



Portland State
Technical and Professional Writing

Topline Report

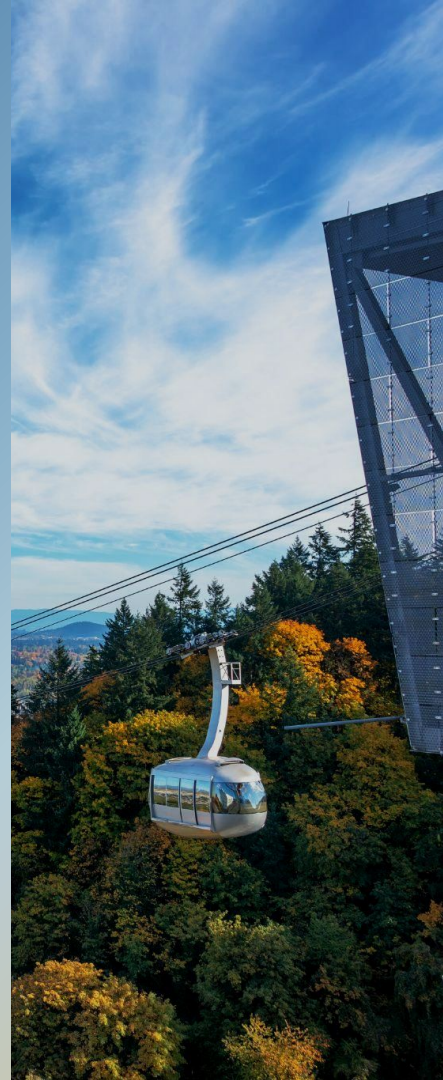
Authored by the students of Dr. Patcha Lum's
Research Methods for Technical Writers Course



Today's Presentation

- Research overview: Context, goals, methods, participant characteristics
- Recommendations based on our findings
- Commendations
- Personas developed from survey data

Overview



Context

- The Assistant Director of Language Services at Oregon Health and Science University (OHSU), Armando Jimenez, is seeking to improve accessibility and usability of the OHSU website by users with Limited English Proficiency (LEP).
- This study offers findings from usability tests conducted on the current design of OHSU's main English site, Spanish and Russian microsites.
- Findings show a pathway for prioritizing improvements going forward.

Research Goals

- Evaluate the ease of navigation within different sections of the OHSU microsites.
- Identify any barriers that might hinder users from accessing specific information on the OHSU microsites.
- Document specific attitudes and emotions experienced by users with limited English proficiency (LEP) after their interaction with the OHSU microsites.
- Determine whether all users can meet the successful completion criteria for the given tasks, thus indicating the usability and accessibility of the OHSU microsites.

Methods

- **Survey** to gather characteristics, attitudes, and self-reported aptitudes of potential proxy users
- **Pre-test questionnaire** to correlate preferences, comfort-level and experience with the internet, prior knowledge of OHSU, and use of assistive technology with task completion
- **Remotely moderated usability tests** on different devices
- **Post-test debrief** to gather impressions and attitudes regarding the user's experience with the sites

Usability Tests: LEP Users

Spanish Speakers

1. Find the Spanish microsite, then find a primary care physician
2. Find the Spanish microsite, then find COVID-19 vaccination information

Russian Speakers

1. Find the Russian microsite, then find a primary care physician

Other Languages

1. Find interpreter services, then find language services

Usability Tests: Bilingual Users

Spanish/English Speakers A

1. Find a primary care physician on main site
2. Find the Spanish microsite, then a primary care physician

Spanish/English Speakers B

1. Find COVID-19 vaccination information from the main site
2. Find the Spanish microsite, then find the COVID-19 vaccination information

Russian/English Speakers

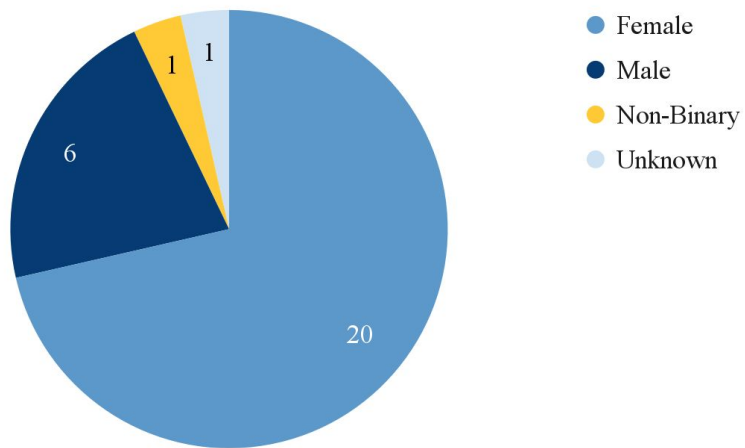
1. Find a primary care physician on main site
2. Find the Russian microsite, then a primary care physician

Participants' Language Proficiencies

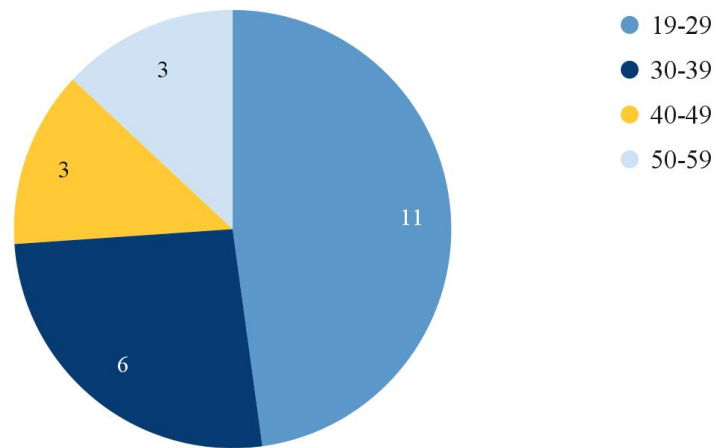
| Characteristic | Number of Participants |
|---|------------------------|
| Native Spanish Speaker w/some English | 12 |
| Native Russian Speaker w/some English | 9 |
| Native speakers of other languages w/some English | 3 |
| Bilingual Speakers - Spanish/English | 2 |
| Bilingual Speakers - Russian/English | 2 |

