Meal Mate

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The Problem

- Meals on Wheels and similar services
- Elderly citizens are disempowered
- Volunteers main contact for 65% of elderly clients
- Volunteers duties are outlined loosely
- There can be breaks in communication on all sides
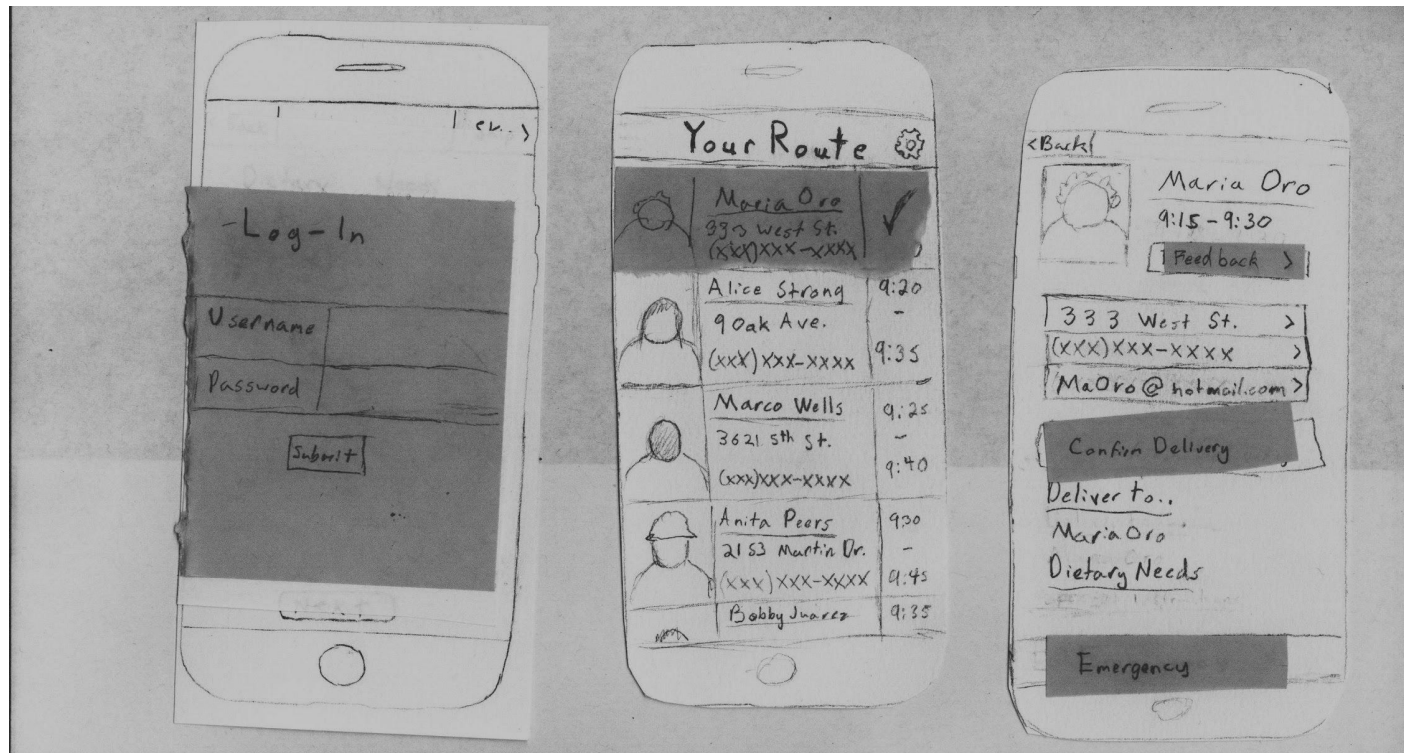- Efficiency suffers because of this
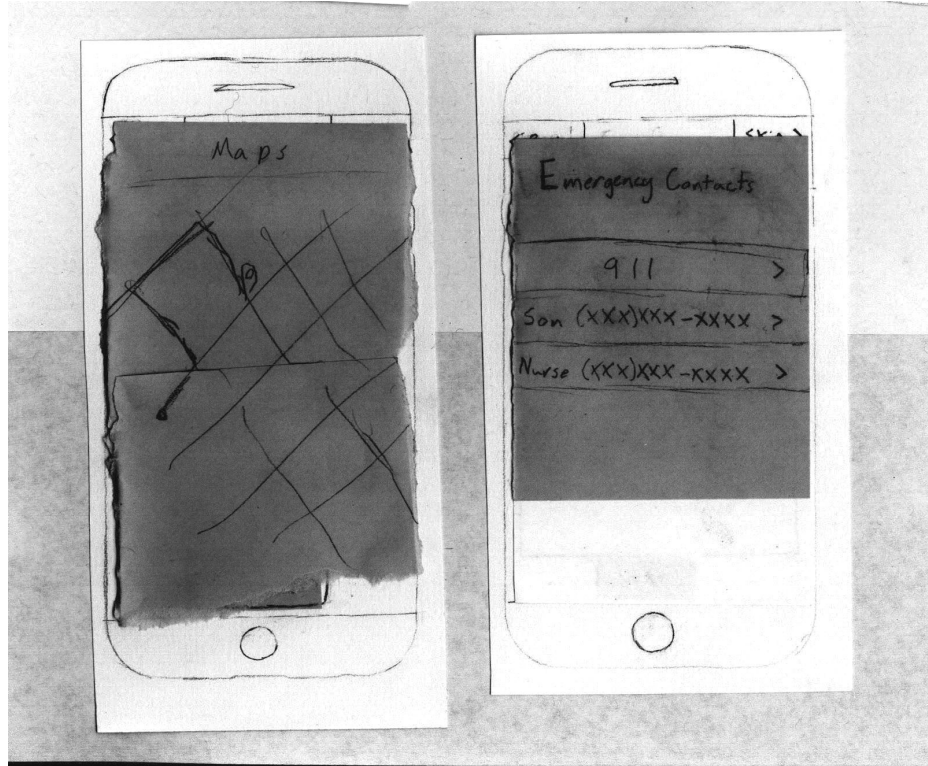
Initial Paper Prototype (Leaving Feedback)

