

Youth Lifeline Hub

Samuel Adjei-Boadi

Project overview



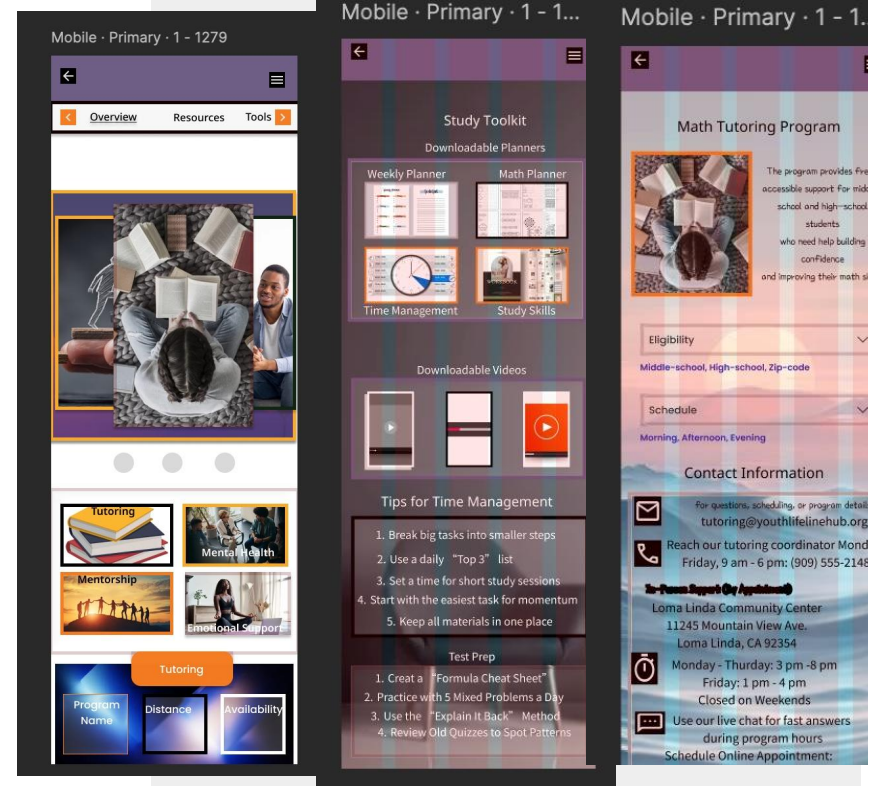
The product:

Youth Lifeline Hub is a responsive website designed to support struggling students in the Inland Empire by connecting them with academic, emotional, and community resources.



Project duration:

Six (6) weeks: from May 1-June 10, 2026



Project overview



The problem:

Students in the Inland Empire—especially those from low-income, immigrant, or first-generation households—often struggle academically due to limited access to tutoring, mental-health support, and mentorship. Existing resources are scattered across multiple websites, difficult to navigate, or unknown to families. Tutoring, mental-health resources, and mentorship opportunities exist, but they are scattered across multiple platforms, creating barriers for students who need quick, clear, and culturally responsive guidance.



The goal:

To design a centralized, student-friendly platform that makes academic, emotional, and mentorship support easy to find and access. The goal is to empower Inland Empire students by connecting them to the right resources at the right time—reducing overwhelm, increasing equity, and helping every student feel supported in their educational journey.

Project overview



My role:

UX Researcher, UX Designer, Content Strategist



Responsibilities:

I served as the UX Designer and UX Researcher, leading the end-to-end design process from early discovery through usability testing.

My responsibilities included conducting competitive analysis, refining personas (Jeff and Jordan), mapping user flows, creating low-fidelity wireframes, developing the research plan, facilitating moderated usability sessions, synthesizing insights, and translating findings into actionable design improvements. I also guided the project with a human-centered approach, ensuring the website was clear, supportive, and accessible for users with varying levels of academic and emotional needs..

Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

User research: summary



I conducted a series of moderated interviews and usability conversations with students across the Inland Empire to understand how they search for academic and emotional support. Going into the research, I assumed students mainly struggled with finding the right resources. But as I listened to their stories, I discovered deeper barriers: many felt overwhelmed, unsure where to begin, or unaware that help even existed. These insights shifted my focus from simply organizing information to designing a platform that reduces anxiety, builds confidence, and guides students with clarity and care.

User research: pain points

1

Pain point

Students felt overwhelmed and unsure where to begin when seeking help.

