

Strathmore University

Bachelor Of Science in Informatics and Computer Science (BICS)

Human Computer Interaction Semester Project

Milestone 3

Mudibo, Sean Kadida - 168329

Kamau, Cyprian Njuguna - 155226

Kanana, Crystal-169820

Mugure, Tracy Gitau- 164643

Mugeni, Amy Zawadi – 167181

Low Fidelity Prototypes

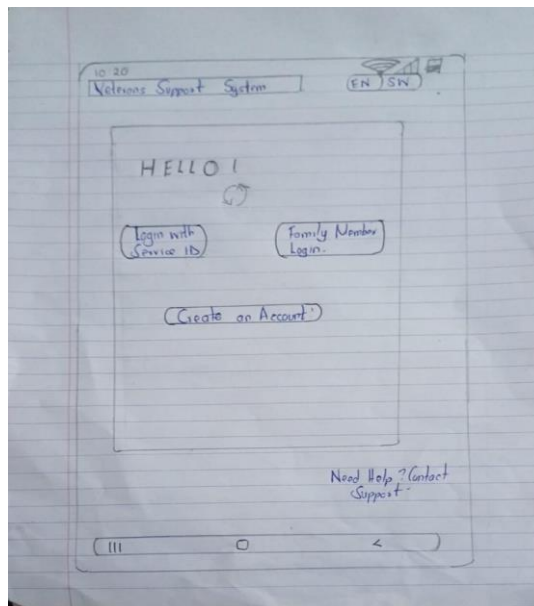


Figure 1: Landing Page

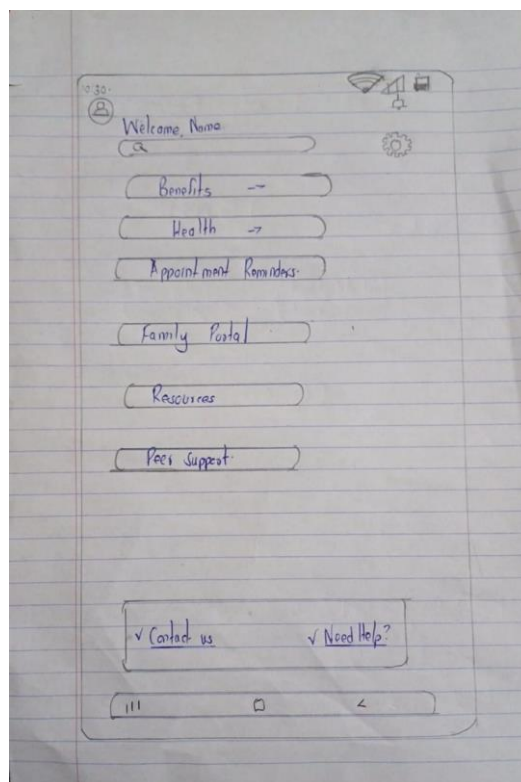


