

# Lenda Hand



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**Ninja Web Developer:** Michael Kim

**Ninja Designer:** Ellen Wu

# Problem

Every now and then everyone  
needs help

# Problem

It is sometimes difficult to ask a neighbor for help when we don't know them well

# Problem

Interactions between community members are rare in our increasingly digital age

# Contextual Inquiry

Target audience:  
Suburban residents

# Contextual Inquiry

Interviewee #1: Amy

A young UW  
dormitory resident



# Contextual Inquiry

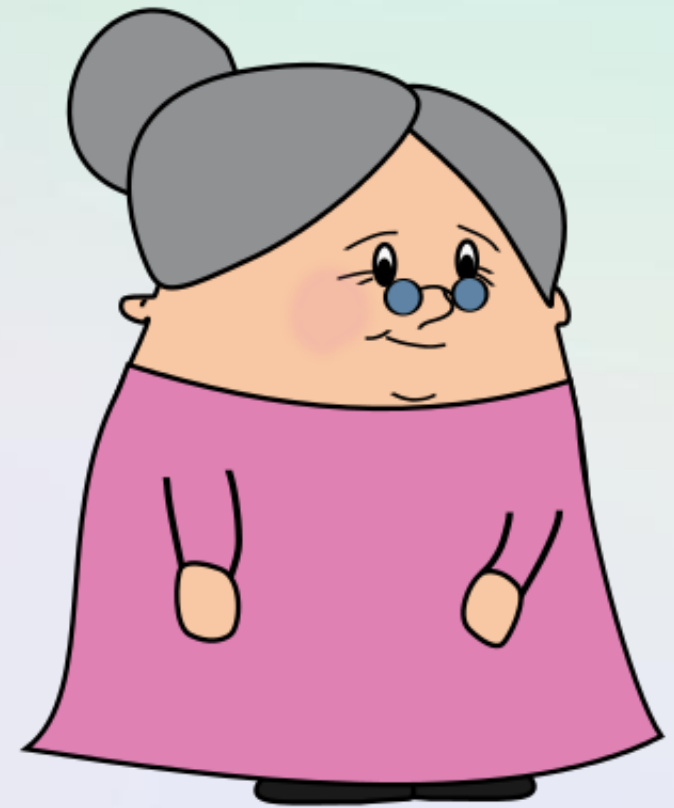
Interviewee #2: Lemon

45 year old single  
mother living near the  
edge of West Seattle



# Contextual Inquiry

Interviewee #3: Mary  
80 year old, elderly  
woman living with her  
husband in a  
suburban home





# Contextual Inquiry

Interviewee #4: Rick

60 year old  
homeowner and  
active member of his  
community



# Contextual Inquiry

## Do-It-Yourself:

Prefer to be independent or rely on friends

# Contextual Inquiry

Isolation:

Don't know neighbors well

# Contextual Inquiry

## Trust:

Need to know the other person first before receiving/giving help inside the home

# Contextual Inquiry

## Outside tasks:

If help needed outside of home, okay with stranger helping

# Tasks

Introduce  
yourself

Borrow and lend  
items

Request in-  
person help

Leave feedback  
for interactions

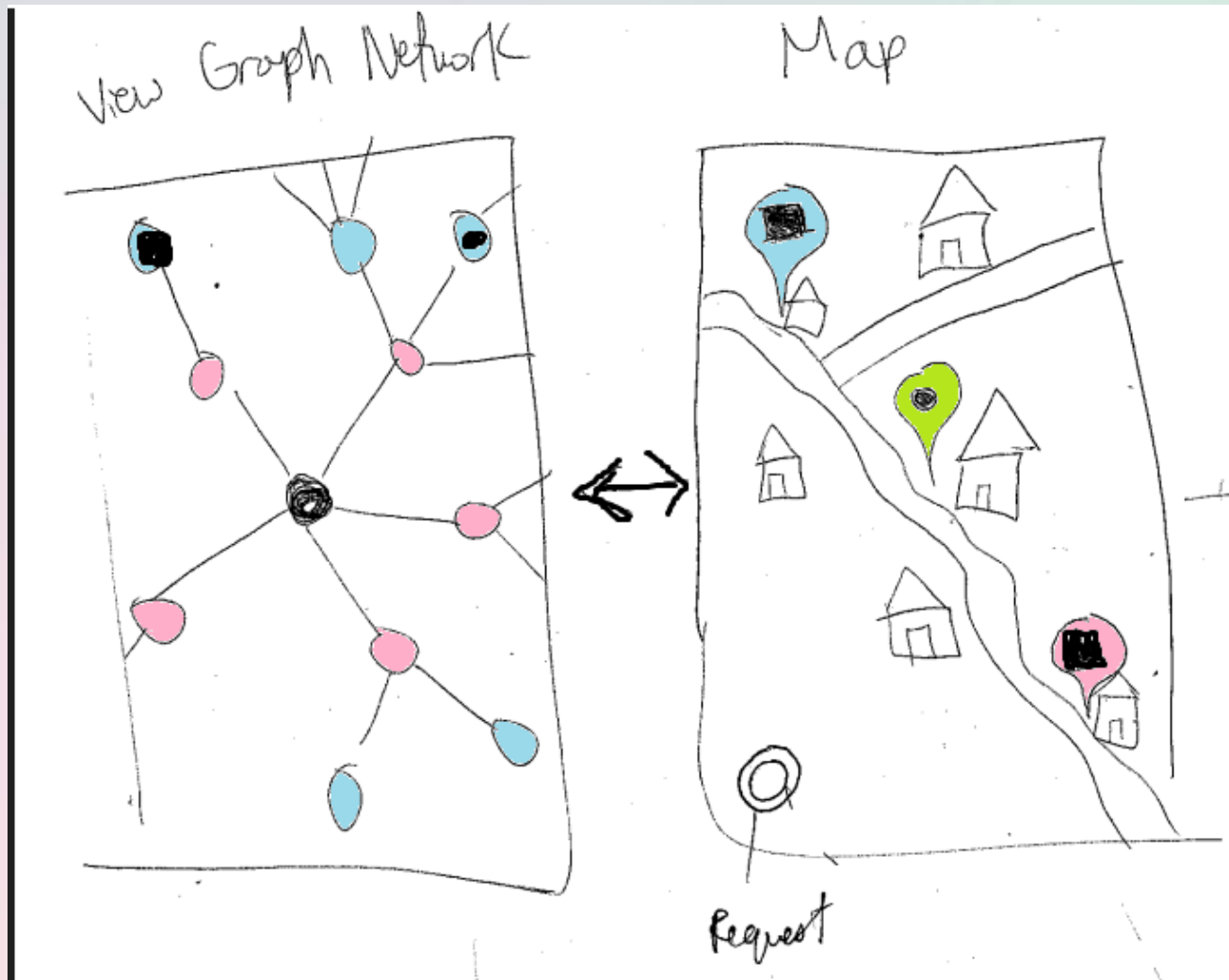
Connect with  
friends of  
friends

Plan community  
events

# Design #1: Map

Centered around visuals of your  
connections with others

# Design #1: Map

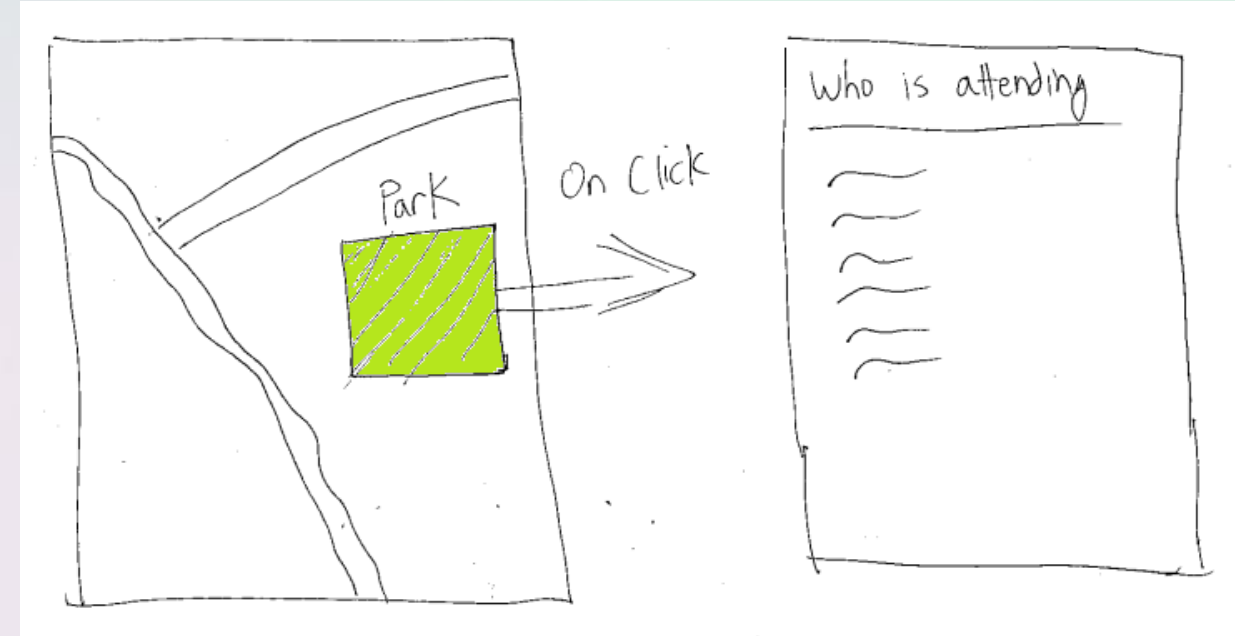


## Supports:

- Graph network connections
- Request in-person help
- Borrow/lend items
- Facilitating community events