2

Pain point

Many students didn't know existing resources even existed.

3

Pain point

Navigating multiple websites created frustration and confusion.

4

Pain point

Emotional barriers—like fear, shame, or uncertainty—kept students from reaching out.

Persona: Name

Problem statement:

Jordan is a 15-year-old Inland Empire student from a low-income, immigrant household who needs a centralized, student-friendly hub for academic and emotional support because existing resources are fragmented, hard to find, and often inaccessible to families like his.



Jordan Martinez

Age: 15
Education: High School
Hometown: San Bernardino, CA
Family: Student with Mom
Occupation: Grocery Store Assistant

"Sometimes I want to do better in school, but I don't even know where to start or who to ask for help."

Goals

- To find academic help quickly without feeling embarrassed or lost.
- To understand what resources are available and which ones are right for him.
- To feel more confident managing school, work, and family responsibilities.

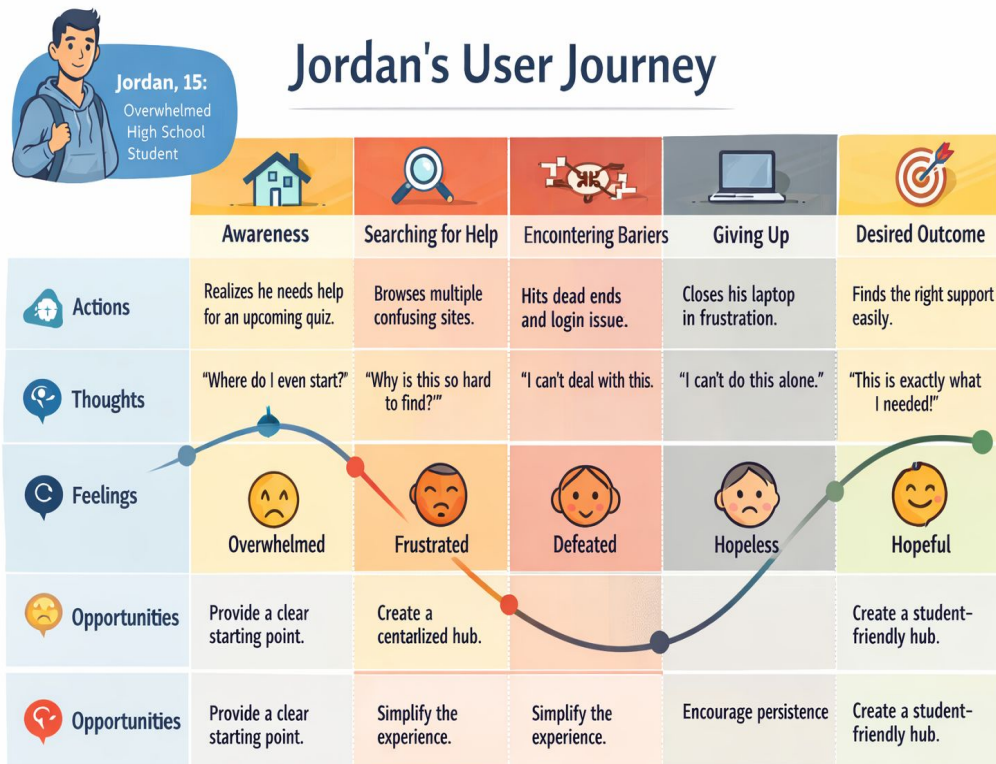
Frustrations

- School resources are scattered across different websites and hard to understand.
- He doesn't always know which programs are free or available to students like him.
- He feels intimidated asking teachers or counselors for help.
- Balancing school, work, and family leaves little time to search for support.

Jordan often comes home exhausted from work and feels overwhelmed trying to find academic support, bouncing between confusing and outdated websites before giving up. After learning about resources he didn't even know existed, he realizes how hard it is to find help, highlighting the need for a centralized, student-friendly hub that guides him with clarity and confidence.

