Summer UX Research Internship – Chegg Product Design (1 intern, graduate)
New York, NY

Your goal – to improve the education process and better the lives of students -- through interning in UX (User Experience) Research.

Organization: Product > UX Design
The User Experience team lives within Chegg’s Product organization. The UX Research Team is part of the larger UX Group. We partner with Chegg’s Product Management, Engineering and Marketing organizations to do research that informs great user experiences.

Role: UX Research Internship

We do UX Research differently at Chegg! Instead of working by yourself or jumping from project to project, you’ll be an embedded member of our Writing Tools product team (based in New York City). Chegg’s writing tools reach over 30 million students from all over the world! They are composed of four citation generators (EasyBib, Citation Machine, BibMe and Cite This For Me) and a brand new writing product which helps students with aspects of their writing process, including grammar and plagiarism checking.

Working directly with your UX Research leader and using a variety of methodologies, you’ll plan, execute, evaluate and share insights from your UX Research. You’ll work to optimize our customer’s experience and turn insights into engaging, actionable recommendations that make a difference for our customers. You definitely won’t be writing reports and filing them away on a wiki!

Responsibilities:

· Test mockups and prototypes of our products
· Partner with UX Designers to create design solutions for our products based on customer data
· Use remote tools like UserTesting.com to get feedback on designs
· Compile and review research results and report key findings; make recommendations to Design, Product and Marketing based on those findings
· Conduct surveys of current and cancelled customers; identify and explore product-related opportunities for improvement
· Inform the product design process based on a blend of both quantitative metrics and qualitative feedback

Requirements:

· Currently pursuing a graduate level degree in English, Anthropology, Sociology, HCI, Education, Cognitive Science or other relevant fields
· Be legally allowed to work in the US (US citizen, green card, or F1 student visa holder)
· Ability to intern in New York City
· Ability to work for a continuous 10 weeks in the summer
· Ability to work 40 hours per week
· Ability to prioritize and manage work to adhere to critical project timelines in a fast-paced environment
· Familiarity with user-centered design principles, careful attention to detail, as well as ability to grasp multiple product requirements
· Familiarity with analytics tools like Google Analytics
· Adept at user-centered research methodologies
· Curious and creative; enjoy complex issues and problem solving
· Ability to facilitate the rapid iterative design process
· Excellent presentation skills

Send resume and cover letter to Lori Sparger, Chief Operating Officer for the College of Liberal Arts (lsparger@purdue.edu) and Harry Denny, Associate English Professor and Director of the Writing Lab (hdenny@purdue.edu).

Deadline to apply: March 5, 2019