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Team Wolves – Healthcare Services in Carrollton

Project Iteration 1 Activity 2

COMP 4600 - User Centric Computing II

Trello tasks (20 points)

<https://trello.com/b/l3h0oAN5/team-wolves-healthcare-services-in-carrollton>

Creating Survey (15 points)

THE PROMPT:

Our team has discussed making a website based on accessible healthcare resources for the city of Carrollton, Georgia. The website will be a directory of local healthcare services, including hospitals, urgent care centers, dental offices, eye doctors, therapists, and other medical providers. Each listing will provide essential information such as the type of services offered, physical location, phone number, and an image of the facility. The primary target users are Carrollton residents of all ages and backgrounds, including individuals with visual, auditory, cognitive, or mobility impairments, as well as those who may have limited access to reliable healthcare information online.

Possible benefits of the project

Improves access to healthcare information for users with disabilities through strong accessibility features

Helps new residents, students, and elderly people in the city quickly find nearby medical services

Provides a single, centralized location for trusted healthcare information specific to Carrollton

Current/similar Solutions

List of similar sites.

Google and Apple Maps give similar results to what our project aims to do; sometimes irrelevant information is shown like places that are far away, and those map services are not suitable for many people who are looking for only information on the available healthcare services in the city of Carrollton.

This project differs by:

Being location-specific to Carrollton, Georgia

Prioritizing accessibility and inclusive design from the start

Presenting concise, standardized information without unnecessary distractions

Focusing on usability for users with disabilities
UI/UX and User-Centric aspects of the project

List the things you will do to make the site user-centric and UX compliant.

High-contrast color schemes to support users with visual impairments

Descriptive alt text for all images

Text-to-speech support for written content

Large, readable fonts with adjustable text sizing

Simple, intuitive navigation with minimal cognitive load

Keyboard-only navigation support

Clear headings and consistent layout across pages

Mobile-friendly and responsive design

LINK TO THE SURVEY: <https://www.surveymonkey.com/r/2TBLFCP>

Interview users	
Age of the individual	50
Gender of the individual	Female
Interview questions and answers (insert more rows below if you have more than 5 questions) (30)	
What device do you usually use when searching for healthcare services (phone, laptop, etc.)?	I usually use my phone because it's quicker, especially if I'm trying to look something up while I'm at work or at home in the evening.
What information is most important for you to see right away when you visit a healthcare website?	I want to see the location, phone number, and what services they offer right away. I don't want to dig through multiple pages to find basic information.
Have you ever had trouble finding healthcare providers in Carrollton online? If so, what made it difficult?	Yes, sometimes the search results show places outside of Carrollton or providers that don't list what they specialize in. It can take a long time to figure out if they actually offer what I need.
How comfortable are you with scheduling appointments online instead of calling?	I'm comfortable scheduling online as long as it's simple and clear. If the website is confusing, I usually just call instead.

What would make a healthcare website feel trustworthy to you?	Seeing reviews, clear provider credentials, and updated information would make it feel more trustworthy. If it looks outdated, I don't trust it as much.
User Need Statements (list 5 statements) (20)	
Users need a way to quickly find nearby healthcare providers and their contact information so that they can get help immediately when they are sick or need urgent care.	
Users need clear information about provider specializations and services offered so that they can choose the correct doctor or facility for their specific medical needs.	
Users need access to trustworthy reviews and reputation information for healthcare providers so that they can feel confident about which provider to choose.	
Users need an easy-to-navigate website with simple scheduling access so that they can quickly book appointments without confusion or frustration.	
Users need a centralized directory of Carrollton-specific healthcare services so that they do not have to search multiple websites or filter through irrelevant locations.	