

JAMES GLEDHILL IV

SERVICE DESIGN ~ 2024



CONTACT

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SOFTWARE & PLATFORMS

- Figma
- Adobe InDesign
- Rhino
- Sketch Up
- Twinmotion
- XR stage technology
- Oculus
- Apple Vision Pro

SKILLS

- Prototyping with Virtual Reality
- Service Blueprinting
- Journey, Ecosystem & Stakeholder Mapping
- Graphic & Presentation Design
- User Experience Design
- 3D CAD Modeling

AWARDS & CERTIFICATES

- Deans List x 3
- Lextant: Design Research & Insight Translation
- Eagle Scout

EXPERIENCE

SCAD Museum of Art

Docent | 03/2023 - 5/2023

- Fostered an immersive art experience for visitors
- Orchestrated guided tours with a focus on clear communication and enhancing visitor comprehension
- Leveraged academic resources & technology to elevate the museum experience

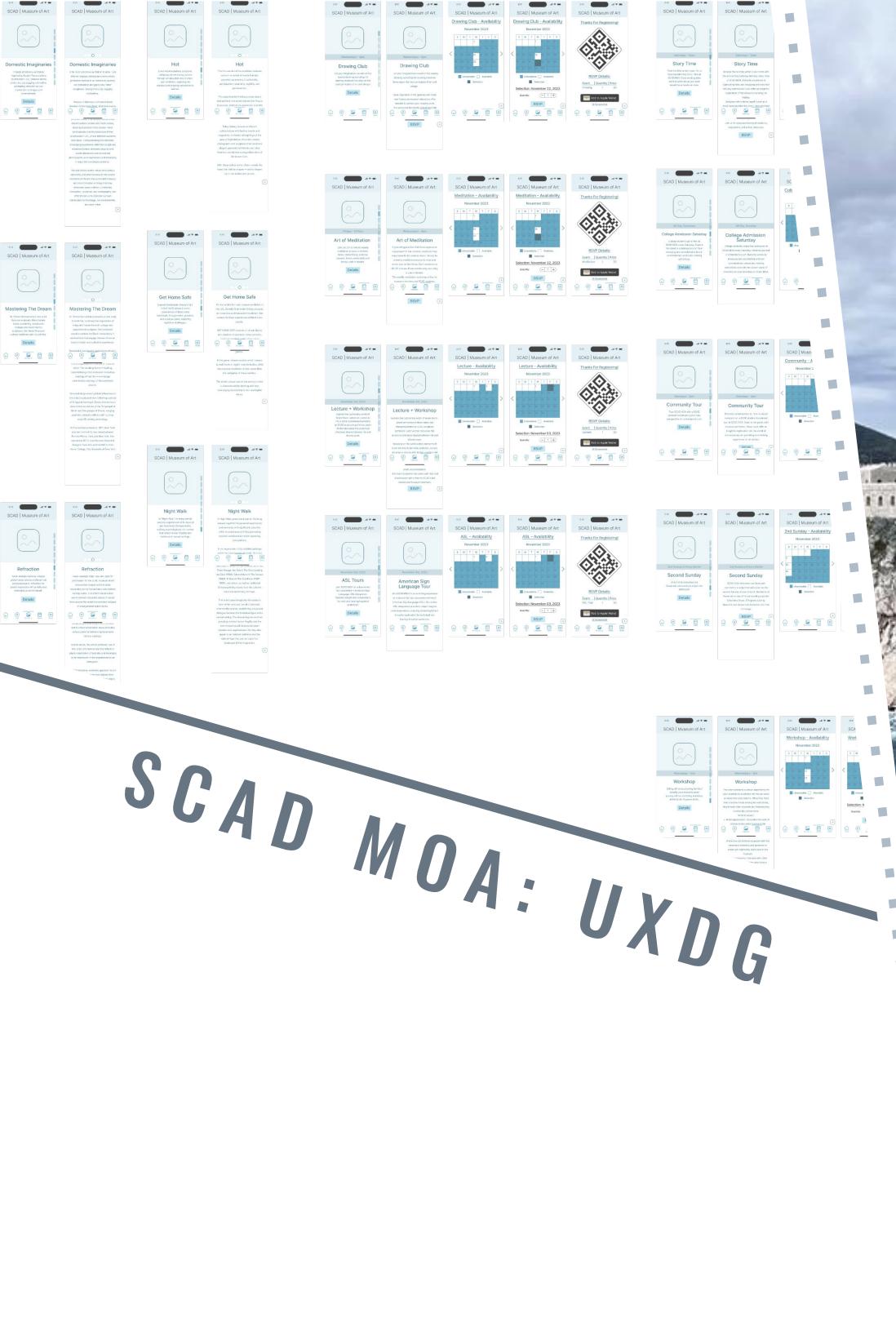
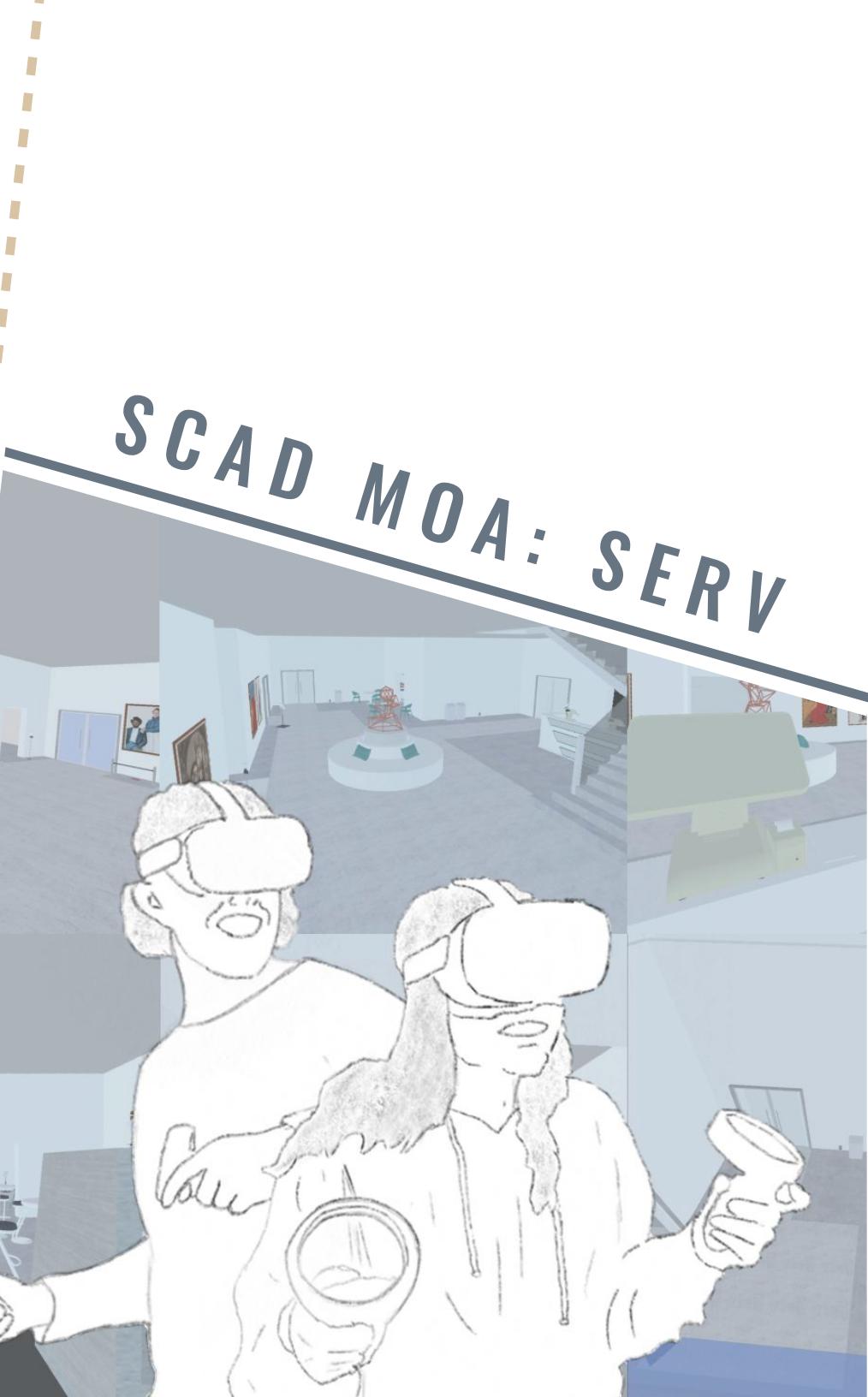
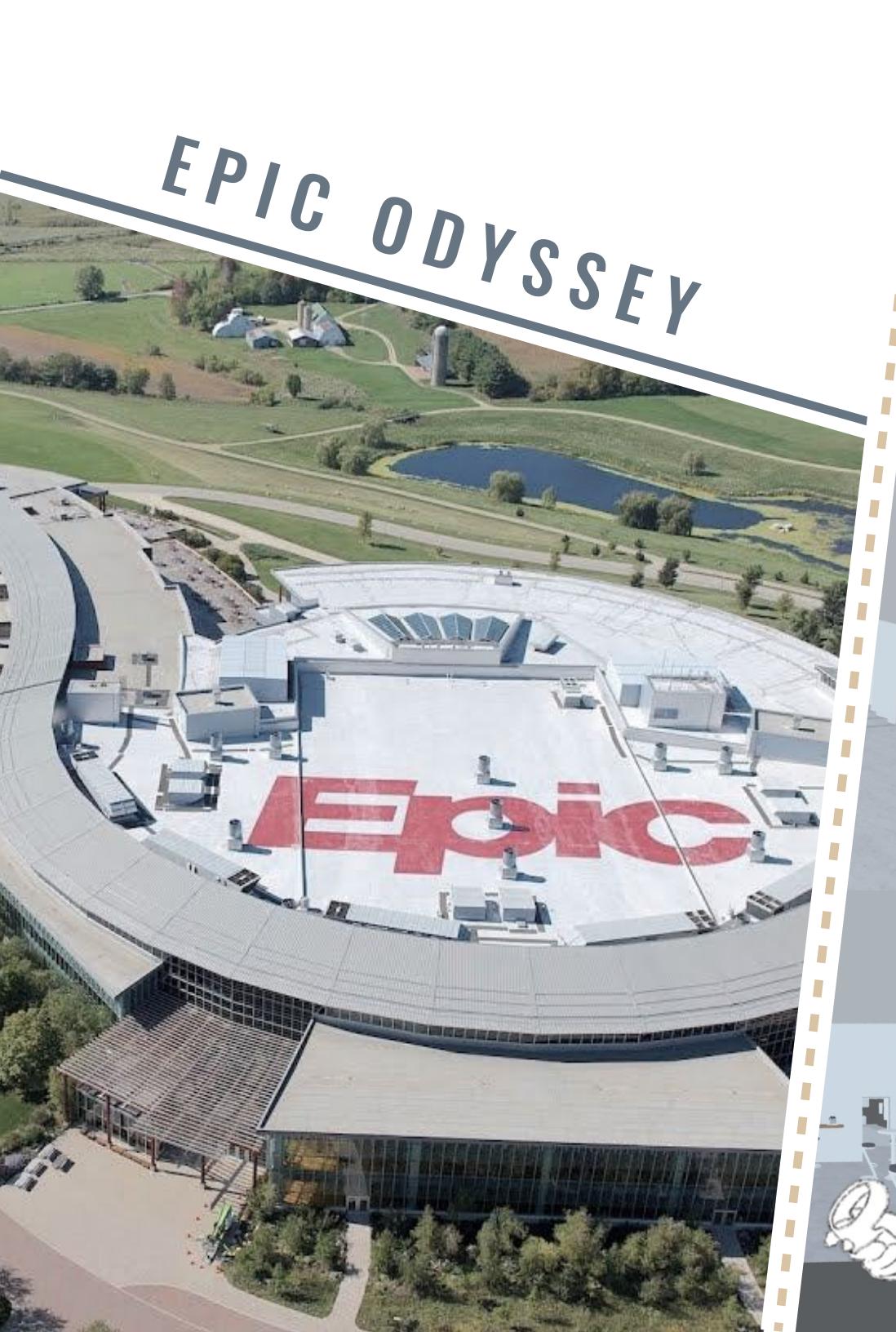
MIXXER

Intern & Camp Counselor | 12/2019 - 9/2024

- Created an online maker community hub promoting member connectivity
- Prepped space & activities for guests, members and camp participants
- Processed concepts into formats ready for 3D printing, laser & plasma cutting

Service Design Club

Chair | 8/2024 - Present



EPIC ODYSSEY

SUPERUSER TRAINING

EPIC Odyssey is a certification program designed to boost client employee skills with MyChart as part of a broader EPIC Systems initiative. Over five days, SuperUsers, who will guide their hospital's transition to EPIC Systems, receive hands-on experience and learn effective strategies to make the process as smooth as possible.