Participant Characteristics

Gender

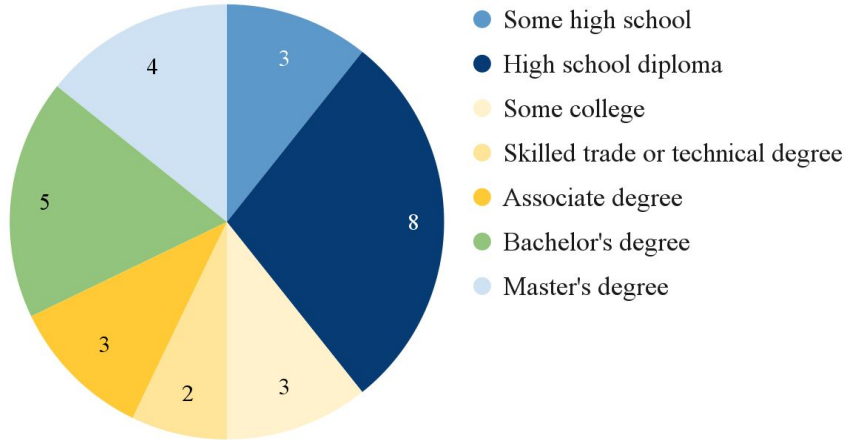


Age

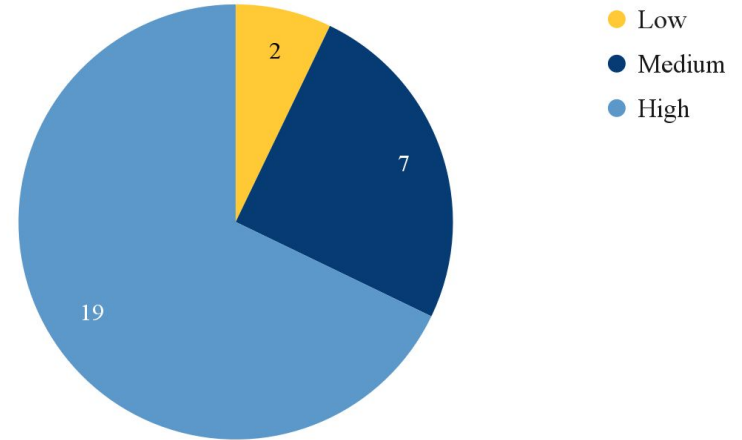


Participant Characteristics

Level of Education Attained

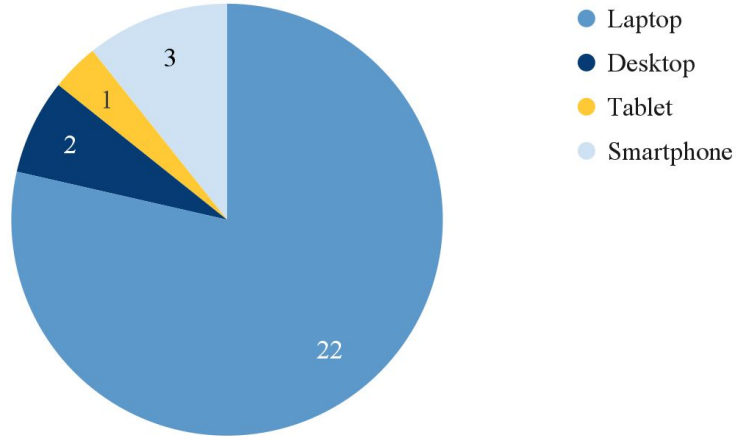


Comfort Browsing Internet

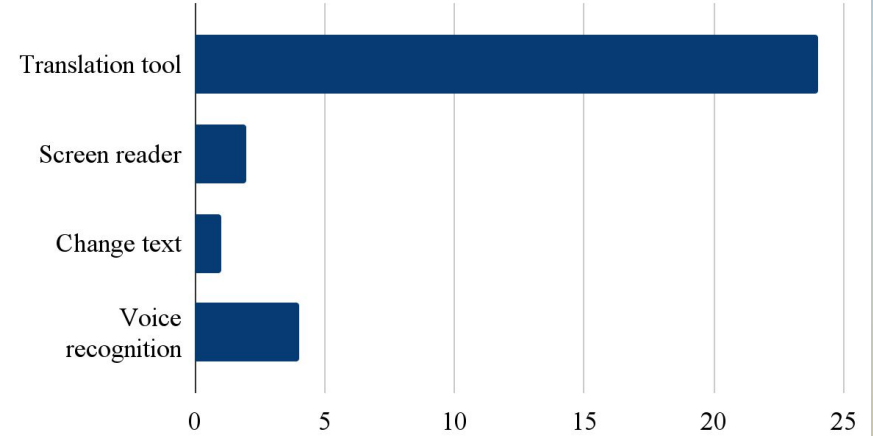


Participant Characteristics

Devices Used during Testing

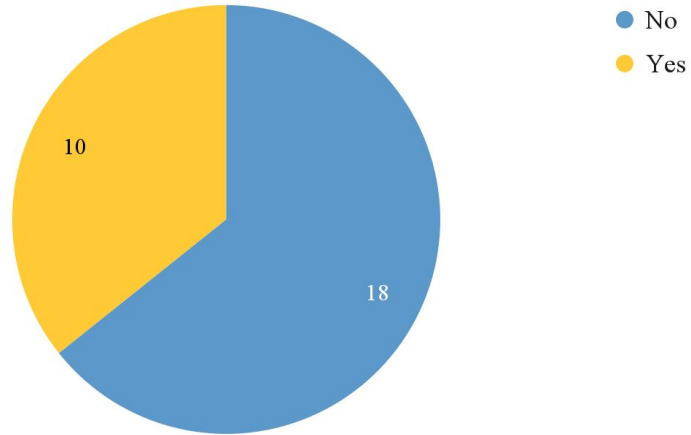


Use of Assistive Technology

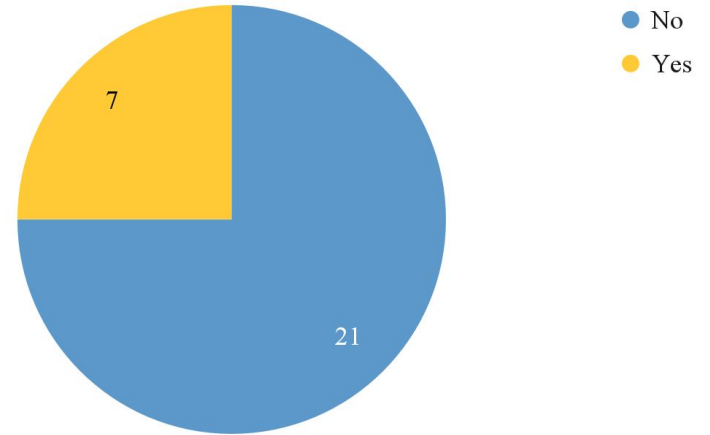


Participant Characteristics

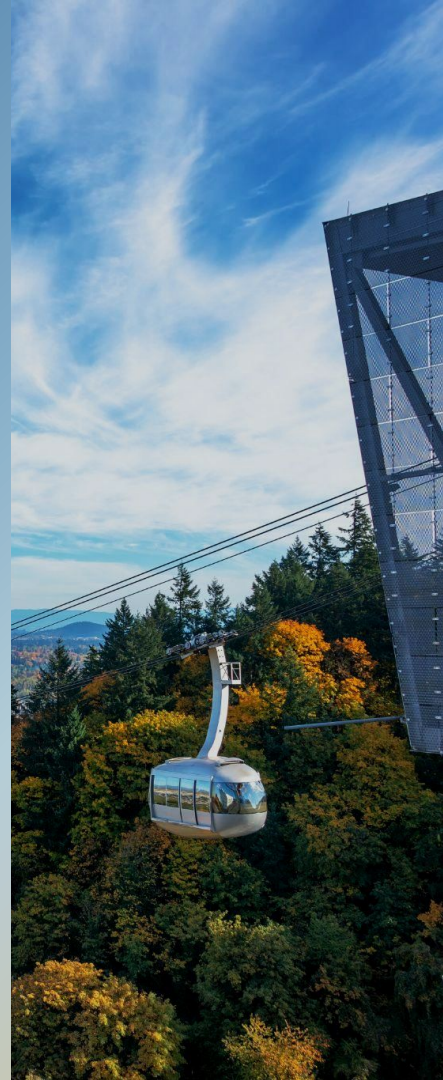
Familiarity with OHSU Site



Familiarity with OHSU's Services



Recommendations



1.

Reposition links to
microsites and
language services

2.

Investigate
feasibility of an
embedded
translation tool

3.

Redesign with
smartphone
accessibility in mind

4.

Develop Russian
content in parity to
Spanish content,
including new
Cyrillic search
functionality

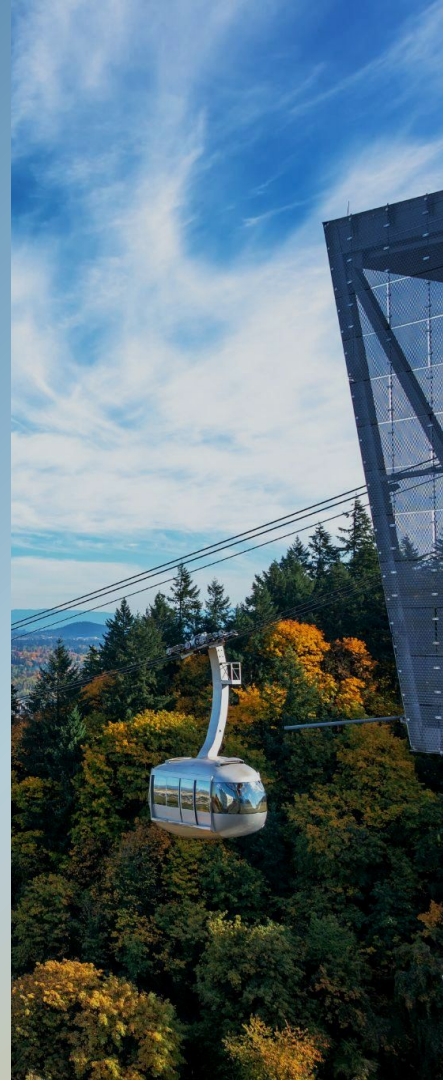
5.

Add contact
information and
appointment
guidance for
dentists and dental
facilities.



1.

**Reposition
links to
microsites and
language
services**



Finding:

LEP proxy users often looked for Spanish and Russian microsite links in the dropdown menus located at the top of OHSU's web page.

The "About" section was a frequent first choice.

Moderator notes and recorded screen shares of the usability test showed that LEP users often first looked through the dropdown menus at the top of the page for microsites in Spanish and Russian.

Number of LEP users who looked for Spanish and Russian Microsites in the dropdown Menus

| Task Path Assignments | English | Russian | Spanish | Ukrainian |
|---|---------|---------|---------|-----------|
| Task Path 1, Group A (Spanish speaking users) | | | 8 | |
| Task Path 2, Group B (Russian speaking users) | 1 | 4 | | 3 |
| Task Path 3, Group C (Spanish speaking users) | | | 4 | |
| Task Path 5, Group E (Bilingual English/Spanish Speakers) | 1 | | | |
| Task Path 6, Group F (Bilingual English/Russian Speakers) | 2 | | | |
| Task Path 7, Group G (Bilingual English/Spanish Speakers) | 1 | | | |
