

Lend A Hand

Build community by helping others



Team Members

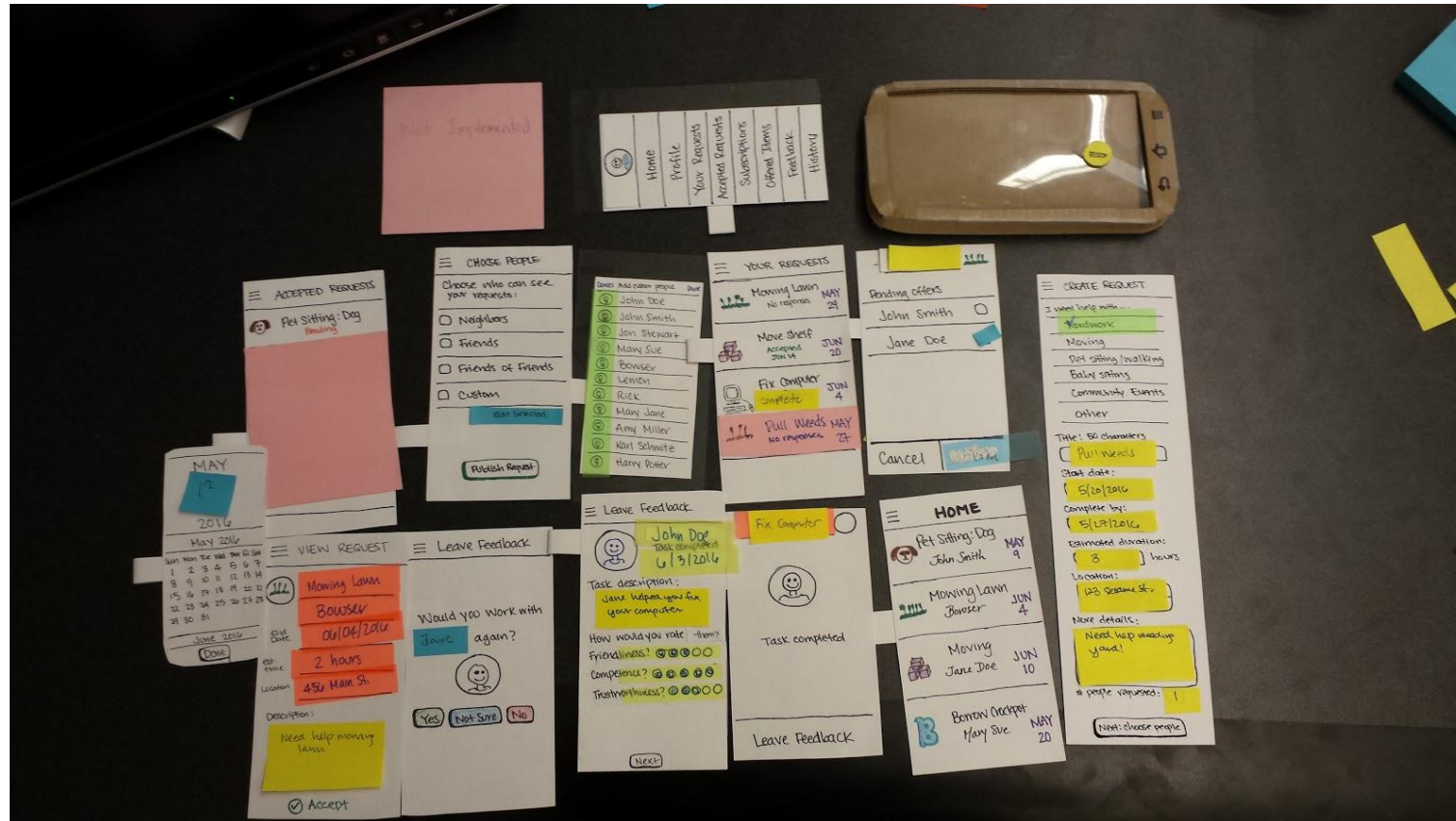
- Isaac Schaaf *Project manager*
- Ellen Wu *Designer*
- Elizabeth Schibig *Documenter*
- Michael Kim *Web Developer*



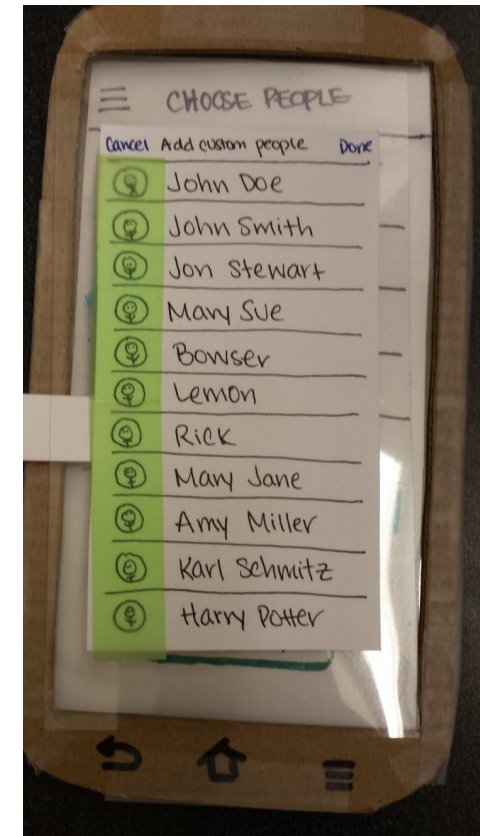
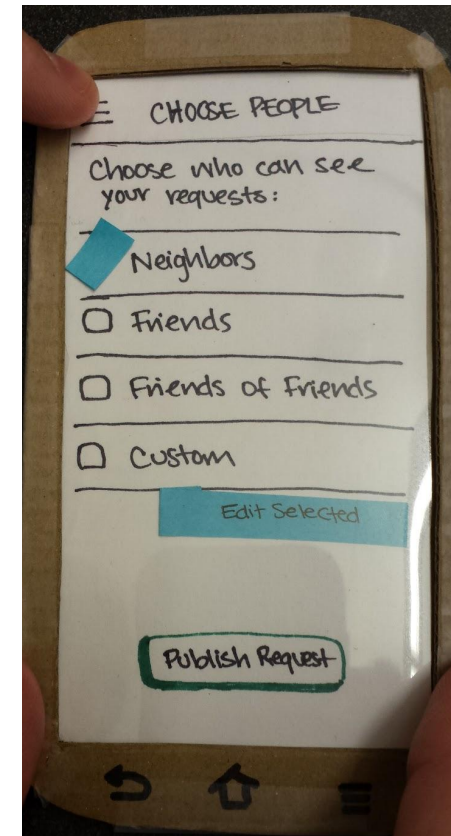
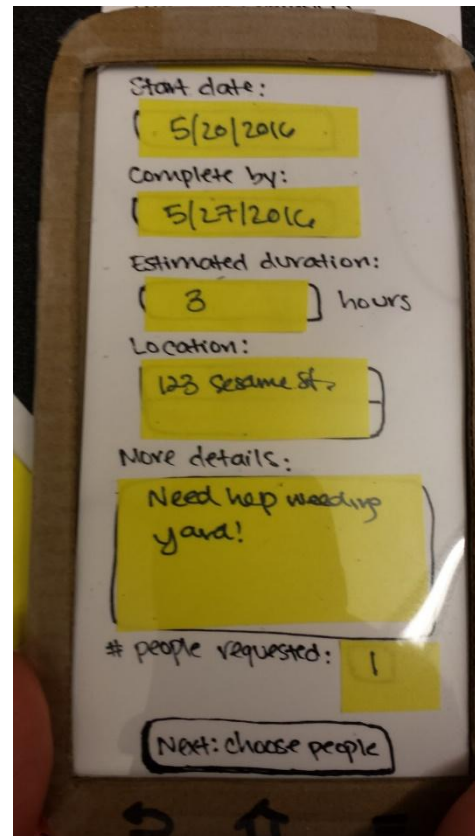
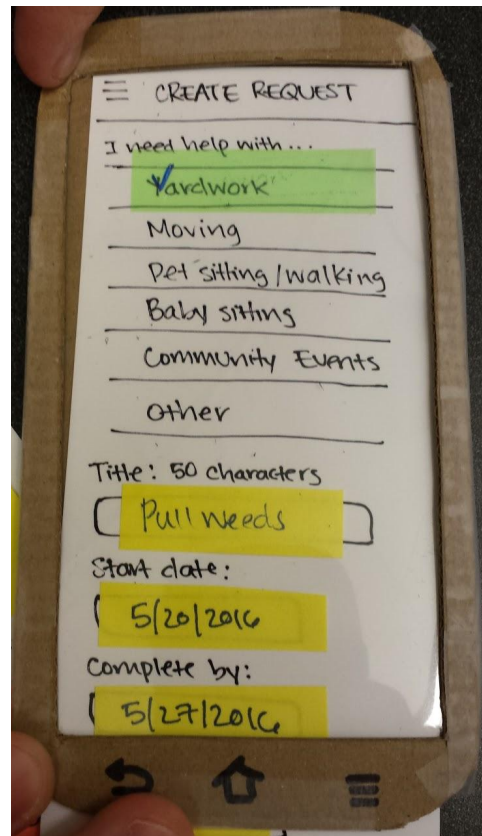
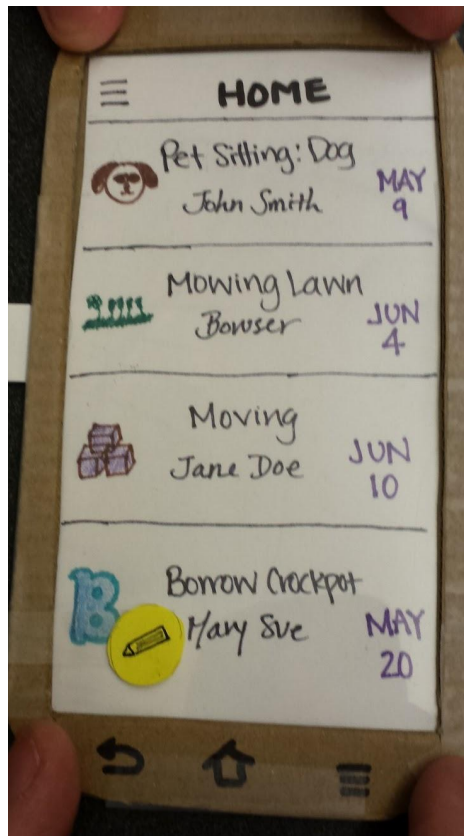
Problem