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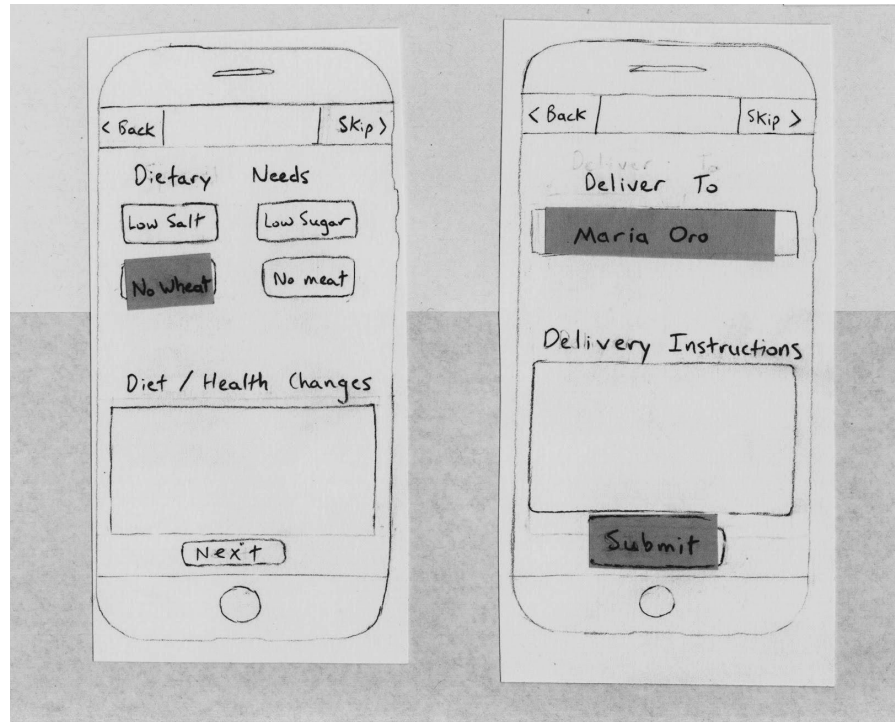
Initial Paper Prototype (Emergency Response)