| Grand Total | 5 | 4 | 12 | 3 |

Key Comments from Moderator Notes

“Scroll down, scroll back up, clicking tabs in the menu”

“Participant scrolled through top menu items...scrolled to the top again and looked through the menu again for one minute”

“Scrolled through the main menu first”

Post-Test Debrief Data

- 9 users recommended language options be included at the top of the page.
- 2 users reported being confused by the links to the Russian/Spanish microsites not being at the top of the page.

Key Participant Comments

“Make Russian link at the top”

“Spanish site should be linked at the top”

“For older people, make links further up on the page”

Finding: Locating the microsites from OHSU's homepage can pose a challenge for LEP users.

12 of **19** LEP participants were successful in finding the appropriate microsite, however, only **7** participants were able to do this easily.

10 users struggled to find the links located at the bottom of the page, with **3** needing advice from the moderators to scroll down.

Source of Error Analysis

| Task | Source of error |
|--|--|
| Navigate to the Spanish or Russian microsite | <ul style="list-style-type: none"><li data-bbox="768 372 1696 585">• The link to the site was not in a location that participants expect within the layout of the site. Participants began by looking at the top of the page or within the main site menu.<li data-bbox="768 661 1721 825">• They overlooked the link because the white text did not stand out against the blue background of the page or against the other menu options. |

Key Comments from Moderator Notes

Looked through the top menu options... Moderator suggests that they can search the whole site. Starts scrolling down slowly and finds Spanish site

Participant scrolled...asked if she should type in the search bar or find it on the website, I said find it on the website... She scrolled to the top again and looked...She said she could not find it and did not complete the task.

We went through different pages before locating it.”

