UI/UX Community of Practice Checklist

A Community of Practice (CoP) is a group of people who share a common interest in a topic and meet regularly to fulfill both individual and group goals. At Hack for LA, we use CoPs to share effective practices and relevant domain knowledge to help our members grow.

The UI/UX Community of Practice is a space for all UX practitioners within Hack for LA to learn and practice organizational tools, claim the first UI/UX task, ask any questions they have, grow skills by solving problems and joining workshops, and create their own way to contribute to the UI/UX Community of Practice. Members are encouraged to continue attending CoP meetings to continue domain learning and peer to peer mentorship.

Overall, our goal is to provide education, awareness, and camaraderie amongst UX volunteers at Hack for LA
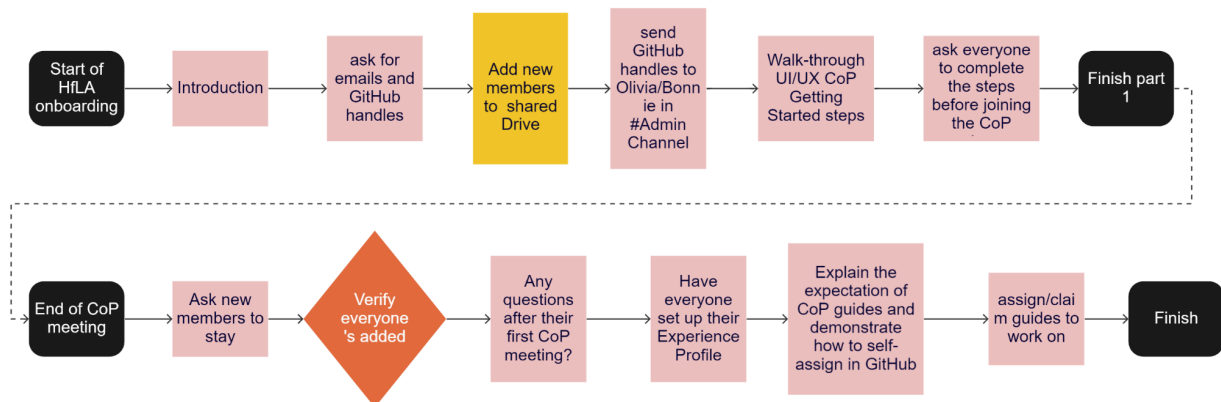
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Community Operation Items

Member Onboarding

What this is:

Provide guidance to new members on their next steps at Hack for LA. CoP Onboarding constitutes two parts, and each part of the onboarding takes approximately 15 minutes.

The flowchart for two onboarding

How to do it:

- At the HfLA general onboarding
    1. **LET BONNIE KNOW TO ADD YOU AS HOST FOR ZOOM IN ORDER TO SCREEN SHARE ONCE YOU JOIN THE ONBOARDING**
    2. Share the [UI/UX CoP GitHub repository link](#) in the chat
    3. Going over each bullet point:
        a. Ask new members for their email address (so you can use it in step b)
        b. Add new members to the ["UI/UX (community of practice)" Shared Google Drive](#)
        c. Paste [the team roster link](#) into the chat and ask everyone to add their information (Only people who have been added to the shared Google Drive can access this file)
        d. Make sure people understand how to add their SlackID to the sheet
        e. Add the new members to the Google Calendar invite

      f. Get new members added to GitHub. Co-leads either:
- i. have general onboarding host send invite to GitHub and CoP repo
- ii. If host not available, co-lead sends the request to add a GitHub handle through the #admin channel.

      g. Once invite has been accepted, have them make:
- i. Membership public
- ii. Setup 2FA

      h. Have each member create a [UX Experience Profile](#) (have one member share their screen and everyone watches while they walk through it with you).

      i. Remind them of [Step 2 homework](#)

      j. Walk new members through the structure of open role boards and how to find and contact the project they'd like to join - the open Design roles and open Research roles
- i. Each Column is a role category
- ii. Each card is an opening on a Hack for LA project
- iii. The point of contact for each opening is listed on the card. Members can reach out to them directly.