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Testing Process

- 3 people, 2 with experience volunteering
- Non-volunteer simulated our tasks in real life
- Observed how they used the app during tasks
- After tasks users were asked about difficulties and successes
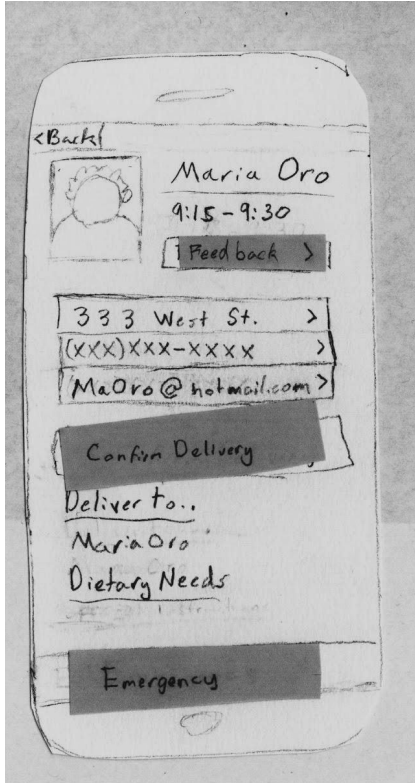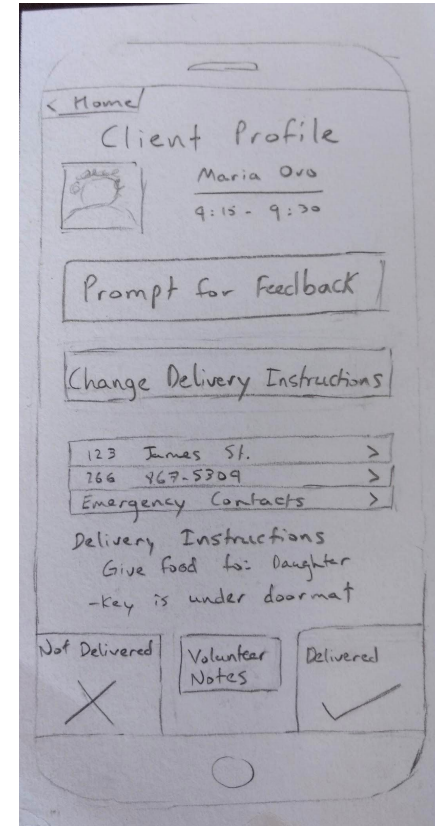
Testing Results

- Wording could be confusing
- Buttons can get clustered on mobile devices
- Line of communication between service and volunteer was weak
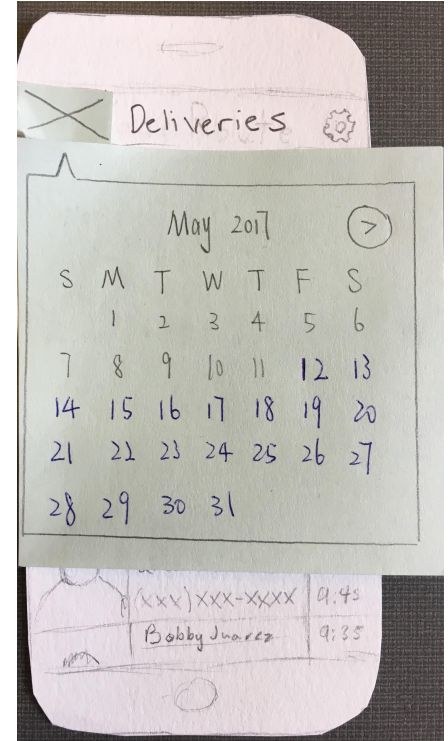- The flow of information was sometimes awkward
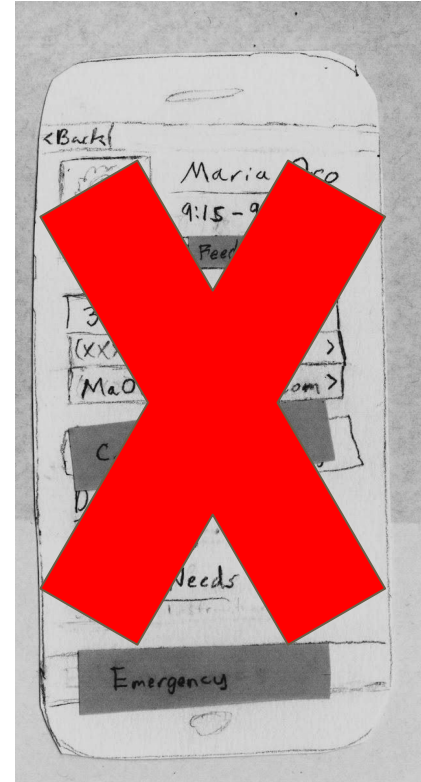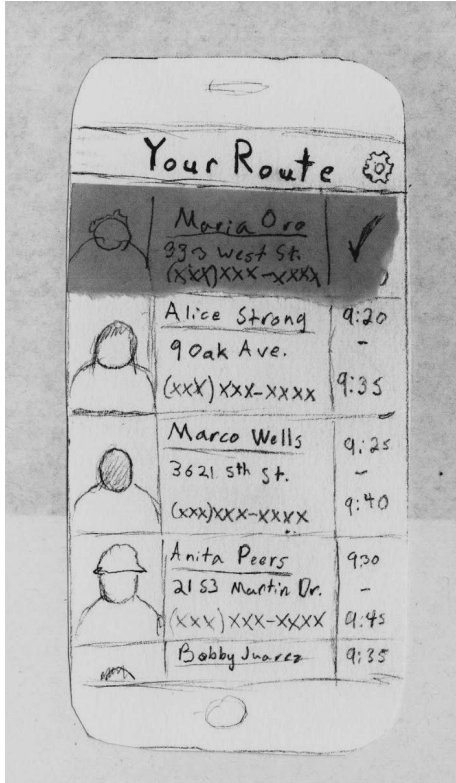
Testing Revisions

