

A HELPING HAND



We are Group 16!

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Problem-Solution Statement

Covid-19 caused many deaths in India. It took many children's fathers and mothers and left them with an uncertain future. It mainly affected the middle class and below the poverty line people. There is no source of income and savings are not enough to pay for their children's school and college fees.

Our motive was to develop a platform where we could assist aid to people who suffered from Covid-19 or natural disasters. Through Helping Hand, one can solve their financial issues, which are causing hindrance to their studies and donate to help the needy.

PERSONA 1

Name:

Ram Kumar

Age:

5

Occupation:

Kindergartener

Picture:



Description or quote:

>Ram is from new delhi.he is an enthusiastic child.
>His father died from covid 3 months ago.
>His family savings are running low.
>He took admission in government school last month.His family is not always able to afford three meals a day.

Goals

:

He Wants to go amusement park

Frustrations:

(pain points)

He feels the loneliness of a father's presence, love and care.He is going to grow without holding a father's hand.

Needs and Expectations:

Since his mother is now the only earner in the house,she has to work overtime to meet the daily needs so she gets to spend less time with Ram.
Financial aid would be handy as she would be able to spend more time with Ram.

PERSONA 2

Name:

Rohan Verma

Age:

18

Occupation:

College Student

Picture:



IMAGE BY
GENERATED.PHOTOS

Description or quote:

He has just passed his 12th standard. He is looking to take admission in a decent government college, but due to his father's death due to covid, is unable to afford the tuition fees even after government scholarship. He is a bright and hardworking student.

Goals

He has keen interest in technology and wishes to pursue computer science as his engineering domain.

**Frustrations:
(pain points)**

As he has taken admission in a competitive college, there is hardly anytime to work and ease his financial burden due to high course curriculum load.

**Needs and
Expectations:**

A financial aid would be helpful in his pursuit for his dreams, but any other help like providing old books or a laptop would be highly appreciated as well.

PERSONA 3

Name:

Ayushi Sharma

Age:

13

Occupation:

Middle schooler

Picture:



Description or quote:

- > Ayushi is from Pune, she is a bright student and is very passionate about her studies..
- > She idolizes P.V. Sindhu and wants to play on greater stages for her country like her
- > She is going through a tough phase of life as she lost her father to a Cardiac Arrest a month ago and her mother suffers from severe stage of fatty liver and requires a transplant.

Goals

- > She wants to go ahead and play for her country in badminton like her idol.
- > She wants to continue her studies and badminton coaching in the same places as before.

Frustrations:

(pain points)

- > Due to the sudden death of her father and her mother's severe condition, she is facing psychological problems and depression..
- > Her family doesn't have enough money to pay for her mother's transplant or a suitable donor which scares her that she might lose her mother too.

**Needs and
Expectations:**

- > Requires a matching and healthy donor so she can spend time with her mother like before.
- > Requires moral support and a psychiatrist to get over her depression and get professional help.