Our team started the quarter with the broad task of picking a service to research, analyze, frame, ideate, and document. Starting with a focus on telehealth in general, we quickly settled on EPIC Systems with employee training and change management as our primary focus.

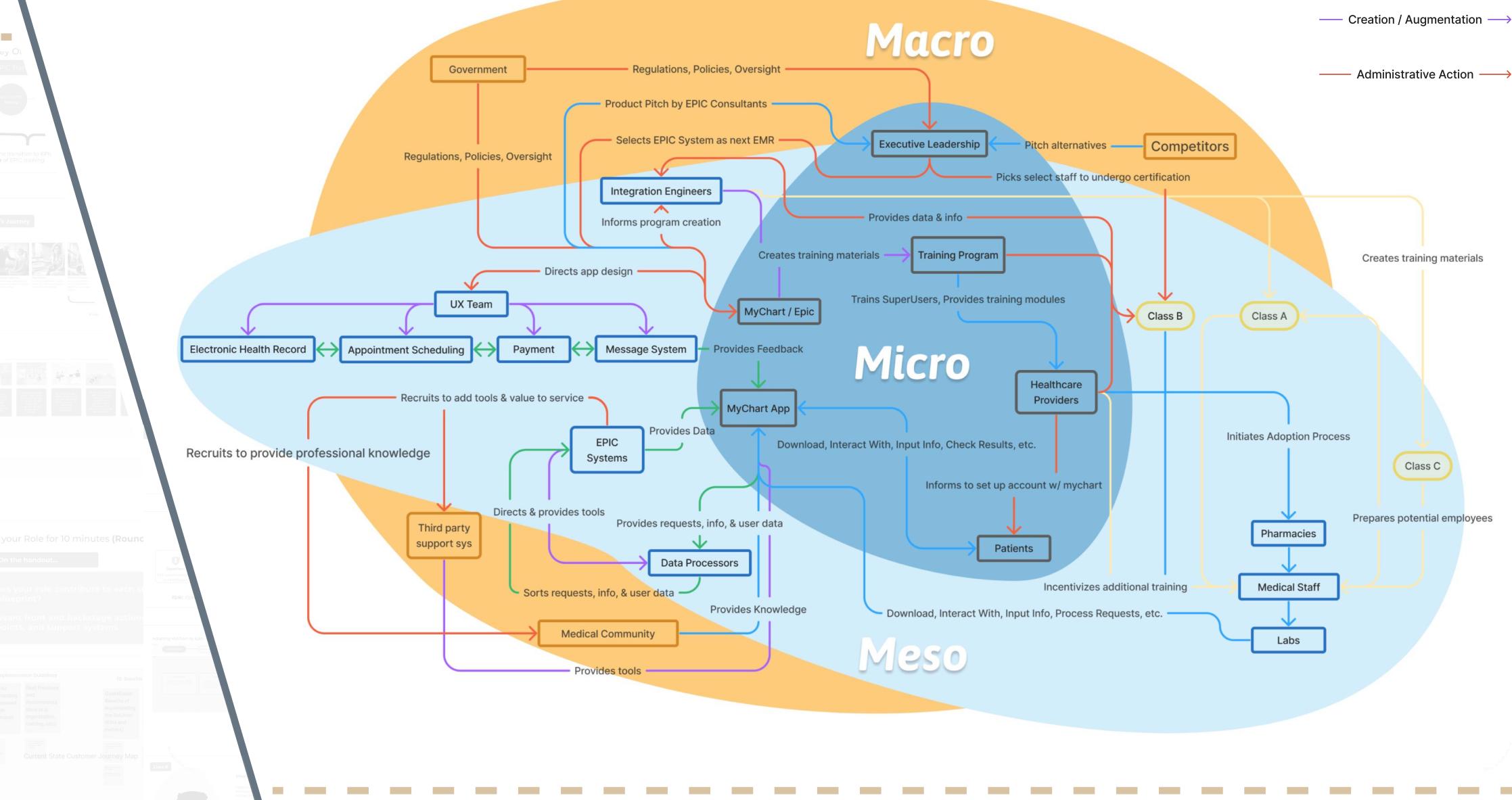
Leading up to midterms we completed a thorough foundation of research which culminated in developing an initial customer journey map, ecosystem map, and story board.

DISCOVERY & FRAMING

TESTING & REVISION

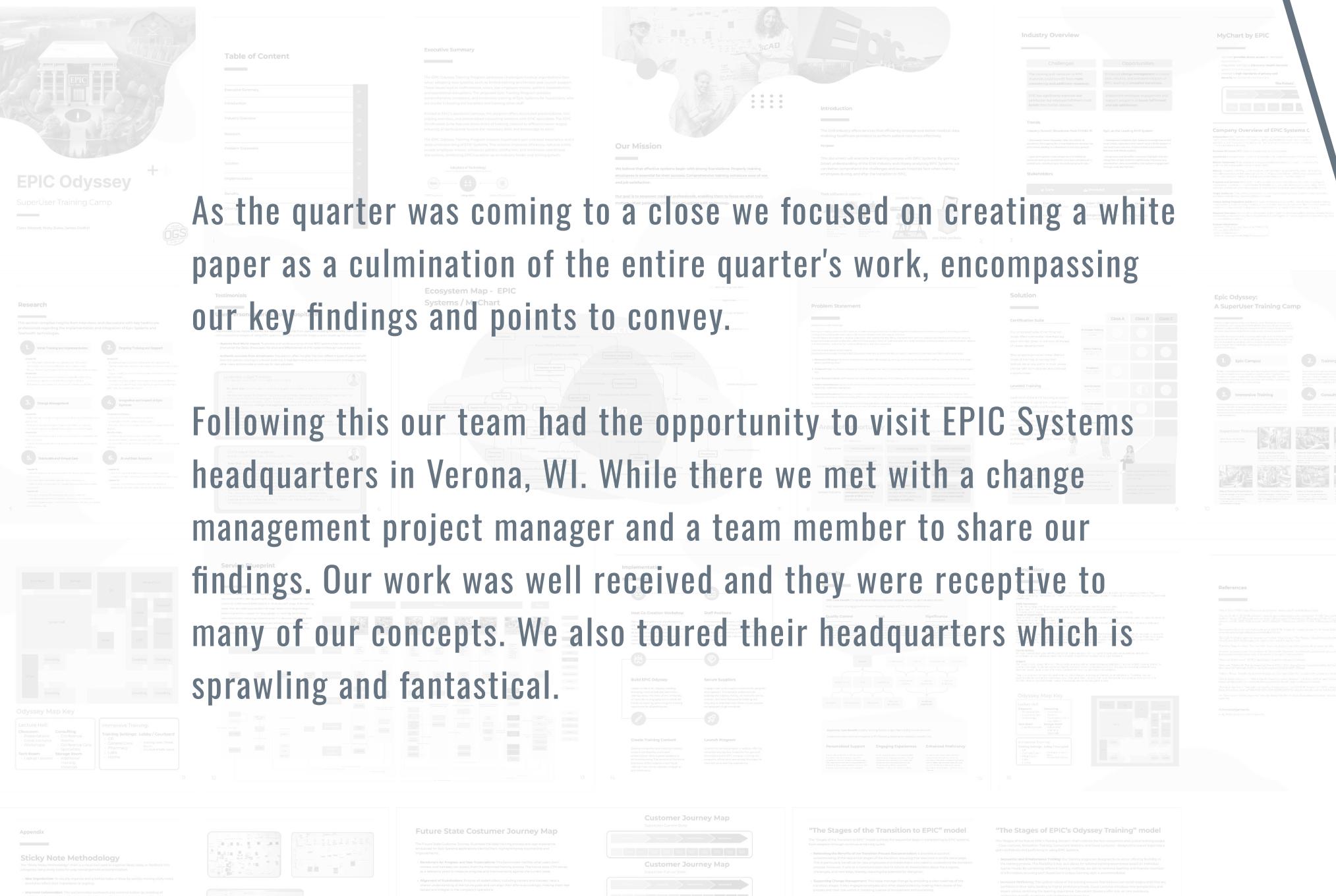
Following our midterm we prepared for a co-creation workshop. With the help of our class, we discovered new insights and oversights in our initial documentation and ideation

