- Screen reader-first design
- All actions labeled with descriptive alt text
- Logical navigation order (top-to-bottom, left-to-right structure)
- Audio-based navigation system (voice-guided workflows for documentation tasks)
- Haptic feedback for confirmations
- Audio rewards (tones, voice encouragement, progress narration)
- "Task completion streaks" announced via voice

Sight impaired & color-blind



- High contrast UI
- Use icons, labels, patterns
- Adjustable text size and spacing
- Dark mode + light mode with consistent meaning
- Color-blind safe palettes (tested with simulators)
- Progress shown with icons + shapes + text
- Status indicators use symbols

Deaf & hard of hearing



- All audio content includes captions or transcripts
- Visual notifications instead of sound alerts
- Clear icon-based feedback for actions
- Optional vibration/haptic alerts
- Visual rewards (animations, badges, progress meters)
- Subtitled onboarding and tutorials

Physically Disabled



- No mouse required full keyboard navigation
- Voice command to navigate, input notes, search
- Large button touch targets
- Minimal required gestures (no complex swipes)
- Integration with assistive tech (switch devices, screen controls)
- Voice-triggered progress updates
- Fewer steps in workflow

Cognitively Disabled (neurodiverse)



- Predictable UI
- Step-by-step task flows
- Plain language
- Hide non-essential info
- Error prevention + gentle guidance
- Progress bars for motivation
- Micro-rewards for small tasks
- Supportive tone
- Customizable pace (no pressure timers unless optional)

Strategic PLAN to design STEWARD as a flexible system that reduces effort, supports emotion, and adapts to each user



▶▶▶▶ Accessibility

Insights

- Accessibility barriers often come from single-mode design (reliance on only visual or only audio cues)
- Color and visual hierarchy alone are not reliable for all users (color blindness, low vision)
- Users working in high-stress environments experience cognitive overload, even without disabilities
- Accessibility is often treated as a retrofit, rather than built into core workflows
- Inconsistent layouts and unclear feedback increase errors and frustration

Recommendations

- Build accessibility into the system from the start
- Design all core actions with multiple modes of access (voice, text, visual)
- Use high contrast, scalable text, and non-color indicators
- Structure workflows into guided, step-by-step tasks
- Ensure full compatibility with screen readers and assistive technologies
- Provide clear, immediate feedback for every action (visual, audio, or haptic)

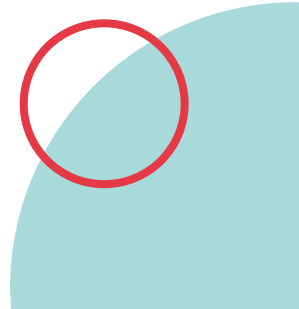


Course Reflection



The course is going well for me. The lessons so far have been very helpful in refining my design thinking and strengthening how I apply it across both this class and my research and design work. I'm starting to see how concepts like gamification, inclusivity, and socio-emotional design can be intentionally integrated into a cohesive system.

For feedback, I would specifically appreciate a review of my Universal Design slides to ensure that they're demonstrating a strategic application of universal design principles within my STEWARD software concept.





Entertainment Strategies

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Compete with Popular Culture

Personalized,
Professional
and Compliant
Environments



Goal:

To create a prototype that competes with popular culture by combining familiar, beloved aesthetics with personalized engagement, all within a secure, HIPAA-compliant platform. This ensures social workers experience both enjoyment and professional integrity.

Popular Culture Inspirations:

- “Legally Blonde” Vibe: Bright, playful, witty, and upbeat which is ideal for users who enjoy lighthearted humor and a bubbly LA-inspired aesthetic.
- “Minecraft” Style: Creative, collaborative, and immersive that is perfect for users who prefer gamified, pixel-art worlds with open exploration.
- More Options: Future themes might include calm/zen spaces or cozy community cafés, catering to diversity and fun.

Professionalism & Compliance:

- Designed to meet all US health technology regulations, including HIPAA and HITECH standards, ensuring user data privacy, security, and ethical handling.
- The interface balances engaging aesthetics with a clean, accessible, and secure user experience suitable for healthcare environments.

How it's integrated:

- Users complete a brief quiz on learning style, humor, environment vibe, and generation during onboarding.
- The system recommends or allows users to select an environment that fits their style, increasing engagement while maintaining strict professional standards.



Build & Maintain Expectations

Setting the tone
and building
connection

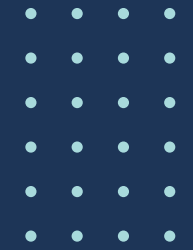
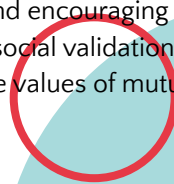
Interactive, Supportive, and Community-Centered

Example Start:

The user is welcomed by a warm, relatable video or animated introduction featuring a social worker sharing a brief, authentic story about burnout and the power of community support in the workplace. This immediately builds emotional connection and sets expectations that the platform is a safe, understanding space designed for real challenges. Starting with storytelling creates empathy and trust, helping users feel seen and motivated to engage.

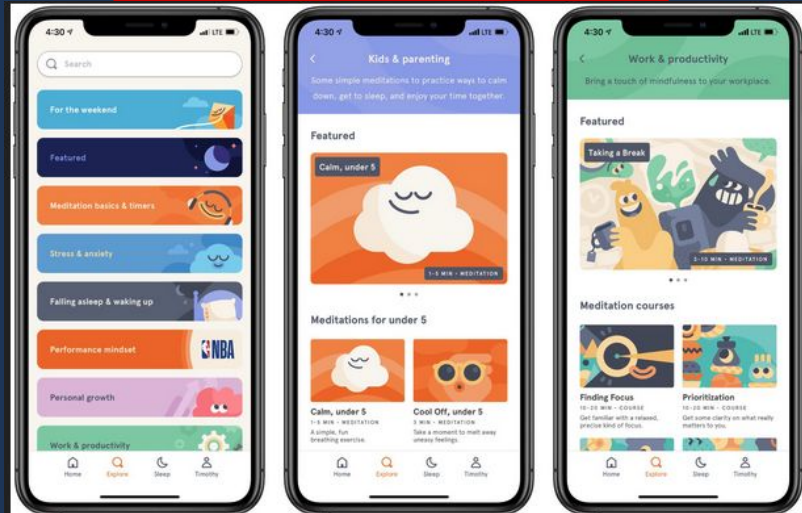
Example to Hold Attention:

Users engage in interactive boundary setting mini scenarios where they choose responses to challenging situations. Immediate, supportive feedback helps users practice assertiveness without fear. Simultaneously, a community feed shows peer recognition moments like “kudos” or “heart tokens” highlighting collective care and encouraging ongoing participation. Combining active learning with social validation keeps users involved and reinforces the platform’s core values of mutual support and shared responsibility.



Write to the Audience

Integrate Content



Portion of script for user who chose a Calming interface:

“Welcome. We know the work you do isn’t easy. It carries invisible emotional weight that often goes unrecognized. Here, you’re not alone. This space honors your limits and your strength.

Let’s start by practicing something simple but powerful: saying ‘no’ without guilt. Setting boundaries isn’t selfish. It is self-care. It protects your energy so you can keep doing the meaningful work you’re passionate about.

If you ever feel unsure, remember that this community supports you as much as you support others. Together, we build strength, resilience, and hope.”*

How This Integrates Content:

- Uses empathetic language that validates social workers’ experiences.
- Introduces boundary coaching gently
- Positively reminds the user of the supportive community offered through the platform, reinforcing collective care.
- Mirrors a conversational, warm tone inspired by the Headspace app

▶▶▶▶ Only Stories Matter

Share your
storyline
1st Draft

What is the Story?

This work began with a simple observation: the most important parts of care are often the least visible.

Documentation systems capture data, but they rarely capture the human experience behind the work. The emotional labor, the ethical weight, the quiet decisions, and the moments of doubt and care are often left out.

This project is an attempt to make those invisible layers visible.

It is not just about improving workflows. It is about recognizing the people behind them. If there is one thing to carry forward, it is this: systems should not just measure work. They should understand and support the humans doing it.

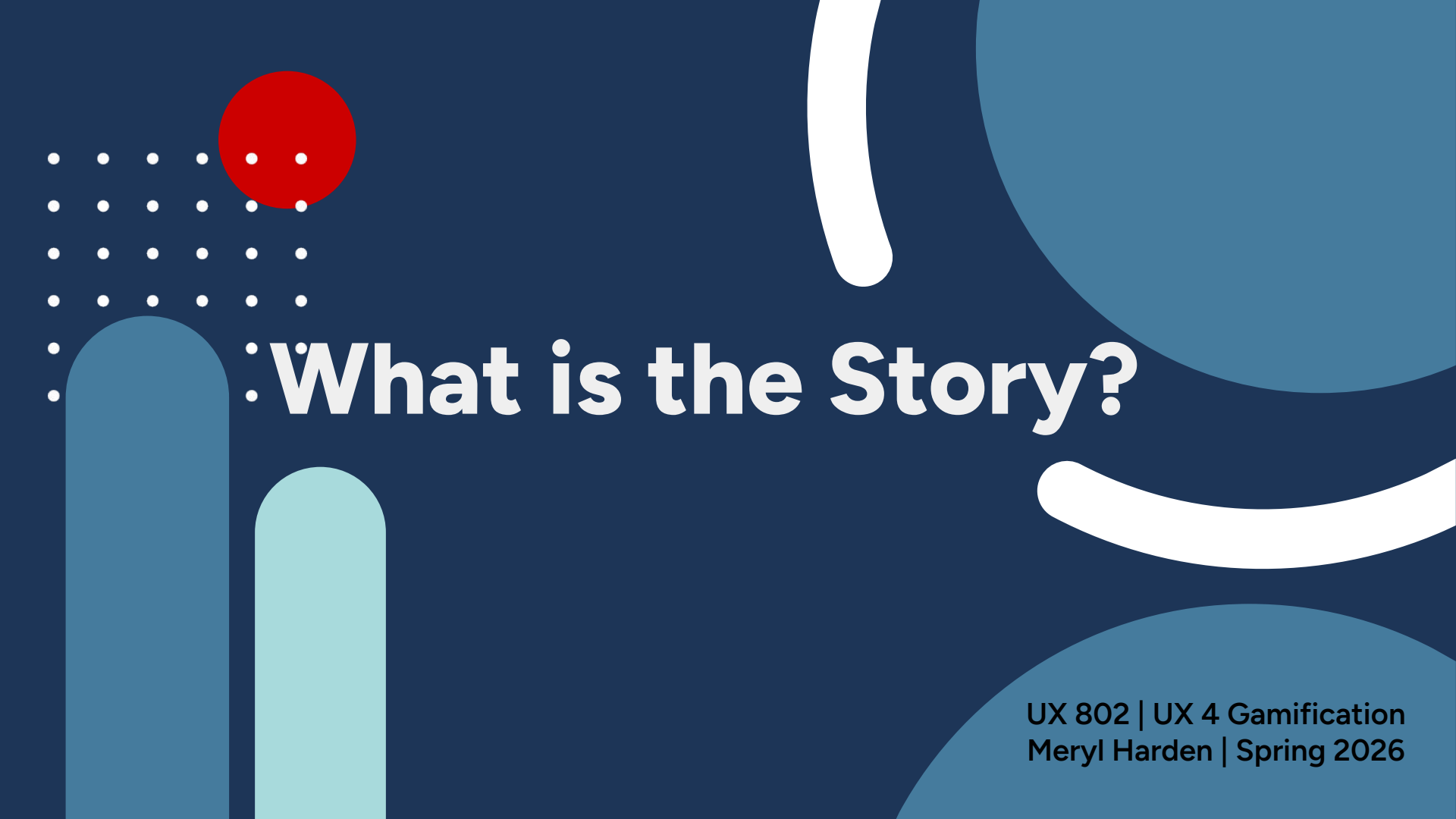
▶▶▶▶ Special Thanks

Images by:

[LEGALLY BLONDE \(2001\)](#)

[MINECRAFT](#)

[HEADSPACE](#)

The background is a dark blue field filled with various abstract geometric elements. In the top left, there is a 5x5 grid of small white dots, with a red circle containing two white dots positioned to its right. On the left side, there are two vertical, rounded rectangular bars, one in a medium blue and the other in a lighter cyan. On the right side, there are large, overlapping circular and semi-circular shapes in shades of blue, along with thick white curved lines that resemble stylized parentheses or arcs.