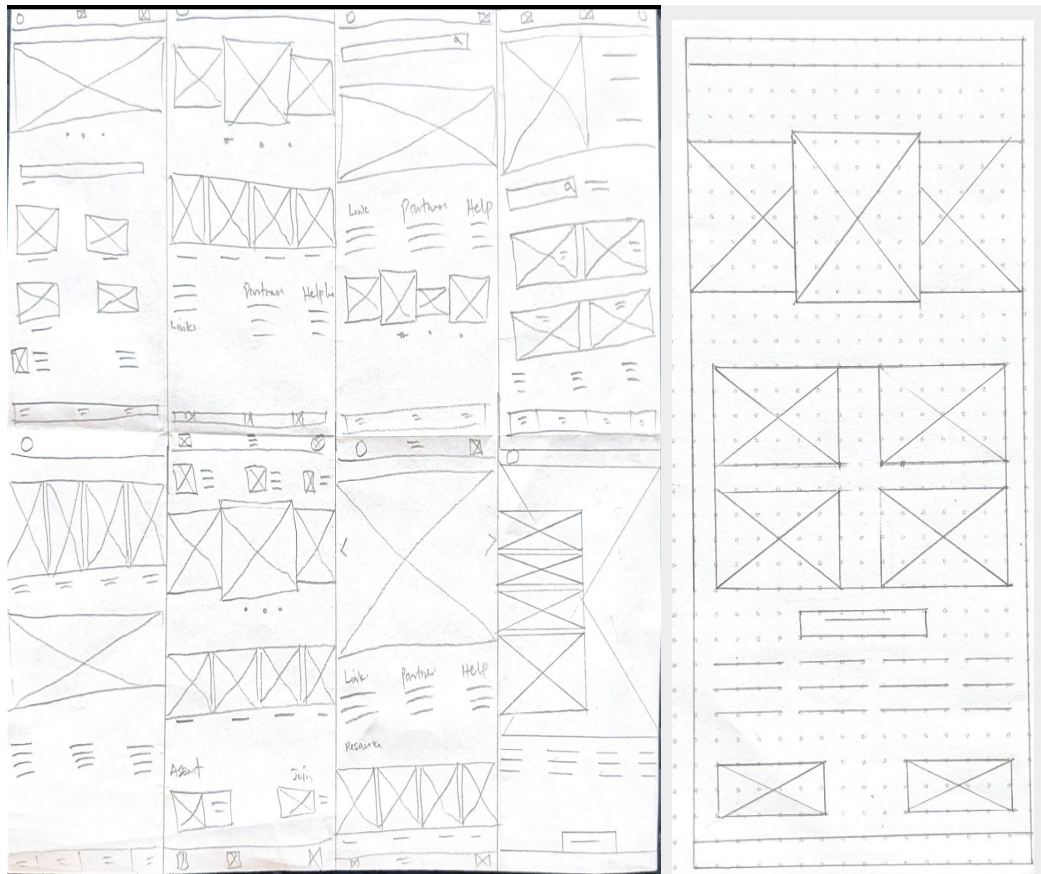
User journey map

Jordan's journey reveals how scattered resources and emotional overwhelm prevent students from finding help. Mapping his experience guided design decisions toward clarity, empathy, and a centralized hub that supports students with confidence and care.



Paper wireframes

While sketching the paper wireframes for the Academic Lifeline Hub, my main goal was to explore multiple layout possibilities quickly without getting stuck on visual details too early. I focused on creating simple, low-fidelity structures that captured the core needs revealed in user research—reducing overwhelm, guiding students clearly, and making support easy to find. I experimented with different ways to simplify navigation, highlight key resources, and create an inviting first step for students like Jordan. These early sketches helped me test ideas rapidly, compare approaches side-by-side, and stay grounded in clarity, empathy, and accessibility before moving into more refined digital wireframes.