- Centralized Buttons
- Way to Denote Non-Delivery
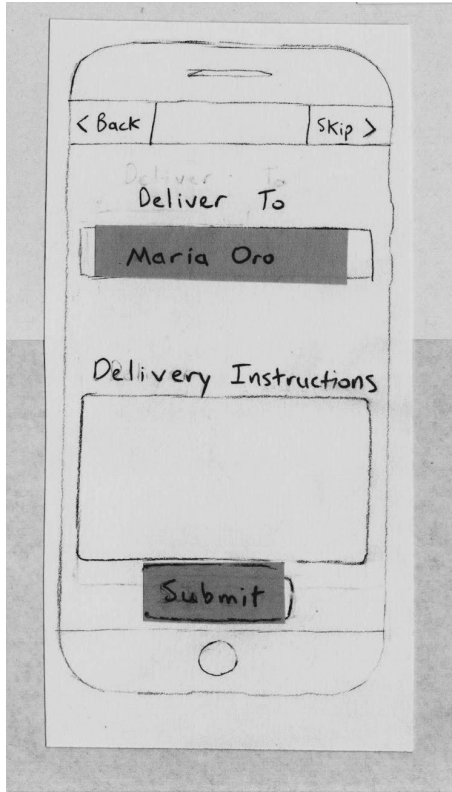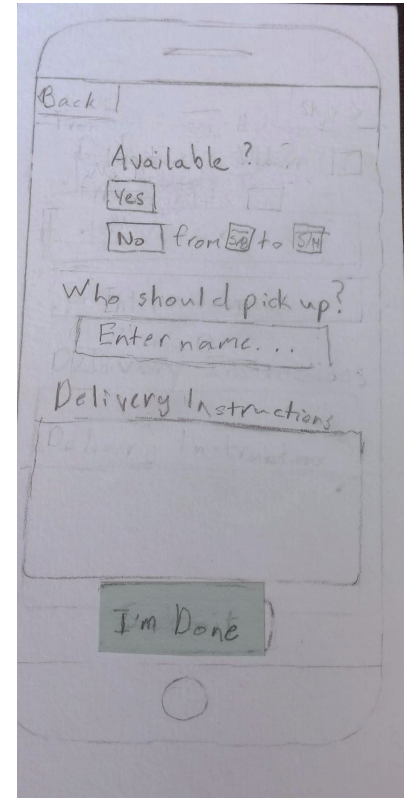- Volunteer Feedback
- Streamlined Information

Testing Revisions

- Reworded the Title
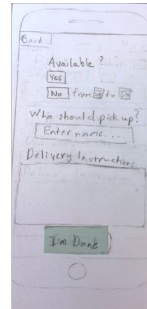- Added Calendar Function
- Past and Future Deliveries