4. Answer any questions new members have
5. Summaries the key actions items again:
   a. Register for Github
   b. Get familiar with Hack for LA's Github process
   c. Check out projects that are recruiting
   d. Join the Community of Practice meeting the upcoming Wednesday.
6. Make sure they know the next step after leaving the onboarding tonight.
   a. Remind them of [Step 2 homework](#)

- ## After the Community of practice meeting

Refresher on Github Kanban

All new UX/UI volunteers at Hack for LA should familiarize themselves with GitHub and how things work at Hack for LA. If you haven't yet read our Github [Kanban board guide](#) (working draft), please make sure to do so when you have a chance to learn more about using Github.
Structure of the board:
- How each column is used: **Icebox, Prioritized Backlog, In Progress, Review, Done.**
- Issues are moved to the next column after the completion of each stage
- A new person can find which issues are available for them to work on by viewing the board, and selecting the role that represents them, and viewing the prioritized backlog column.

Getting started with Experience Profile

This is a checklist for everything you've accomplished at Hack for LA or community of practice, for new members and old-timers. For new members, this could serve as a roadmap of what they can accomplish at Hack for LA; for members who's been with us for a while, the Experience profile is their record of accomplishment. If you get sucked deep into your project and pigeonholed into working on only one thing, e.g. working on a Google form for the past 2 months, use the experience profile to self-evaluate and maybe reset the course with your project team.

Guide on how to create a UX Experience Profile
https://docs.google.com/presentation/d/1YK7HAiW8-XPI57G8LfY2dgjxN7JknTE0262mhcvhLhQ/edit#slide=id.gceac050e0d_0_84

Resume Content Building Tool
https://docs.google.com/spreadsheets/d/164RGPJK3b5IdmWhici-d8Qss1_PvGPL5gwsEHujxTfQ/edit#gid=0

Getting started with guides

The transfer of knowledge from experts to the less experienced is critical to the sustainability of each CoP as volunteers enter and exit the organization over time. At Hack for LA, this is manifested in the creation of templates, guides, and best practices.

We assign members (especially new ones who haven't yet joined projects) to research and work on guides, while they become familiarized with Github, Hack for LA processes, and wait to be assigned to a project.

You can see some of the guide issues being tracked on Github's Kanban board here (The **In progress** column has the guides that have been assigned, and **Prioritized Backlog** column guides are waiting to be assigned).

All the guides should be straightforward, explain what it is, and examples to show other members how to use it.

You can work on a guide or review others' guides by assigning yourself to the issue. This is how to do it.

Weekly Community of Practice Meeting

Create a meeting agenda, so members know what to expect. Each week's agenda should be stored in [this Github issue.](#)

Type of Meeting

1. Community Discussion
2. Workshop

   Examples: Figma Workshop, Linked Workshop, Competitive Analysis Workshop

3. Guest Speaker
4. Process Check-In

Meeting Agenda

1. Weekly Attendance sheet
2. Identify first-timers and introduce them to the UI/UX community
3. Project Recruiting
4. Progress Check-In
   a. Check in the progress of a guide periodically, and if there's no progress for 2 weeks, reach out to the owner and ask for an update
      Please provide update
      1. Progress
      2. Blockers
      3. Availability
      4. ETA
   b. If you have asked for an update and 2 more weeks has gone by, please send the next text and wait 1 week for a response.
      Hi _____, we have not heard from you on this issue for a month, if you are too busy to work on this, please let us know, so that we can unassign you and put it back into the prioritized backlog for someone else to pickup. If you are stuck on any particular part and need help, please let us know by replying in this issue with as much detail as you can provide.
   c. Assign reviewers if the guide is completed.
5. Executing the meeting agenda

We post all meeting agendas in [this issue](#) in the Links/Questions/Review column of our [Github Project Board](#).