Scenarios

Story

Scenario: College student

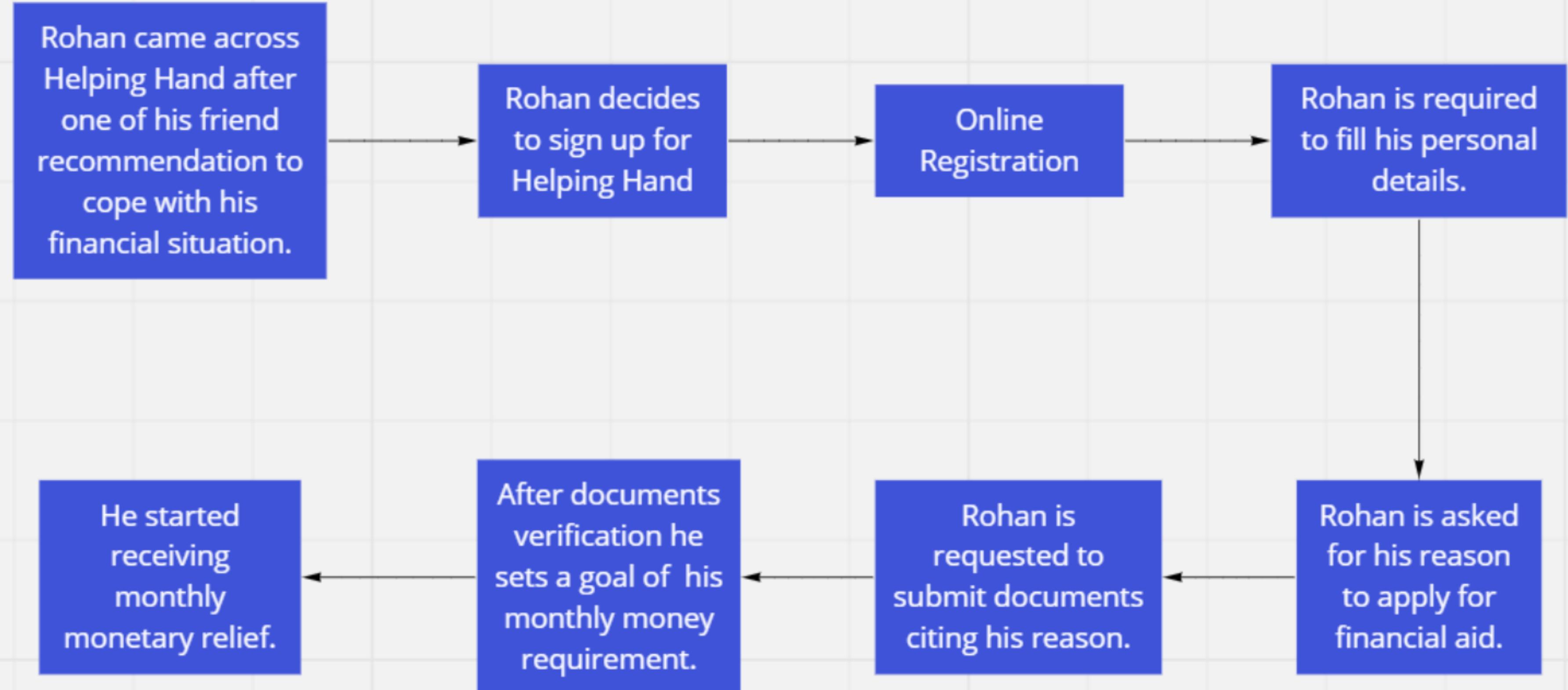
Rohan Verma is a fresher at IIIT Delhi in the CSE branch. He just turned 18 last month. His keen interest in technology resulted in him pursuing computer science. He has always been a bright student and also like to play football.

His daily life was going well until the day his father died unfortunately due to covid19, three months ago. Since there was no one else to earn their bread, their savings started running low. It is hard for them to get a three-time meal. They have no other source of income in his family like grandparents' pension. His father did not have any insurance. Even after the government scholarship, the payment was not sufficient. The tight schedule at IIIT-D cannot let him earn money on his own else his grade would slip down.