- Difficult to give and get help when needed – communities largely isolated and anonymous
 - e.g. if you need help jump-starting your car, more convenient to ask a neighbor who knows how rather than phoning friend far away
- These difficulties often stem from a lack of trust between neighbors
- Need to bridge gaps in communication

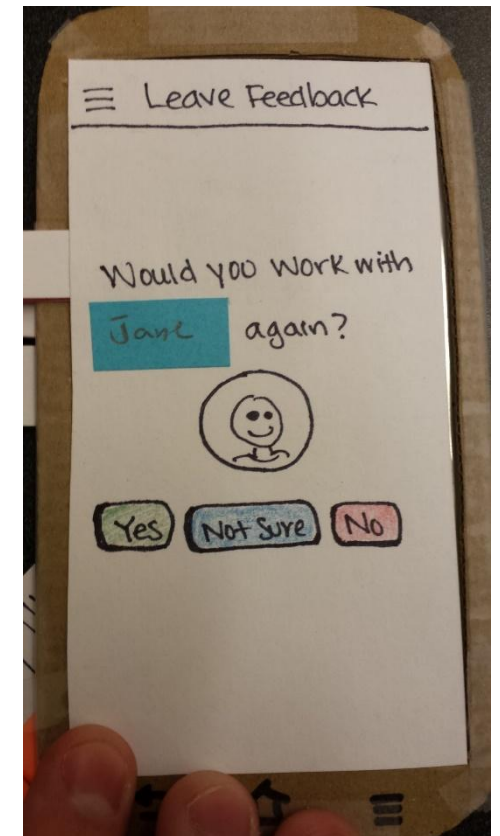
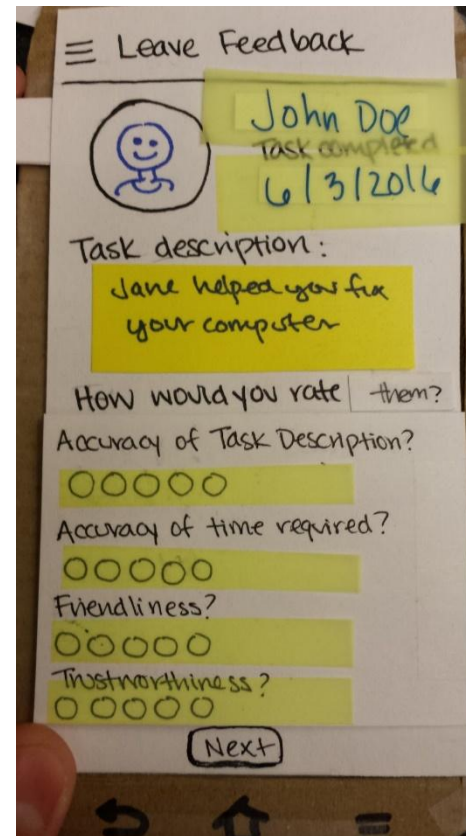
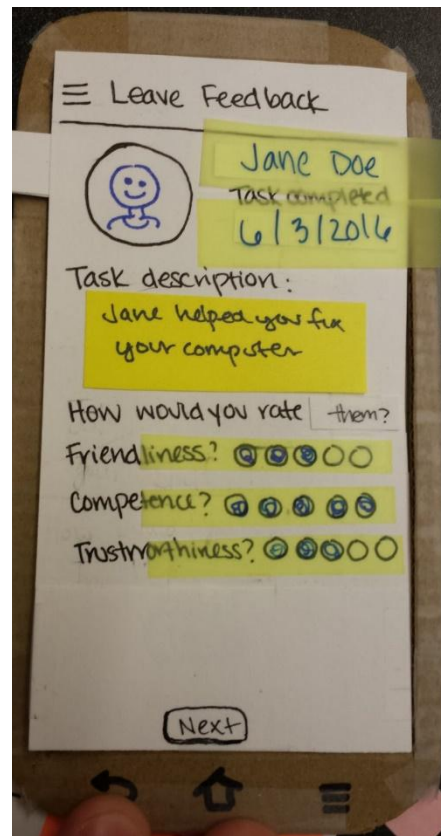
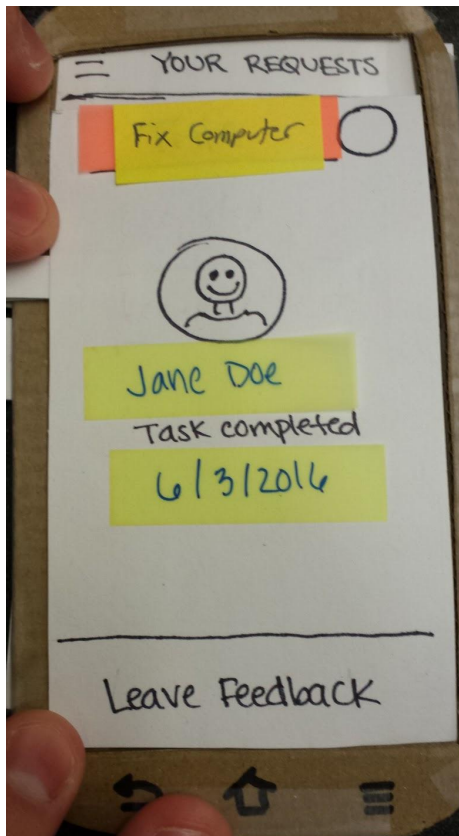
Initial Paper Prototype