Resource

Hack for LA onboarding deck:
https://docs.google.com/presentation/d/127UC7q5JOgc5oPev4bbEdydchany-rVBkPRn4w6DMek/edit?usp=sharing

UI/UX CoP Onboarding journey vs the previous Hack for LA onboarding journey
https://docs.google.com/presentation/d/1m9ewC7uhzFHbsG9MpcJ0OGpI9W9rWxk9Hz93BLLVhj8/edit#slide=id.gbf9de80512_0_190

Volunteer outreach

Every several months, the flow of new UX volunteers to Hack for LA slows down (you will notice this when the open roles outnumber the volunteers available to fill them, and projects start clamoring for new UX volunteers).

The co-leads are responsible for drawing in more volunteers by posting - or asking CoP members to post - on UX Channels to let other designers and researchers know about Hack for LA and its volunteer opportunities.

Posting on UX Slack Communities

- You can find a template for volunteer outreach messages on UX communities [HERE](#).
  - When posting the template above, make sure to change the Meetup link to the actual upcoming Meetup event link (find a link for the upcoming Meetup event [HERE](#) and link to it directly)
  - Feel free to change the language to fit your own voice and experience, and add fun emojis to draw attention
  - Have multiple CoP members and/or co-leads post on different communities- feel free to share the template (and ask to change the Meetup link) with any CoP members that want to post on any UX channels
- UX/UI Channels we have posted on in the past:
  - Designers:
    - [Hexagon](#)
    - Design Buddies (mixed quality but a lot of people)

- ○ Researchers:
  - ■ [PhD to UX](#) Facebook group (very high quality) - ask a member to post if no co-leads have access
  - ■ [Hexagon](#)
  - ■ UXR Collective - ask a member to post if no co-leads have access
- ○ Feel free to add and try new channels!
- ○ You can also find more channels here:
  - ■ https://docs.google.com/spreadsheets/d/1TuDelZ_pCg1pc9murZaYMsnv7CgEwXvoVtH5Jkt32XM/preview
    - ● This spreadsheet is linked in both the [Research](#) and [Design](#) Github job boards on the top left ('Start Here') card
    - ● The submissions to "Submit UX channels" get added automatically to the "existing UI/UX channels we know about" spreadsheet

Speakers

We like to ideally have about one speaker a month- alternating UX Designer / UX Researcher every month to keep everyone engaged.

Sourcing speakers

- ● Hack for LA / Community of Practice alumni
  - ○ People you know directly or through word of mouth that were at HfLA and got jobs
  - ○ You can contact them directly via Slack/LinkedIn/Email, or have another member who knows them better/suggested them connect you
- ● Scouring LinkedIn (search "UX" and "Hack for LA" or "Code for America" for fellow volunteer alums, or even try UX professionals who are willing to speak about their experience/area of expertise)
  - ○ Connect and message them via LinkedIn messenger
- ● Connections from previous speakers
  - ○ Speakers may say they have someone in mind that could speak with us (and/or we can ask them upfront if they have anyone else they can connect us with)

Communicating with speakers

You can find email templates [HERE](#) to get you started in communicating with the speakers.

- We meet with speakers ahead of time if they are not familiar with the Community of Practice, to explain how the UI/UX CoP and Hack for LA works, and how the Q&A will go.
- Give them a heads-up about the order of the meeting and how the Q&A will work
- Send a list of potential/common questions (for [Researchers](#) or [Designers](#) - make a copy or paste these questions in an email- they won't be able to see these documents because they don't have access to the CoP Google Drive. Also, keep adding more questions as you notice more common ones)
- Ask if they are willing to have their talk recorded (for those that might miss the talk).
- Send speakers a Google calendar invite for their CoP meeting, to make sure the event is on their calendar.
- Make sure to send them a reminder about the meeting via email beforehand.

Announcing the speaker

- You can find sample slack posts announcing speakers [HERE](#).
- Sometimes speakers like to have questions submitted ahead of time by attendees, in which case you can request questions from CoP members in your slack post

During the speaker's CoP meeting

- Record the meeting (to the Zoom cloud) if you have permission
- Briefly introduce the speaker and their background in the beginning
- Ask volunteers attending Q&A to post "stack" in the chat to ask a question- then call on them to ask it when it's their turn
- If attendees aren't asking questions, co-leads can feel free to ask from the common questions list, or ask their own questions.

Additional Notes

(Feel free to add, or update anything above)