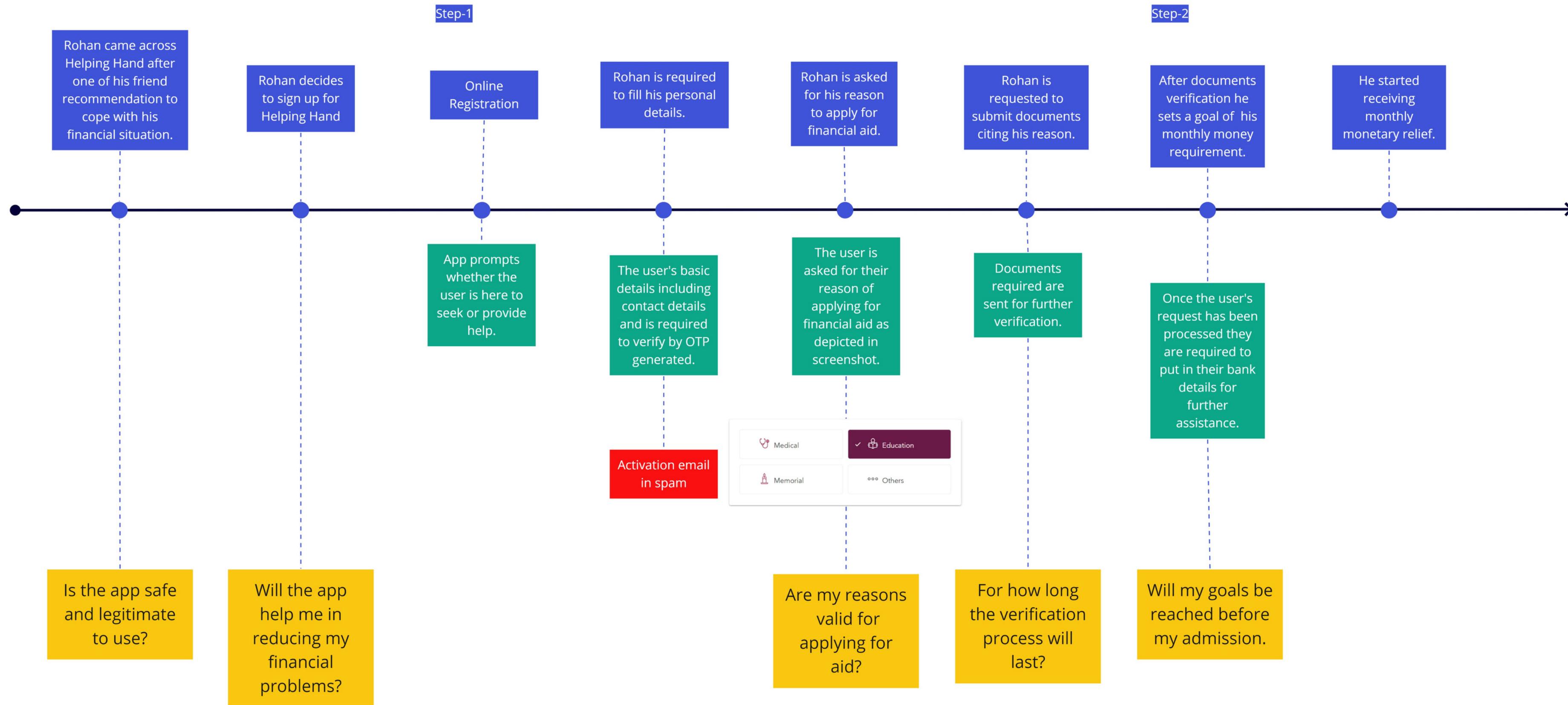
He got in touch with Helping Hand through his friend's suggestion. This app's primary purpose is to provide help, aid, financial support and raise funds for Students who are in monetary trouble due to the unfortunate death of their family member because of Covid-19, natural calamities, and other reasons. The side draws legitimacy from government verification and certification from various credible and renowned organizations, which are mentioned on the front page. Rohan sees many such students like him who have got help through us. He has developed a good trust in us, and now he wishes to register and get help from us. The app shows him different eligibility criteria that he may fall under and choose to proceed. The app also checks that the individual needs genuine help by verifying documents like death certificate, aadhar cards, family income, etc. Now Rohan describes what sort of help he seeks, sets up a monetary goal, and provides specific contact and bank details for fund transfer. Now donators can view his case and provide support accordingly.

After holding our hand, he has fulfilled his dream of pursuing computer science, and his financial vows have been taken care of. He is very grateful and has vowed to donate money to others who will be in a similar situation to when he will be earning for himself.