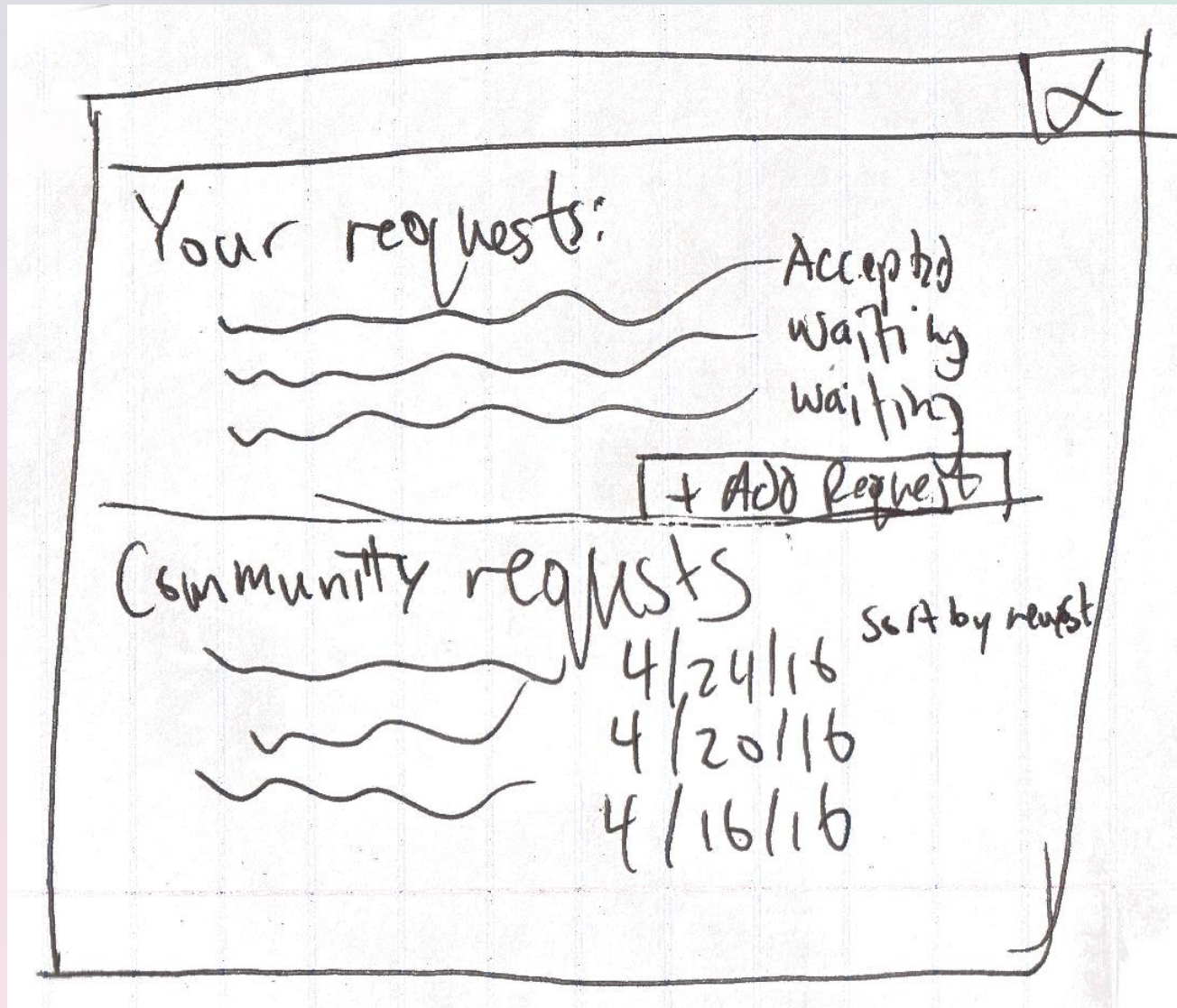
# Design #1: Map



# Design #2: Website

Emphasis on free form input for requests and user referrals

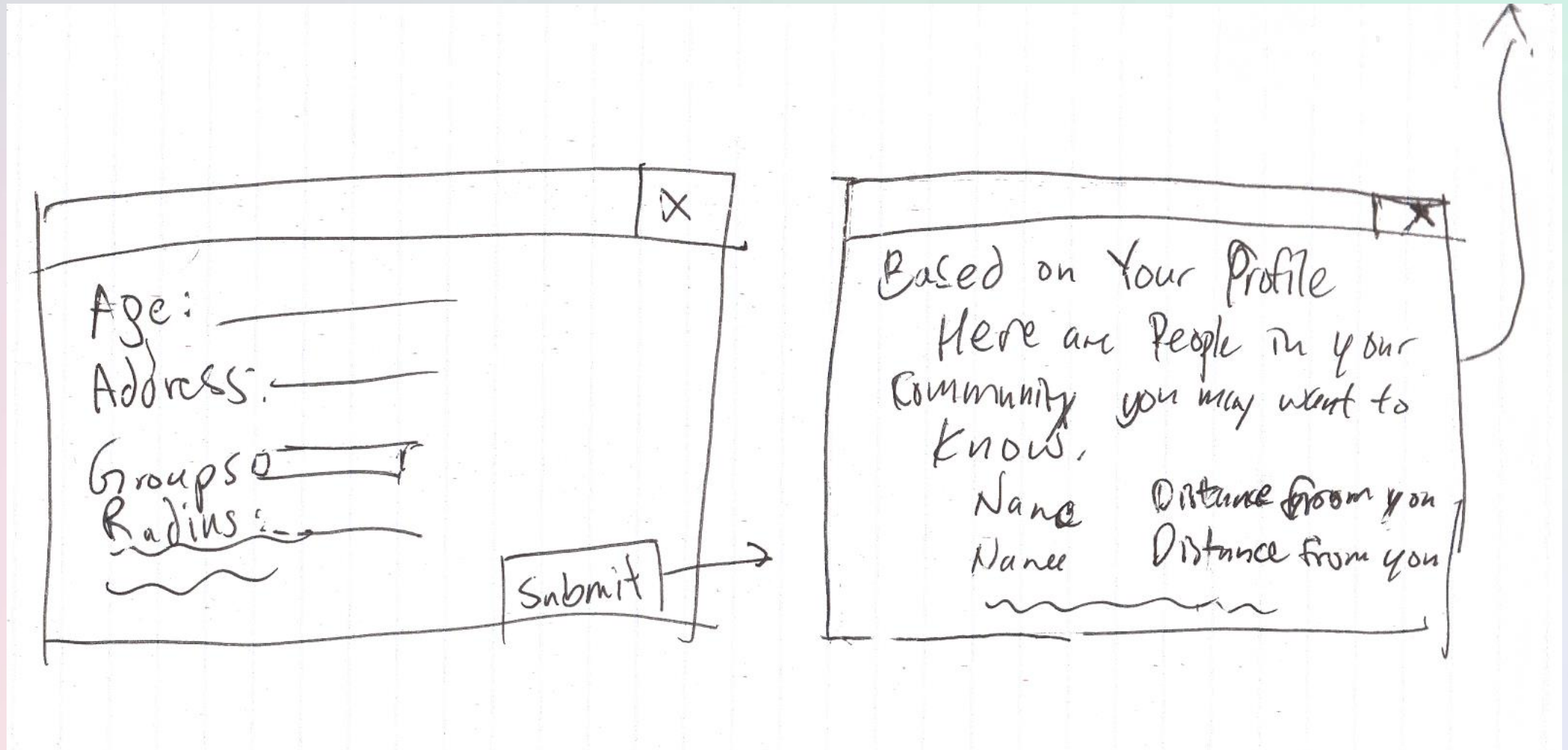