What is the Story?

UX 802 | UX 4 Gamification
Meryl Harden | Spring 2026

STEWARD: Reducing Documentation Burden for Social Workers

Steward is an offline-first, AI-assisted documentation system designed to help social workers manage documentation more efficiently while also supporting their mental well-being.

The Problem

Documentation takes a lot of time and is heavily focused on compliance. Many social workers experience cognitive overload, fall behind on notes, and feel burned out because current tools are focused on output instead of the person doing the work.

Key Insight

Through my research, I found that social workers don't just need faster tools. They need support with thinking, remembering, and organizing their work in a way that reduces stress.

How Steward Works

Steward guides the user through the documentation process in three main steps. First, it helps capture and structure information using guided prompts and AI-assisted transcription. Then, it supports review and validation by checking for clarity and compliance. Finally, it allows users to submit their documentation and receive feedback and rewards, including real-world impact through Ecosia.org.

What Makes Steward Different

Steward is designed as a full system rather than just a software tool. It works offline for better security, reduces cognitive load with structured guidance, and includes built-in emotional support features like breathing exercises. It also connects completed work to environmental impact, which adds a sense of meaning to the process.

Impact

Overall, Steward helps reduce documentation overwhelm, improve accuracy, support emotional sustainability, and make routine tasks feel more purposeful.

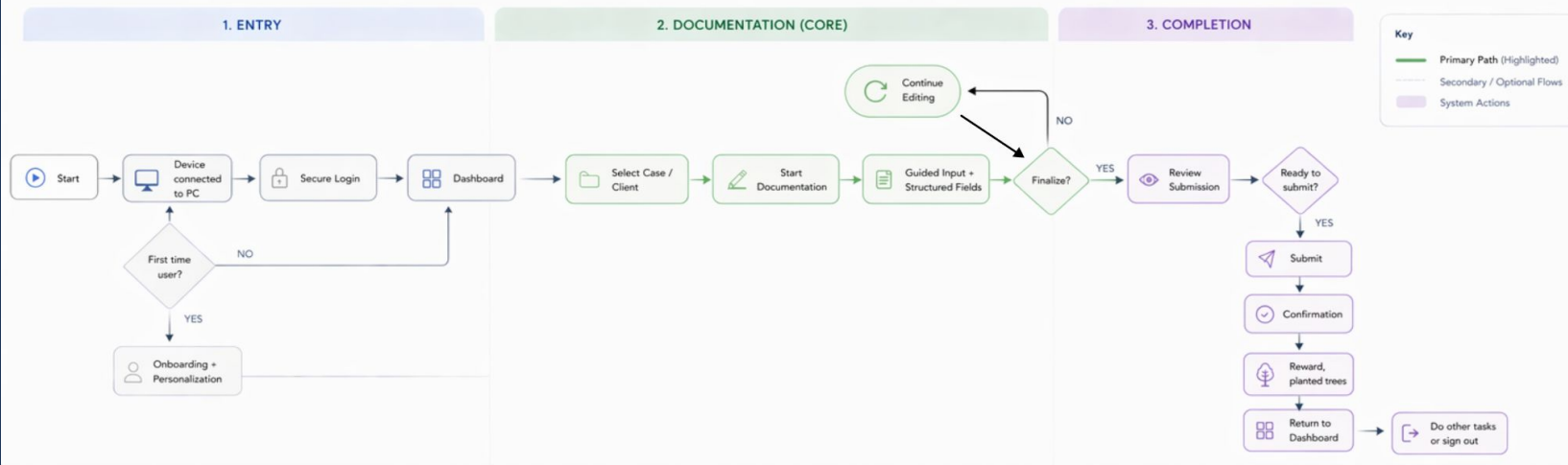


Game Documents

UX 802 | UX 4 Gamification
Meryl Harden | Spring 2026

Game Loop & User Flow

This diagram shows the full system. The highlighted path represents the primary documentation flow.



PRIMARY DOCUMENTATION FLOW (HERO PATH)

The highest value path users take most often.



OTHER FLOWS – REWARD LOOP THROUGH ECOSIA'S GAMIFICATION



GAME LOOP – STEWARD

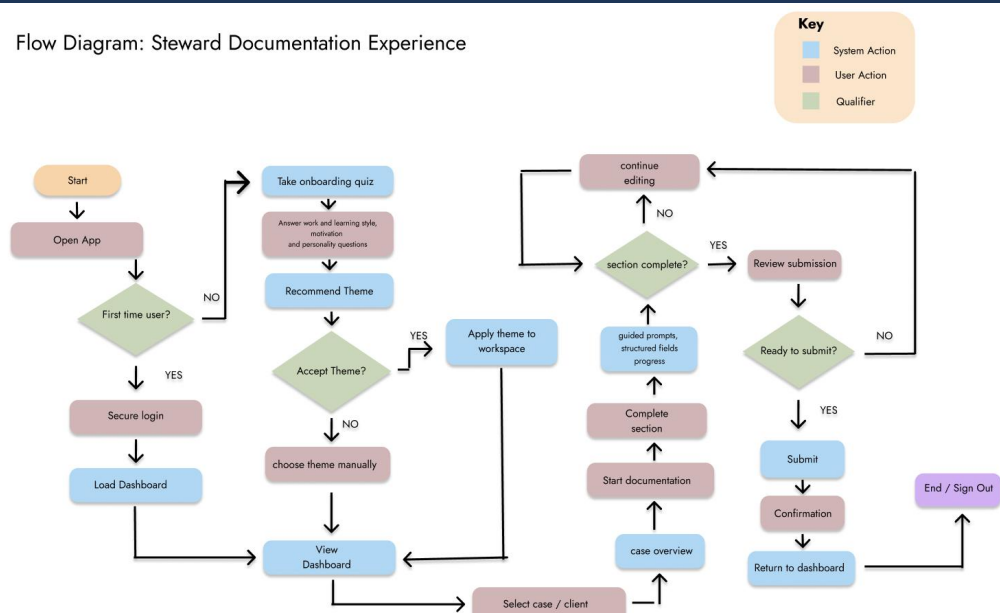
A positive reinforcement loop that supports clarity, progress, and emotional sustainability.



Game Loop & User Flow

1st Draft

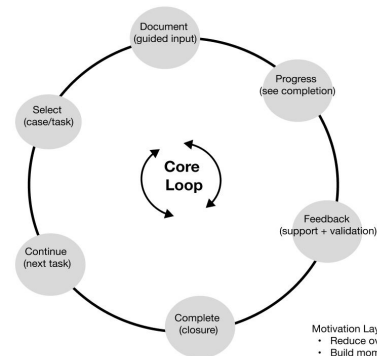
Flow Diagram: Steward Documentation Experience

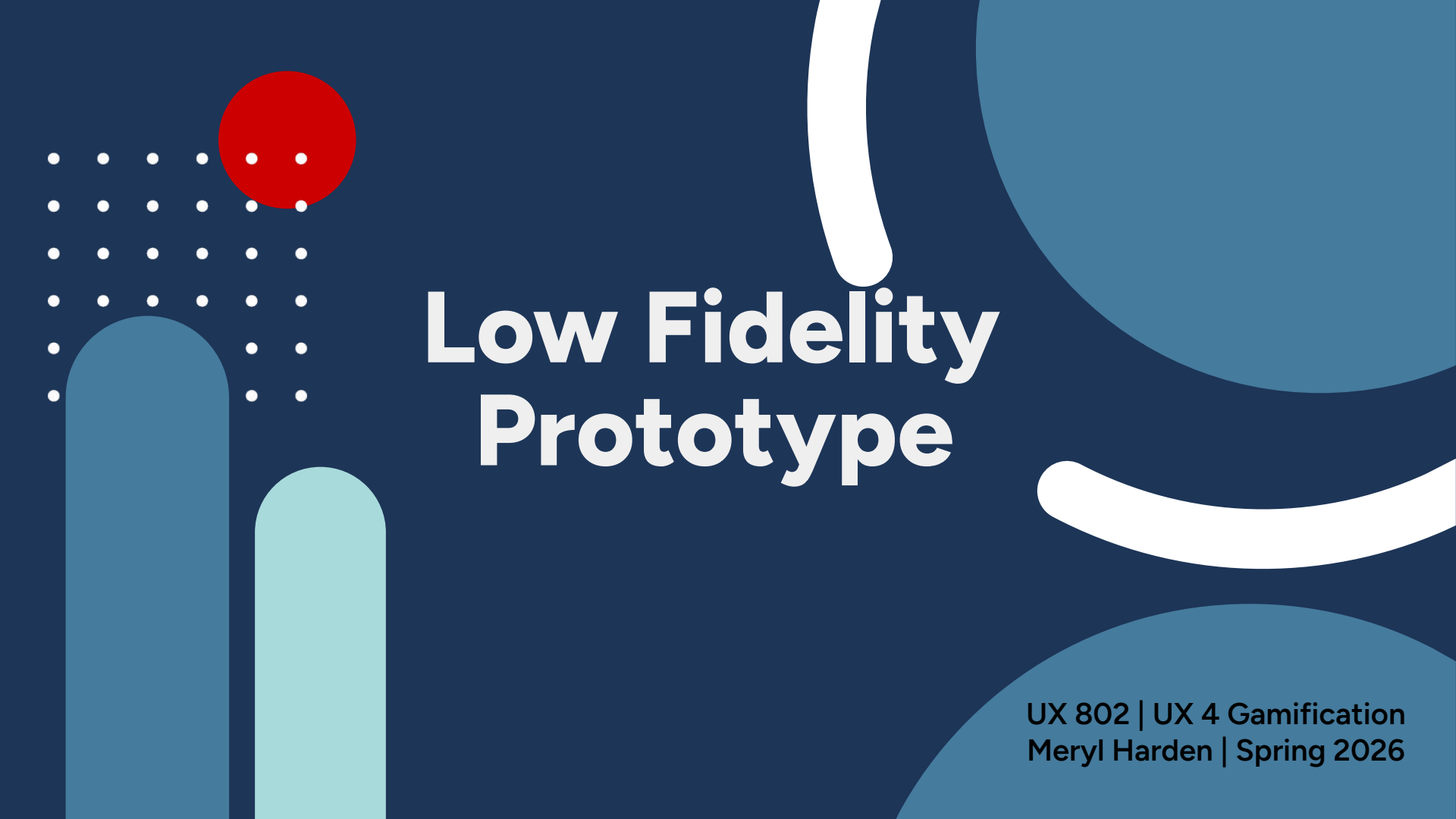


[Figma Link](#)

STEWARD

Select Case / Task
→
Engage with Guided Documentation
→
Make Progress (visible completion + structure)
→
Receive Feedback (validation + encouragement)
→
Feel Completion (relief + clarity)
→
Return to Dashboard / Next Task
→ (loops back to Select Case)