These new points from our co-creation workshop helped us develop a revised customer journey map and a service blueprint for the EPIC Odyssey portion of our recommendations.



ECOSYSTEM MAP

FINAL DOCUMENTATION & VISIT



As the quarter was coming to a close we focused on creating a white paper as a culmination of the entire quarter's work, encompassing our key findings and points to convey.

Following this our team had the opportunity to visit EPIC Systems headquarters in Verona, WI. While there we met with a change management project manager and a team member to share our findings. Our work was well received and they were receptive to many of our concepts. We also toured their headquarters which is sprawling and fantastical.

Solution

Certification Suite

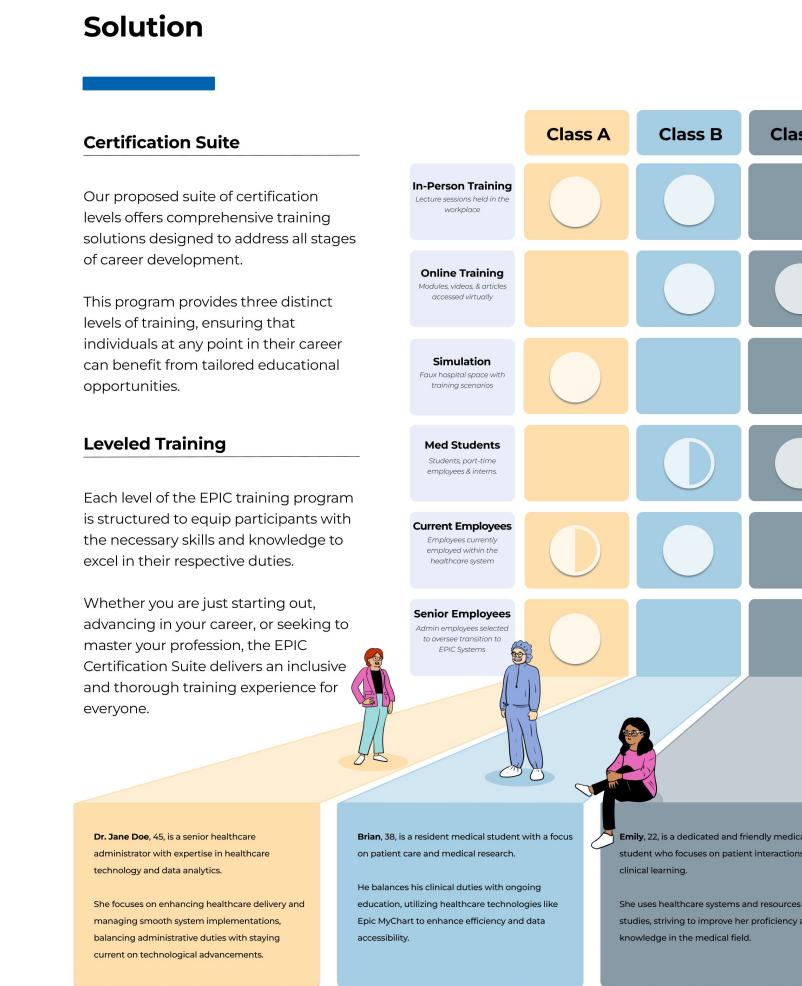
Our proposed suite of certification levels offers comprehensive training solutions designed to address all stages of career development.

This program provides three distinct levels of training, ensuring that individuals at any point in their career can benefit from tailored educational opportunities.

Leveled Training

Each level of the EPIC training program is structured to equip participants with the necessary skills and knowledge to excel in their respective duties.

Whether you are just starting out, advancing in your career, or seeking to master your profession, the EPIC Certification Suite delivers an inclusive and thorough training experience for everyone.



SOLUTION & BENEFITS

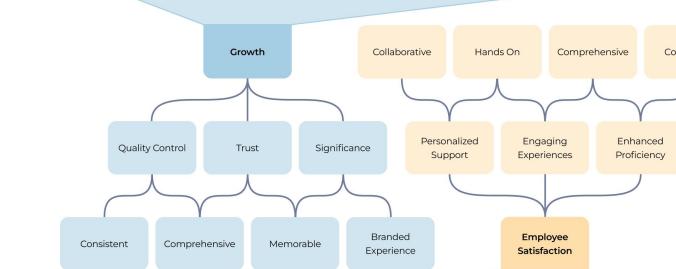
Benefits

EPIC Core Benefit: Comprehensive training improves hospital efficiency and satisfaction with EPIC Systems, driving growth as more hospitals adopt EPIC for better performance.

Quality Control

Through consistent and comprehensive training, EPIC ensures the proper utilization of its platform and maintains a high standard to train their staff. EPIC maintains control over implementation, upholding high standards and drives company growth through strong, reliable partnerships.

Significance: Memorable training is a distinctive branded experience essential for EPIC from experience to execution. By maintaining a consistent, long-term EPIC significance, creating a positive, lasting impression and reinforcing its leadership position in the industry.



