UX Design Tools Mindfulness: One-Stop Shop for Learning and Practice

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ABSTRACT
The foundation of user experience (UX) design is the ability to communicate clearly and effectively within design teams throughout the design process. As a result, UX practitioners often use a multitude of tools to communicate understandings, explorations, prototypes, and learnings. For learners and entry-level UX practitioners this can be overwhelming, this workshop position pictorial discusses and questions the possibility of a 'one-stop shop' for UX design tools, Miro an online collaborative whiteboard, to bring together, harmonize, UX design tools for practitioners and learners whilst allowing them to maintain mindfulness in their current learning, thinking, and practice environments (Figure 1).

How important is mindfulness for learning and practice in UX design?

How do UX designers determine what tools are best suited for the job?

What support is required to help UX designers to obtain mindfulness?

Figure 1. Finding harmony with others, digital illustration by Makayla Lewis, 2022.

How do UX designers work and make decisions in remote, hybrid, and in-person environments?

Author Keywords
User experience, design thinking, online whiteboards, collaboration, communication.

CSS Concepts
• Human-centered computing~ user experience.

GROWTH IN UX DESIGN TOOLS

In 2021 there were more than 105 digital UX design tools: desktop, browser, and app platforms [1], to support learners and practitioners through the design process, e.g., Whimsical, Otter. ai, and Atlas.ti to empathize, UX Pressia and Atlas.ti to define; Sketch, Marvel app POP and Flow app to ideate; Figma, Adobe XD, and Protopie to prototype; and Lookback to test, plus much more. The recent growth in UX design tools shows limited signs of slowing down, especially with the increase of remote and hybrid working because of the COVID-19 pandemic [2], therefore exacerbating the need for tools to better support UX designers to engage more effectively and productively with their team, stakeholders, and end-users (Figure 2).

This workshop position pictorial asks: **How are gaps in UX design tools determined by providers? In the future, will the UX design tools market become less saturated? What impact does the number of UX design tools have on designer mindfulness? How do learners and entry-level practitioners know where to start?**

Figure 2. Adding more to an already saturated space, digital illustration by Makayla Lewis, 2022.

Who or what decides the UX space requires further saturation?

How can we best collate the 'drops?

There are many layers, how do UX designers know which is best to learn (use), is foundational, or support for another tool?

How do UX designers decide what to engage with when the space is so saturated?

If it is old, does it mean it requires replacing?

How does a 'drop' distinguish itself from others?

'ONE-STOP SHOP' FOR UX DESIGN TOOLS

Miro, an online whiteboarding tool [3], initially created as a "collaborative space where all team members can easily think and plan together and sync their minds regardless of format, location or time zone" [4], has seen vast growth within the UX design tools space because of remote and hybrid working in the last two years. UX Tools annual survey [5] identified that in 2020 Miro observed 33% (from 3 million to 20 million users in 15 months) growth among UX practitioners, specifically as a design tool to support ideation, dissemination of design deliverables, decision making, and team reflection. The online collaborative platform has found itself becoming embedded in teaching and practice across the UX space (e.g. [5, 6, 7, 8, 9]).

It is now being used throughout the UX process, in part due to Miro UX Design Team Templates and Examples [12] alongside Miro Templates [13] libraries, curated by Miro and crowdsourced by UX practitioners (mostly Miro enthusiasts), offer UX designers hundreds of in-house 'tools' to support engage and communicate the UX design process with their teams, stakeholders, and end-users. These include, but are not limited to, project canvases, vision boards, research design canvases; brainstorming boards; concept maps; affinity diagram maps, empathy, user personas, and customer journey maps templates; participatory design workshop icebreakers; sketching prompts; style guide, branding, and icon templates; and most recently a wireframe library, card sorting template, and user and team reflection canvases.

The researcher has observed the potential of a 'one-stop shop' for UX design tools, namely in 2021, Miro expanded their communication features to include chat and voting and added plugins/apps that supported industry-standard UX tools that include Figma, Adobe XD, Sketch, Invision, Notion, UX Pin, Marvel app, and Axure, etc. The potential for Miro, which began life as a limitedly defined online collaborative whiteboard, to bring together learners and designers, yet remain flexible to designers' needs, is not only astounding but also exciting, e.g. [11], as it allows UX designers to focus their cognitive load in one digital space, thus better-supporting UX practice mindfulness, precisely allowing the UX designer to "pay attention to what is occurring in one's immediate experience with care and discernment" [15], bring their attention and clarity to the present moment, and "walk through" the noise in the UX design tool space [14, 15] (Figure 3).

This workshop position pictorial asks: **In the future, could one-stop shops, like Miro, make UX design tools easier to digest for new learners or early practitioners? What role will standalone UX design tools play in a future that embraces greater mindfulness? How can we better support trust and ownership in one-stop shops? How could we measure, and curb, UX designer expectations given the content of these tools are free or crowdsourced? What expectations can we put on creators and curators, and in return how can we manage UX designer entitlement? How do we provide kudos in crowdsourced one-stop shops?**

Figure 3. The core of mindfulness, digital illustration by Makayla Lewis, 2022.