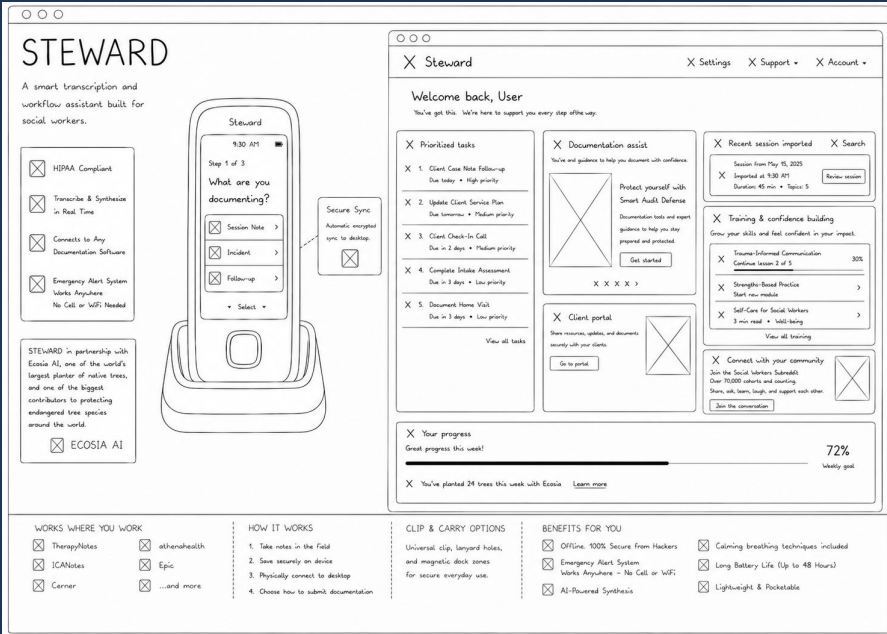
Low Fidelity Prototype

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Meryl Harden | Spring 2026

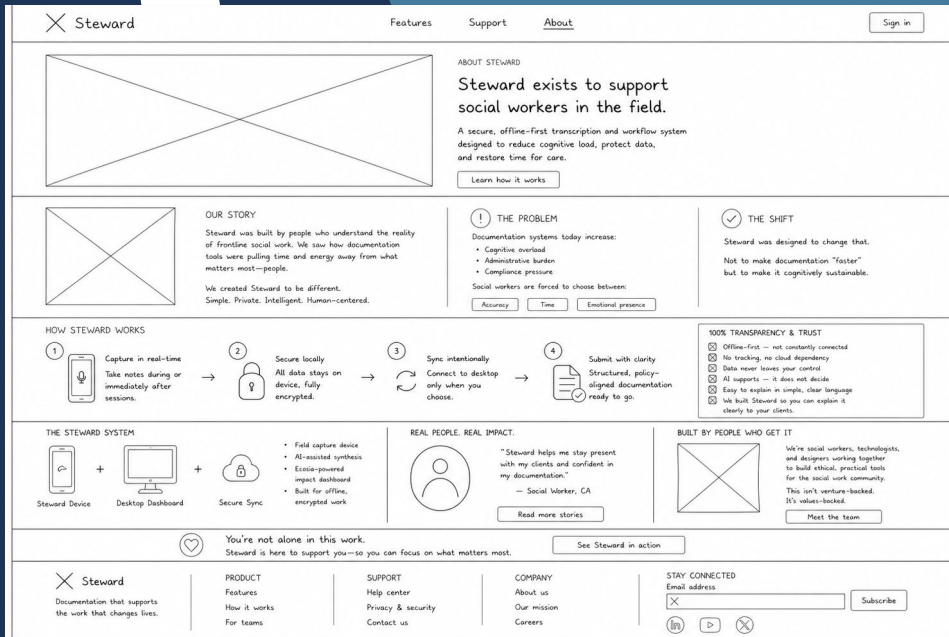
Wireframes

Figma Lo fi Prototype

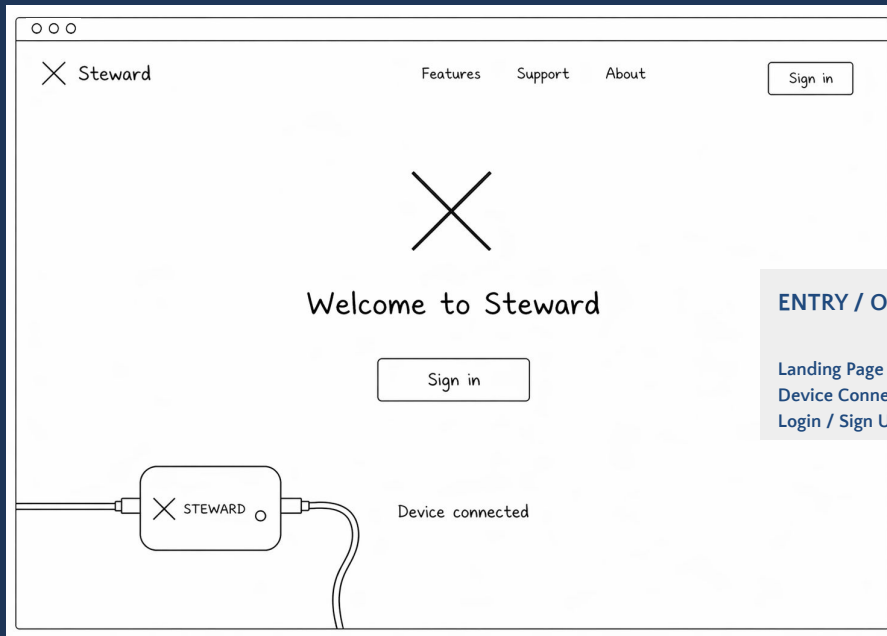
Figma Design Link



Device and
Dashboard spec
sheet

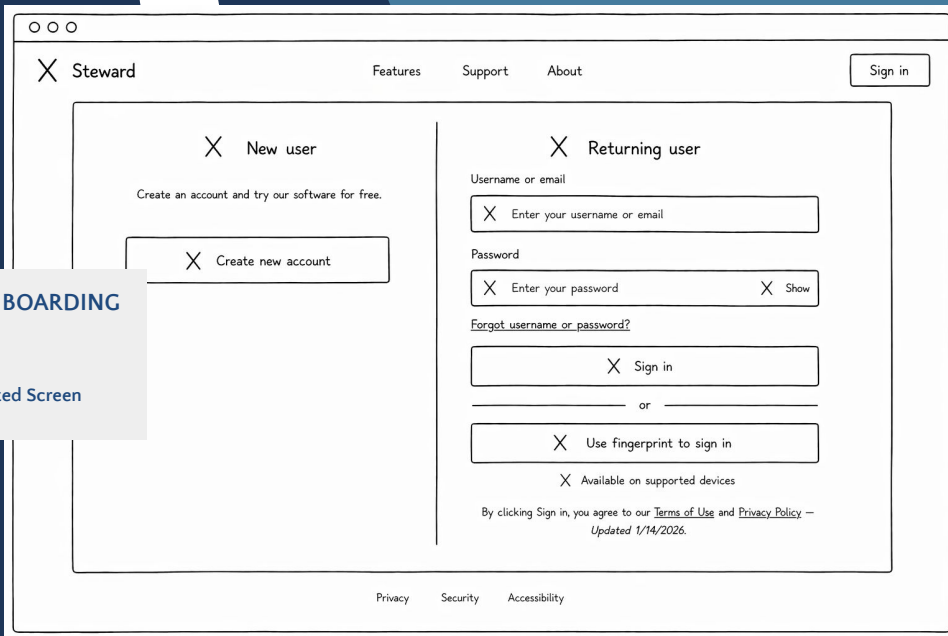


About STEWARD



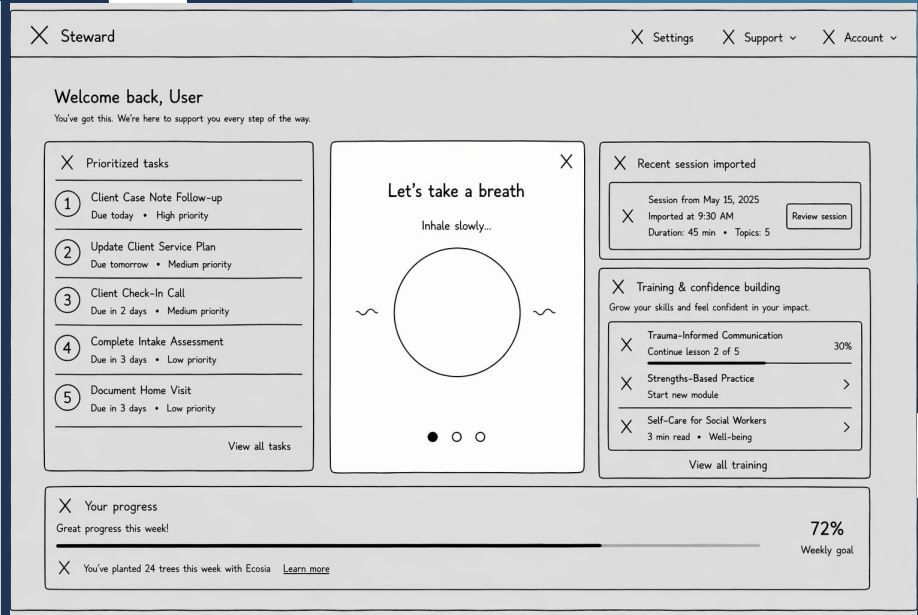
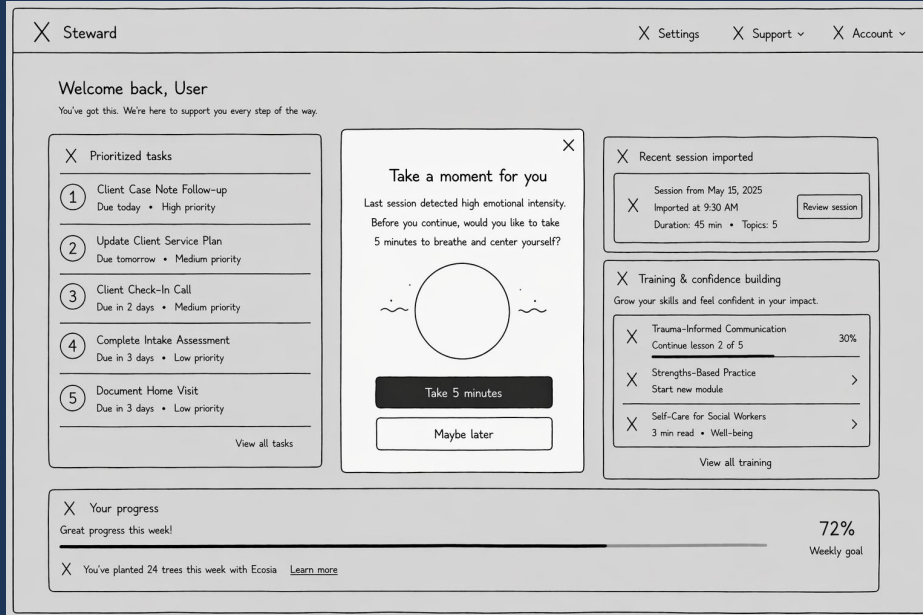
ENTRY / ONBOARDING

Landing Page
Device Connected Screen
Login / Sign Up



FIRST EXPERIENCE / STATE
SETTING
Breathing Prompt (optional
interruption)

Breathing – Inhale State
Guided Breathing Support



Breathing – Exhale State Reset and Refocus

✕ Steward

✕ Settings ✕ Support ✕ Account

Welcome back, User

You've got this. We're here to support you every step of the way.

✕ Prioritized tasks

1 Client Case Note Follow-up
Due today • High priority

2 Update Client Service Plan
Due tomorrow • Medium priority

3 Client Check-In Call
Due in 2 days • Medium priority

4 Complete Intake Assessment
Due in 3 days • Low priority

5 Document Home Visit
Due in 3 days • Low priority

View all tasks

✕ Recent session imported

Session from May 15, 2025
Imported at 9:30 AM
Duration: 45 min • Topics: 5

Review session

✕ Training & confidence building

Grow your skills and feel confident in your impact.

✕ Trauma-Informed Communication
Continue lesson 2 of 5 30%

✕ Strengths-Based Practice
Start new module

✕ Self-Care for Social Workers
3 min read • Well-being

View all training

✕ Your progress

Great progress this week!

72%

Weekly goal

✕ You've planted 24 trees this week with Ecosia [Learn more](#)

✕

Let's take a breath

Exhale...two, three, four...



Breathing Complete – Ready to Continue

✕ Steward

✕ Settings ✕ Support ✕ Account

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View all training

✕ Your progress

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72%

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✕



Well done

You've taken a moment for yourself.
Take this calm with you.

Continue

SYSTEM LOADING / TRANSITION Preparing Dashboard

×

Steward

×

Settings

×

Support

×

Account

Welcome back, User

You've got this. We're here to support you every step the way.

×

Prioritized tasks

1

Client Case Note Follow-up
Due today • High priority

2

Update Client Service Plan
Due tomorrow • Medium priority

3

Client Check-In Call
Due in 2 days • Medium priority

4

Complete Intake Assessment
Due in 3 days • Low priority

5

Document Home Visit
Due in 3 days • Low priority

View all tasks

Preparing your dashboard...