SuperUser Core Benefit: Quality training boosts SuperUser's ability to oversee EPIC implementation and train hospital staff effectively, leading to employee satisfaction.

Personalized Support

Collaborative and hands-on training provides SuperUsers with personalized support from consultants, account managers, and specialists. This relationship continues during and after EPIC implementation, ensuring tailored guidance and ongoing assistance for successful adoption.

Engaging Experiences: Engaging experiences are designed to engage SuperUsers in an immersive, practical sessions. This approach makes learning memorable and engaging, encouraging SuperUsers to maintain enthusiasm as they train others effectively.

Enhanced Proficiency: Enhanced proficiency is achieved through hands-on training, utilizing healthcare technologies like Epic MyChart to enhance efficiency and data accessibility.



MUSEUM OF ART VIRTUAL PROTOTYPE

We thoroughly reviewed and improved upon the SCAD Museum of Art experience through comprehensive exploration, stakeholder engagement, interviews, surveys, collaborative brainstorming, and a refined virtual prototype

In the initial phase of our study, we conducted an exploration of the museum. This involved engaging in conversations with various stakeholders, analyzing online reviews, and evaluating the museum's web presence, all of which laid the groundwork for our journey map.

Moving forward we expanded our insights by conducting additional interviews and surveying museum visitors to inform the creation of a detailed service blueprint.

DISCOVERY & FRAMING

CURRENT STATE

“Small, Secluded Admissions Desk”

The current admissions desk fails to capture the attention of visitors

“Confusing Layout”

A wall divides the main lobby space and there is an absence of noticeable wayfinding

“Congested Café / Shop”

The café/shop space is very crowded and awkward to navigate

Our collaborative efforts continued with a brainstorming workshop involving docent employees whose valuable input helped us identify key areas for improvement. With these insights, we proposed practical alterations, including the addition of welcoming lobby seating, a reconfiguration of café seating, adjustments to the admissions desk, and the introduction of floor-marked thoroughfares.

To test and visualize these changes we developed a virtual prototype that could be experienced through a VR headset. With it we gathered feedback and further refined our prototype.

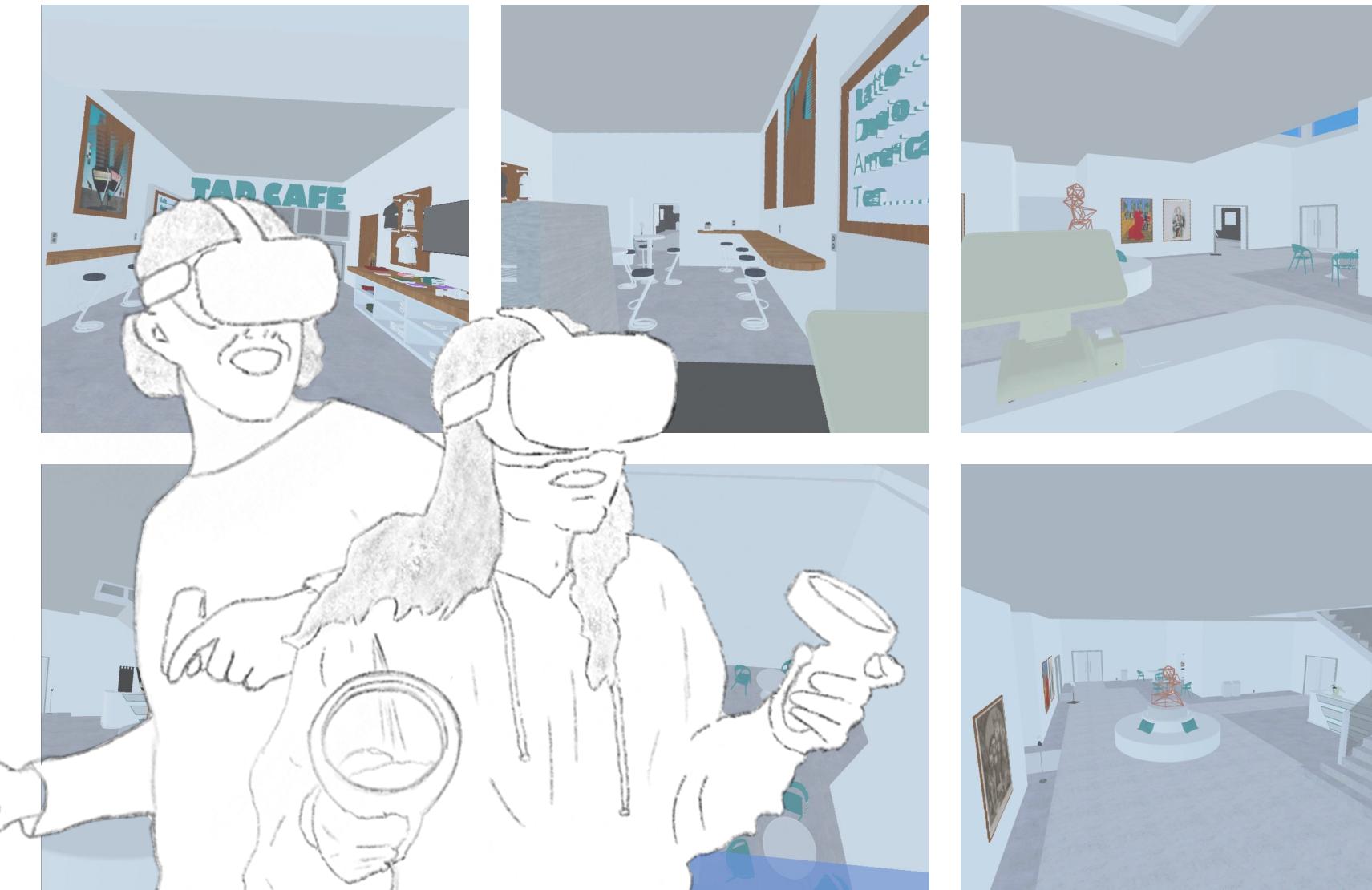
TESTING & REVISION

PROPOSED STATE

Prominent Admissions Desk
The admissions desk was redesigned to be clear & straightforward

Dedicated Pathway
The floor has been segmented into designated walking areas & seating has been added for comfort

Café / Shop Redesign
The new café layout is designed to be an open & relaxing space