# Design #2: Website



## Supports:

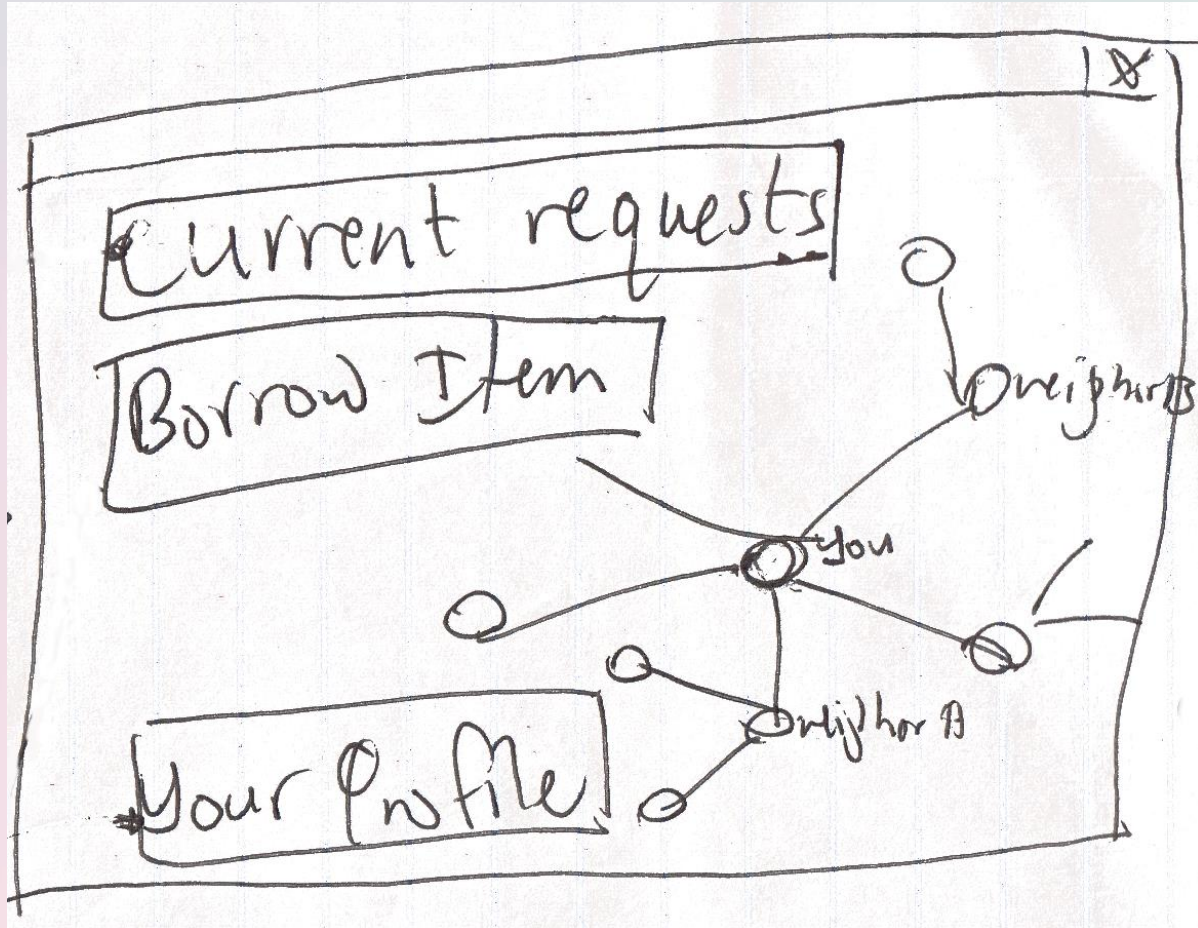
- Borrow/lend items
- Request in-person help
- Profiles and introductions
- Graph network connections