×

Recent session importedSession from May 15, 2025
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Review session

×

Training & confidence building

Grow your skills and feel confident in your impact.

×

Trauma-Informed Communication
Continue lesson 2 of 530%

×

Strengths-Based Practice
Start new module>

×

Self-Care for Social Workers
3 min read • Well-being>

View all training

×

Your progress

Great progress this week!

×

You've planted 24 trees this week with Ecosia

Learn more

72%
Weekly goal

DASHBOARD (CORE HUB)

Main Dashboard (final version)
Dashboard with Documentation Assist

×

Steward

×

Settings

×

Support

×

Account

Welcome back, User

You've got this. We're here to support you every step of the way.

×

Prioritized tasks

1

Client Case Note Follow-up
Due today • High priority

2

Update Client Service Plan
Due tomorrow • Medium priority

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Client Check-In Call
Due in 2 days • Medium priority

4

Complete Intake Assessment
Due in 3 days • Low priority

5

Document Home Visit
Due in 3 days • Low priority

View all tasks

×

Documentation assist

Tools and guidance to help you document with confidence.

×

×Protect yourself with
Smart Audit Defense
Documentation tools and expert
guidance to help you stay
prepared and protected.
Get started

×

Client portalShare resources, updates, and documents
securely with your clients.

Go to portal

×

×

Recent session importedSession from May 15, 2025
Imported at 9:30 AM
Duration: 45 min • Topics: 5

Review session

×

Training & confidence building

Grow your skills and feel confident in your impact.

×

Trauma-Informed Communication
Continue lesson 2 of 530%

×

Strengths-Based Practice
Start new module>

×

Self-Care for Social Workers
3 min read • Well-being>

View all training

×

Connect with your communityJoin the Social Workers Subreddit
Over 70,000 cohorts and counting.
Share, ask, learn, laugh, and support each other.
Join the conversation

×

×

Your progress

Great progress this week!

×

You've planted 24 trees this week with Ecosia

Learn more

72%
Weekly goal

DOCUMENTATION FLOW (CORE EXPERIENCE)

Documentation Page (AI Report + Transcript)

COMPLETION + REWARD

End of Documentation (confirmation + impact)
Documentation Complete

Steward

SettingsSupportAccount

Back to dashboard

Smart documentation

Review the AI-generated report below. Check for accuracy and make any edits before finalizing.

Session summary

Client
Jane Doe

Session date
May 15, 2025

Duration
45 minutes

Topics
5

Source
Imported transcription

Transcription preview

00:00:12 Client: I've been feeling really overwhelmed lately. It's hard to keep up with everything.

00:01:45 Worker: What feels most overwhelming right now?

00:02:03 Client: My housing situation and finances. I'm worried about falling behind again.

00:03:22 Worker: Let's talk more about your housing. Is it safe where you're staying now?

00:04:10 Client: It's safe, but temporary. I'm staying with my sister and it's crowded.

View full transcription

AI-generated report

Generated from transcription

Session overview

Client presented with feelings of overwhelm related to housing instability, financial stress, and difficulty managing daily responsibilities. Client is currently in a safe but temporary living situation and expresses motivation for change and willingness to engage in services.

Key topics discussed

- Housing instability - staying with sister temporarily; seeking stable housing options
- Financial stress - difficulty keeping up with expenses; need budgeting support
- Daily living - overwhelmed by responsibilities; struggles with organization and time management
- Support system - limited support; sister is primary support right now
- Goals - secure stable housing, improve financial stability, build routine and structure

Client strengths

- Insightful and self-aware
- Open and honest communication
- Motivated to make positive changes
- Willing to engage in support services

Communication recommendations

Approach	Use a calm, validating tone. Acknowledge feelings before problem-solving.
Focus	Break information into smaller steps. Check for understanding frequently.
Language	Use clear, simple language. Avoid jargon and overwhelming details.
Empowerment	Highlight client's strengths and progress. Encourage small, achievable goals.

Audience summary

Key points tailored for specific audiences.

Insurance

Focus on medical necessity, functional impairment, and recommended services.

Supervisor

Emphasize risk factors, client engagement, and service plan alignment.

Legal

Highlight client statements relevant to case facts and protective factors.

Client progress

Progress observed in this session.

- Expressed motivation for change
- Identified key stressors
- Engaged in problem-solving
- Open to receiving help and resources

Suggested next steps

- Provide housing resources and referrals
- Connect to budgeting/financial support
- Explore case management services
- Follow up on goals in next session

Edit & add notes

Finalize report

Last updated: May 15, 2025 at 10:15 AM

Steward

SettingsSupportAccount

Documentation complete

Through your dedication to your client, you've helped make the world a greener place!

Your impact grows with every report

This report was processed using Ecosia AI, helping turn your work into real climate action.

250,070,697

trees planted by Ecosia

€100,804,532

dedicated to climate action

Your personal contribution

User

Level 4 - Seeding supporter

36

trees planted

2,450 kg

CO₂ offset

What is Ecosia AI?

Ecosia AI is a climate-focused technology that powers ethical search and AI solutions. Their profits fund tree planting and climate action worldwide. Together, we're creating a better future.

Visit my Ecosia dashboard

See your full impact and stats

Return to dashboard

Go back to your tasks

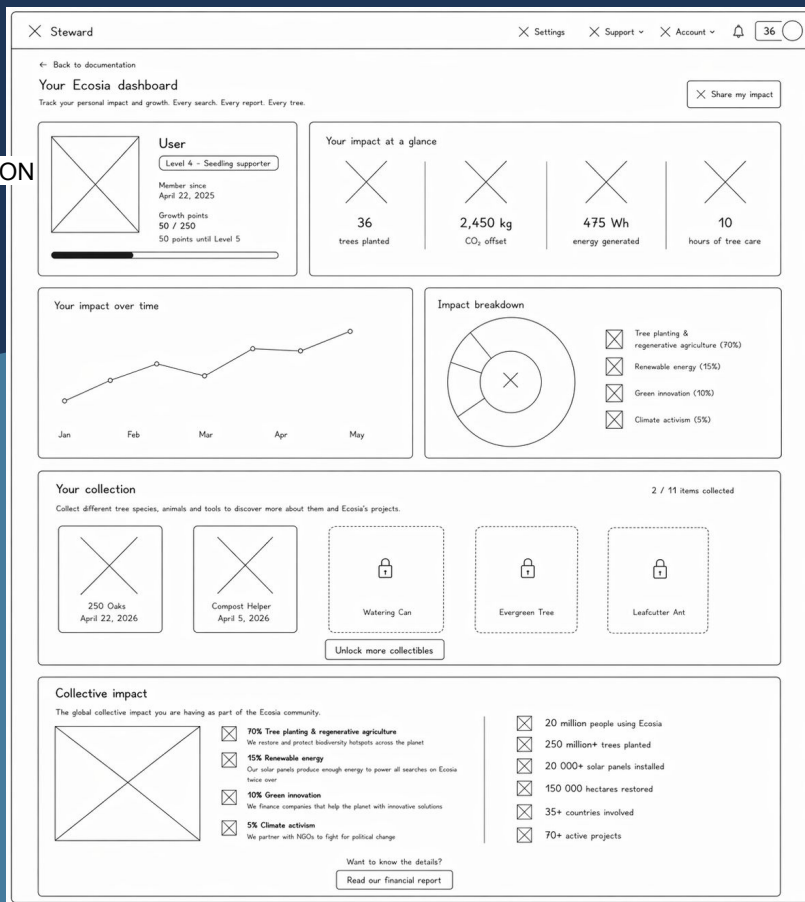
Learn more about Ecosia AI

Discover their mission and impact

More information about our imaginary partnership with [Ecosia.org](#), the provider of our AI and gamification elements

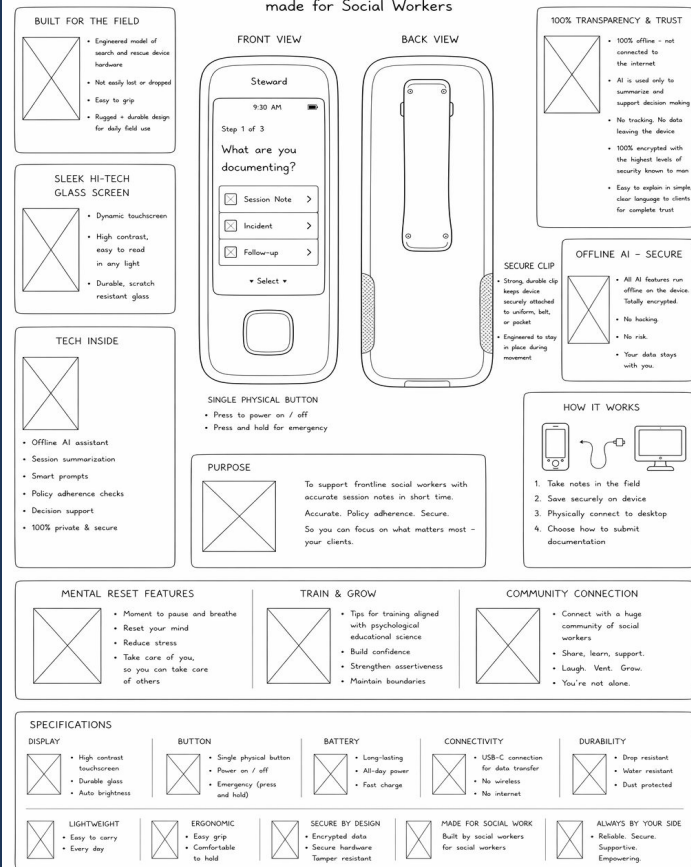
IMPACT / GAMIFICATION (ECOSIA)

Ecosia Dashboard



STEWARD

The Transcription Device
made for Social Workers



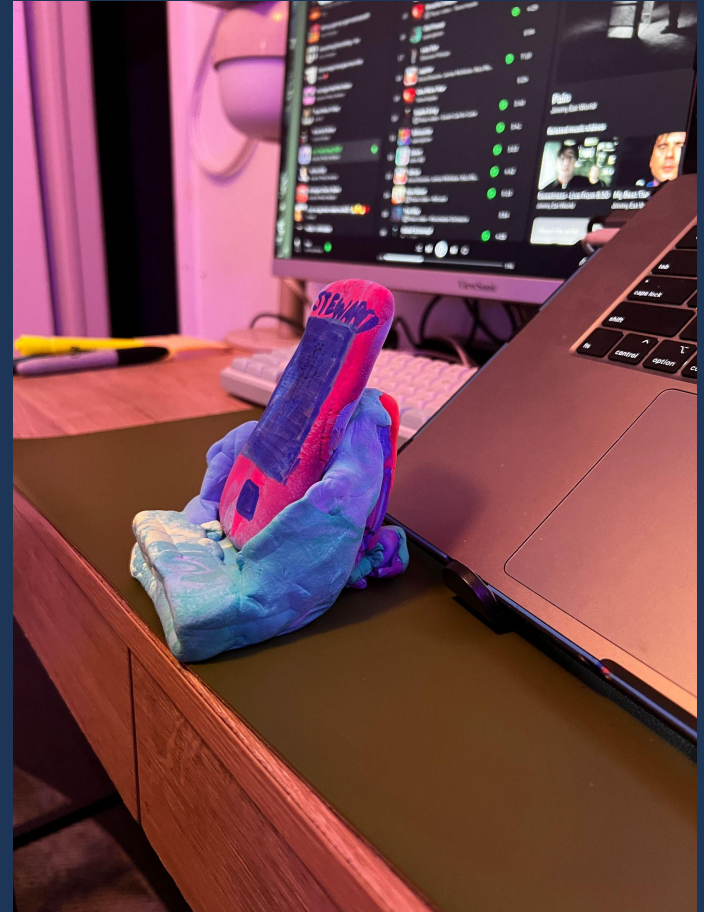
Steward Device Specifications Sheet

Molding putty used to imagine device size, hardware and ergonomics



Images taken by me

Molding putty used to imagine device size, hardware and ergonomics



Images taken by me

The background is a dark blue field. In the top left, there is a 5x5 grid of small white dots. A solid red circle is positioned at the top right of this grid. To the left of the main title, there are two vertical, rounded rectangular shapes: a taller one in a medium blue color and a shorter one in a lighter cyan color. On the right side of the slide, there are several large, abstract shapes: a large light blue circle in the upper right, a thick white curved line below it, and another thick white curved line further down. At the bottom right, there is a large light blue semi-circle.