Finding: LEP users could not find translation services information and would like to know about them.

3 out of **3** LEP users could not locate the language services information.

1 LEP user expressed enthusiasm for the interpretation services once she was guided to them.

Upon clicking Interpreter Services, the user sees this:

Spiritual services



Lost and found



Contact us

Call us with questions about preparing for your visit: [503-494-8311](tel:503-494-8311) ↩

Key Participant Comments from Usability Test Recordings

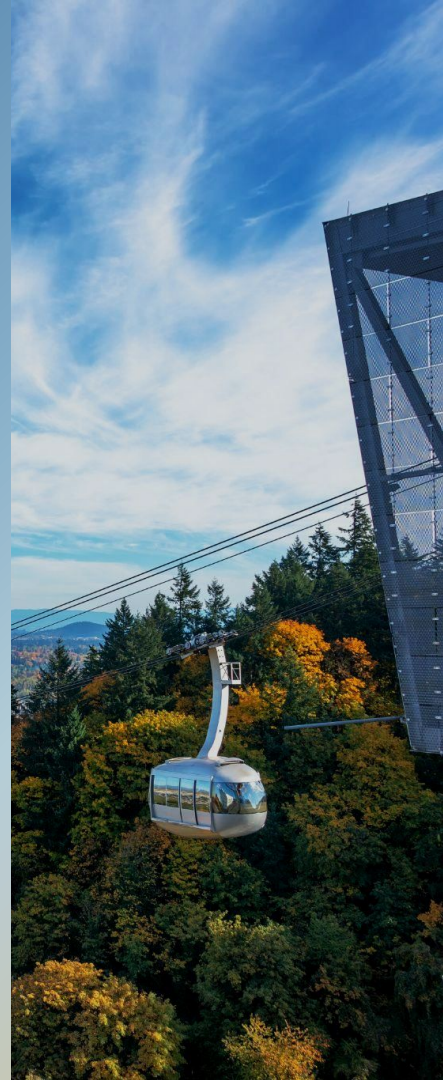
Inclusive Care and Access



“They can choose from Chinese? Cool! This can really help a lot of people... People can help me if I don’t know.”

2.

**Investigate
feasibility of an
embedded
translation tool**



Finding: Some LEP users expressed interest in having a translation feature at the top of the main page.

4 users indicated a translation feature would be helpful.

2 users indicated that not having every page on the site translated was a barrier.

Post-Test Debrief Comments

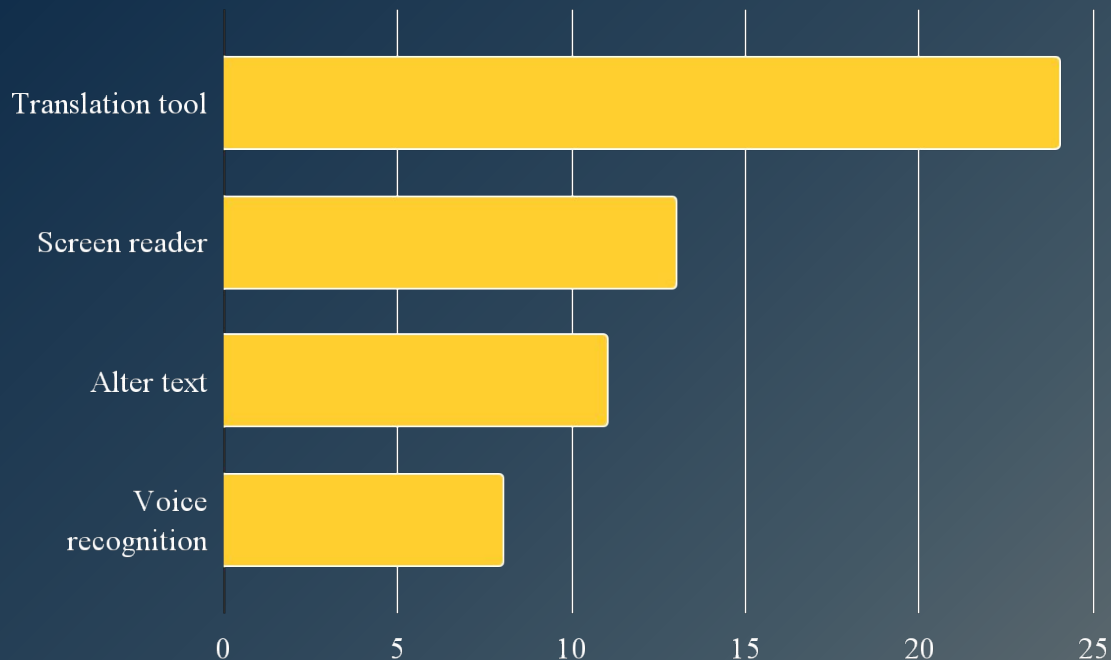
Key Comments from the Moderators' Notes

“I would like to see that I can change language at the top somewhere”

“The home page should have a language selection”

“Translating everything would be nice, it's weird that as soon as you go deeper it switches back to English”

Assistive Technology



Finding: Users prefer to translate pages or use other assistive technology for pages that aren't available in their preferred language.

Finding: Most LEP users required assistance to understand English content and complete tasks.