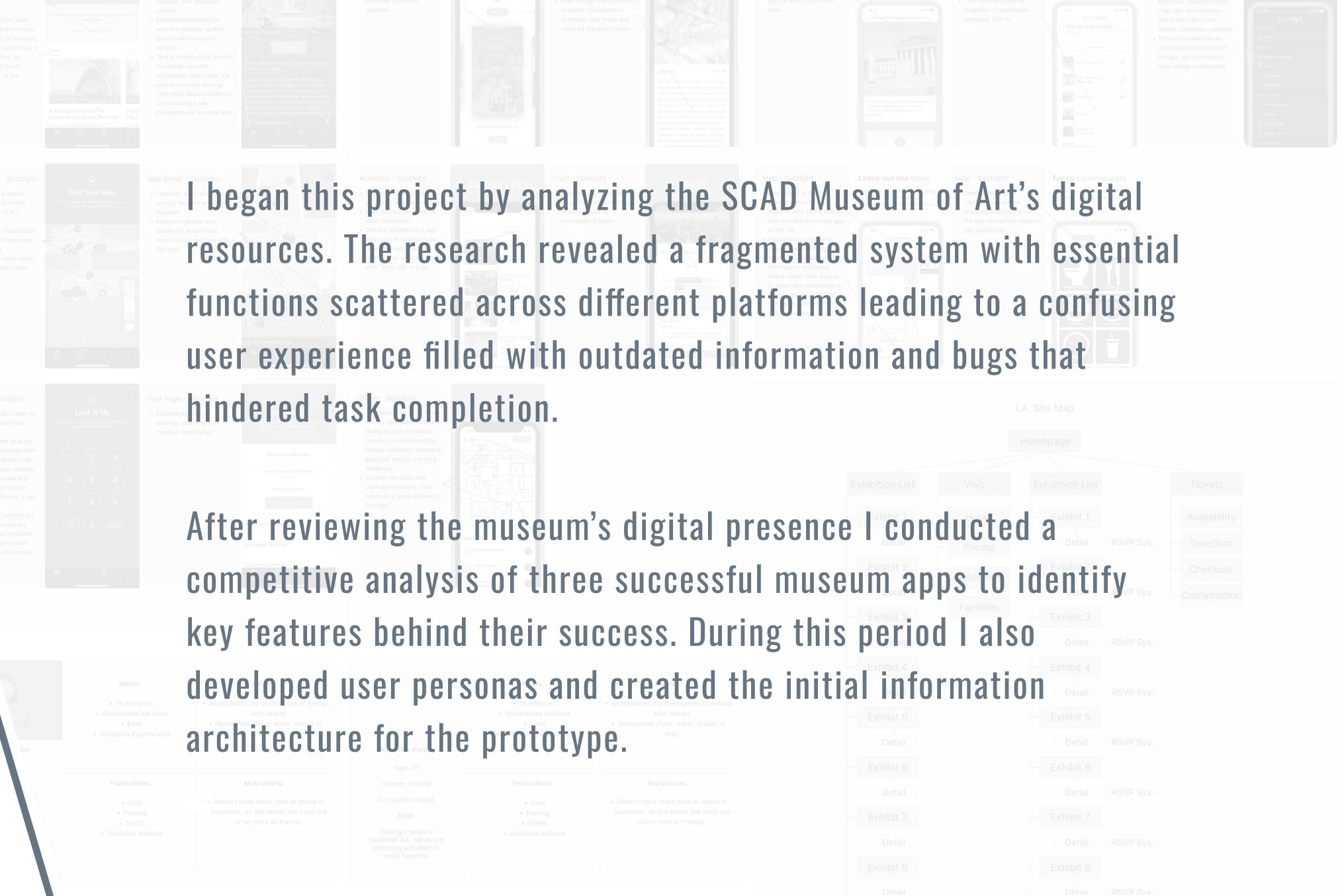


VISUALIZED

MUSEUM OF ART

LO-FI APP PROTOTYPE

In User Experience Design Methods, as a part of an individual project, I developed a low-fidelity mobile app prototype for the SCAD Museum of Art. My goal was to streamline and harmonize the presentation of museum information to improve the pre-visit experience.

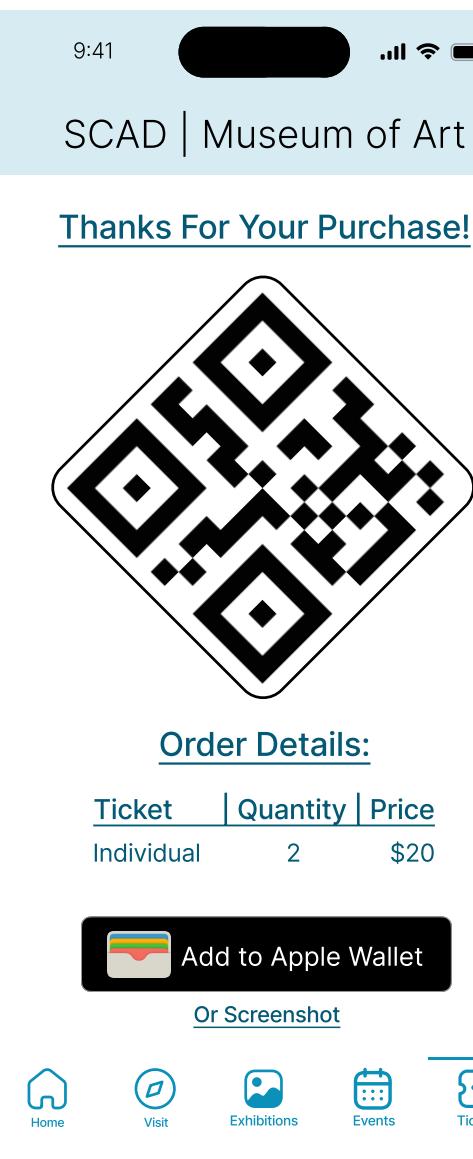
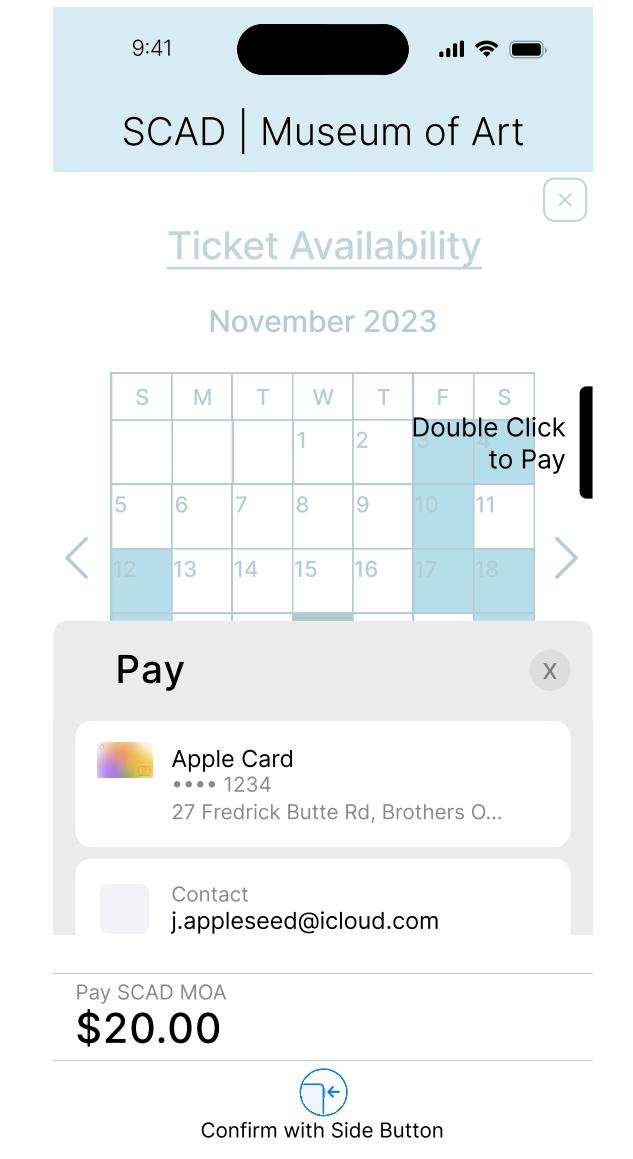