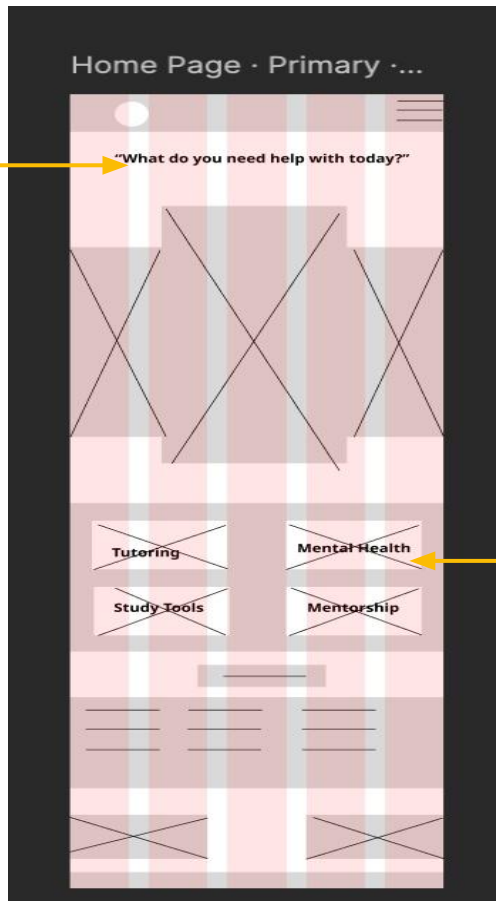


Digital wireframes

I designed the digital wireframes to bring clarity, structure, and guided support to the Youth Lifeline Hub, simplifying navigation and highlighting essential resources so students like Jordan can confidently find the academic and emotional help they need.

Offers clear options (Tutoring, Emotional Support, Mentorship).

It reduces overwhelm, helps students quickly orient themselves, and supports those who don't know where to begin.



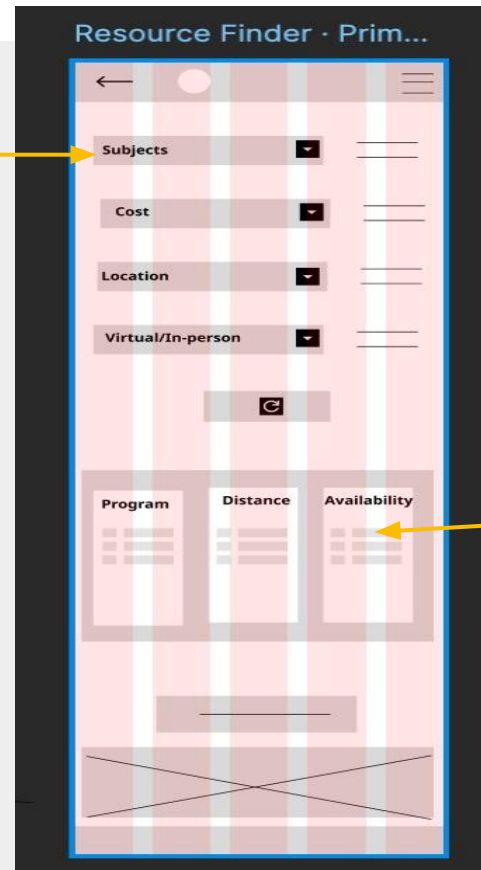
Each resource is displayed as a clean, clickable card with a brief explanation, eligibility notes, and a clear call-to-action.

Students no longer have to guess what a program offers or click through multiple confusing pages.

Digital wireframes

My thought process centered on simplifying navigation, highlighting essential resources, and designing guided pathways that support students who may feel unsure or discouraged. Every decision—from layout to labeling—was made to ensure the platform feels approachable, culturally sensitive, and genuinely helpful as students search for academic and emotional support.

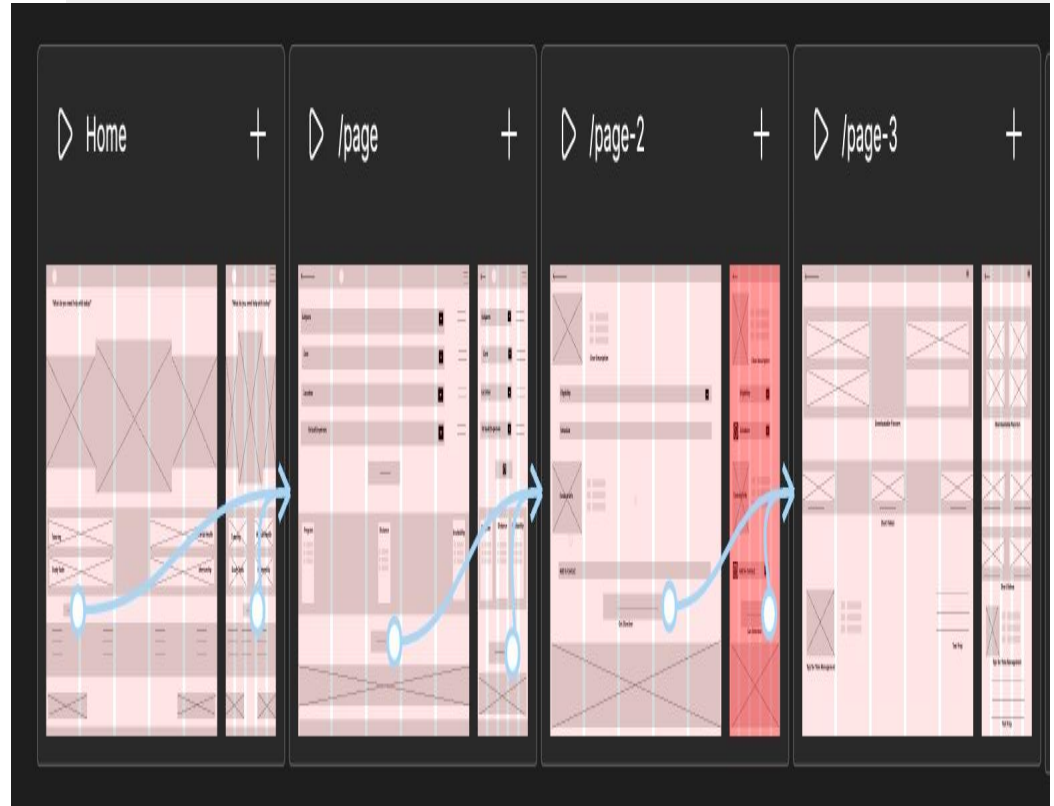
The Filter panel allows students to quickly narrow down resources based on what they need most, using simple, recognizable categories.