Testing Revisions

- Made Separate
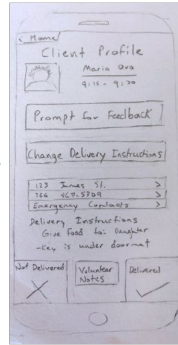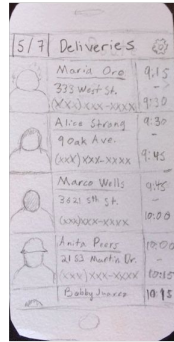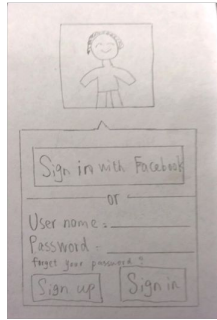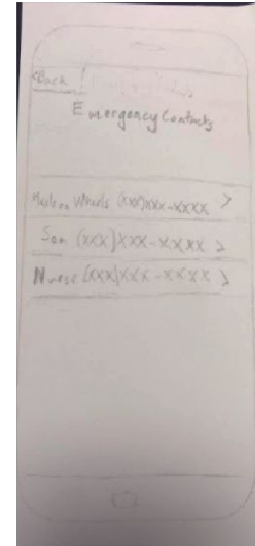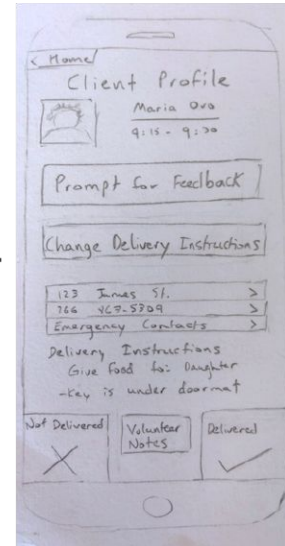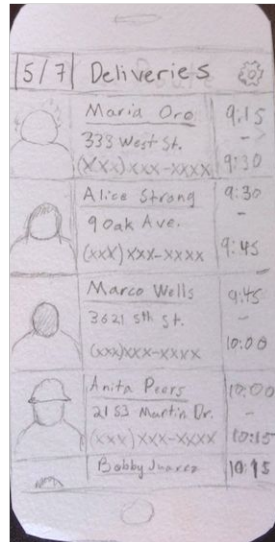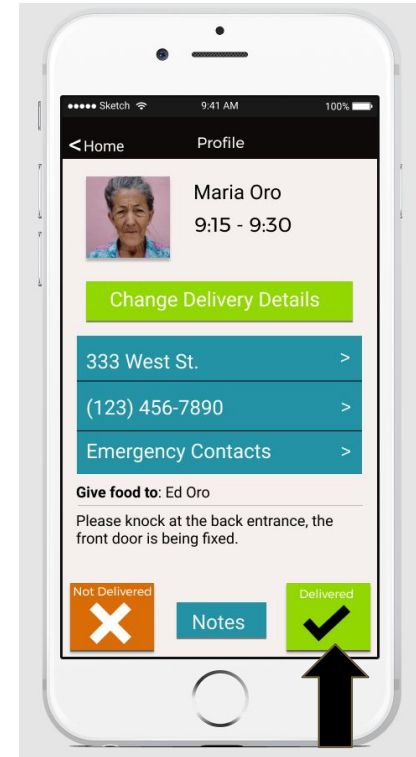