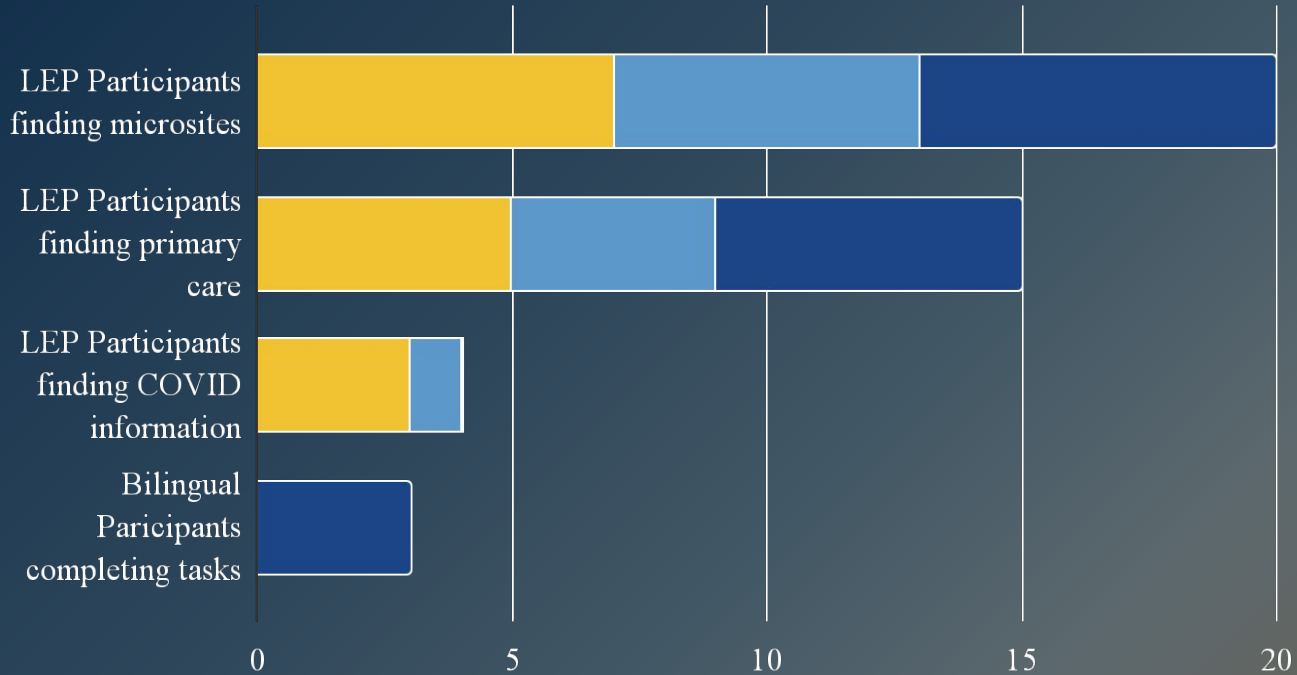
13 out of **28** LEP users completed tasks without assistance.*

3 out of **3** bilingual participants completed tasks without assistance.

*LEP Users may have performed better had test instructions been delivered in their preferred language.

Task Completion and Assistance

- Participants unable to complete task
- Participants who completed the task with assistance
- Participants who completed task without assistance



Finding: Translated information did not provide ease of understanding to all users.

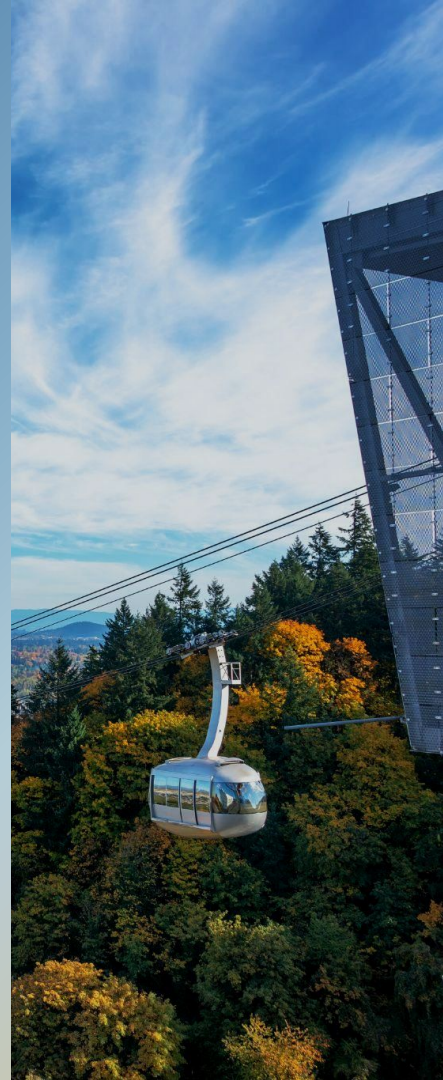
Care Provider's services and specialties were not translated into localized Spanish and Russian phrases.

“It's very different from Ukraine, for example, My Chart is where you can go to see what you've done like tests or information about health. It's not called a chart in Russian, so that's a strange word for me.”

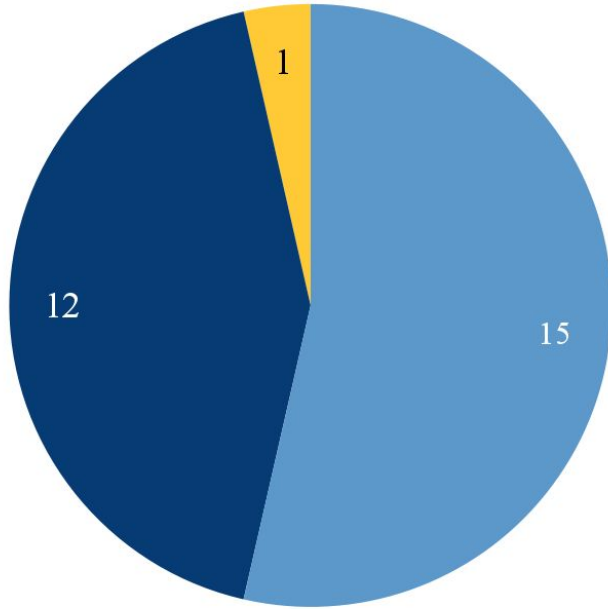
Post-test Questionnaire

3.

**Redesign with
smartphone
accessibility in
mind**



Device Preference



- Smartphone
- Laptop
- Desktop

Finding: Users prefer using smartphones over laptops and other devices to access the internet and search for information.

Finding: Smartphone users may have challenges using search tools.

All **3** smartphone users could locate information that had a **descriptive label** followed by scrolling.

The **single** tablet user successfully completed the task path and also **relied on descriptive labels** to find the requested information.

2 of **3** smartphone users could not find the requested information using the search tools.

Key Participant Comments from Usability Test Recordings

- Smartphone user - Spanish: "Spanish? I'm trying to find [it] in the search - no. Espanol! Yes! OHSU en espanol? Yes. I find on the page below."
- Smartphone user - Spanish: "Any doctor? Oh, ok, find a doctor <clicked label on top of page - did not use search tool>
 - Moderator: "How did you find the number?"
 - User: "I clicked on pediatrics."
- Smartphone user - Russian: "Emergency room...there is no phone numbers here ... find a provider ..." <selected Find your clinic number> "clinic number ... OHSU women's health" <selected OHSU Women's Health>... any phone numbers? I found one: 503-418-4500"

4.

**Develop Russian
content in parity
to Spanish
content, including
new Cyrillic
search
functionality**



Finding:

Users have to navigate back to the English website from the Russian and Spanish microsites to obtain some healthcare information.

Russian-speaking users were more likely to express concern when directed to an English site from the Russian microsite.