Initial Paper Prototype: Task 1



Initial Paper Prototype: Task 2



Testing Process

Heuristic evaluation

- Fluid
- Multiple context switches
- Open dialogue

User tests

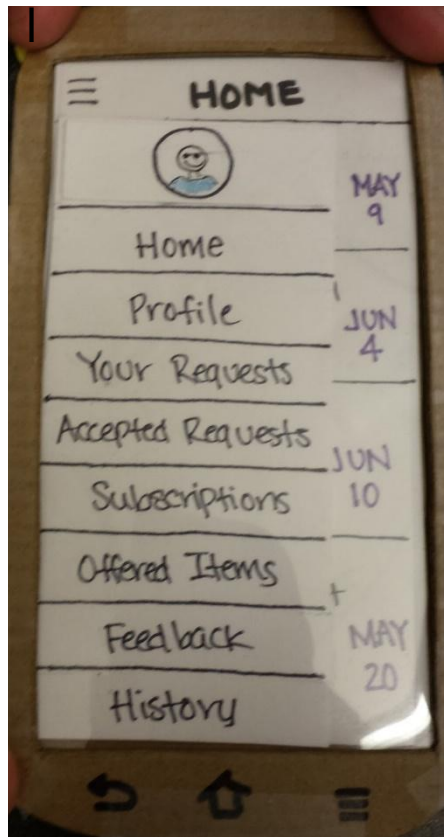
- Constrained
- Single context switch
- Debrief at the end

Testing Results

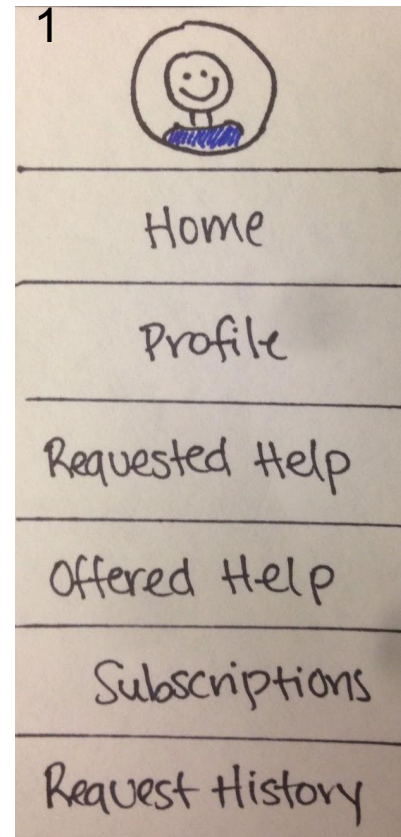
- Main menu design
- Home page clarity
- Request dates
- View feedback of other users