Sequence of Steps



Scenario Mapping

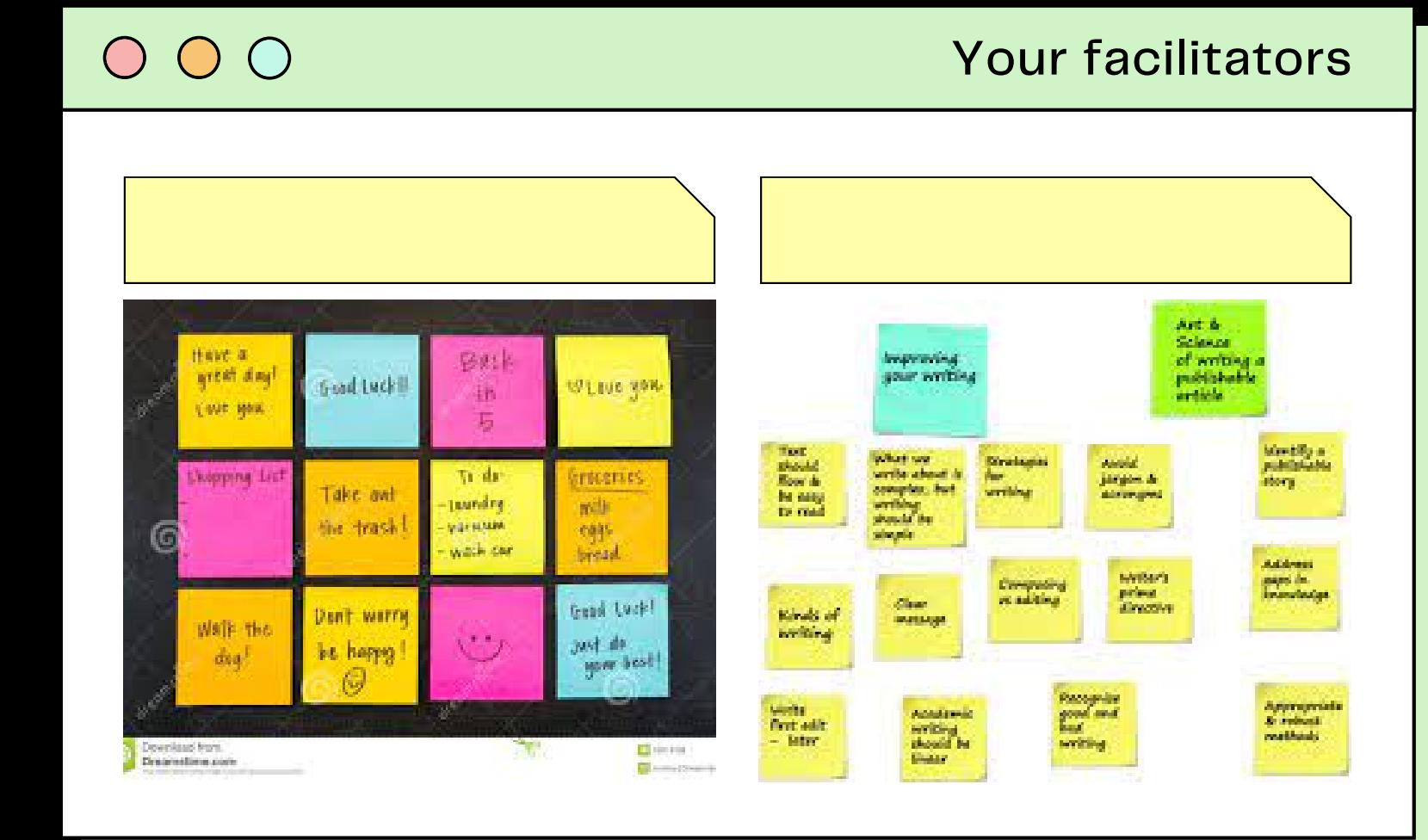


Synthesizing Data

Copy a sticky note, then write your thoughts.

Affinity Mapping

The data collected through extensive surveys and interviews encouraged us to categorize the information which could be done only using Affinity mapping.



Affinity Map

UI/UX design

User problems

Users insight

Type of help/ charity provided

Additional features to be added

Easy to use, simple interface so user does not get confused, while ensuring no fake requests are made

Both mobile application and web site available

Lack of money and other basic needs

Having to resort part-time jobs to earn money and can't complete education

Reduces financial burden

Doesn't require any unnecessary paperwork

Most individuals are generally ready to provide old books,clothes,etc

Educational aid is generally a high preference for donations

Health donations also are a major form of donations

Will provide a forum section to discuss about each particular charity event

Will show the government schemes and NGOs available based on data provided by user

Interface should be available in multiple languages to cover wide spectrum of audience

Currently Available Options

Assured by government

Continuous support for ones in need

Reviews and vouchers for showing legitimacy of app and its users

Government Schemes:
Inefficient due to lots of paperwork

Private Schemes:
Risk of fraud (are not assured by anyone)