# Design #2: Website





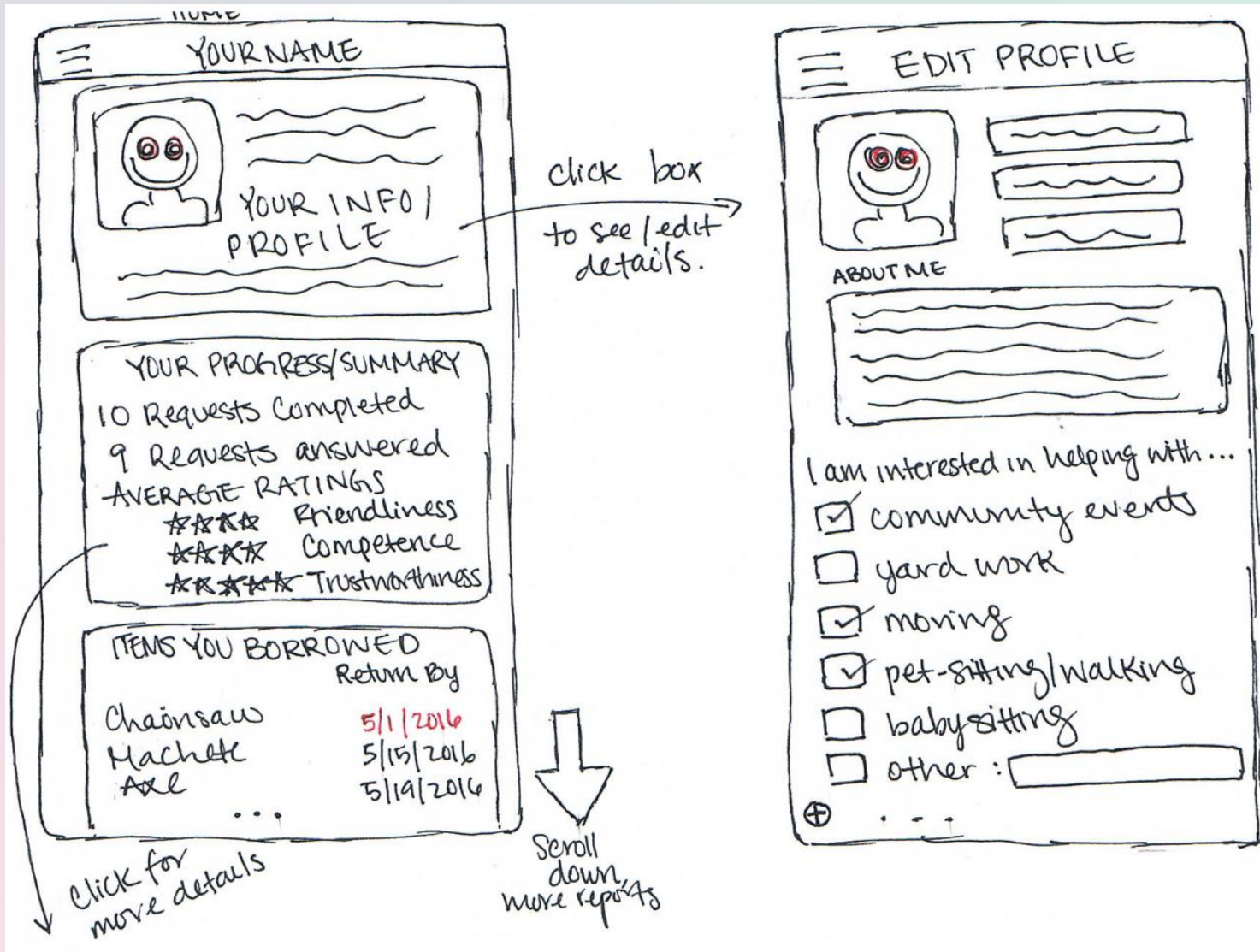
# Design #2: Website



# Design #3: Subscription

Receive notifications for task categories you have subscribed to

# Design #3: Subscription



## Supports:

- Profiles and introductions
- Borrow/lend items
- Request in-person help
- Feedback system



# Design #3: Subscription

**BORROW/LEND**

Items borrowed	return by
Chainsaw	5/1/2016
Machete	5/15/2016
AXE	5/19/2016
Blade	6/20/2016

Items you have for lending	
Lawn mower	
Kitchenaid	
Rice cooker	
Almond Flour	

People nearby have requested...	need by
Hammer	6/2/16
chainsaw	7/4/16

**REQUEST HELP**

I need help with ...  
\* choose one

- community events
- yard work
- moving
- pet-sitting/walking
- baby sitting
- other:

From ...