Testing Results: Main Menu Design

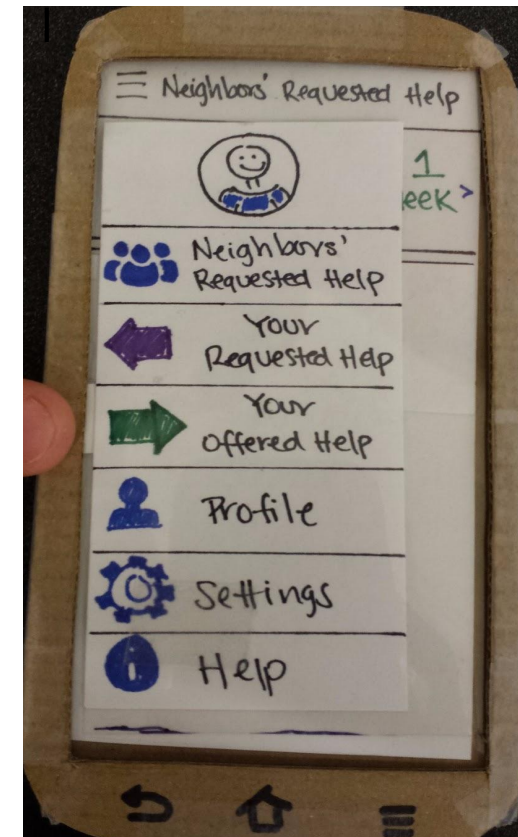
Original



Revision 1

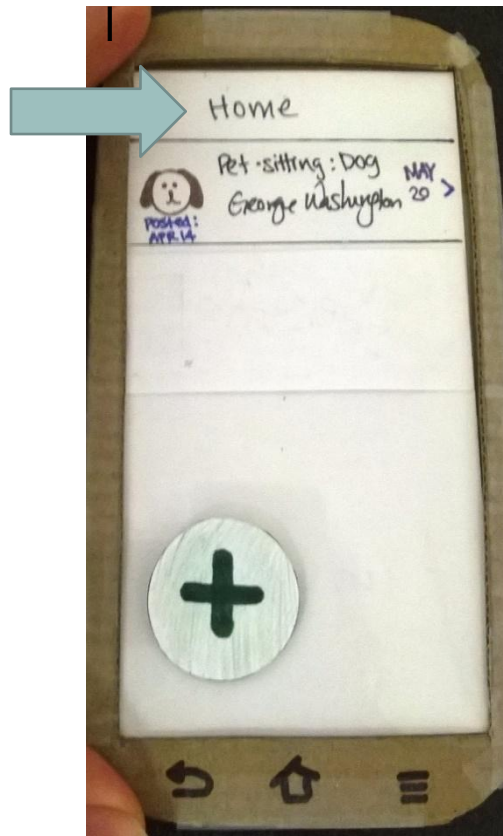


Final

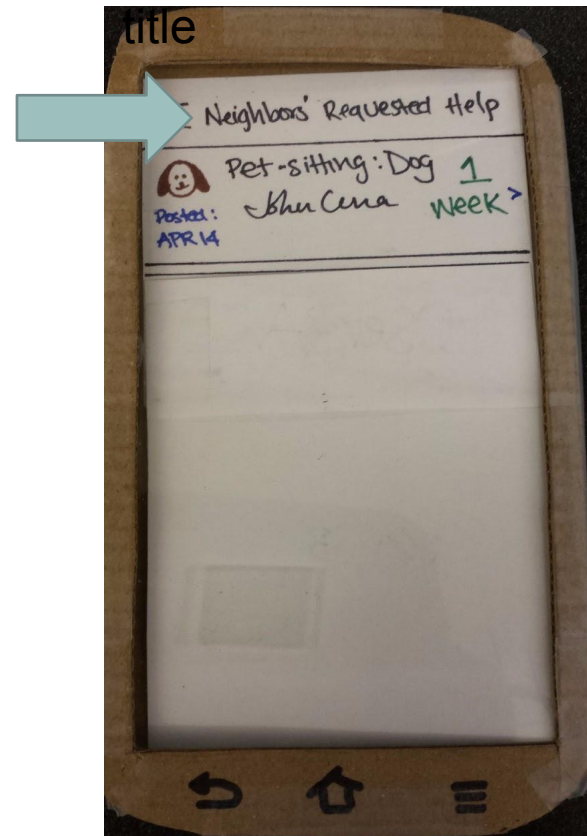


Testing Results: Home Page Clarity

Original



Revised page

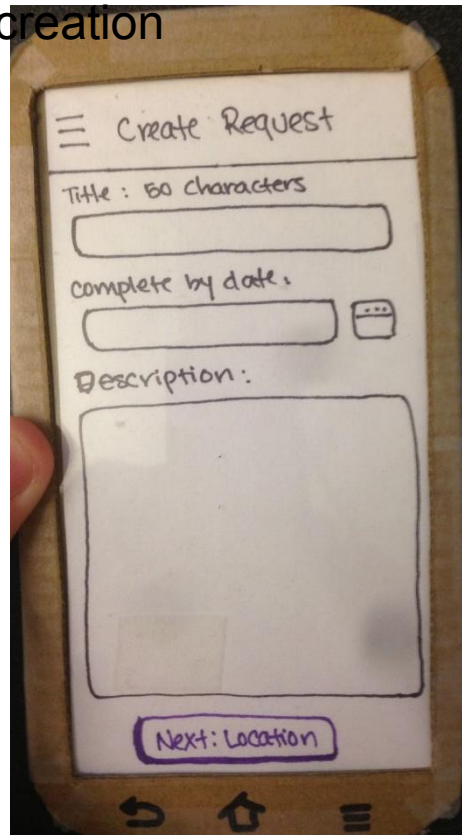


New startup screen

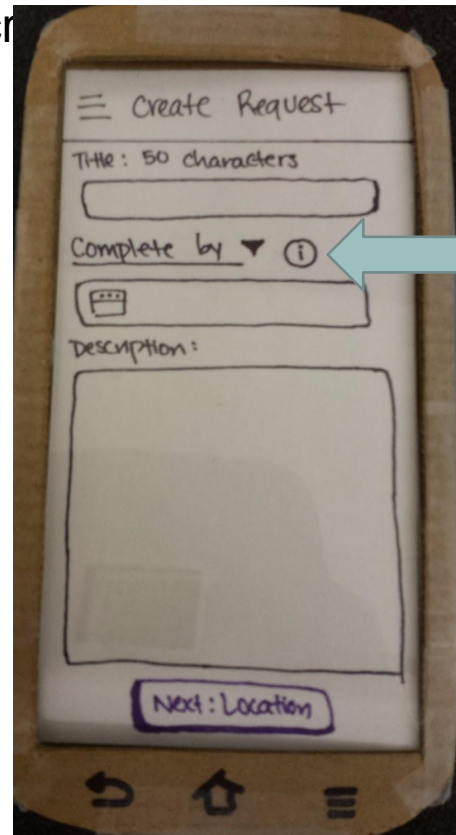


Testing Results: Request Dates

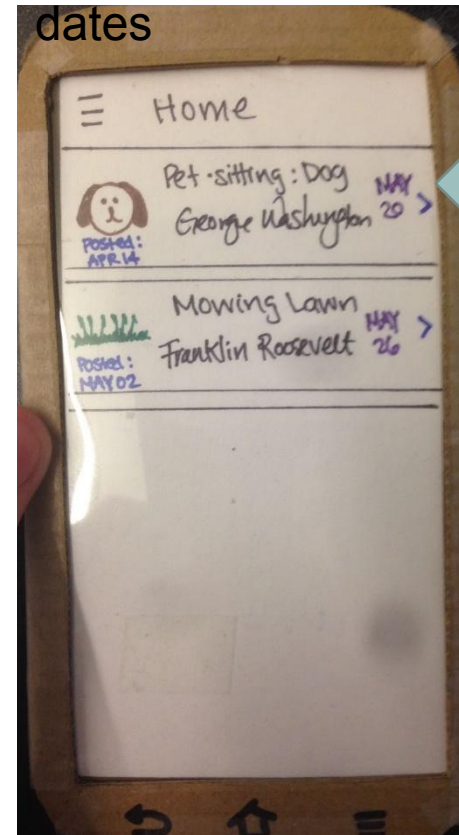