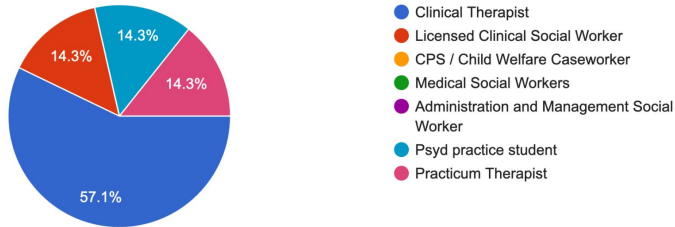
User Research & Testing

UX 802 | UX 4 Gamification
Meryl Harden | Spring 2026

Research Survey (Quantitative)

1. Which best describes your current role?

7 responses



A structured survey was conducted using Google Forms with 7 participants (21 questions: 4 screening, 17 core) to identify patterns in documentation workflows, workload, and cognitive and emotional impact. Due to the small sample size, findings are directional and used to inform deeper qualitative research.

Findings:

- Documentation requires significant time (1 - 4+ hours/day) and often extends beyond work hours
- Participants frequently delay tasks, primarily due to emotional exhaustion and workload pressure
- High cognitive and emotional demand indicates documentation is mentally taxing
- Key friction points include repetitive data entry, writing burden, and unclear requirements

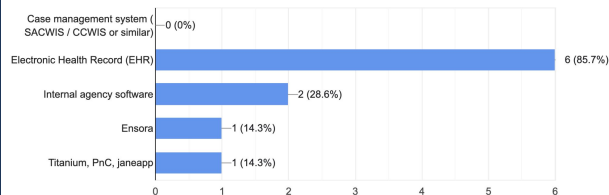
Insight:

- Documentation challenges are driven by both system inefficiencies and cognitive/emotional strain, not usability alone

Research Survey Highlights

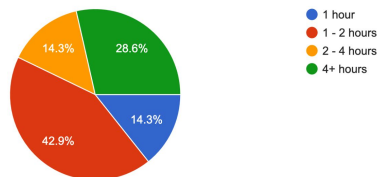
2. What type(s) of documentation systems do you use? (Select all that apply)

7 responses



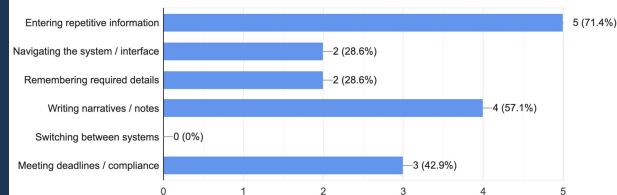
4. On average, how much time do you spend on documentation per day?

7 responses



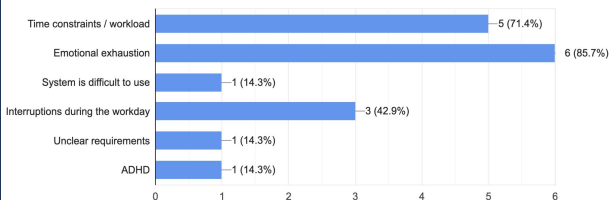
12. Which parts of documentation feel most difficult or frustrating? (Select up to 3)

7 responses



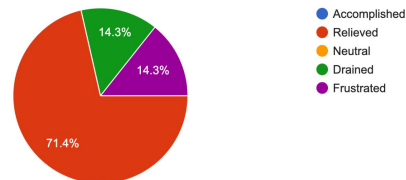
7. What are the main reasons you delay documentation? (Select all that apply)

7 responses



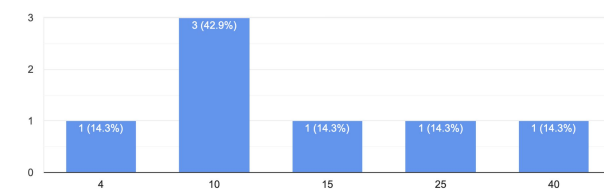
10. After completing documentation, how do you typically feel?

7 responses

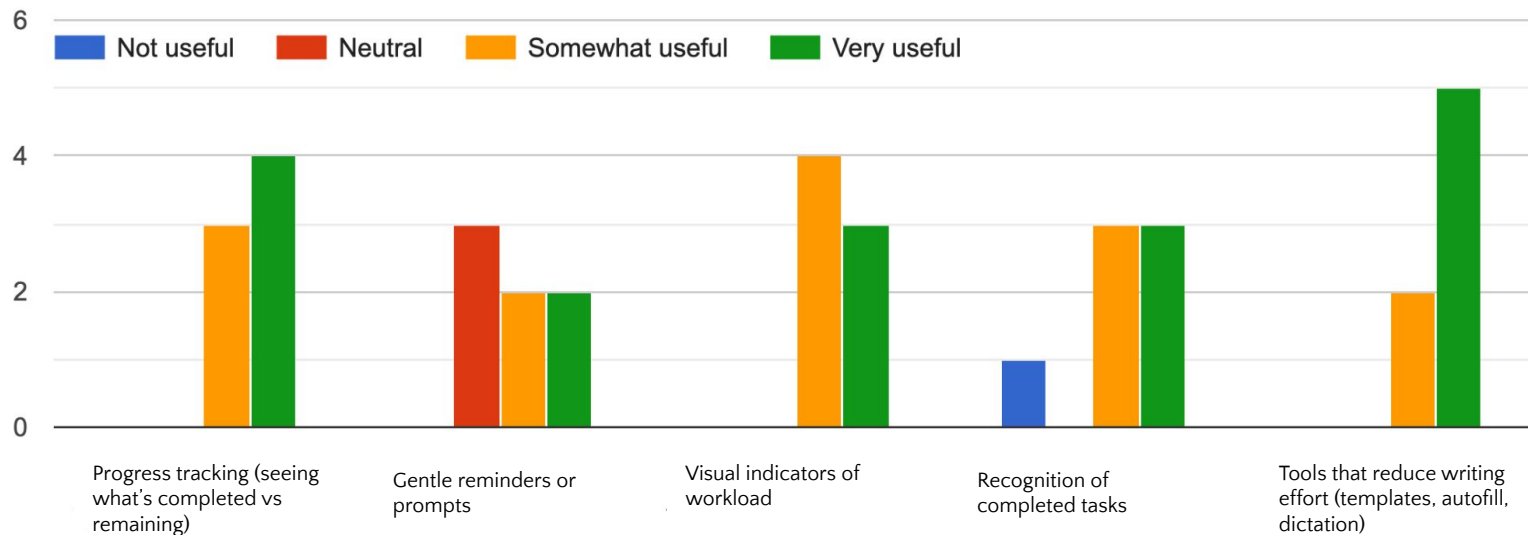


3. How many active cases do you typically manage?

7 responses



15. How useful would the following features be in supporting your workflow?



Semi-Structured Interviews (Qualitative)

Method:

- 5 semi-structured interviews (1 hour each)
- Participants: 3 social workers, 2 MFT therapists
- Focus: real experiences with documentation, workload, and cognitive strain

Findings:

- Documentation creates mental fragmentation, requiring users to track multiple details simultaneously
- Participants experience emotional fatigue, especially when tasks feel repetitive or disconnected from client care
- Many delay documentation due to overwhelm, not lack of time
- Users rely on personal workarounds (notes, memory, external tools) to manage system limitations
- There is a disconnect between system requirements and real workflow demands

Insight:

- Documentation requires sustained attention, memory, and emotional regulation while navigating complex system requirements.
- Participants described needing to hold multiple pieces of information in mind at once, often while managing time pressure and competing responsibilities.
- This creates a cognitively demanding process that contributes to fatigue and delays.
- These challenges are the result of interface design that is shaped by broader systemic constraints such as workload expectations, compliance requirements, and unclear documentation standards

Moderated Usability Test (Wireframe Prototype)

Method:

- 1 in person usability test (moderated)
- Participant interacted with prototype in real time (no guidance)
- Observed behavior, hesitation and task completion

Context:

- 1 participant observed in a quiet controlled environment
- Test conducted on desktop device
- Researcher (me) present and observing

Goal:

- To assess whether a returning user can navigate the system and complete a documentation task using context clues alone

Date	Participant ID	Test Type	Device
4/23/26	P1	Moderated Usability Test	Desktop PC
Task: Navigate the prototype without guidance to complete the intended User Flow of a returning user			
Code	Category	What It Measures	Researcher Notes
UNC	Uncertainty	Did user feel unsure what to do next?	After user was told the user story, he appeared confident with how to proceed.
NAV	Navigation Clarity	Were labels/buttons clear?	Participant didn't hesitate, followed the guided flow
FLOW	Flow Clarity	Did movement between pages feel intuitive?	participant intuitively knew where to click before the guide instructed him
HES	Hesitation	Did user pause or hesitate? Why?	No hesitation
RED	Redundancy	Did anything feel unnecessary?	no verbal or non-verbal behavior indicated unnecessary actions
CL	Cognitive Load	Did the experience feel mentally effortful?	no stated confusion
IMP	Improvement	What would the user change?	user would like the ability to enlarge the web pages, font is too small

Hypothesis:

- If the interface provides clear visual and contextual cues, a returning user will be able to follow the intended workflow and complete the documentation task with minimal hesitation or confusion, without needing explicit instructions

Insight:

- The interface supports smooth navigation once the user understands the context, suggesting that the system is effective within a guided scenario but may rely on initial framing to orient the user.

Unmoderated Remote Usability Test (Wireframe Prototype)



Method:

- Remote usability test (unmoderated)
- 9 participants interacted with prototype independently
- No facilitator guidance or intervention
- Collected self-reported data on:
 - a. uncertainty
 - b. navigation clarity
 - c. hesitation
 - d. cognitive effort

Context:

- Participants completed test in their own environment
- Desktop-based prototype interaction
- Scenario: navigate prototype to complete returning user documentation flow
- Prototype was unfinished (wireframe) with some implied interactions

Goal:

- To assess whether users can navigate the system and complete the documentation flow without guidance
- To identify breakdowns in interaction clarity or workflow structure

Hypothesis:

- If the interface provides clear visual and contextual cues, users will be able to follow the intended workflow and complete the flow independently with minimal hesitation or confusion

Key Findings:

- Majority found the interface easy and intuitive
- Repeated confusion around “Take a Moment” interaction (unclear next step)
- Onboarding issues: sign in vs sign up unclear
- Missing workflow elements: patient list, next actions
- Mixed reactions to wellness feature (helpful vs disruptive)

Insight:

- Users were generally able to navigate the system independently, indicating strong foundational usability; however, confusion occurred at key interaction points (e.g., unclear click actions, onboarding, and workflow gaps), suggesting that while the structure is effective, the system requires clearer affordances, stronger entry-point clarity, and better alignment with real-world workflow expectations.



Steward Usability Testing Report (Spring 2026)

Unmoderated + Moderated Usability Testing – Wireframe Prototype



Overview

- Type of Study: Usability Testing (Moderated + Unmoderated)
- Participants: 10 total
 - 1 moderated (in-person)
 - 9 unmoderated (remote)
- Prototype Fidelity: Low-fi (Wireframe)
- Device: Desktop
- Scenario Tested: Returning user completing a documentation workflow

No formal instruction or walkthrough was provided to unmoderated participants. Users were expected to rely on interface cues and written instructions in the email to navigate and complete the task.