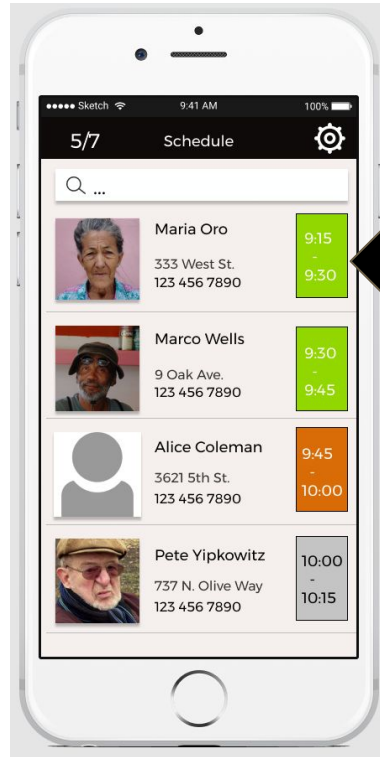- Allowed for Absent Dates
- Pickup Now a Textbox
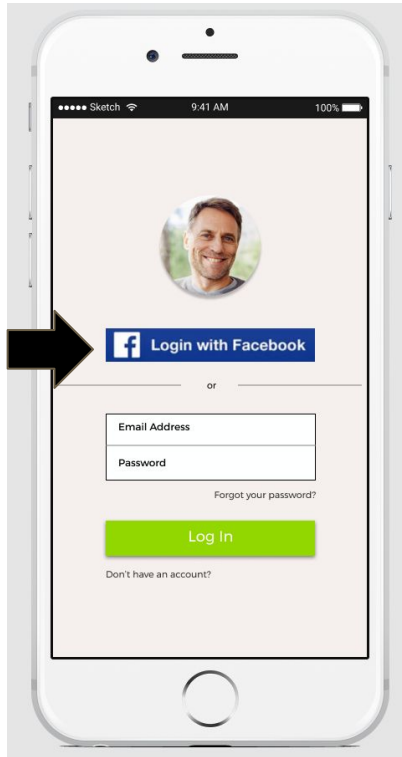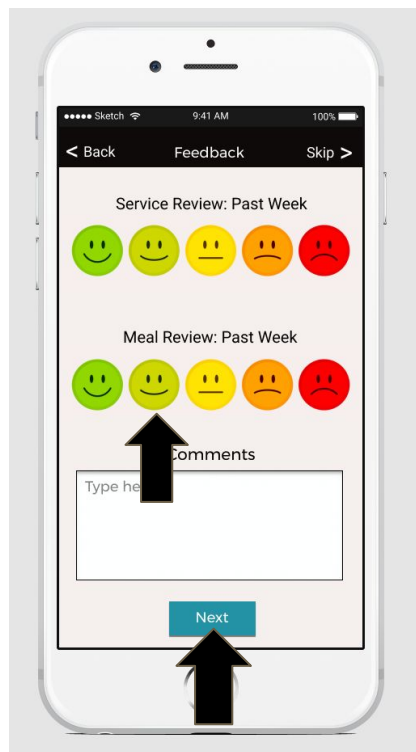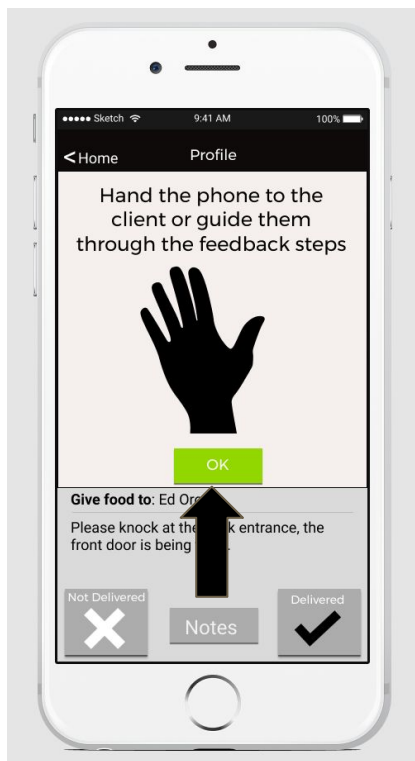
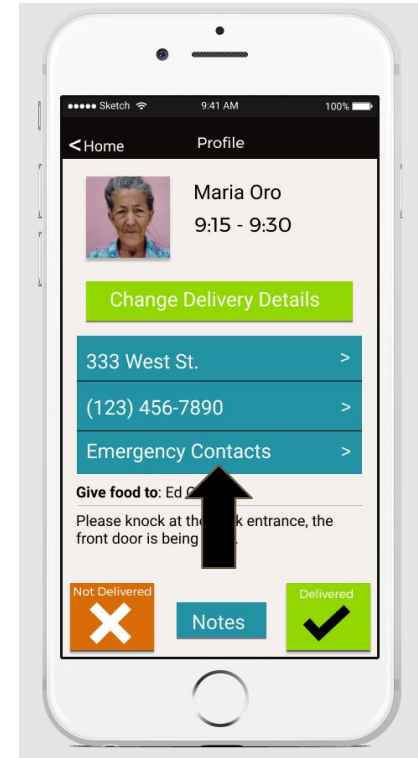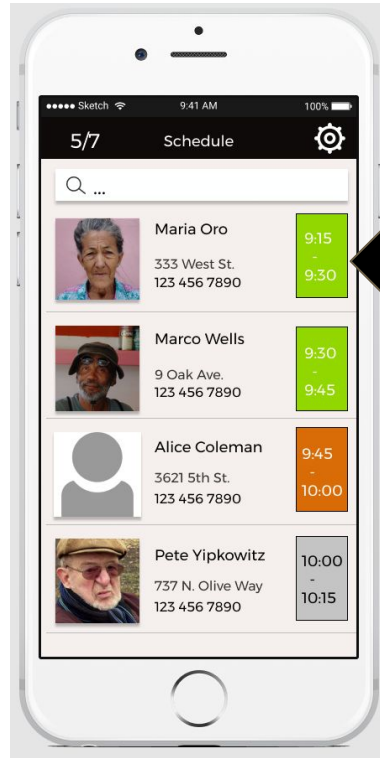# Final Paper Prototype (Leaving Feedback)