Original request creation



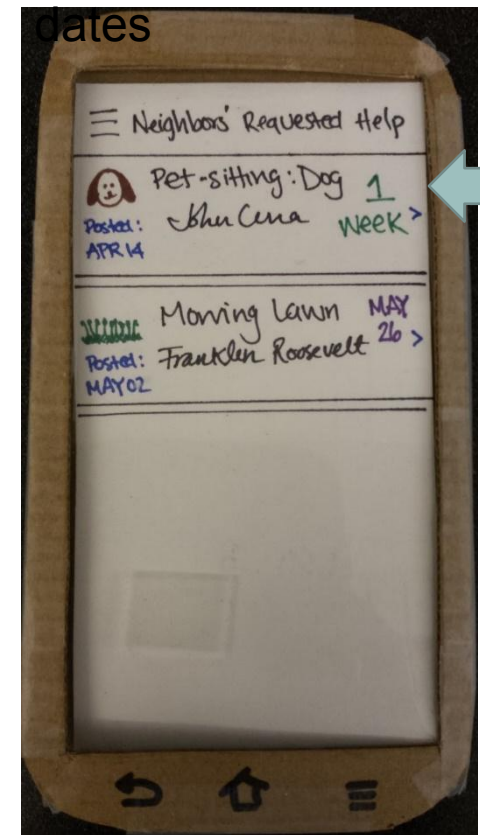
Revised request creation



Original end dates

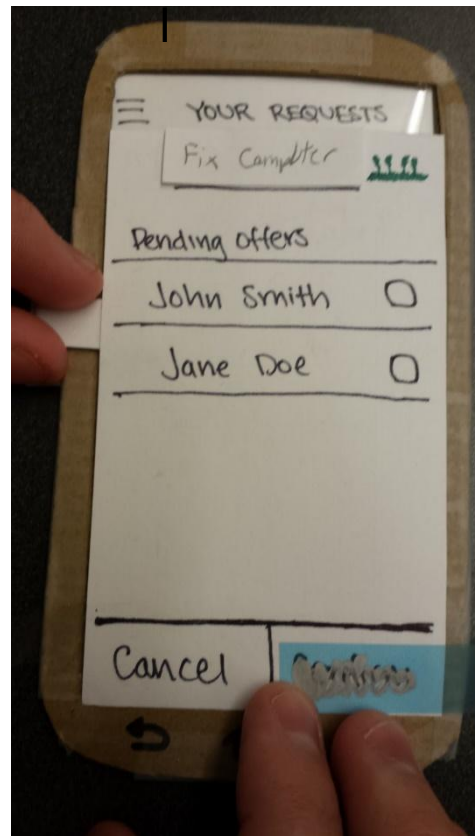


Revised end dates

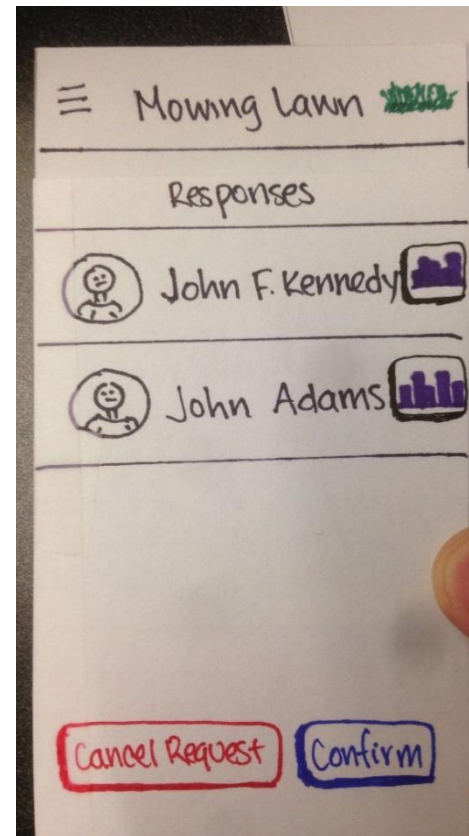


Testing Results: View Feedback

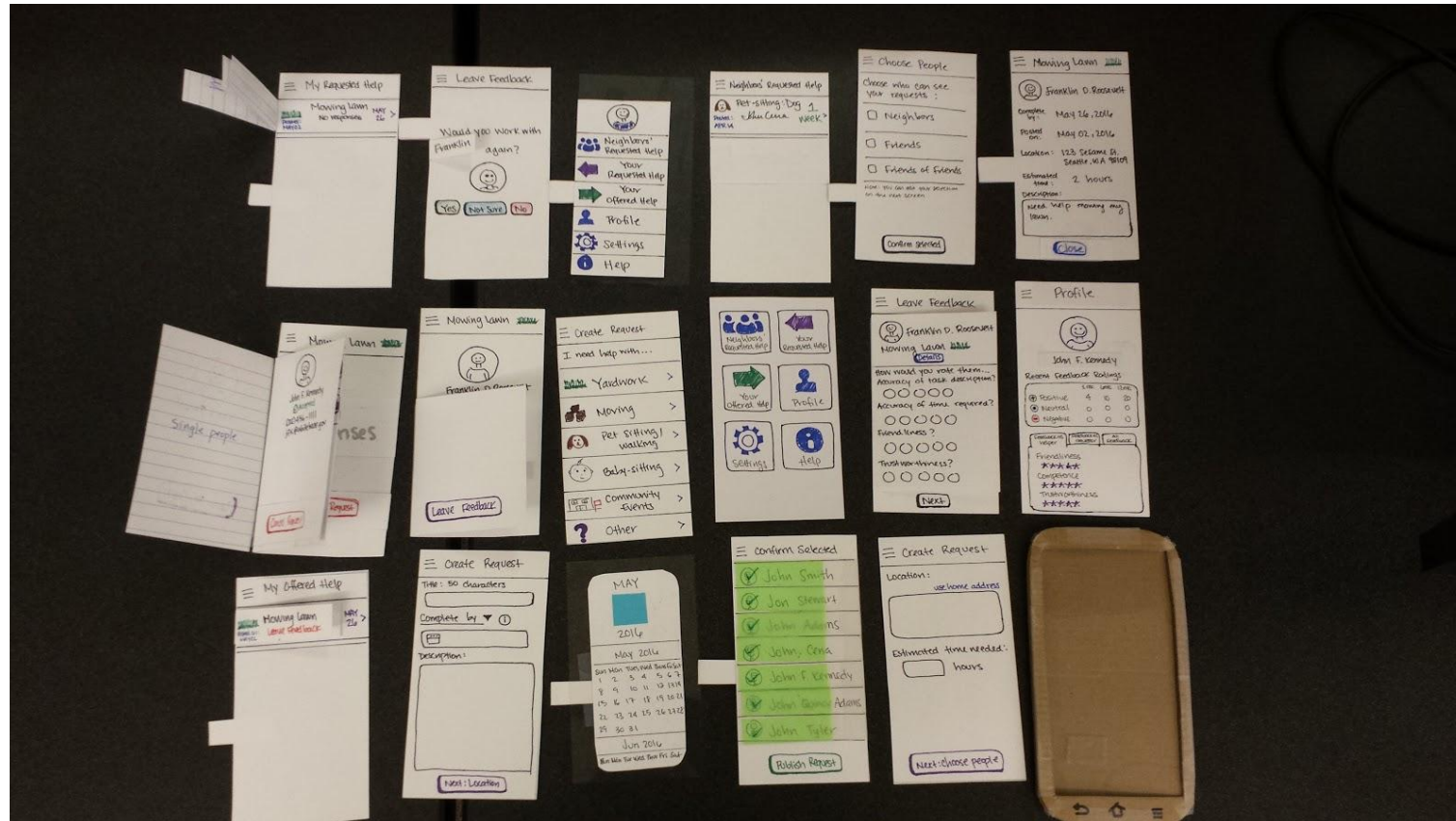
Original



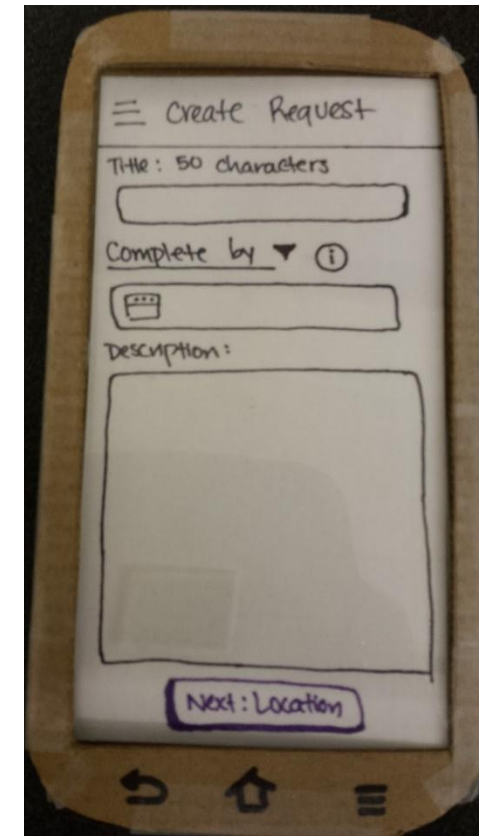
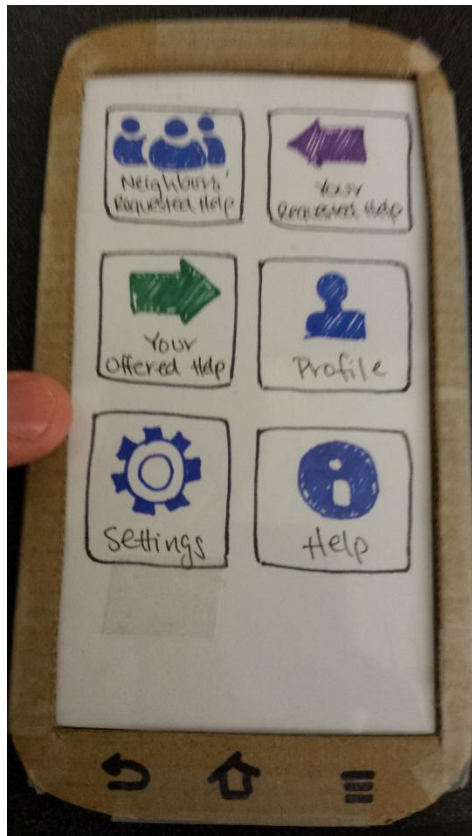
Revised