Summary of Results

- The majority of participants were able to successfully navigate the interface independently
- Users consistently described the system as:
 - easy
 - intuitive
 - straightforward
- However, usability breakdowns occurred at:
 - onboarding and entry points
 - unclear interaction cues (what to click / when to act)
 - missing workflow steps
- Users demonstrated a strong expectation that the system should:
 - guide them
 - reduce effort
 - automate progression

Observations

- Most participants were able to move through the prototype without assistance
- Several participants hesitated at specific interaction points:
 - “Take a Moment” screen
 - onboarding (sign in vs sign up)
 - unclear clickable elements
- Some users expected the system to:
 - automatically advance
 - provide clearer directional feedback
- Participants frequently relied on:
 - trial-and-error clicking
 - visual cues (highlighted buttons) to proceed
- Content-heavy sections led to:
 - skimming
 - reduced engagement

Key Insights

- The interface supports independent navigation, even at the wireframe stage
- Usability issues are concentrated in interaction clarity, not overall complexity
- The system lacks workflow completeness aligned with real-world use
- Onboarding introduces early confusion and hesitation
- Users prioritize efficiency over optional reflective features
- There is a strong expectation that the system should act as a cognitive assistant, not just a tool



Steward Usability Testing Report (Spring 2026)

Unmoderated + Moderated Usability Testing – Wireframe Prototype



Responses to “How can we improve the system?”

1) Interaction Clarity (Recurring Theme)

Users did not always understand:

- what was clickable
- when to take action

Examples:

- “I didn’t know I had to press to move through...”
- “It took some time to figure out that I needed to click the circle.”

2) Workflow Improvements

Users expected:

- a patient list before documentation
- clearer task progression
- actionable next steps

Examples:

- “It feels like a step was skipped...”
- Suggested adding referrals, scheduling, and follow-up actions

3) Onboarding & Entry Flow

Confusion around:

- new vs returning user
- sign in vs sign up
- biometric login

Examples:

- “Am I a new user or returning user...?”

4) Content & Readability

Users reported:

- text too long
- difficulty reading smaller content
- need for zoom and accessibility

Examples:

- “The paragraphs were a little long. I skimmed them.”

5) Mixed Reactions to Wellness Feature

- Some users appreciated the pause
- Others found it disruptive and unnecessary

Examples:

“I want to get to where I need to go in 1–2 clicks.”

Responses to Post-Test Questions

Did the interface feel intuitive?

- Majority: Yes
- Described as:
 - clear
 - easy to navigate
 - guided

Where did users hesitate?

- “Take a Moment” screen
- onboarding/login
- unclear progression points

Did anything feel unnecessary?

- Some users flagged:
 - wellness interruption
 - dense informational content
 - unclear ecosystem elements (e.g., Ecosia relevance)

What did users expect from the system?

- automation
- guidance
- reduced cognitive load

Key quote:

- “Have the program work for me.”

Conclusion

The Steward prototype demonstrates a strong foundational interaction model, with users able to navigate and complete tasks independently.

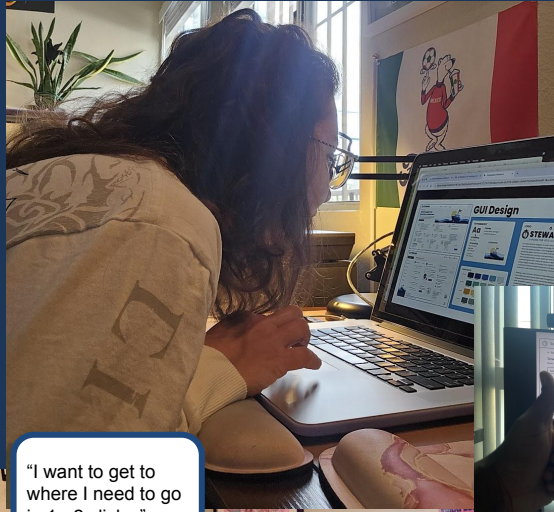
However, the system requires improvement in:

- interaction clarity
- onboarding structure
- workflow alignment
- cognitive support

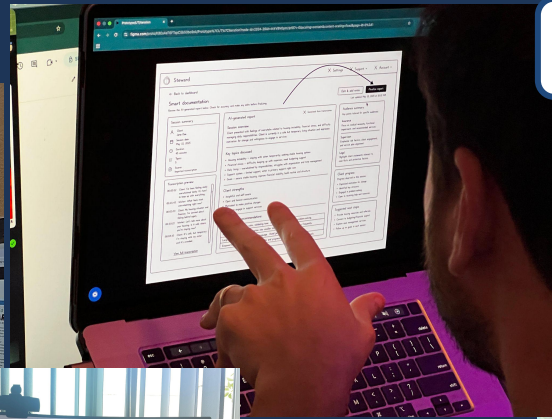
Addressing these areas will be critical to transforming the prototype into a system that not only functions well, but actively supports users in high-demand, real-world environments.



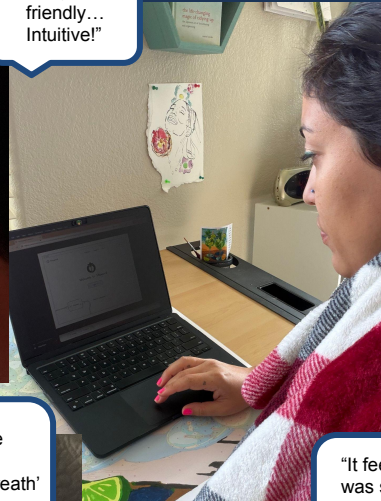
Usability Test Participants



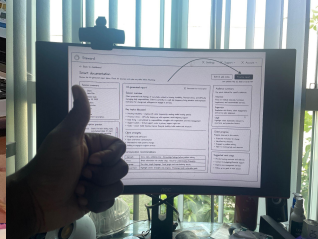
"I want to get to where I need to go in 1 - 2 clicks."



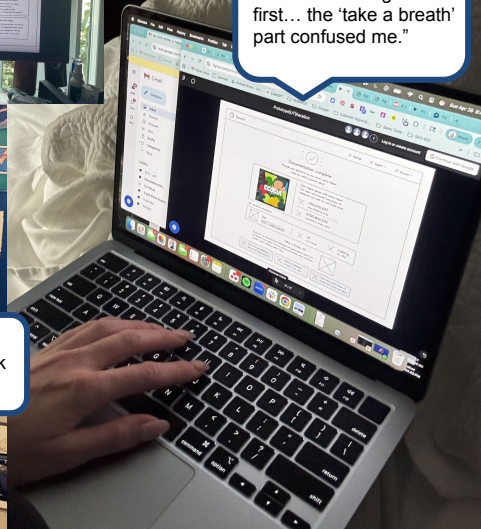
"Very user friendly... Intuitive!"



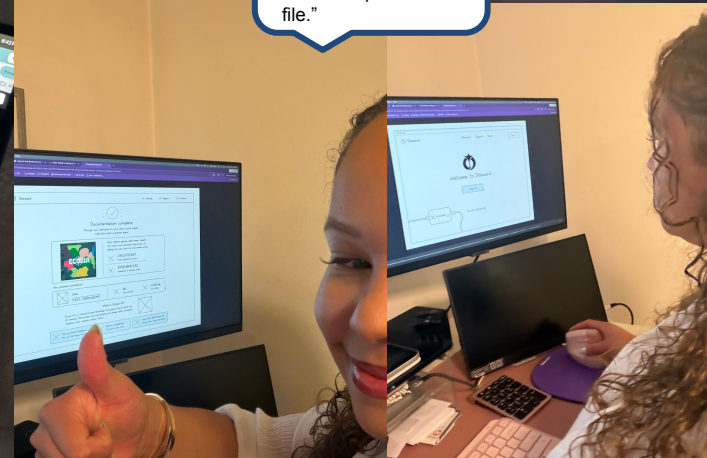
"It feels like a step was skipped before getting into the individual patient's file."

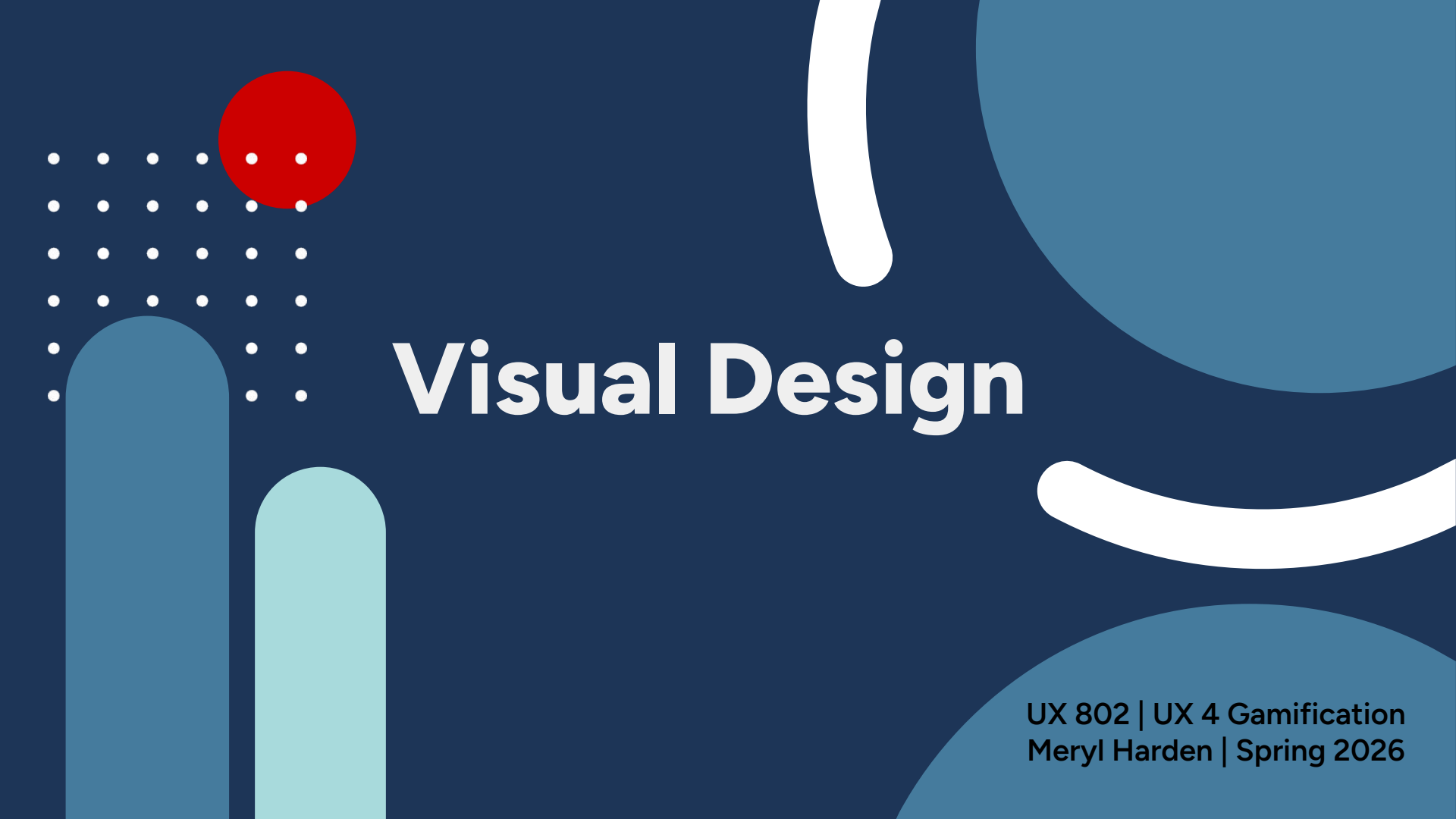


"I wasn't totally sure what I was doing at first... the 'take a breath' part confused me."



"Have the program work for me."



The background is a dark blue field filled with various abstract geometric elements. In the top left, there is a 5x5 grid of small white dots, with a solid red circle overlapping its right side. To the left of the title, there are two vertical rounded rectangles: a taller one in a medium blue and a shorter one in a lighter cyan. On the right side, there are large, overlapping circles in shades of blue and two thick, white curved lines. The title 'Visual Design' is centered in a large, white, sans-serif font.

Visual Design

UX 802 | UX 4 Gamification
Meryl Harden | Spring 2026

TYPOGRAPHY

Aa

POPPINS

Modern, clean, and highly readable for all users.