Each resource appears as a clean card that includes a brief description, eligibility notes (e.g., “Free for students,” “After-school hours”), and a clear call-to-action.

Low-fidelity prototype

<https://www.figma.com/site/6YnND0cFEwQDSvvoPFnBqH/Youth-Lifeline-Hub?node-id=0-1&t=jNvMchKo5GWhSTIL-1>



Usability study: findings

I conducted moderated usability studies with students across the Inland Empire to observe real behaviors, uncover emotional barriers, and validate whether early designs truly supported their needs—insights that directly shaped the Academic Lifeline Hub into a more intuitive and supportive platform.

Round 1 findings

- 1 Students felt overwhelmed by too many choices and unclear pathways.
- 2 Many students didn't know existing resources even existed.
- 3 Navigation across multiple school websites caused confusion and frustration.

Round 2 findings

- 1 Students struggled to understand which resources applied to them.
- 2 Emotional barriers—like fear, shame, or uncertainty—kept students from seeking help.
- 3 Students wanted quick access without multiple logins or complicated steps.

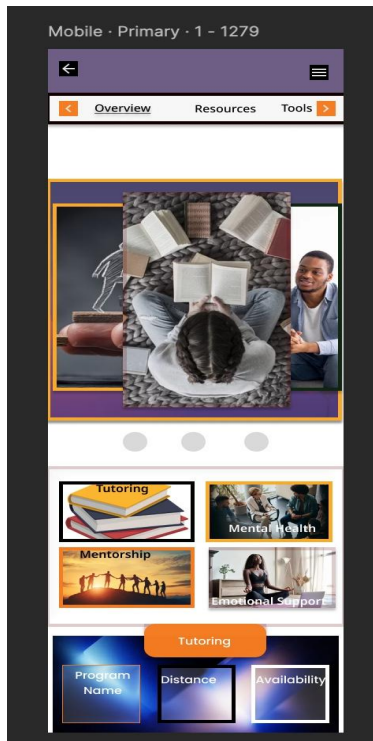
Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

Mockups

My thought process centered on translating the functional structure of the wireframes into a polished interface that communicates trust, reduces anxiety, and guides students toward the right support with confidence. This led to the creation of a guided “Start Here” entry point to reduce cognitive load.

Before usability study



After usability study



Mockups

my goal was to bring the experience to life with a visual language that felt calm, supportive, and easy to navigate for students who may already feel overwhelmed. This resulted in resource cards with short descriptions, eligibility tags, and clear CTAs.