Only **1**
Spanish-speaker
user noted the
switch from
Spanish to English.

5 of 10
Russian-speaking users
expressed concerns that
following a link on the
Russian microsite would
take them to an English
page.

Key Participant Comments from Usability Test Recordings

“When I clicked Find a Doctor it took me to the English website and if I didn't read English I would have trouble.”

“The language would change back to English when searching for something, and it was weird to search because all search options would not work in Russian.”

“...it change back to English...it could be confusing if you are visiting the Russian site for the first time, trying to find a care provider.”

Finding:

Russian participants encountered roadblocks using the “Find a Doctor” tool

You don't get search results if you use Cyrillic, only in English can you get results despite it being through the Russian microsite.

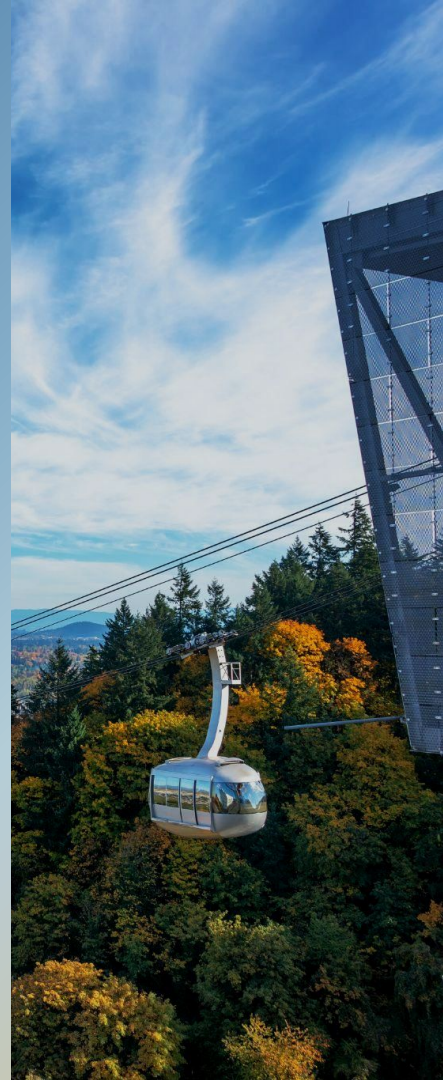
It was weird to search because all search results did not work in Russian.

[A]fter typing in the search bar, she was disappointed to find that all of the results are in English, none in Russian.

Key Participant Comments

5.

**Add contact
information and
appointment
guidance for
dentists and
dental facilities.**



Finding: OHSU's websites (English, Spanish, and Russian) do not provide phone numbers or other contact information for dentists.

This was discovered in error by one of our LEP proxy users while they were trying to find a phone number for a primary care provider through the Russian microsite. Further investigation by our team, outside of the testing experience, revealed that this is also true of the English and Spanish sites.

16 providers for "Dentist"

Filter by: Pediatric (Infant - 17) Adolescent (10 - 24) Adult (18+) Geriatric (60+)

Insurance: Any insurance

Located within 5 miles from:

Provider gender: Female Male

Availability: Accepting new patients Allows online scheduling

Expertise: Primary care provider

Languages: Any language

Sort by: Relevance

Peter Morita, B.S., D.M.D.
Dentistry at OHSU
Special focus: General Dentistry
Accepting new patients
No ratings to display. Find out why.

Ying Wu, D.D.S., M.S.D., Ph.D.
Dentistry at OHSU
Special focus: Pain, Chronic Pain, Dental and Maxillofacial Pathology, Headache, Facial Nerve Disorders, and Temporomandibular Disorders
Accepting new patients
No ratings to display. Find out why.

Hidehiko Watanabe, DDS, MS
Dentistry at OHSU
Special focus: Restorative Dentistry
Accepting new patients
No ratings to display. Find out why.

Search Results

Dentists

Showing results for Dentists

Recommended

OHSU School of Dentistry
Since 1899, the School of Dentistry at Oregon Health & Science University has produced Dentists, Dental Specialists, and Dental Hygienists for the citizens of the greater Northwest region.

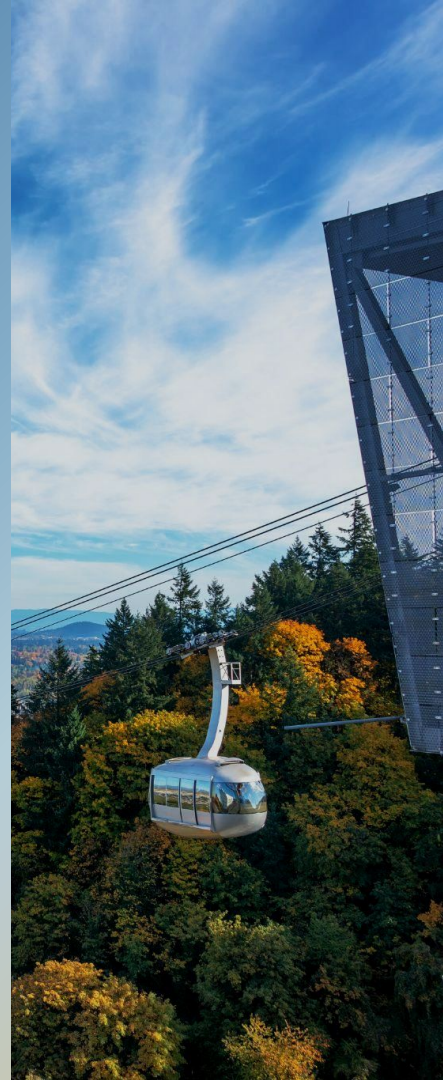
Showing 1 - 10 of 337 results

Oregon Rural Practitioner Tax Credit for Dentists
Oregon Rural Practitioner Tax Credit for **Dentists** | OHSU Eligibility Criteria 2018 - End of August 2019 Eligibility Criteria **Bolded** lines are new rules beginning tax year 2018. Oregon-licensed dentists who practice in a frontier county in Oregon. The following counties...

Amid opioid epidemic, training helps dentists safely manage patient pain | OHSU News
Amid opioid epidemic, training helps **dentists** safely manage patient pain | OHSU News
Share Tweet Share Email Print Amid opioid epidemic, training helps dentists safely manage patient pain Nearly 400 dental professionals nationwide have participated in OHSU School of Dentistry-organized...