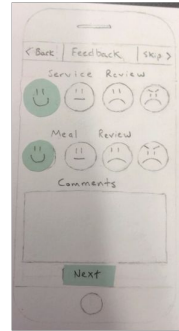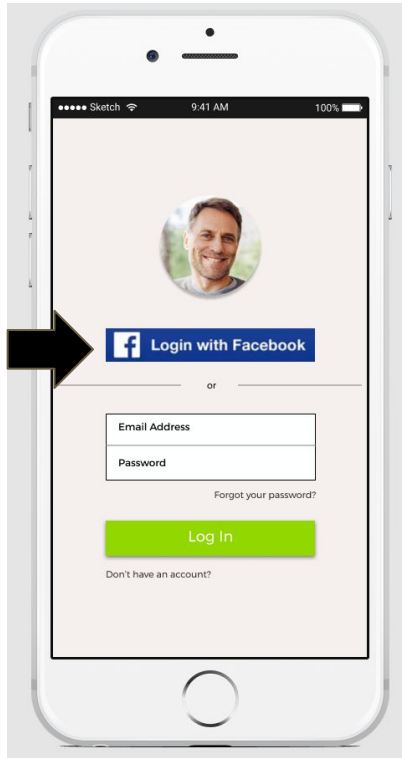
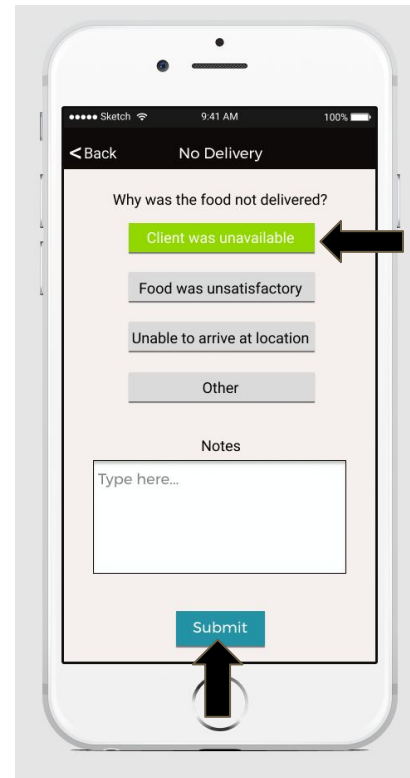# Final Paper Prototype (Emergency Response)
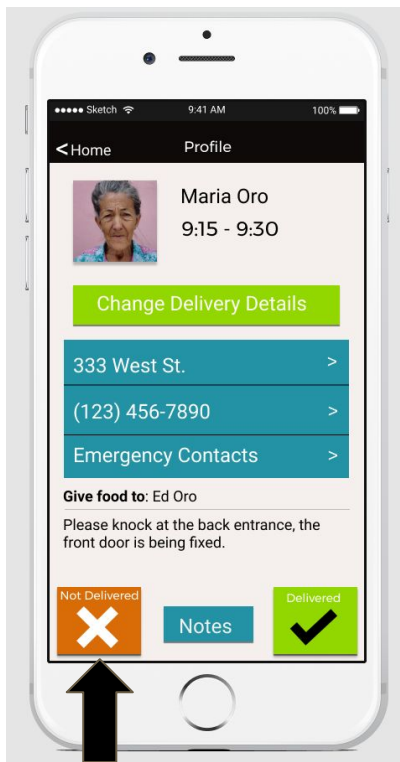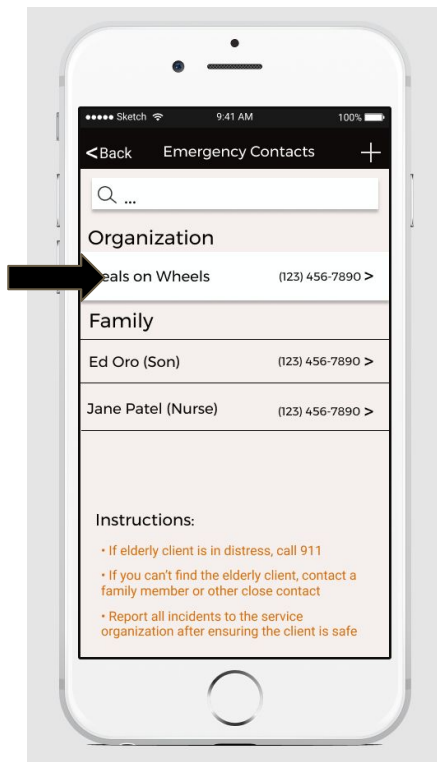
Digital Mockup (Leaving Feedback)