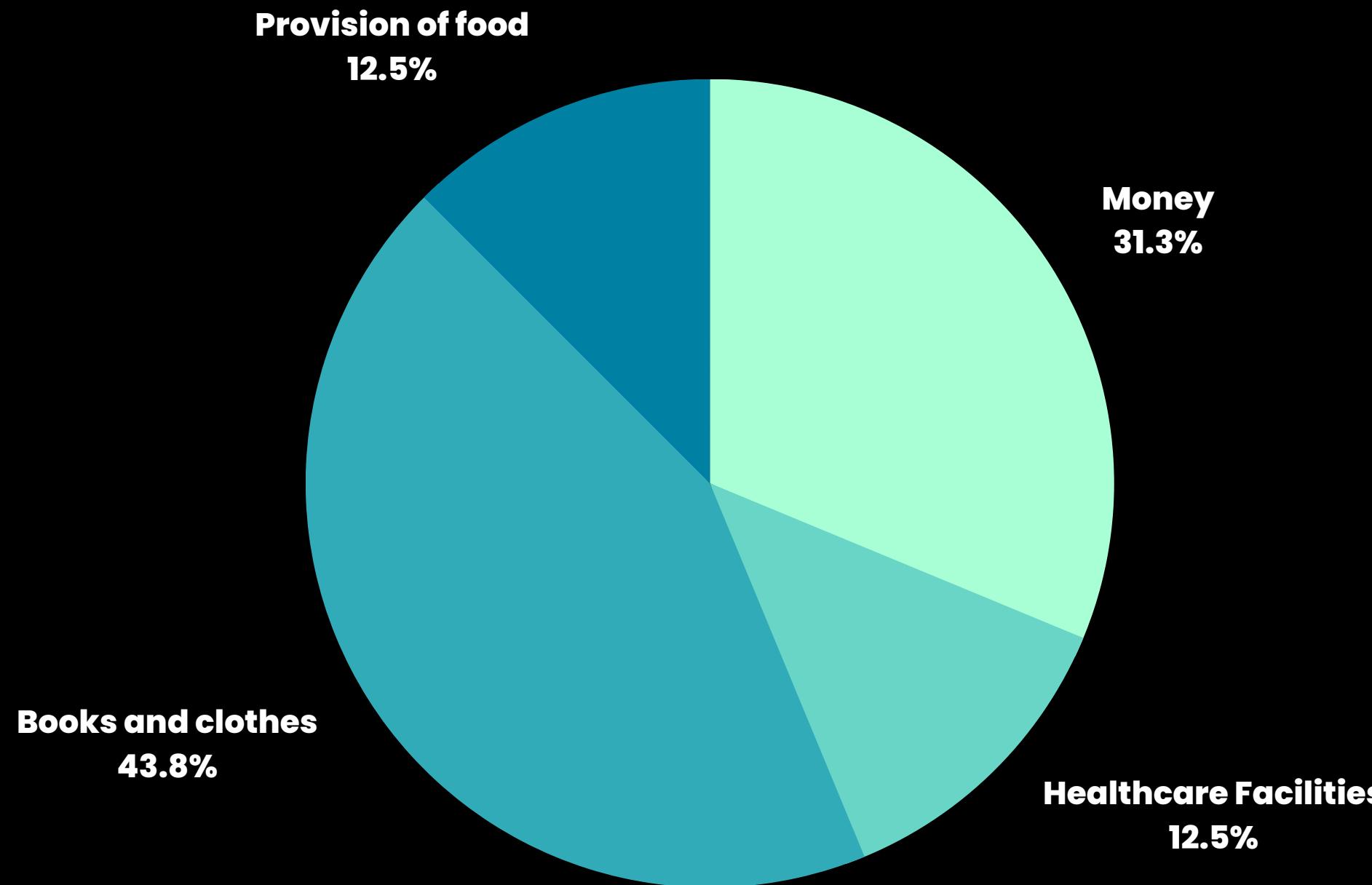
All seekers are generally from lower middle /poor class families

Many orphans are unable to even apply for education and have to work instead of studying

NGOs:
NGOs often struggle to market themselves.

Friends and Relatives:
Not a viable option in long run

Inferences



Proportions

Through our analysis we found that a large amount of portion of people are keen to support by donating old books and clothes

Awareness

We came to know that many people are still unaware of any existing app which help such section of children.

**At the end of Affinity Mapping we
were able to group similar
thoughts to sort gathered data in
an more organised fashion.**

○ ○ ○ ○

StoryBoarding



Interaction Context

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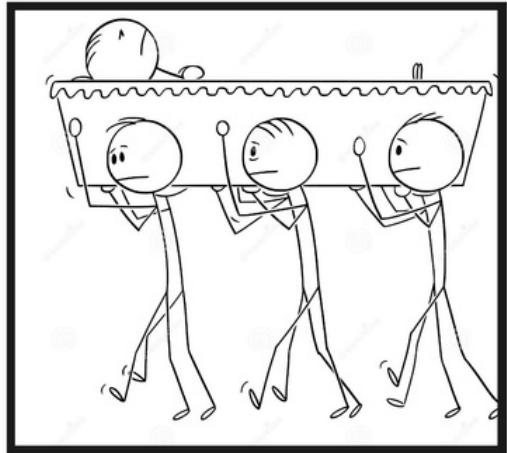
Our storyboard focuses on the journey of a high school/university student who needs financial aid to pursue his dreams of computer science and use our service to help him. The user can use our services using a mobile application or our web portal.