All Oregonians need access to dentists | OHSU News
All Oregonians need access to **dentists** | OHSU News Share Tweet Share Email Print All Oregonians need access to dentists By Sean Benson March 20, 2017 Portland, Ore. Sean Benson, D.D.S. (OHSU) Oregon's legislators will grapple with many...

Commendations



1.

Users appreciated availability of resources in their preferred language

2.

Users with prior experience with OHSU expressed pronounced gratitude

3.

One user was especially pleased to see the interpretation services offered



5 of 7 Proxy Users Familiar with OHSU Indicated That OHSU's Services Were "better than other healthcare services."

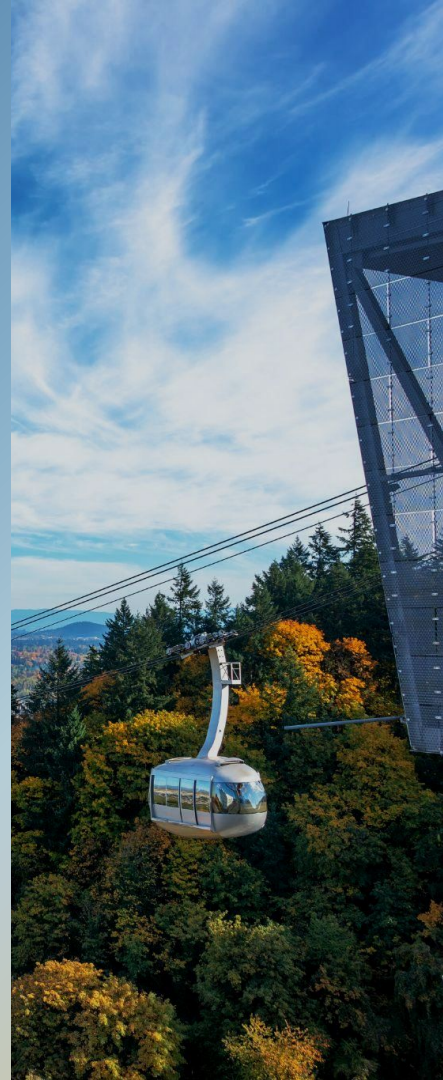
"Oh, my God, I'm very grateful with your service ...my husband, the last year, he had surgery. A very, very nice place, very friendly. I'm very grateful".

"It's really, really nice that you can find that kind of information in your own language".

"I can say the services in general were very, very nice. Everyone was very professional with all the attention they provided me and my daughter and my family, so it was a good experience for us".



Personas



Morena Martínez

Secondary User



Who is Morena?

"I want information to be easily accessible so people like my parents can easily access the information they need."

Morena is a 26 year old higher education administrative assistant based in Hillsboro, Oregon. She loves to read, hike with her dog, and spend time with her family. She holds an undergrad and graduate degree from PSU. Both of her parents require assistance understanding information on medical sites, and require help with technology.

Why is Morena visiting the OHSU website?

Morena is visiting the OHSU website to look for information on primary care physicians and other medical resources for her parents. She primarily uses her laptop to access information. For certain medical terminology she occasionally uses translation services to help her parents with their healthcare needs.

Computer Experience?

Strong

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

No

Visit frequency:

1-4x per year

Most commonly searched healthcare information:

Information on primary
care physicians & medical
resources

Content Engagement & Navigation Experience

Translation tool use:

Occasional

Issues faced:

Occasional barrier to access
due to medical jargon

Comfort with accessing healthcare information:



Personal Information

Age: 26

Languages: Spanish,
English

English Fluency:
Semi-fluent

Occupation: Higher
Education Administrative
Assistant

Highest Degree Earned:
Master's Degree

Miguel Cortega

Primary User



Who is Miguel?

“Maintaining the health of his family.”

Miguel is a stay at home dad living in Portland Oregon with his wife and son Grayson (5 yrs) who has needed frequent pediatric care. Grayson often has Miguel running around, which has aggravated an old soccer injury that Miguel now seeks care for regularly. He prefers to seek healthcare information from his primary care provider during appointments. Miguel has become increasingly concerned about maintaining the health of his family since the Covid-19 pandemic hit and keeps up on all his family's vaccinations.

Why is Miguel visiting the OHSU website?

Miguel is frequently browsing safari for health information concerns that Grayson experiences. He also frequently visits OHSU's website to seek the latest information on Covid-19 vaccinations for himself, his family, and his aging parents who often need information translated to Spanish.

Computer Experience?

Yes

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

Yes

Visit frequency:

Once a month

Most commonly searched healthcare information:

Covid-19 Related
Information, and Childrens
health

Content Engagement & Navigation Experience

Translation tool use:

Frequent

Issues faced:

None

Comfort with accessing healthcare information:



Personal Information

Age: 50

Languages: English,
Spanish

English Fluency: Fluent

Occupation: Homemaker

Highest Degree Earned:

Bachelor's Degree

Sofia Ortiz

Primary User



Who is Sofia?

"I want my child to have the best medical care possible."

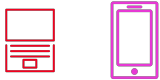
Sofia is a 46-year-old remote software engineer in Portland, Oregon. She is the primary caretaker for her daughter, Ana, who has an autoimmune disorder that requires frequent hospital visits. Sofia's primary language is Spanish. She is moderately proficient in English, but occasionally struggles to understand medical terminology on the OHSU site and relies on Google Translate.

Why is Sofia visiting the OHSU website?

Sofia wants to get the best care possible for Ana's autoimmune disorder. However, Ana's medical diagnosis is complex, so her treatment team is spread across multiple departments at OHSU's Doernbecher Children's Hospital. Although Sofia makes appointments in-person, she often uses the OHSU site to search for more information on her daughter's diagnosis.

Computer Experience?
Very Comfortable

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?
Yes

Visit frequency:
3x per month

**Most commonly searched
healthcare information:**
Children's Health &
Pediatrics

Content Engagement & Navigation Experience

Translation tool use:
Frequently uses Google
Translate

Issues faced:
Occasionally struggles with
medical terminology

**Comfort with accessing
healthcare information:**



Personal Information

Age: 46

Languages: Spanish,

English Fluency: Moderate

Occupation: Software
Engineer

Highest Degree Earned:
Bachelor's Degree

Susana Ramos

Secondary User



Who is Susana?

"Wondering about being a translator."

Susana is a first-year community college student living in Gervais, OR. She is in good health. She does not seek healthcare for herself or others, although she will look up specific information about symptoms through a Google search. A prior visit to urgent care for an injury was upsetting due to there being no one who could translate for her.

Why is Susana visiting the OHSU website?