H1 Heading

36px / Bold

H2 Heading

24px / SemiBold

Body Text

16px / Regular

Small Text

14px / Regular

ILLUSTRATION



LOGO



As a Black American designer, my work is informed by lived experience and cultural historical knowledge. The Steward logo draws from Adinkra symbols, a visual language from West Africa, specifically regions now known as Ghana and Côte d'Ivoire. These symbols carry meaning across generations, communicating wisdom, values, beliefs, and ways of understanding the world. I chose the Aprukuma seed because it reflects integrity, honesty, and healing. In its original context, it is connected to traditional medicinal practices and represents protection as well as balance across the body, mind, and spirit.

Building on this foundation, Steward translates these principles into an Electronic Health Record (EHR) case management system designed around the realities of front-line mental healthcare work. The platform's aim is to reduce cognitive load, protect sensitive information, create space for meaningful human interaction and more. At the same time, Steward reimagines social work documentation as a more engaging and rewarding experience, introducing moments of enjoyment within a process that is often associated with stress or monotony.

Steward is designed with the belief that when we focus on the needs of those who are dedicated to uplifting others, we strengthen society as a whole. The idea that "a rising tide lifts all boats" serves as my core tenet, where technology is used not just to optimize output, but to foster dignity and long-term well-being across people and their environments.

Created with
Adobe Illustrator
and Figma

COLOR PALETTE

Primary



#082B5F

#0E4A98

#1E78C9

#79B3E0

#D9E9F5

Secondary



#217D84

#64B5B8

#9FD2CF

#B8DDDB

#E1F0ED

Accent



#E8A21A

#FFD27A

#FFE7B7

#FFF0D4

#F5F5F5

Neutral



#63768A

#98A6B3

#C2CBD5

#D8DEE6

#F3F3F3

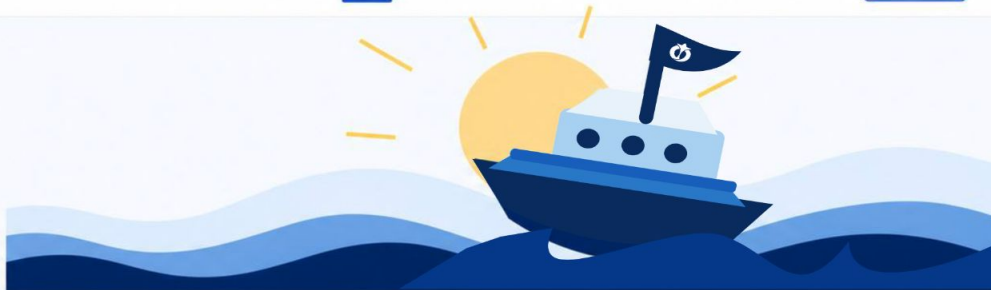
Steward About with UI

[Features](#)[Support](#)[About](#)[Sign in](#)

ABOUT STEWARD

Built to support the front line of social care

Steward exists to support social workers in the field with a secure, offline-first transcription and workflow system designed to reduce cognitive load, protect data, and restore time for care.

[Learn how it works >](#)

OUR STORY

Steward was built by people who understand the reality of frontline social work. We saw how documentation tools were pulling time and energy away from what matters most—people.

We created Steward to be different. Simple. Private. Intelligent. Human-centered.

[Read our story >](#)

THE PROBLEM

Documentation systems today increase:

- Cognitive overload
- Administrative burden
- Compliance pressure

Social workers are forced to choose between:

Accuracy Time Emotional presence



THE SHIFT

Steward was designed to change that.

Not to make documentation “faster” but to make it cognitively sustainable.

HOW STEWARD WORKS

1



Capture in real-time
Take notes during or immediately after sessions.



2



Secure locally
All data stays on device, fully encrypted.



3



Sync intentionally
Connect to desktop only when you choose.



4



Submit with clarity
Structured, policy-aligned documentation ready to go.

100% TRANSPARENCY & TRUST

- ✓ Offline-first — not constantly connected
- ✓ No tracking, no cloud dependency
- ✓ Data never leaves your control
- ✓ AI supports — it does not decide
- ✓ Easy to explain in simple, clear language
- ✓ We built Steward so you can explain it clearly to your clients.



THE STEWARD SYSTEM

- Field capture device
- AI-assisted synthesis
- Ecosia-powered impact dashboard
- Built for offline, encrypted work



REAL PEOPLE. REAL IMPACT.

“Steward helps me stay present with my clients and confident in my documentation.”
— Social Worker, CA

[Read more stories >](#)

BUILT BY PEOPLE WHO GET IT

We're social workers, technologists, and designers working together to build ethical, practical tools for the social work community. This isn't venture-backed. It's values-backed.

[Meet the team >](#)

Documentation that supports the work that changes lives.

PRODUCT

Features
How it works
For teams

SUPPORT

Help center
Privacy & security
Contact us

COMPANY

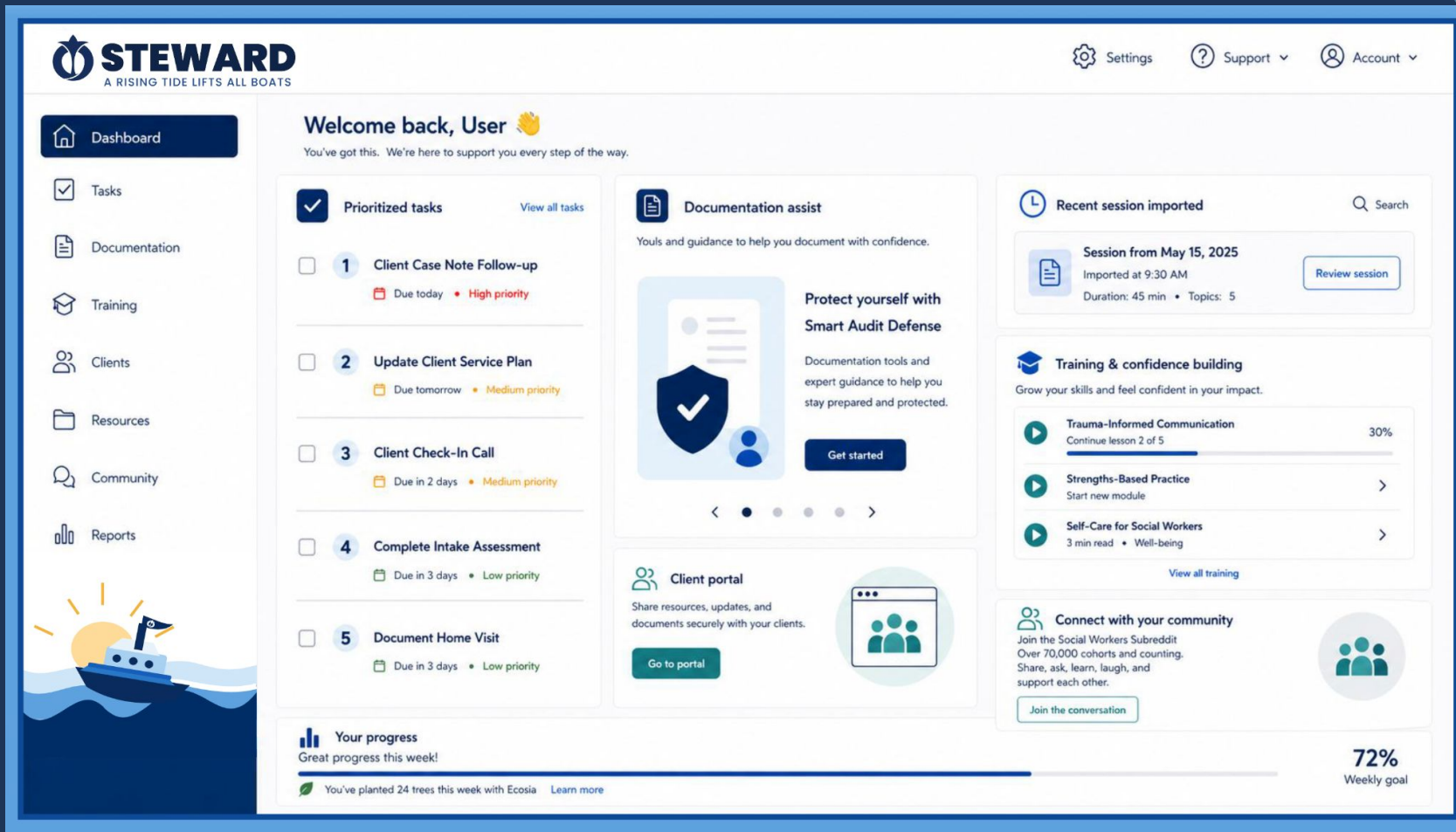
About us
Our mission
Careers

STAY CONNECTED

Email address

[Subscribe](#)

Steward Dashboard with UI



Color Blindness Tested with Color Oracle

TYPOGRAPHY

Aa

POPPINS

Modern, clean, and highly readable for all users.

H1 Heading

36px / Bold

H2 Heading

24px / SemiBold

Body Text

16px / Regular

Small Text

14px / Regular

ILLUSTRATION



COLOR PALETTE

Primary



#08285F

#0E4A98

#1E7BC9

#7993E0

#D9E9F5

Secondary



#217084

#6485B8

#9FD2CF

#B8D0D8

#E1F0ED

Accent



#E8A21A

#FFD27A

#FFD27A

#FFD27A

#FFD27A

Neutral



#53768A

#98A6B3

#C2C8D5

#D8DCE6

#F3F3F3

LOGO



STEWARD

A RISING TIDE LIFTS ALL BOATS

As a Black American designer, my work is informed by lived experience and cultural historical knowledge. The Steward logo draws from Adinkra symbols, a visual language from West Africa, specifically regions now known as Ghana and Côte d'Ivoire. These symbols carry meaning across generations, communicating wisdom, values, beliefs, and ways of understanding the world. I chose the Aprukuma seed because it reflects integrity, honesty, and healing. In its original context, it is connected to traditional medicinal practices and represents protection as well as balance across the body, mind, and spirit.

Building on this foundation, Steward translates these principles into an Electronic Health Record (EHR) case management system designed around the realities of front-line mental healthcare work. The platform's aim is to reduce cognitive load, protect sensitive information, create space for meaningful human interaction and more. At the same time, Steward reimagines social work documentation as a more engaging and rewarding experience, introducing moments of enjoyment within a process that is often associated with stress or monotony.

Steward is designed with the belief that when we focus on the needs of those who are dedicated to uplifting others, we strengthen society as a whole. The idea that "a rising tide lifts all boats" serves as my core tenet, where technology is used not just to optimize output, but to foster dignity and long-term well-being across people and their environments.

Logo



Deuteranopia

Common.

Green deficiency affects about 5% of all males.

Press → or ← to switch modes, F5 for deutan, F6 for grayscale vision.

Click and drag to move this panel.

Click the mouse or press any other key to return to normal vision.



Color Blindness Tested with Color Oracle

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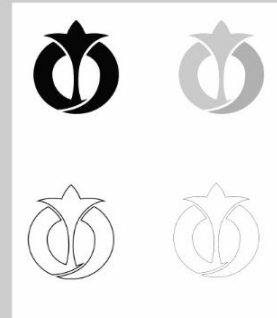
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COLOR PALETTE

Primary					
	#08285F	#0E4A98	#1E79C9	#79B3E0	#D9E9F5
Secondary					
	#2170B4	#6485B8	#9FD2CF	#B8D0D8	#E1F0ED
Accent					
	#E8A21A	#FFD27A	#FFE7B7	#FFF0D4	#F5F5F5
Neutral					
	#63788A	#98A0B3	#C2C8D5	#D8DEE6	#F3F3F3

Logo



Protanopia

Rare.

Red deficiency affects about 2.5% of all males.

Press → or ← to switch modes, F5 for deutan, F6 for grayscale vision.