DISCOVERY & FRAMING

TESTING & REVISION

With my initial research complete, my goal was to streamline and unify the museum's information for visitors. I developed a prototype with four main sections—Visit, Exhibitions, Events, and Tickets—designed to quickly provide the most important and frequently sought information which had previously been scattered across different platforms.

After completing my first prototype I conducted two user testing sessions where I guided users through specific tasks and tracked their navigation within the app. This allowed me to identify bugs and areas of confusion in the user experience.

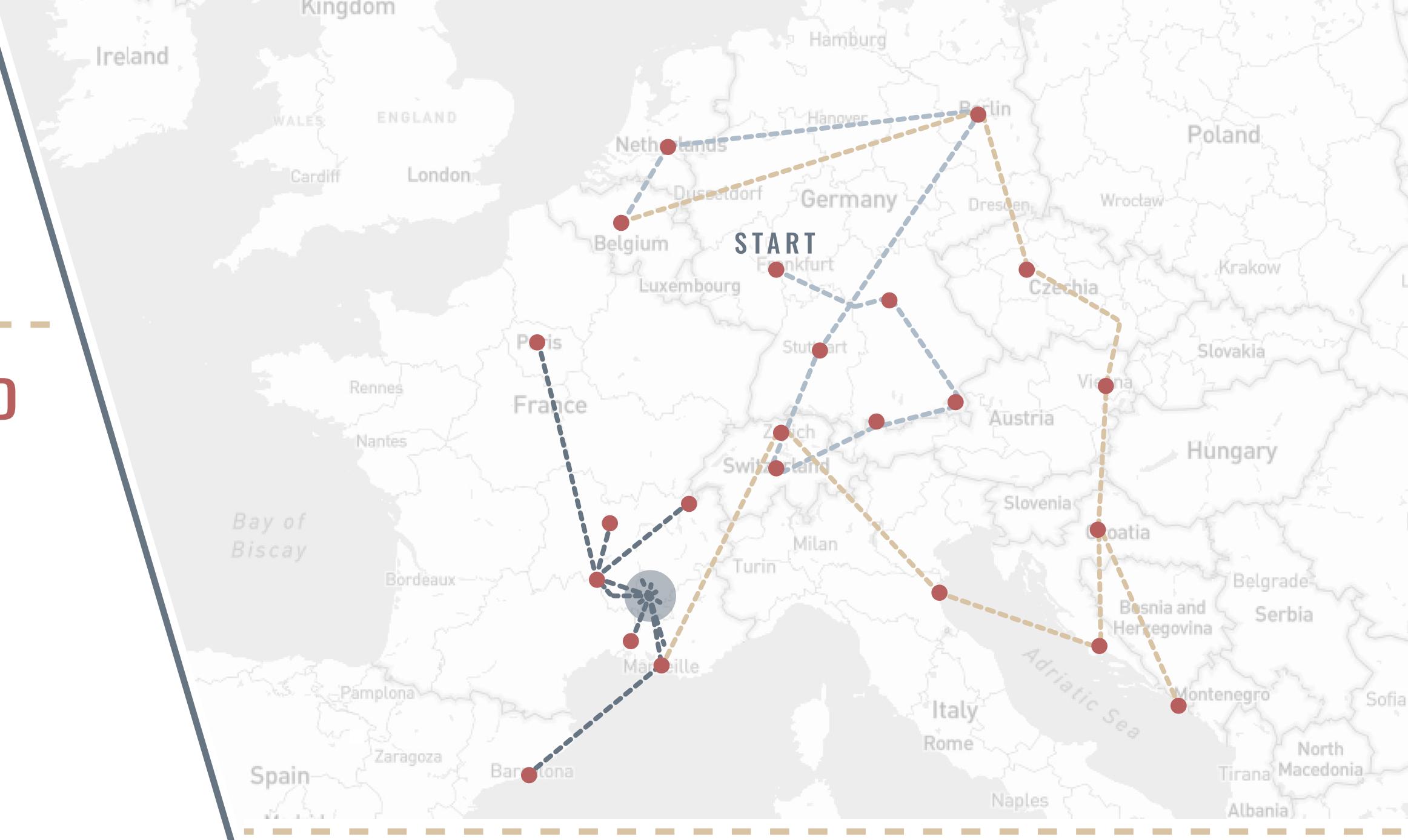


INTERNAL TICKETING SYS