Who
Rohan is a 18 year student going in college

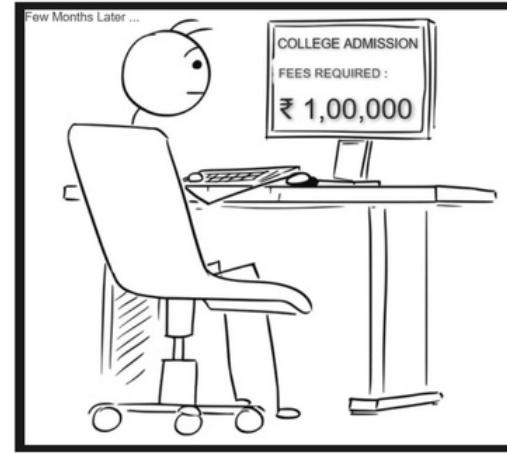
When
During admission process

Why
Financial burden

What
Looking to join a government college
Feeling anxious and worried



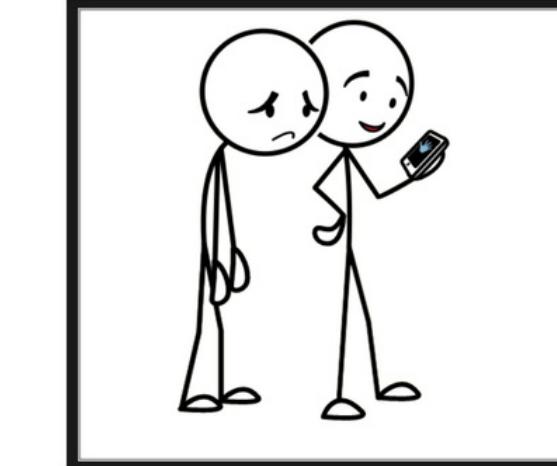
Rohan's father died due to Covid-19, leaving his family without any source of income or life insurance.



Rohan had just passed his 12th standard and was looking to take admission in a decent government college a few months later. He gets worried on seeing the college admission fees.



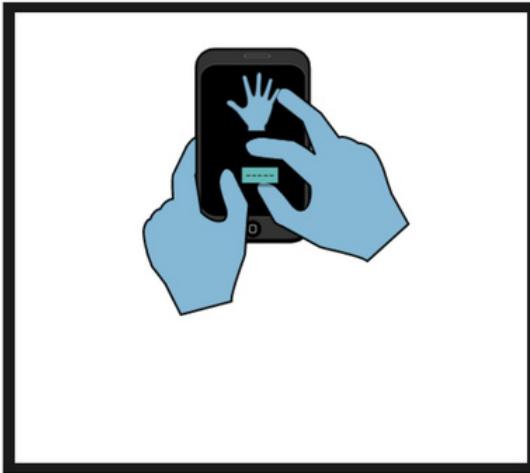
He checks his remaining bank balance and to his dismay, it is nowhere close to be able to take admission in the college as all his family's savings were depleted after a few months with no source of income.



Rohan's friend tells him about an app called "A Helping Hand" that provides funding and other aid for children who've lost their parents due to Covid-19 and other natural disasters.



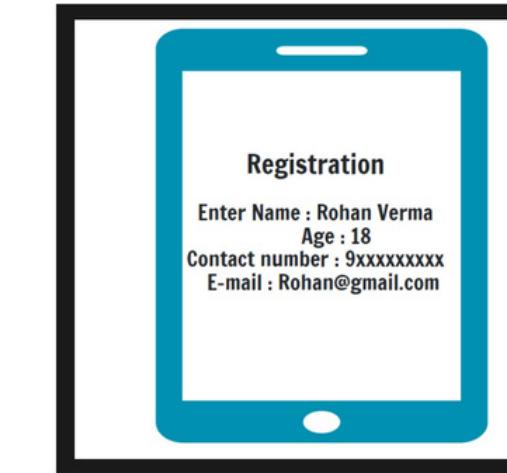
He thinks this could be a good way for him to take admission into the college, and continue his education which would not have been possible otherwise.



He decides to sign up for "A helping hand"



He seeks to register online. He is asked about whether he is here to get help or will he be providing help.



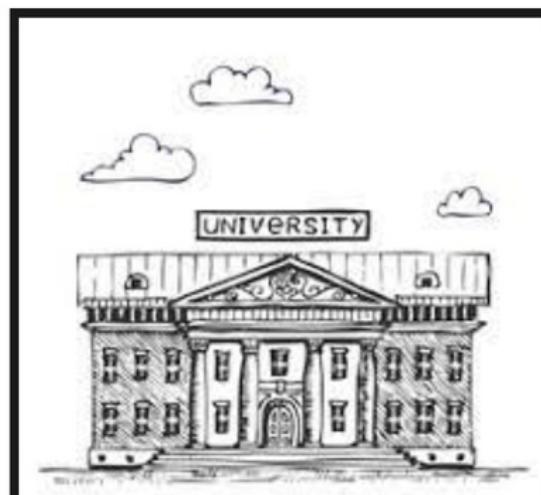
He is then asked to fill his personal details including name, age , contact , and email.



Rohan is asked to enter his mobile no. and he is asked to enter OTP sent to the number for verification.



He is in need of financial aid . There are bunch of reasons for that . The first one is - there is no source of income since his mother is a housewife.