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ILLUSTRATION



LOGO

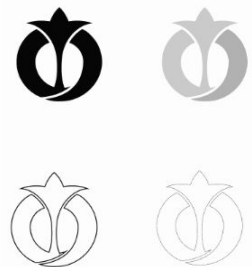


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Logo



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Primary	 #082B5F	 #0E4A98	 #1E7BC9	 #78B3E0	 #D9E8F5
Secondary	 #2170B4	 #6485B8	 #9FD2CF	 #B8D0D8	 #E1F0ED
Accent	 #E8A27A	 #FFD27A	 #FFE7B7	 #FFF0D4	 #F5F5F5
Neutral	 #63788A	 #98A6B3	 #C2C8D5	 #D8DEE6	 #F3F3F3

Tritanopia

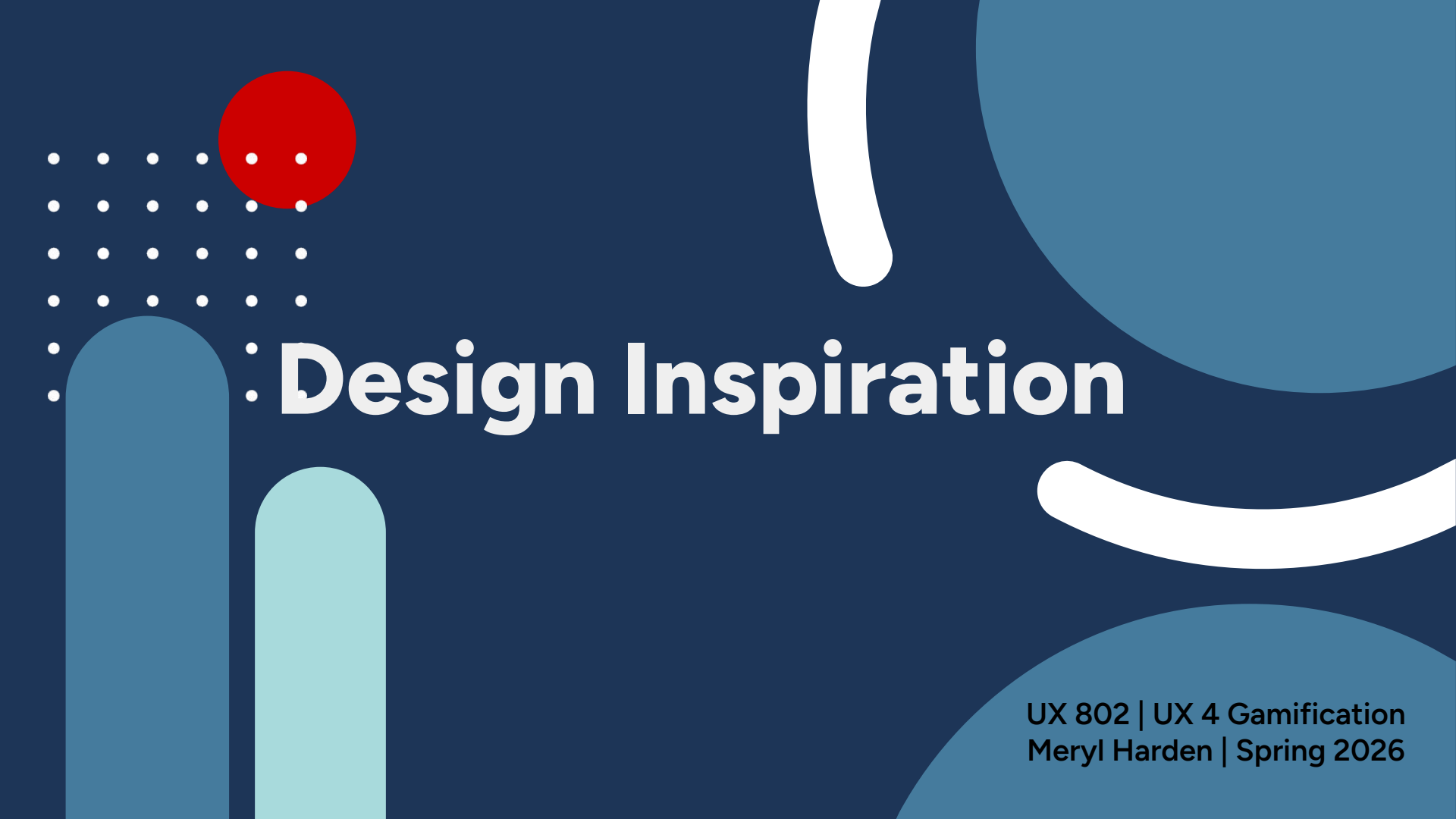
Extremely rare.
Blue deficiency affects about 0.5% of all males.

Press → or ← to switch modes, F5 for deutan, F6 for grayscale vision.

Click and drag to move this panel.

Click the mouse or press any other key to return to normal vision.





Design Inspiration

UX 802 | UX 4 Gamification
Meryl Harden | Spring 2026

Web UI Inspiration

FreeTaxUSA

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Sign in



Free federal return for everyone

E-File directly to the IRS.

Start 2025 return

Federal \$0 State \$15.99

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About us

Simplify your taxes with high-quality software at unbeatable value

FreeTaxUSA

Our promise to you

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FreeTaxUSA was made for you

In 2001, a CPA and a software developer sat at a kitchen table, determined to make tax filing fast, easy and affordable.

That dream has grown into FreeTaxUSA. We support hundreds of forms and every year we file millions of tax returns to the IRS.

We're not shopping here. Our mission is to make high-quality, reasonably priced tax filing available for everyone.

The facts

FreeTaxUSA

[Pricing and Products](#)[Support](#)[Prior Year](#)[After You File](#)

Sign in



Always accurate

All calculations are guaranteed 100% accurate.

 **Instant check**

We are checking for accuracy in real-time as you enter your tax information.

 **Double check**

When you complete a part of your taxes, we check for issues and let you know if anything doesn't look right.

 **Final check**

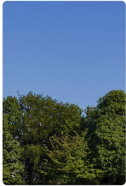
Before you file with the IRS, we make sure one last time that your tax return is correct, complete, and ready to file.

Learn more

Gamification Inspiration

WHY CHOOSE ECOSIA?

What we stand for



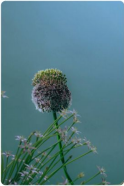
100% of profits for the planet

We use all our profits for climate action, with the majority going into tree-planting projects around the world.



Secure and private

We respect your privacy like we respect the planet. We only collect data necessary to deliver a great product, and not a byte more.



AI that answers to the planet

We use smaller, faster AI models that deliver accurate answers from reliable sources, while using less energy.



Beyond neutral

We produce more clean energy than it takes to power all searches and AI queries on Ecosia, leading to more renewable energy in the grid.

Download Ecosia Browser

ECOSIA

Level 4
Seedling supporter

Meryl
merytharden@gmail.com

Progress
75 / 250 growth points

You gain growth points every day you use Ecosia.

How does it work?

**1 tree planted**

Your tree helps provide shade and a resting spot for small animals, insects, and birds.

**475 Wh energy generated**

With Ecosia's solar panels, you've helped us produce enough to power a laptop for around 10 hours.

**Hours of tree care**

Empower planting efforts in our tree nurseries and planting projects.

**Area restored**

Help farmers grow food through agroforestry and support biodiversity with conservation projects.

2 / 11 items collected

Collective impact

The global collective impact you are having as part of the Ecosia community.

Mission accomplished: 250 million trees planted. Thank you!

800,000 trees to plant

250,000 trees to plant

0 trees to plant

Collectible added!

The 250 million collectible was added to your collection.

See details

20 million people using Ecosia

225 million+ trees planted

20 000+ solar panels installed

150 000 hectares restored

35+ countries involved

70+ active projects

Want to know the details?

Read our financial report

ECOSIA Blog

Home Trees News Partners Newsletter

Search on Ecosia

Tree planting

At Ecosia, we plant trees where they're needed most. Browse through our tree-planting portfolio to learn where the trees stand, which species we plant, and what their impact is. And much more!

Dominican Republic

Tree in action

Your trees in Dominican Republic

We're working with smallholder farmers in the Dominican Republic to grow trees alongside their cacao and coffee crops.

Argentina

Tree in action

Your trees in Argentina

In Argentina, we are planting native seedlings to restore the land and create agroforestry systems with wildflower forests for local communities.

Australia

Tree in action

Your trees in Australia

Turning abandoned dairy farms back into subtropical rainforest in New South Wales, a region badly affected by rising temperatures and bushfires.

Brazil

Tree in action

Your trees in Brazil

Dubbed the farm of the world, Brazil's forests have been cleared mostly to satisfy worldwide meat consumption. Your trees here protect 60% of Brazil's endangered species of animals and plants.

Burkina Faso & Mali

Tree in action

Your trees in Burkina Faso and Mali

There's hardly a place more vulnerable to climate change than northern Burkina Faso. Planting trees here restores desertified land to its former fertility.

France

Tree in action

Your trees in France

In southern France, we are planting fire-resistant native species around the stations to shield them from future fires and raise awareness among local communities about wildfires and their causes.

Mobile Device Design Inspiration

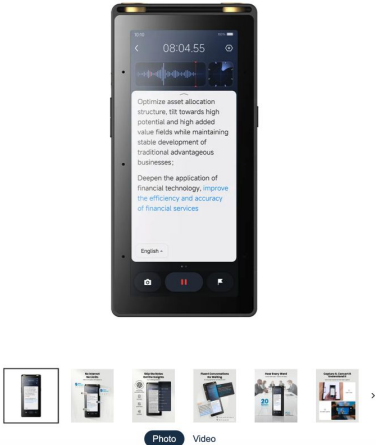
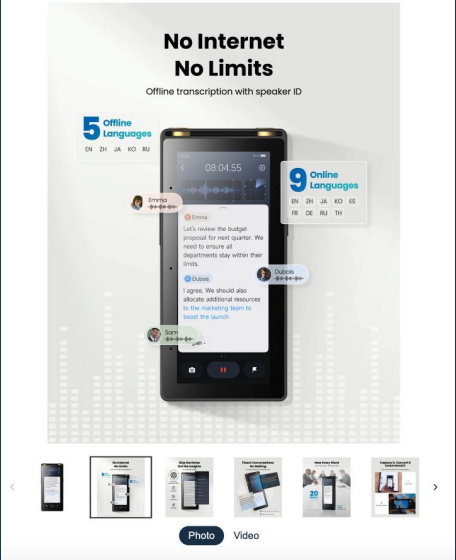


Capture It. Convert It Understand It

Scan to text and add real-time video captions



Scan to Text





One Page & Aha

UX 802 | UX 4 Gamification
Meryl Harden | Spring 2026



Reducing Cognitive Burden in Mental Health Documentation

Frontline mental health professionals returning from a client session must complete documentation quickly, accurately, and under cognitive fatigue.

Steward reimagines this workflow by providing an offline smart transcription device tailored specifically for workers needs.

Audience

- Social workers
- Mental health clinicians
- Case managers
- Healthcare professionals managing high documentation loads

why?

- Social workers and mental health professionals experience:
 - documentation overload
 - fragmented workflows
 - compliance pressure
- Leads to:
 - burnout
 - delayed documentation
 - reduced quality of care

Social Workers

consistently described this system as easy, intuitive and straightforward

46%
Nearly half of health workers reported often feeling burned out in 2022, up from 32% in 2018.
[CDC](#)

STEWARD is for the Healthcare Sector
By: Meryl Harden

USER “Aha!” Moments

“First I was confused, then I hated it. Then I kinda liked having to click through that opener. I actually enjoyed the breathing exercise.”

-User #2 Self Reported

Design Researcher “Aha!” Moments

When it comes to technology, less is more. The simpler the solution, the better.

- Meryl Harden

▶▶▶▶ Special Thanks

[Simbolikon](#) - Logo Source & history

[FreetaxUSA](#) -Typography inspo

[Tubik](#) - Style inspo

[Ecosia.org](#) - Gamification Elements inspo

[Motorola](#) - Mobile Device inspo

[iFlytech](#) -Mobile Device inspo

[iFlytech](#) - Transcription inspo

[Reddit](#) - Nano image

[Getty Images](#) - Persona

[Icon Source](#)

[Color Palette Source](#)

[Wireframe Source](#)

[Prototyping Source](#)

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More images by:

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[MINECRAFT](#)

[HEADSPACE](#)



THANK YOU

Meryl Harden
merylharden@gmail.com
www.merylharden.com