TRAVEL PHOTOGRAPHY

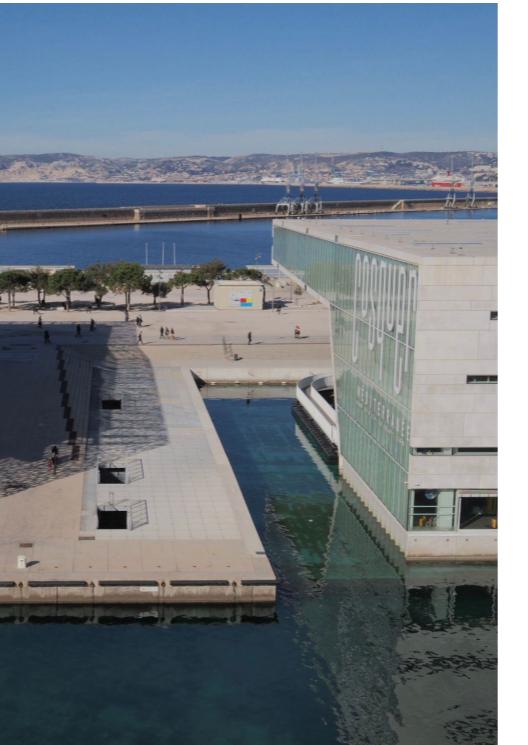
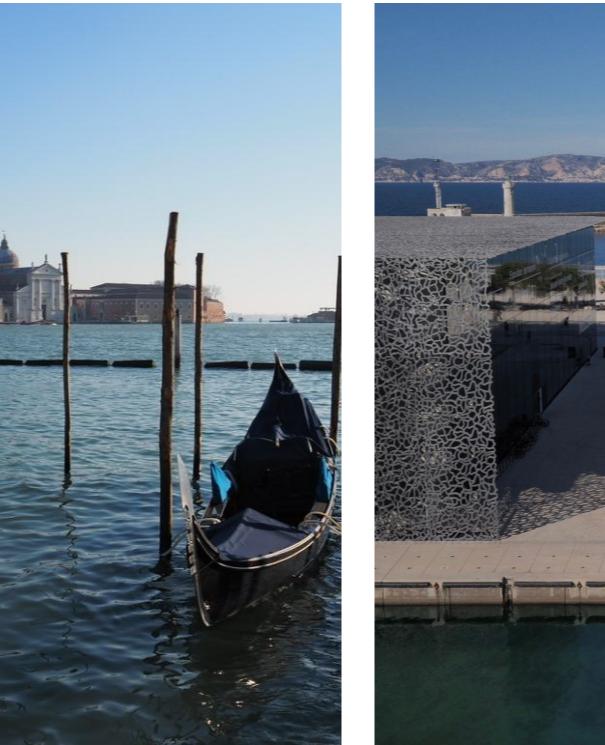
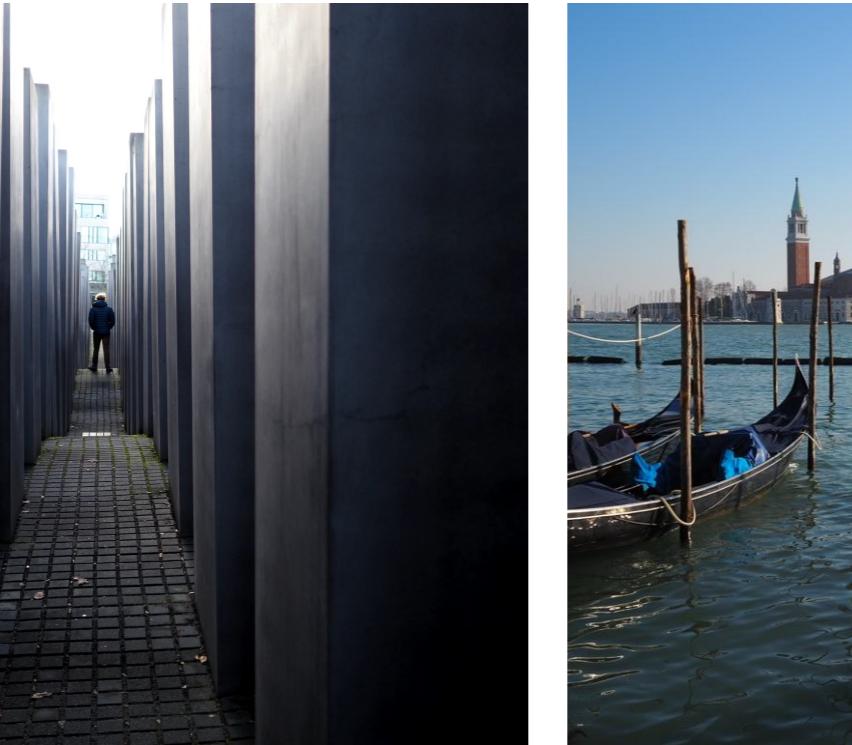
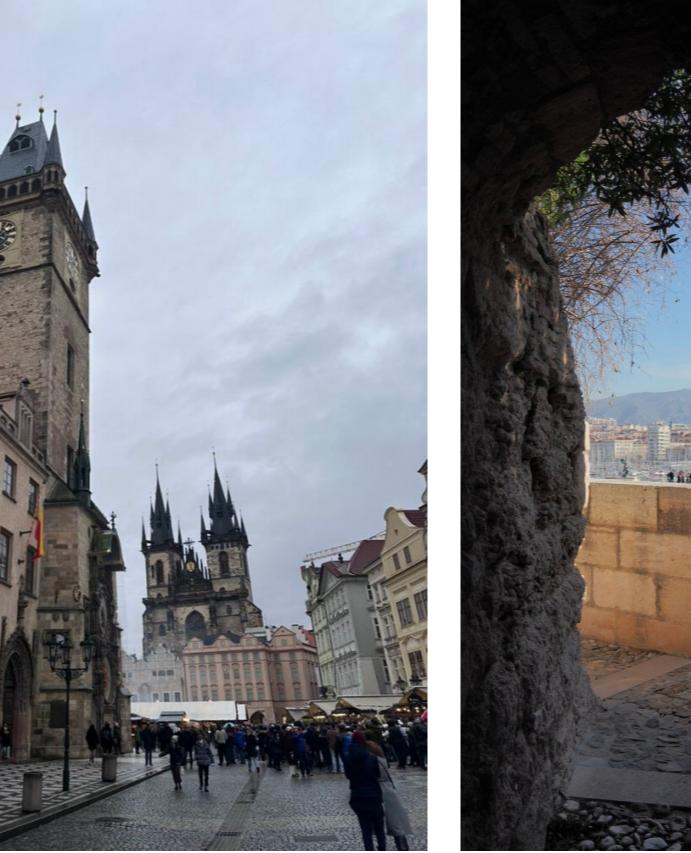
STUDY ABROAD

During the Winter quarter of my junior year, I studied abroad in Lacoste, France. This time away from my typical design classes presented me with an amazing opportunity to take a photography class, and to embrace an unfamiliar environment with open arms. With new friends, and on my own as well, I explored incredible locations both near & far from my home base in Lacoste.



MY JOURNEY

EXPLORATION



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LET'S CONNECT

GLEDHILL-IV.COM