- Neighbors
- Friends
- FOF
- Custom

By ...  
— pick date/time below —

**FEED BACK**

Received

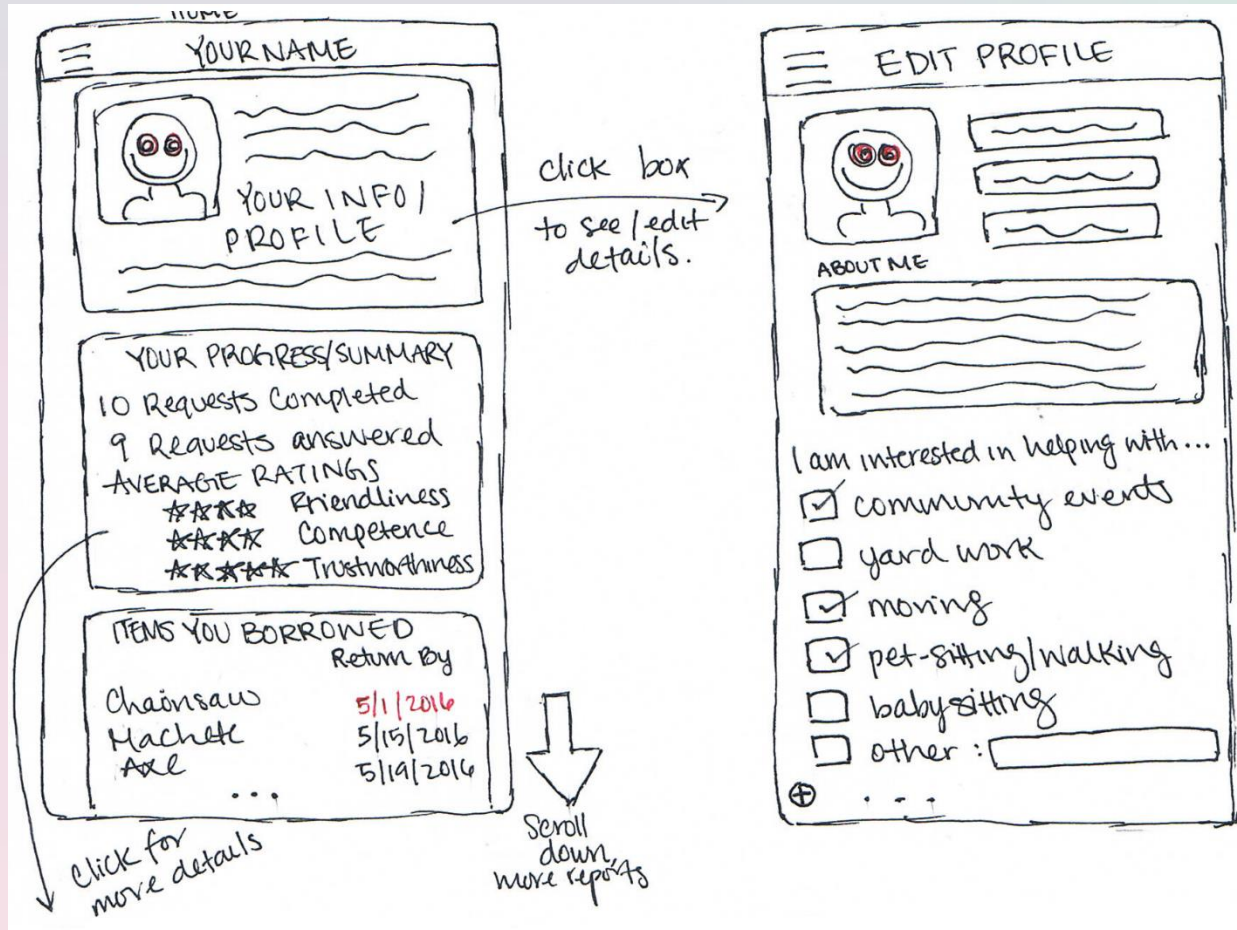
	<del>*****</del> Friendliness <del>*****</del> Competence <del>*****</del> Trustworthiness
	<del>*****</del> Friendliness <del>*****</del> Competence <del>*****</del> Trustworthiness
	<del>*****</del> Friendliness <del>*****</del> Competence <del>*****</del> Trustworthiness

Rate your last request

	On 4/26/2016 <del>xxxxxx</del> helped you mow your lawn. How would you rate him?
Friendly	○○○○○
Competent	○○○○○
Trustworthy	○○○○○