Figure 2: Dashboard

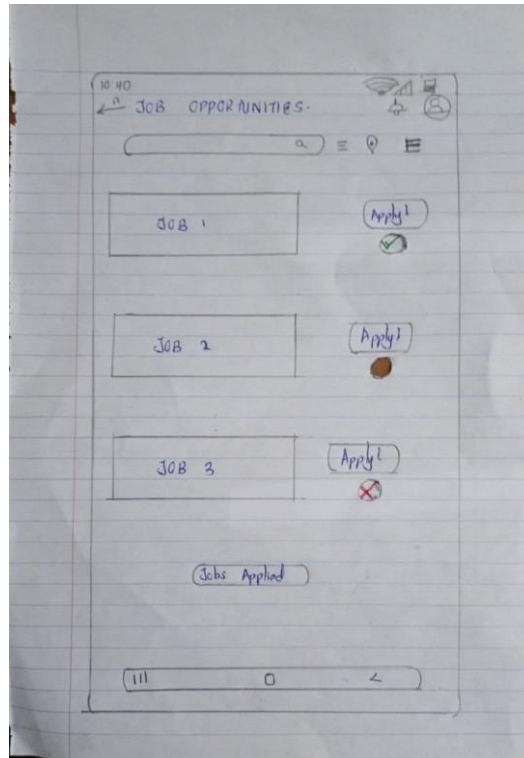


Figure 3: Job Opportunities

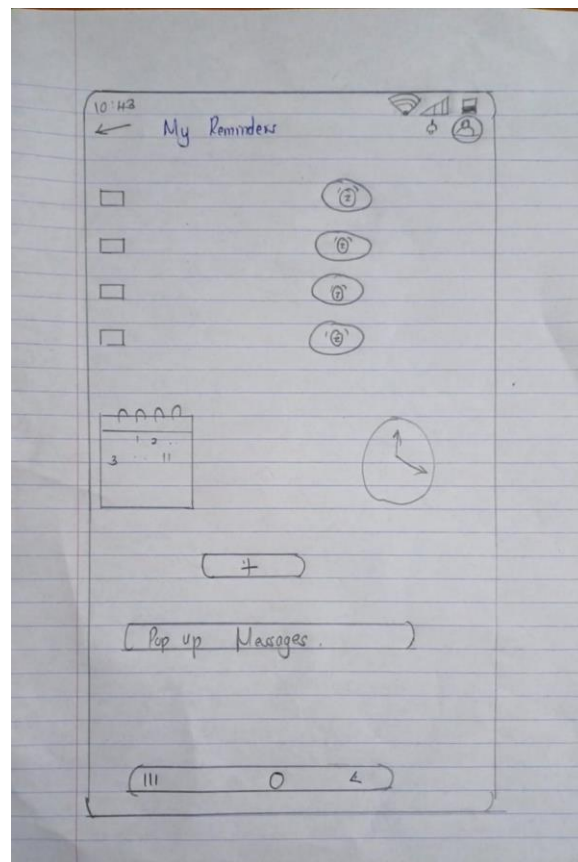


Figure 4: My Reminders

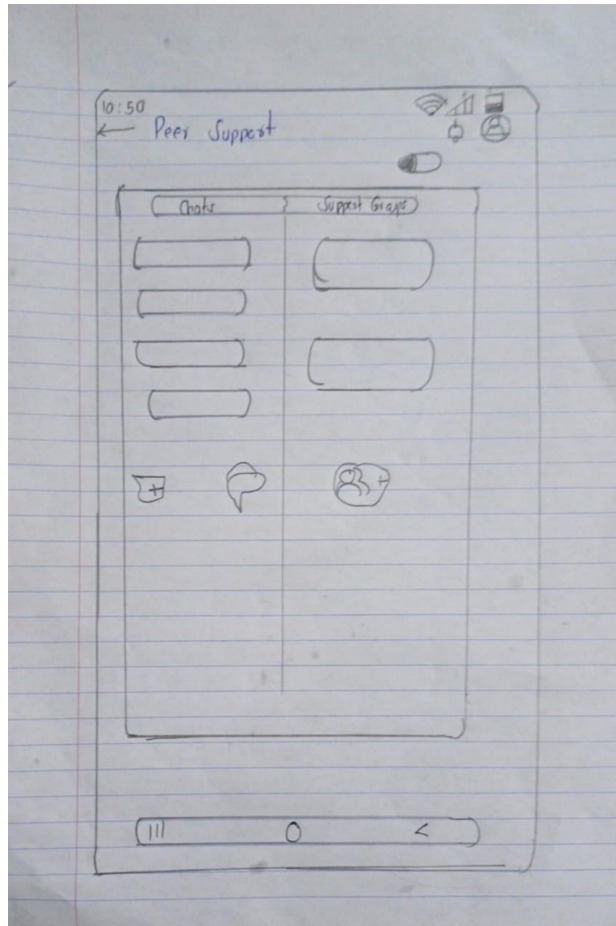


Figure 5: Peer Support

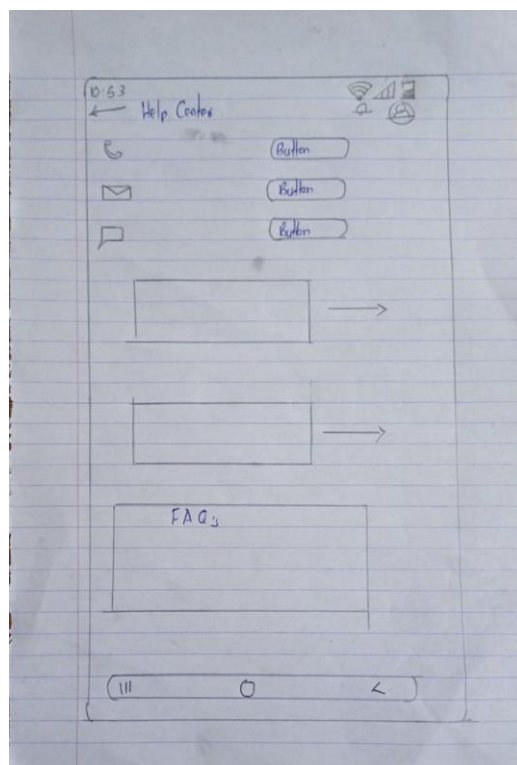


Figure 6: Help Center

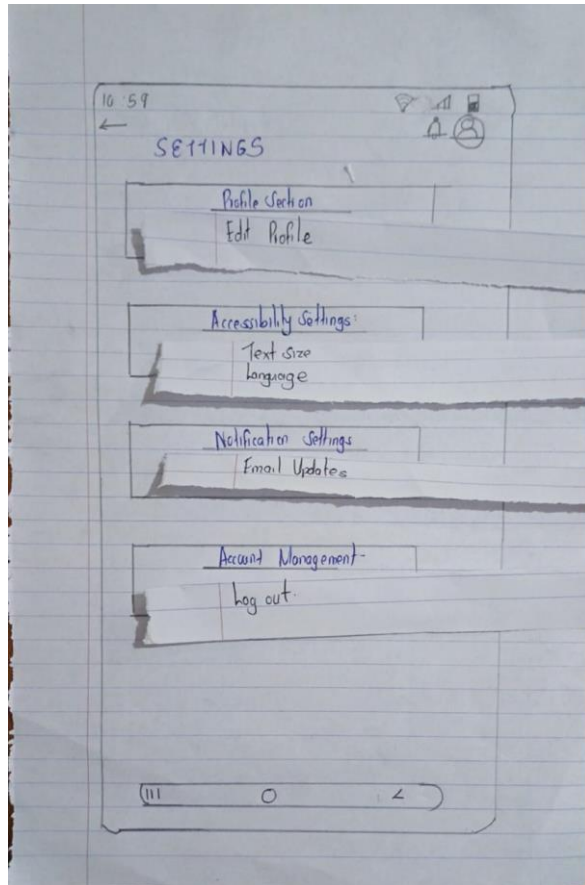


Figure 7: Settings

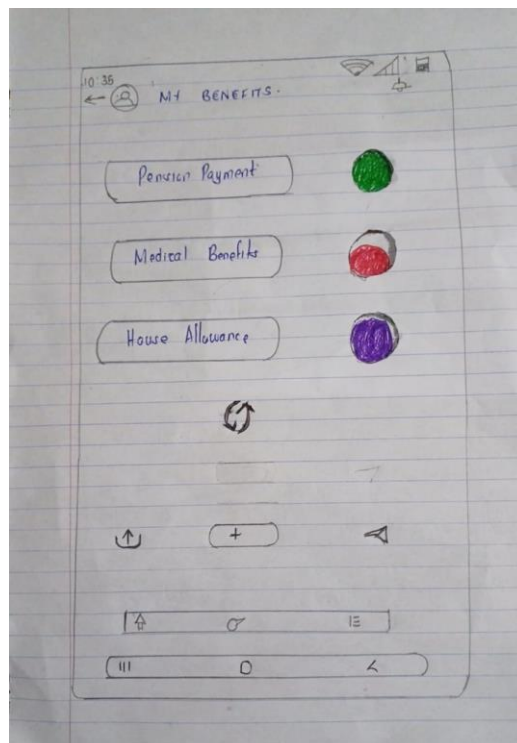


Figure 8: My Benefits

Core Functionality Implementation Plan

The following are the core functionalities and the implementation plan of the proposed Veterans Support and Accessibility System:

a) Application Tracker

Implementation: The user Interface will feature a dashboard page where veterans can see a list of their submitted benefit applications. Each application entry will display key information such as:

- Application Type example Education Grant, Housing Benefit
- Submission Date
- Current Status to be either "Submitted", "Under Review", "Approved", "Rejected" or even "Needs More Info"
- A "View Details" button or link for comprehensive information.
- A "Submit New Application" button to initiate a new application.

a) Reminders Module

Implementation- The user Interface will have a dedicated "Reminders" section that will be accessed through the notification icon on the navigation bar. This section will display a list of upcoming or pending reminders and will also allow the users to set new reminders.

For each reminder, it will show:

- Reminder Type e.g, "Education Grant Renewal," "Medical Appointment Follow-up"
- Due Date or Time
- A brief description of the reminder
- Options to mark as "Done" or "Dismiss." - This can also be paired with a settings page that will allow the users to select their reminder preferences, either through email or notifications or alarms.

a) Veteran Job Board

Implementation - The system will display job listings that are tailored to veterans, enabling veterans to find meaningful employment opportunities after service. The user Interface will present a clean and accessible list of job postings.

Each job card will display:

- Job Title
- Company Name

- Location
- A brief description of key skills required
- Salary
- Ratings and comments

a) **Help Centre**

Implementation - The system will contain a list of verified contacts and Frequently Asked Questions (FAQs) which will make it simple for veterans to get answers to common questions that they may have.

The Help Centre UI will be divided into two main sections:

FAQs: A list of collapsible or expandable questions and answers, categorized for easy navigation and use of the app.

Verified Contacts: A list of categorized contact information e.g, "Crisis Hotlines," "Benefit Offices," "Legal Aid" "St. John Ambulance" including names, phone numbers, and possibly links to websites that will assist with any challenges the user faces.

a) **Accessibility module**

Implementation - The system will offer customization capabilities, such as screen readers and language preferences, enabling even veterans with visual impairments and language barriers to use the application with ease.

This module will be a "Preferences" page in the user Interface, accessible from the main navigation. It will contain toggles, sliders, and dropdowns for:

- **Screen Readers:** A toggle to enable and disable enhanced screen reader compatibility e.g, using a voice synthesizer (Text to speech).
- **Font Size:** Sliders or discrete options e.g, Small, Medium, Large, Extra Large to adjust the user's font size to their preference.
- **Language Preference:** A dropdown list of supported languages.
- **Colour Contrast:** Toggle for high or low contrast mode.

a) **Peer Support module**

Implementation - The system will allow veterans to connect and message each other in a safe environment. The user Interface will feature a real-time chat interface. This will include:

- **Active users:** A sidebar showing online veterans or a search bar to find other veterans.

- Chat Window: A main area displaying chat messages with timestamps and message status (received and read, not received, not read) and sender names.
- Message Input: A text input field and a "Send" button.
- User Profiles: Clicking on a user in the list could show a mini profile with their username and status and a small bio.

Usability & Accessibility Considerations

The following are some of the usability considerations for the application:

- The layouts within the application will be very simple and clear, to prevent overwhelming older users who may not be too familiar with technology.
- The application will have consistent navigation and icons, which help in creating predictable experiences across different screens in the system
- The application will contain numerous feedback messages, reassuring users that their actions have been successful. This is extremely important for users who may not be very confident with technology

The following are some of the accessibility considerations:

- For those who may be visually impaired, the application will contain screen readers to support veterans who may have eye-related injuries.
- The application will contain multilingual options, allowing veterans from diverse backgrounds to understand instructions.
- The application will send in-app reminders to allow even those veterans with cognitive challenges to use the app with ease.