Before usability study



After usability study

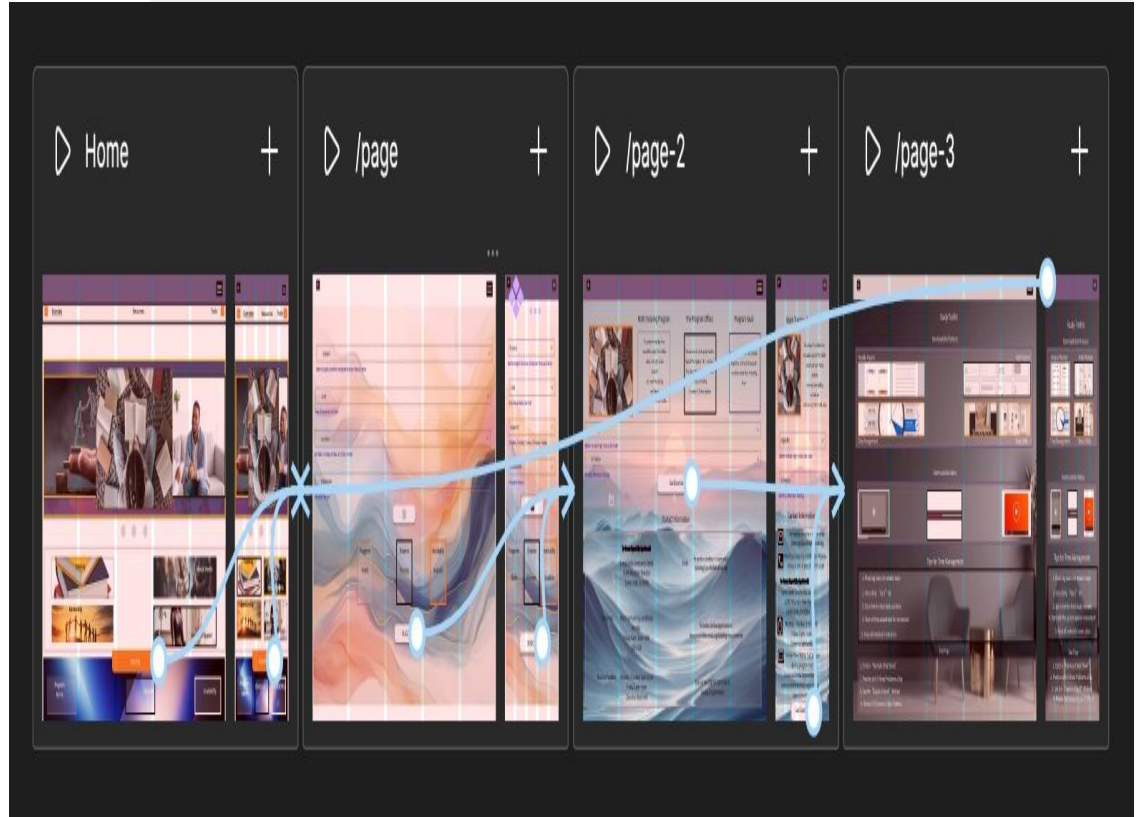


Mockups



High-fidelity prototype

<https://www.figma.com/site/7m2N1mFrs62xUpzawA2T7r/Youth-LifeLine-MOCKUP?node-id=0-1&t=BhEKH360skU28uM8-1>



Accessibility considerations

1

I used clear visual hierarchy and generous spacing to reduce cognitive load, making the interface easier to scan for students who struggle with overwhelm.

2

I incorporated accessible color contrast and simple iconography to ensure that key actions and resources remain visible and understandable for users with visual or processing challenges.

3

I designed consistent navigation and predictable page layouts so students with attention, memory, or learning differences can move through the platform with confidence and ease.

Going forward

- Takeaways
- Next steps

Takeaways



Impact:

The Youth Lifeline Hub design helped students feel more confident and supported when searching for help, with one participant noting that the clear layout “made finding resources way less stressful.” These insights show how thoughtful structure and guidance can meaningfully improve students’ access to academic and emotional support.



What I learned:

Throughout this project, I learned how essential it is to ground every design decision in real student needs, not assumptions. I gained confidence in moving from research to wireframes to polished mockups, and I saw firsthand how usability testing can transform a concept into something clearer, more supportive, and more accessible. Most importantly, I learned how thoughtful design can reduce overwhelm and create a sense of safety for students seeking help.

Next steps

1

My next steps would be to conduct another round of usability testing to validate the high-fidelity mockups.

2

I would collaborate with developers to understand technical constraints,

3

explore adding personalized guidance or multilingual support so the platform can better meet the diverse needs of students.

Let's connect!



If you'd like to explore more of my work, discuss job offers, or discuss potential collaborations, feel free to reach out—I'd love to connect.

You can contact me at samuel.adjei-boadi@seccsda.org / kinabs21@gmail.com or visit my portfolio at https://docs.google.com/presentation/d/12_slpt5q9s4BSfWt_iDDrZcn5V5N-h_EqDHmuzPRzRY/edit?usp=sharing to see additional projects and case studies.