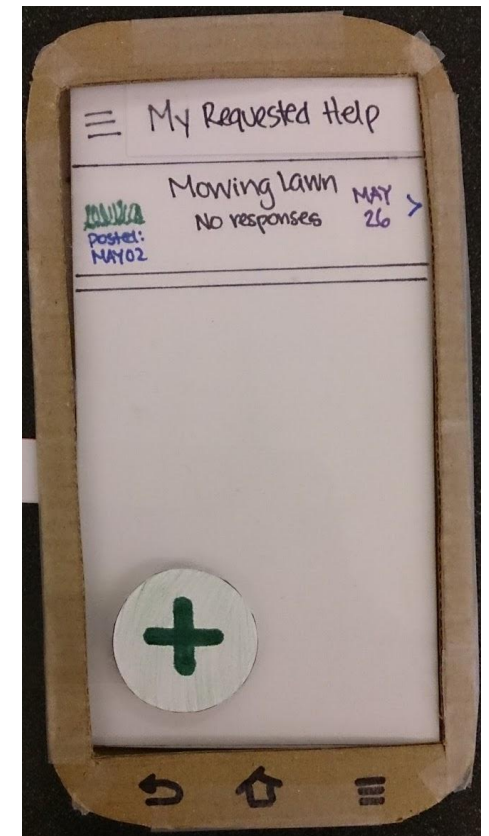
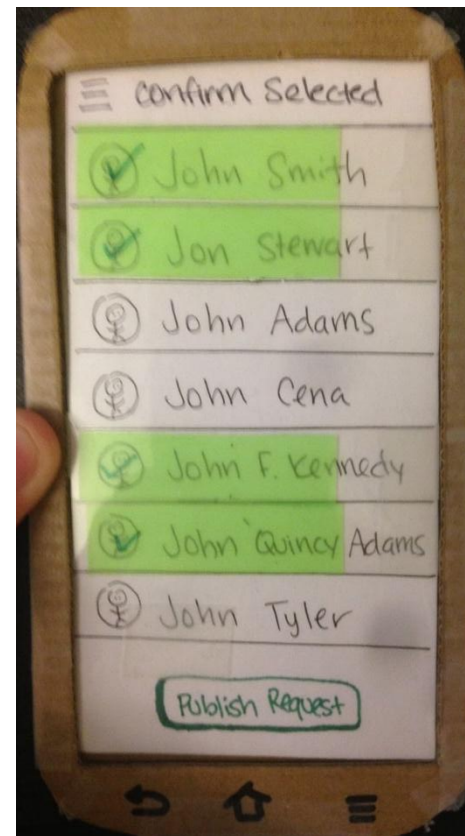
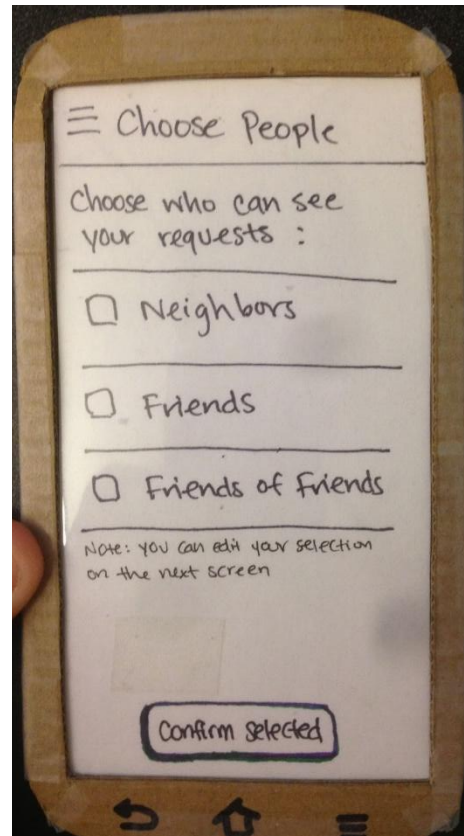
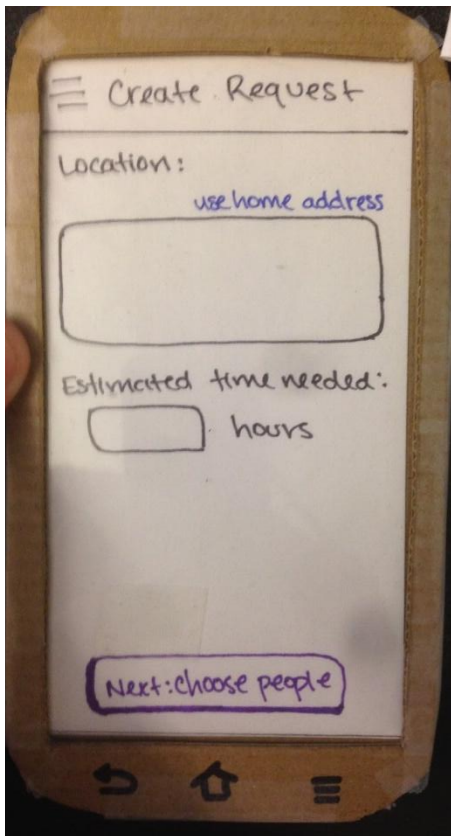
Final Paper Prototype



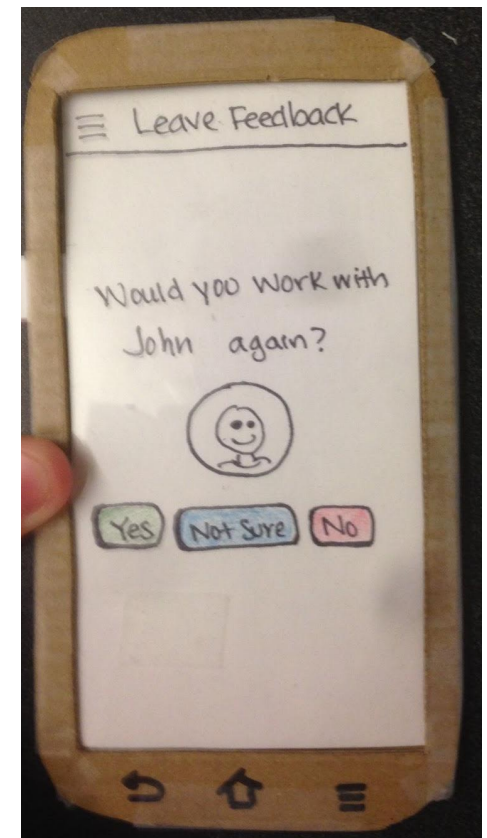
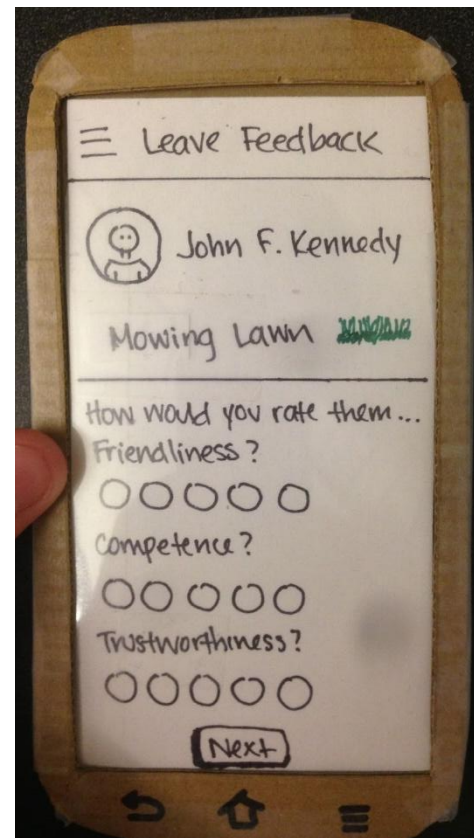
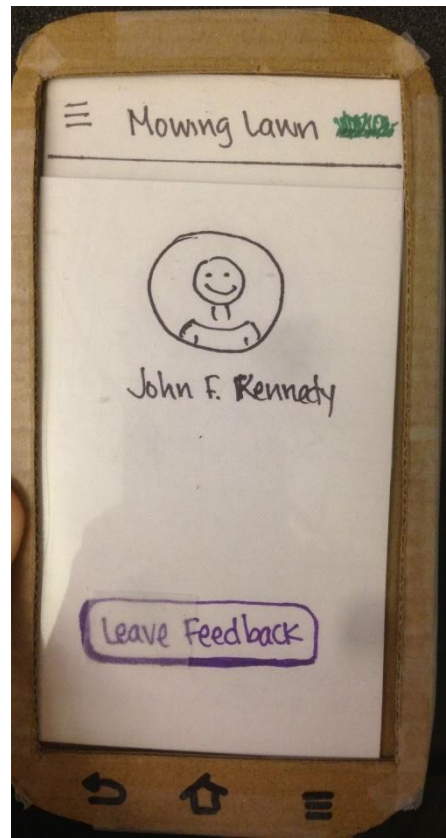
Final Paper Prototype: Task 1