EXAMPLAR

The final output of this workshop position pictorial, namely an on-the-day presentation, will be to share an example of how Miro is used in mindful UX design education in the United Kingdom, both online and in a hybrid format. The interactive presentation will occur in Miro (see Figure 4) and will conclude with an example of UX mindfulness learner and practice, using Miro and author templates and plugins/apps to complete a collaborative in-class project, this work is an expansion of [6]. It is hoped this workshop position presentation will foster discussions about:

- **Is a UX design tools mindfulness' one-stop shop possible or required?**

- **How can we improve the accessibility of one-stop shops?**

This workshop position pictorial does not seek to answer these questions but put them forward to the HCI community, with an exemplar, for further discussion and exploration.
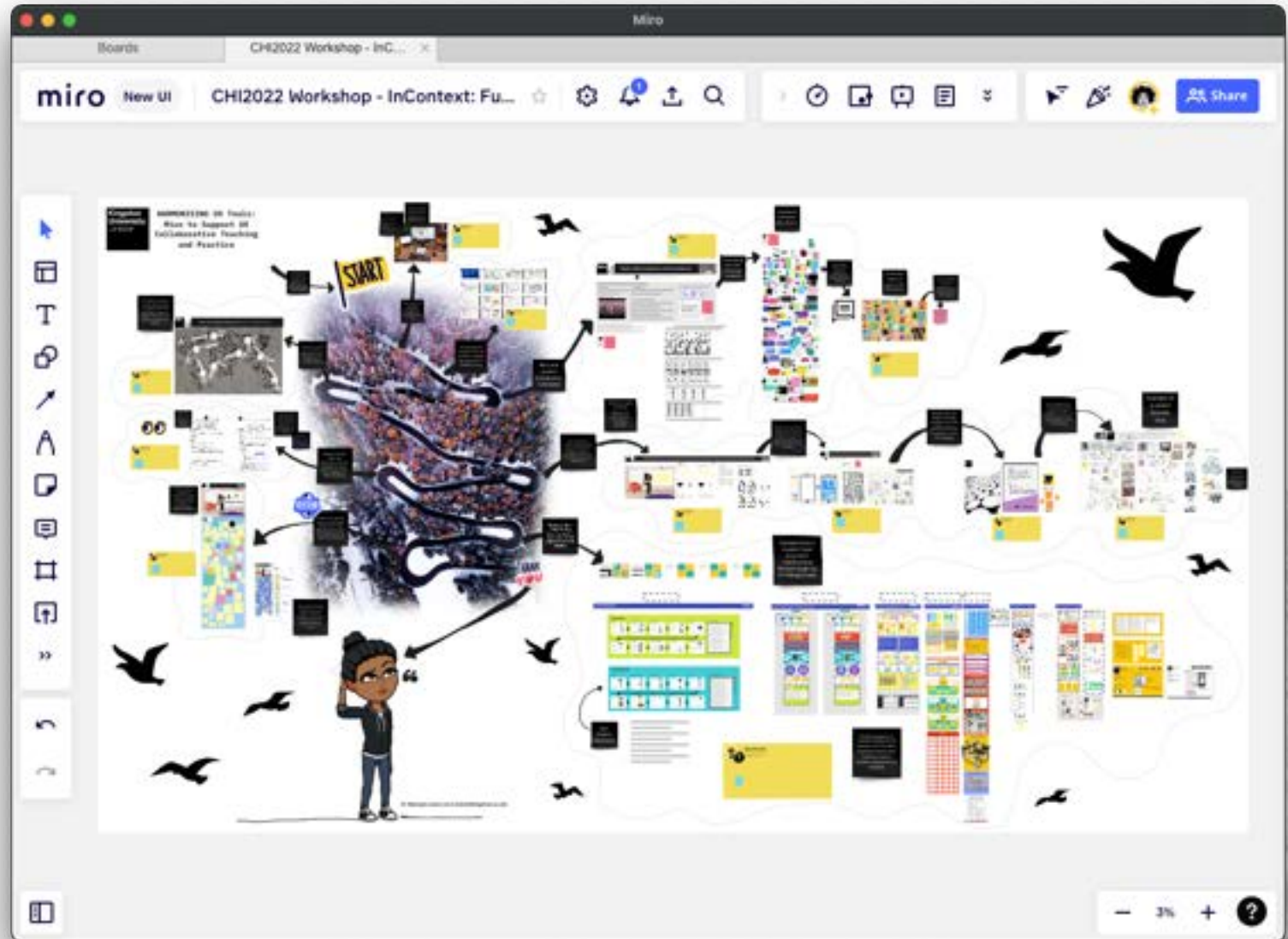
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ACKNOWLEDGEMENT

Figure 3. The core of mindfulness, digital illustration by Makayla Lewis, 2022.

Figure 4. Screenshot of proposed workshop presentation "Use of Miro in UX Education and Learner Practice' by Makayla Lewis, 2022.

Figure 3. The core of mindfulness, digital illustration by Makayla Lewis, 2022.

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