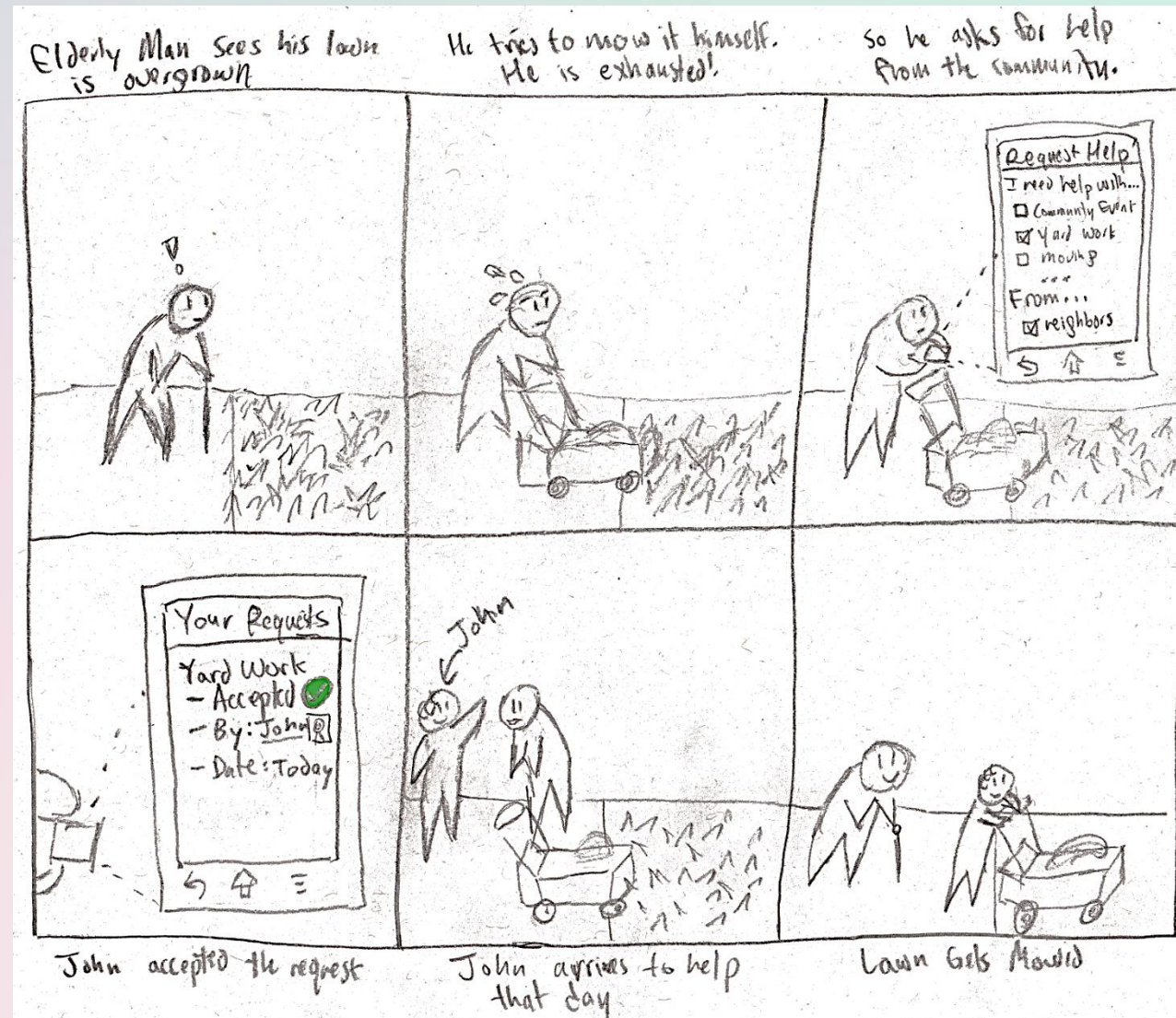
# Selected Design and Tasks



## Tasks:

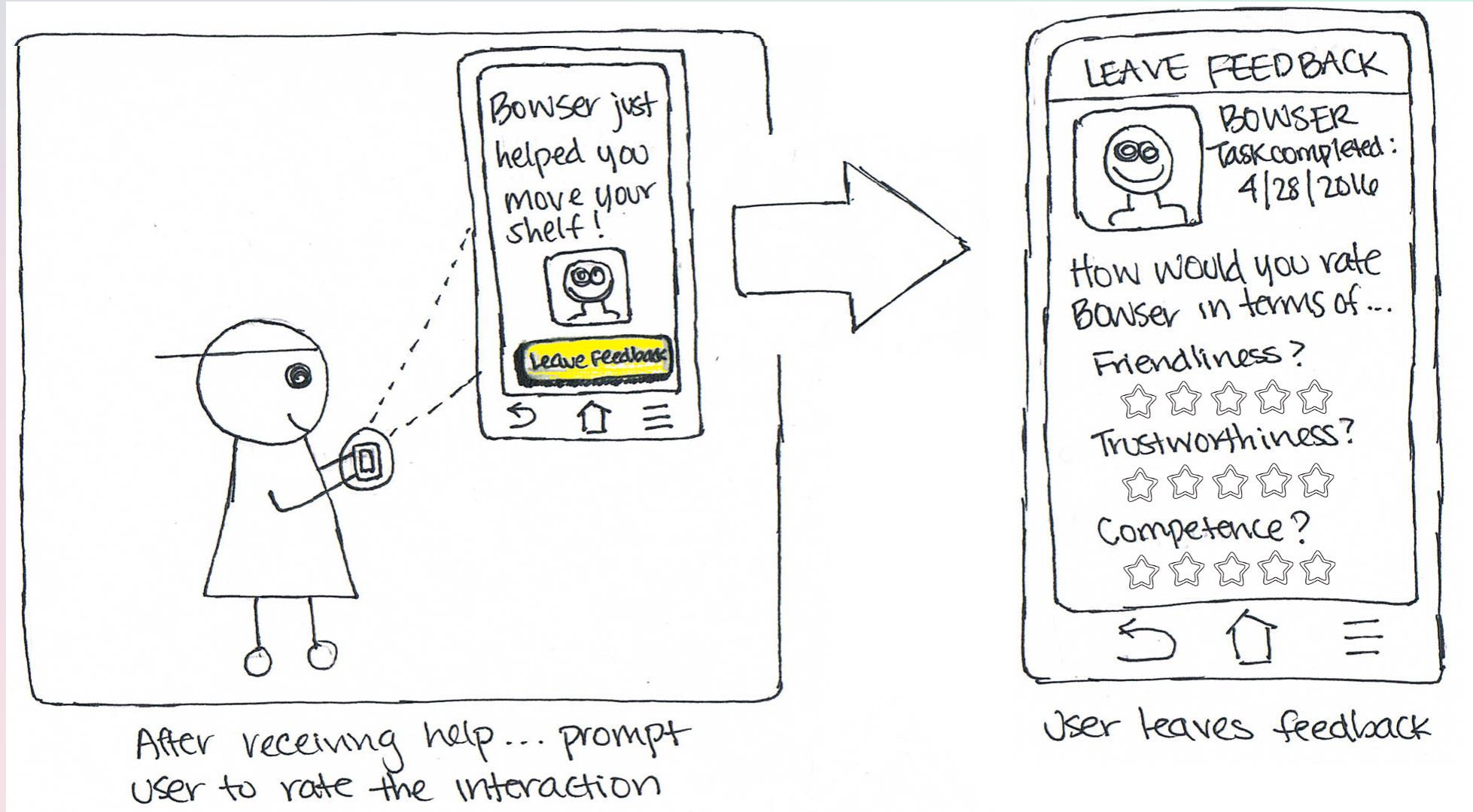
- Request in-person help
- Feedback system