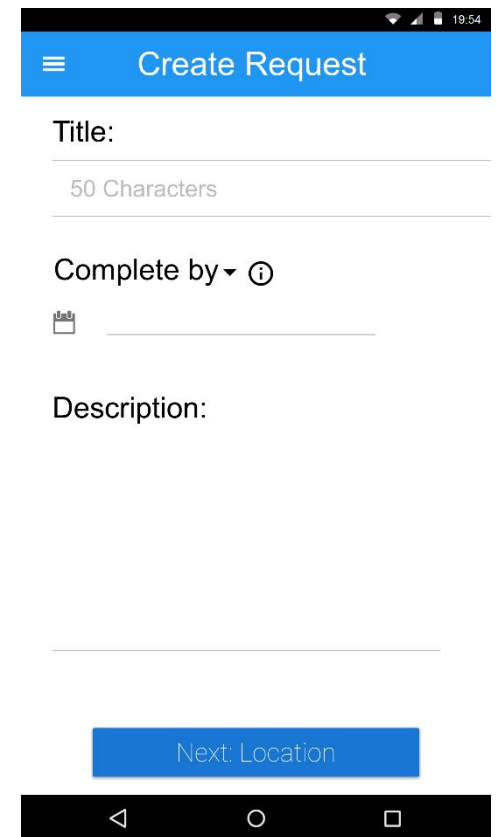
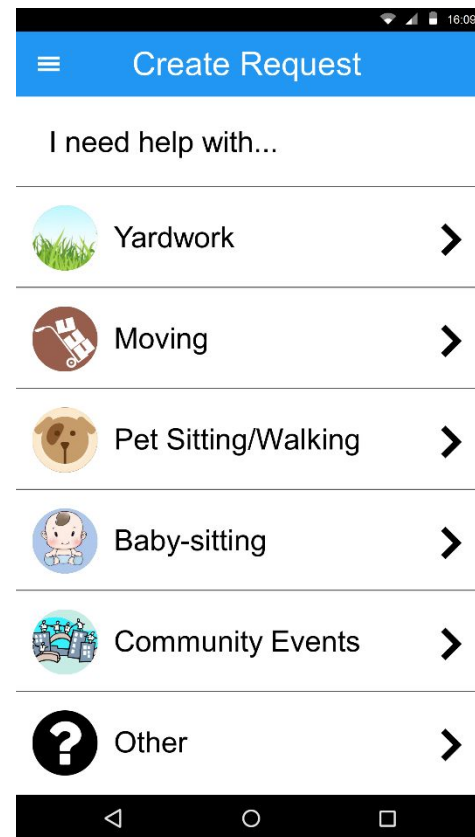
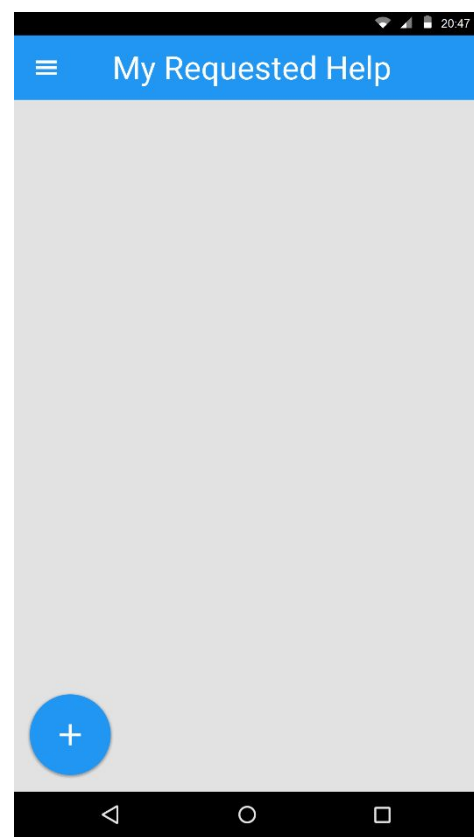
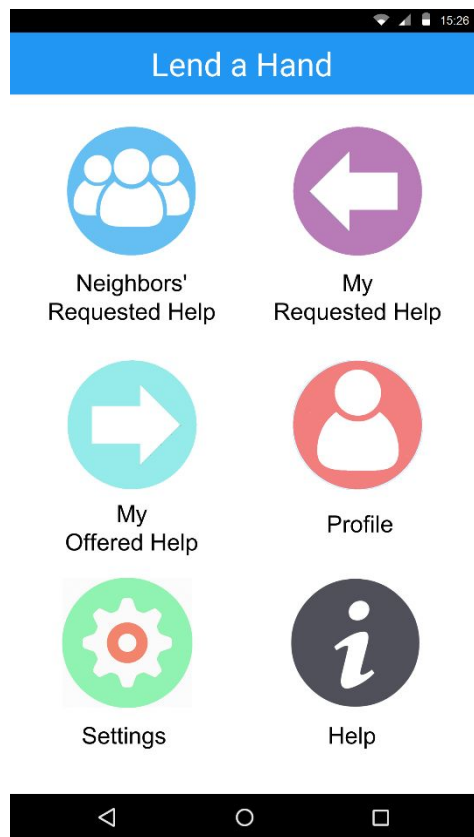
Final Paper Prototype: Task 1