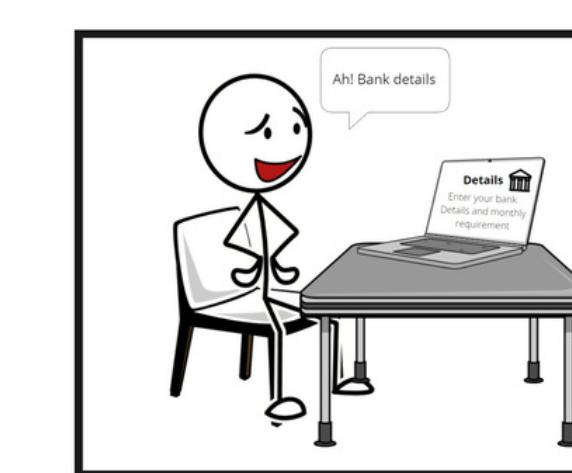
The second one being the fees of the college.



He is uploading the required documents citing his reasons.



After document verification he receives a mail guiding him about future procedures.



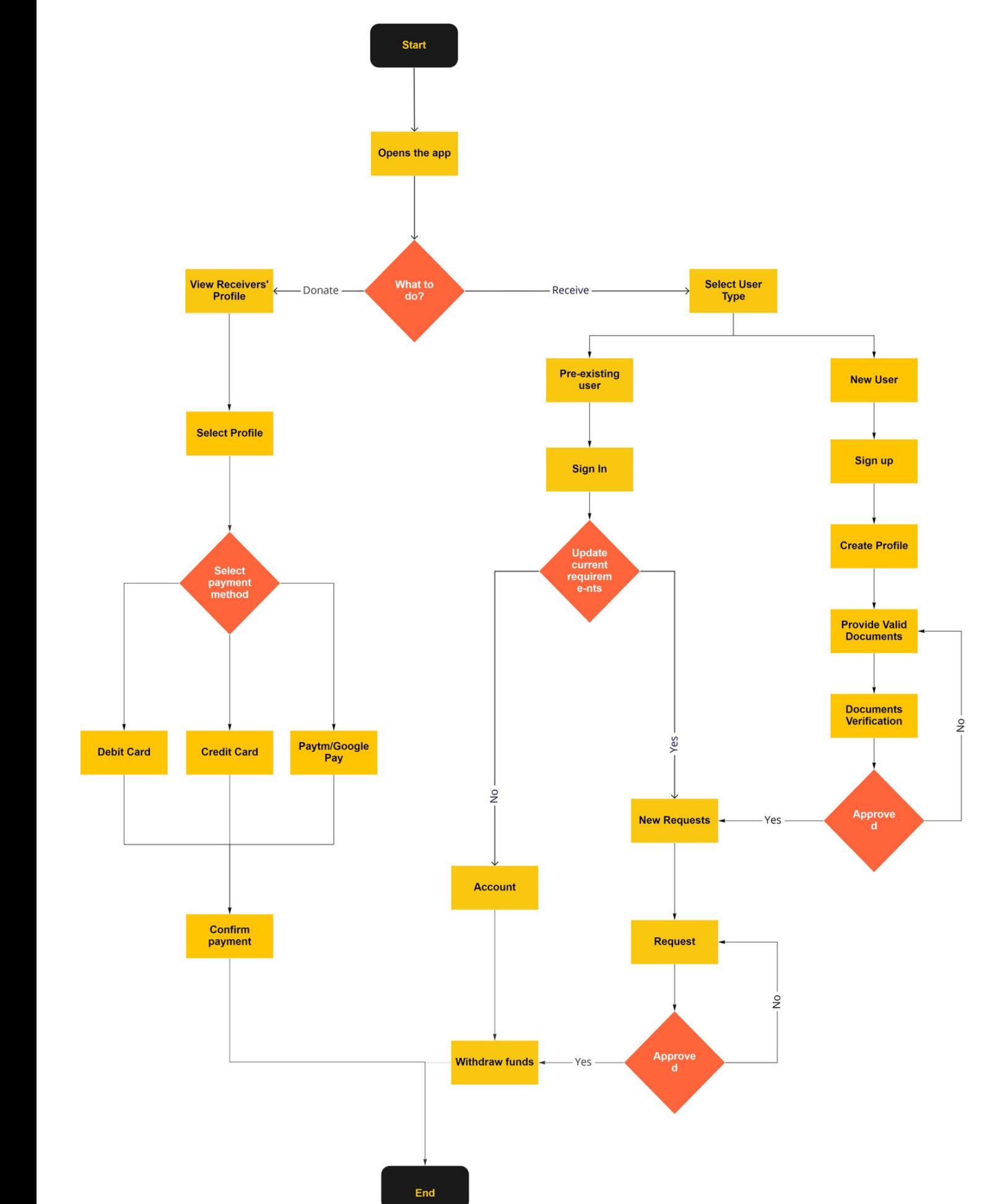
Bank details are asked for money transfer and further processing.