# Storyboard + Design: request help

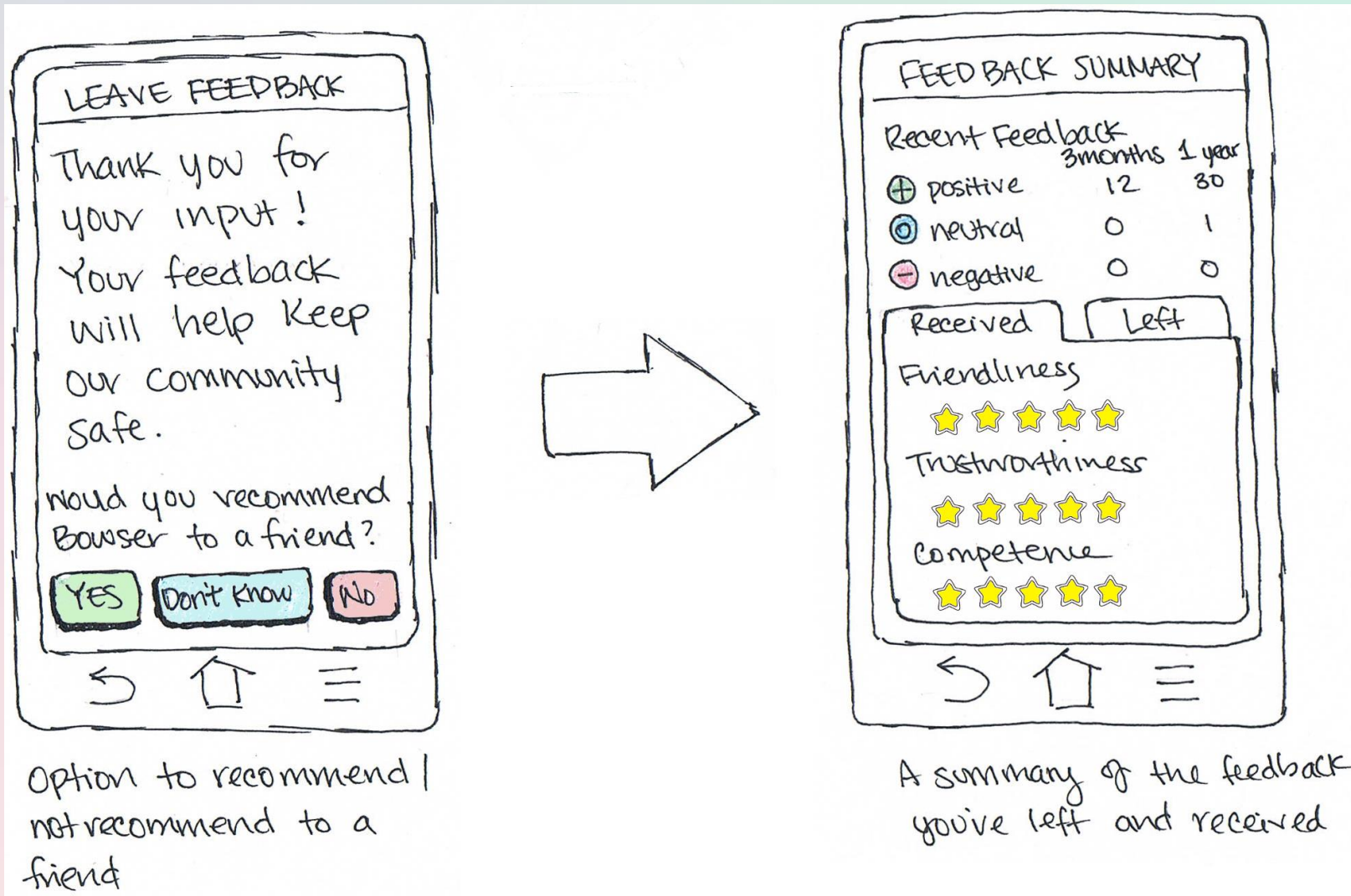




# Storyboard + Design: leave feedback



# Storyboard + Design: leave feedback



# Summary

Very difficult to come up with  
radically different designs

# Summary

Focus on narrow target audience

# Summary

Trust is a big concern for in-person interactions



Make our community a better place