Susana's poor experience with the urgent care clinic has made her both resistant to accessing services while also sparking an interest in reforming them. She wants to know about whether clinics make translation a priority for their non-English speaking patients. She is investigating OHSU's language services.

Computer Experience?

High

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

No

Visit frequency:

Never

Most commonly searched healthcare information:

Symptoms

Content Engagement & Navigation Experience

Translation tool use:

MS Translator for Android

Issues faced:

Low information literacy skills

Comfort with accessing healthcare information:



Personal Information

Age: 19

Languages: Spanish,
English

English Fluency: Moderate

Occupation: Student

Highest Degree Earned:

High School Diploma

Carmen Rivera

Secondary User



Who is Carmen?

Carmen is a 36-year-old Spanish-speaking woman living in Oregon. She completed high school and currently works as a prep cook. Carmen has limited computer experience but is proficient in using Zoom for virtual meetings. While she feels somewhat comfortable searching the internet for information, she has never used translation tools. Carmen has never visited the Oregon Health & Science University (OHSU) website and relies on talk shows for healthcare information. She accesses healthcare information primarily through her tablet.

“Language should never be a barrier to healthcare.”

Why is Carmen visiting the OHSU website?

Carmen has limited interest in healthcare information but is curious about COVID-19 information. Language barriers may have prevented her from seeking to access necessary healthcare services. Carmen may be more likely to use OHSU’s services if she can receive support in scheduling healthcare appointments. She currently schedules appointments over the phone.

Computer Experience?

No

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

No

Visit frequency:

Never

Most commonly searched healthcare information:

COVID

Content Engagement & Navigation Experience

Translation tool use:

Never used

Issues faced:

None

Comfort with accessing healthcare information:



Personal Information

Age: 36

Languages: Spanish,
English

English Fluency:

Semi-fluent

Occupation: Prep cook

Highest Degree Earned:

High School Diploma

Mila Kondratenko

Secondary User



Who is Mila?

"I want to find the best local provider for fertility treatment."

Mila is a 29 year old woman who is a first-generation American with Ukranian parents. She teaches English to Speakers of Other Languages at an Elementary school in Beaverton, OR. She is fluent in both Russian and English, but either uses Russian websites or a Google browser extension to translate the sites into Russian.

Why is Mila visiting the OHSU website?

Mila and her wife want to have their first child. Mila receives care from Legacy but she is comparing local healthcare providers for fertility treatments. Mila only visits her doctor at Legacy a few times a year. Normally, she gets healthcare information from media like TV, radio, or the internet. She likes to use the internet to set up appointments, but when the website is too confusing, she sometimes needs to talk to someone on the phone for help.

Computer Experience?

Yes

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

Never

Visit frequency:

Never

Most commonly searched healthcare information:

Women's Health,
Family Planning

Content Engagement & Navigation Experience

Translation tool use:

Always

Issues faced:

None

Comfort with accessing healthcare information:



Personal Information

Age: 29

Languages: English, Russian

English Fluency: Moderate

Occupation: Teacher

Highest Degree Earned:

Master's Degree

Diego Salamanca

Secondary User



Who is Diego?

"I'm looking for primary care and dental services."

Diego is a 26 year old automation engineer. He recently moved to Oregon from Mexico for an employment opportunity. He almost never seeks care for himself and finds most of his healthcare information through Google searches. Though Diego is semi-fluent in English, he has had some services declined due to language barriers in the past.

Why is Diego visiting the OHSU website?

Before Diego can begin his new job, he needs a primary care provider to verify his vaccination record. He is visiting the OHSU website to try to get an estimate of the cost of this appointment before he calls to schedule an appointment. Diego is also looking for a dentist to start dental care services for himself.

Computer Experience?

Strong

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

Never

Visit frequency:

Never

Most commonly searched healthcare information:

Dental, Insurance

Content Engagement & Navigation Experience

Translation tool use:

Hardly ever

Issues faced:

Occasional language barriers

Comfort with accessing healthcare information:



Personal Information

Age: 26

Languages: Spanish,
English

English Fluency:

Semi-fluent

Occupation: Automation
Engineer

Highest Degree Earned:

Bachelor's Degree

Remy Smith

Secondary User



Who is Remy?

"I'm just here so I can do my job."

Remy is a non-binary resident of Washington. Remy searches for health care information through their smartphone, however they do not have an established care provider at this time. Remy says they very rarely go to the doctor so they don't need one. Remy primarily uses the internet via their smartphone. Remy has utilized tools such as Google Translate on their smartphone, however when they are looking for medical information they start with friends and family first.

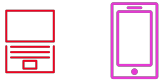
Why is Remy visiting the OHSU website?

Remy visited the OHSU website for further information about COVID and vision checks. Remy wishes to find more resources and information listed in Russian, but they were primarily looking for information on vision, allergies, and COVID.

Computer Experience?

Fairly confident online

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

No

Visit frequency:

Rarely

Most commonly searched
healthcare information:

COVID, Vision

Content Engagement & Navigation Experience

Translation tool use:

Google Translate

Issues faced:

Language Barriers

Comfort with accessing
healthcare information:



Personal Information

Age: 27 – 35

Languages: Russian

English Fluency: Hardly
speaks English

Occupation: Uber Driver

Highest Degree Earned:
Grammar School

Irina Kuznetsov

Secondary User



Who is Irina?

“Привет! I’m looking for assistance with scheduling.”

Irina Kuznetsov is a 45-year-old woman from Oregon. She holds a Bachelor of Arts Degree, and is currently working as a financial advisor. Irina’s first language is Russian, and she has a low proficiency in English. She occasionally requires assistance to set up medical appointments, and is sometimes declined services when trying to access healthcare due to the language barrier over the phone and in-person.

Why is Irina visiting the OHSU website?

Irina is visiting the OHSU website to find information on Women's Health and Specialty Care. Her frequency of seeking care is 1-4 times a year through her phone or tablet. Her second choice for health care services is Providence but OHSU is closer to her.

Computer Experience?

Yes

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

Yes

Visit frequency:

1-4x per year

Most commonly searched healthcare information:

Women’s Health, Specialty

Content Engagement & Navigation Experience

Translation tool use:

Frequently uses Google Translate

Issues faced:

Services Declined due to Language Barrier, Scheduling Assistance needed

Comfort with accessing healthcare information:



Personal Information

Age: 45

Languages: Russian, English

English Fluency: Low

Occupation: Financial Advisor

Highest Degree Earned: Bachelor’s Degree

Citations

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