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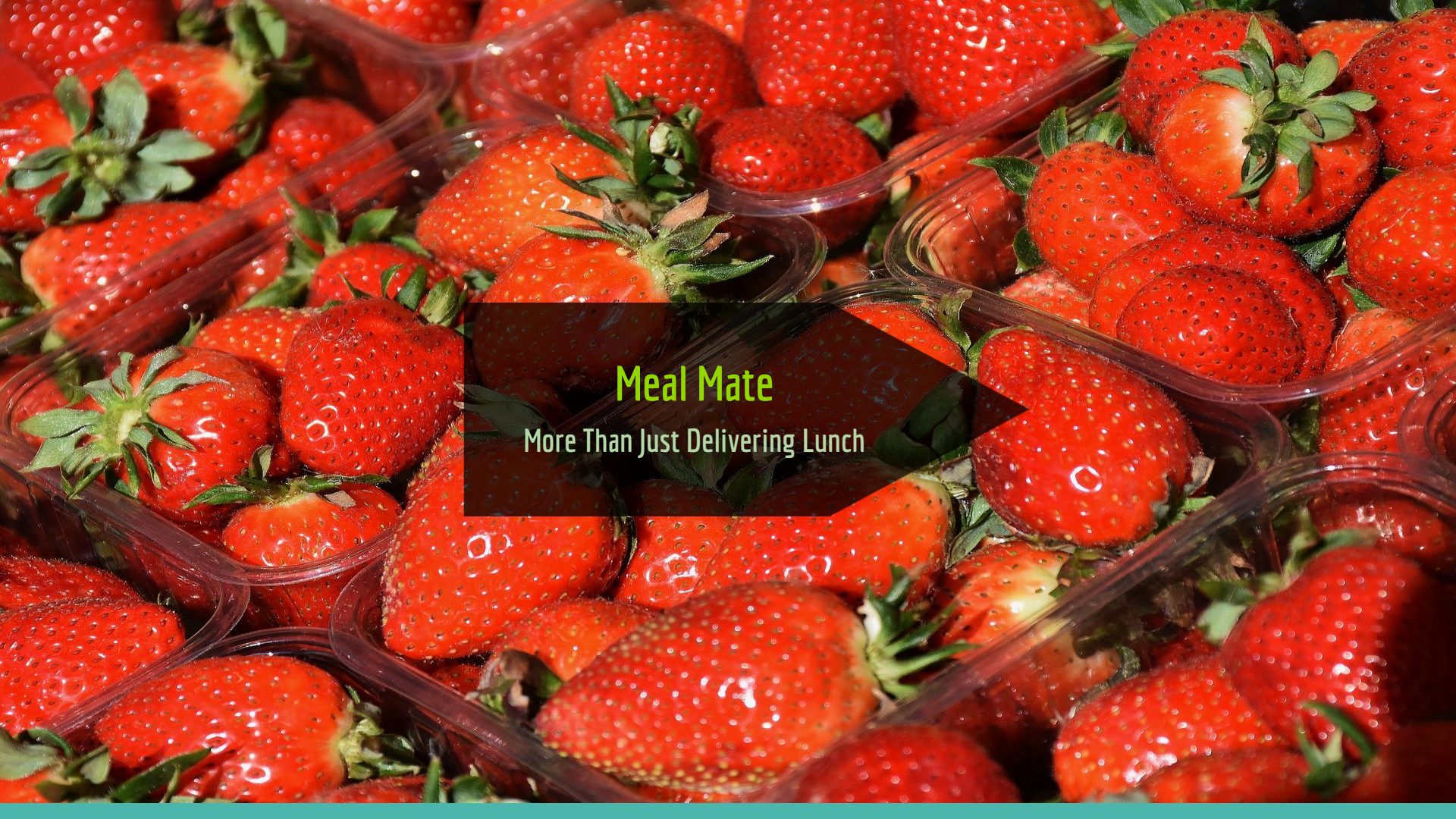# Digital Mockup (Emergency Response)

Digital Mockup (Emergency Response)

Summary

- How to add polish and coherence to a product
- How to work against deadlines
- How to compromise on ideas
- How to contact so many people and get them to talk to you

Meal Mate

More Than Just Delivering Lunch