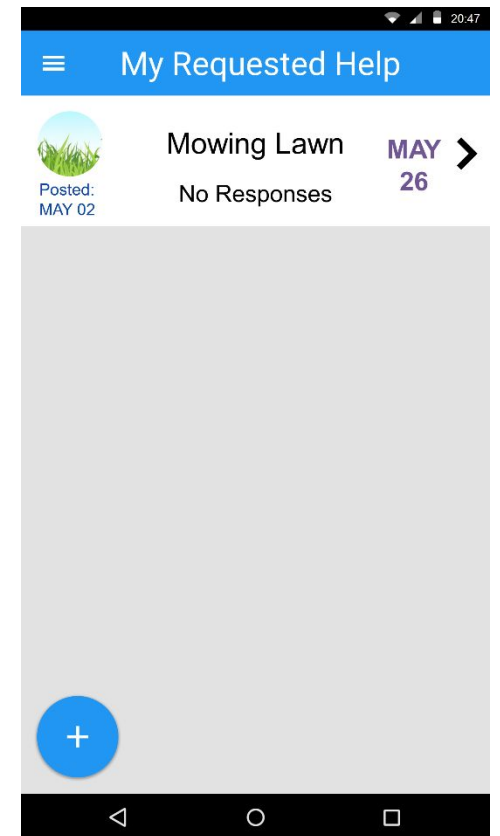
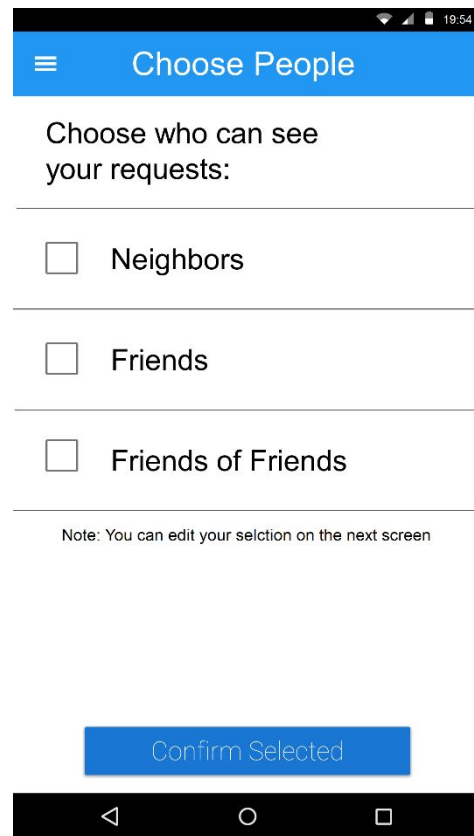
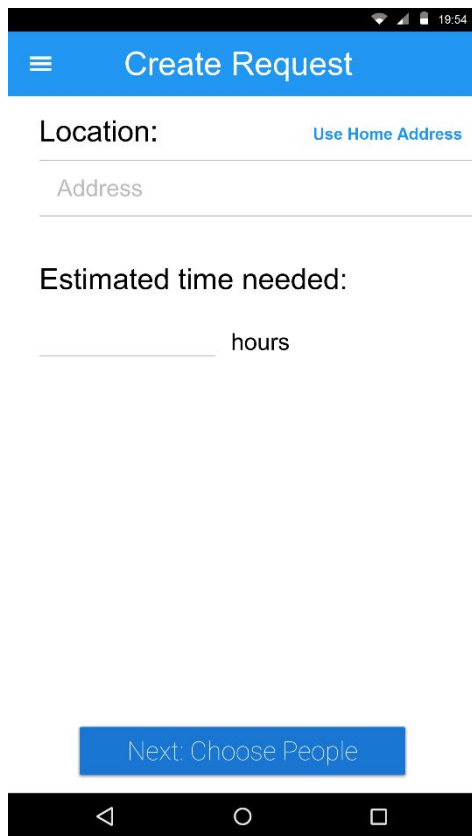
Final Paper Prototype: Task 2



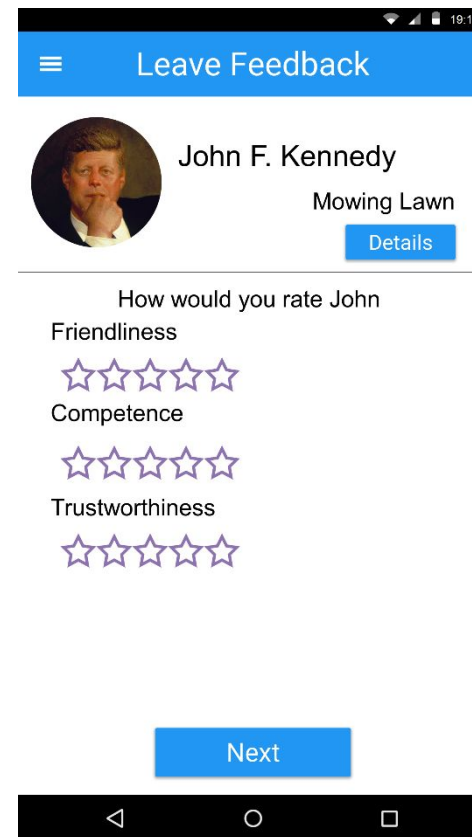
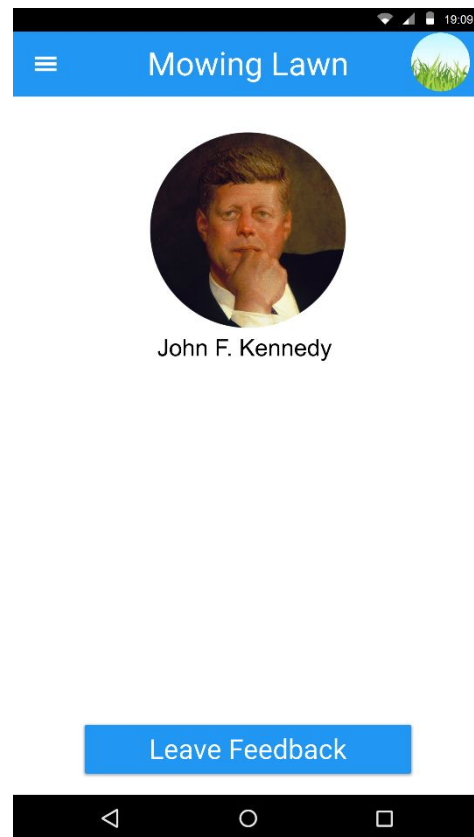
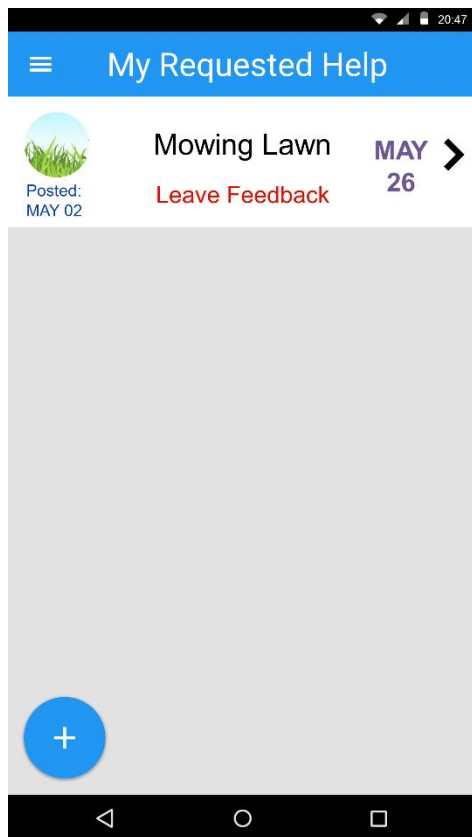
Digital Mockup: Task 1



Digital Mockup: Task 1



Digital Mockup: Task 2



Summary

- Important to iterate through many designs
 - Did not spend too much time on any one design
- Changes we make in response to user feedback may not always be correct
 - Always need to do further testing on any changes we make
- Things that were intuitive to us were not always intuitive to some users
 - All assumptions should be tested

Thank You

Questions?

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