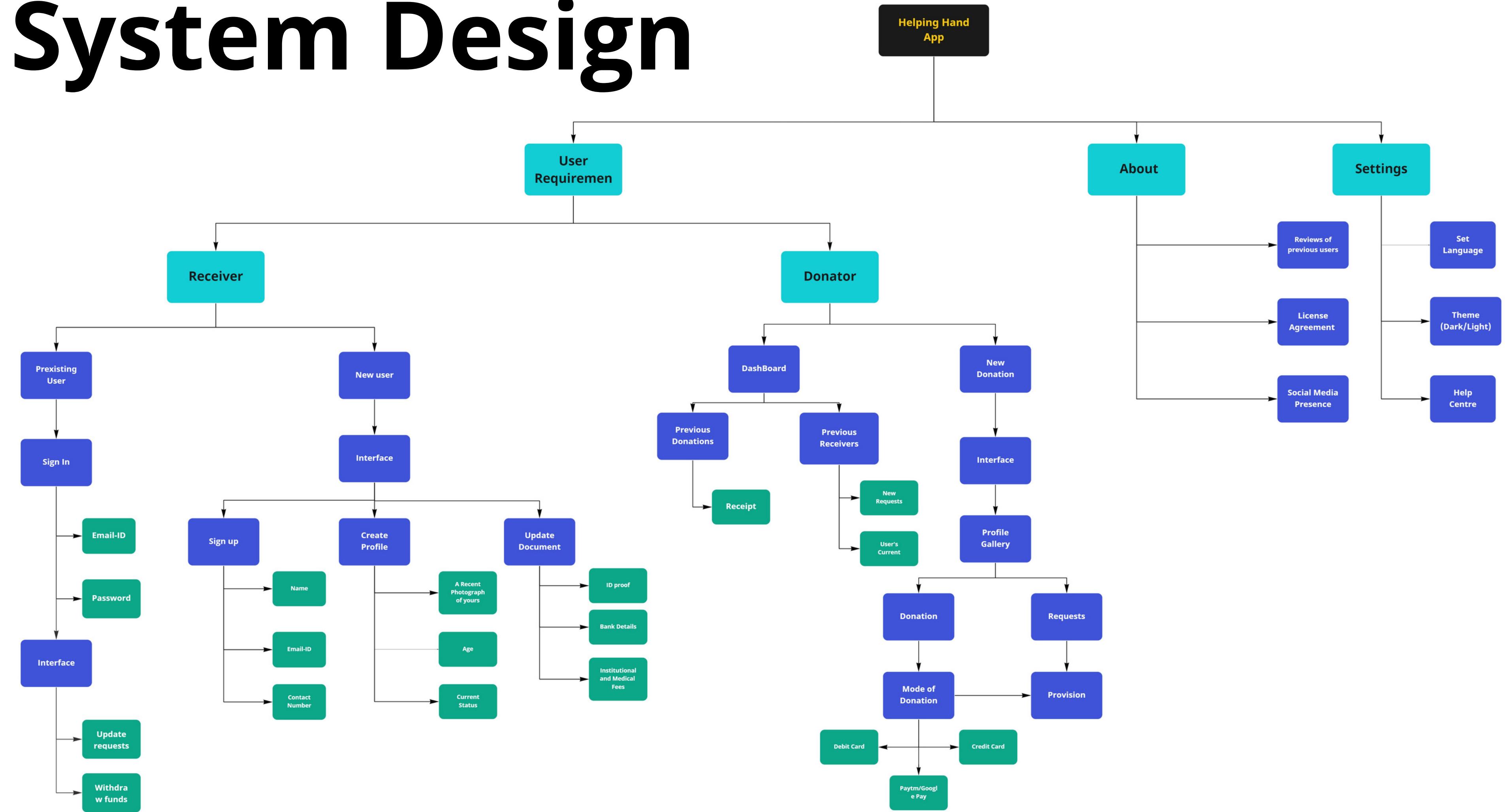
Due to lowering of his financial burden he can focus on his studies and can also opt for the tuitions he is in need.

Information Architecture

User Task Flow



System Design



About

Settings

Reviews of previous users

Set Language

License Agreement

Theme (Dark/Light)

Social Media Presence

Help Centre

LOW FIDELITY PROTOTYPE

Low-fidelity (lo-fi) prototyping is a quick and easy way to translate high-level design concepts into tangible and testable artifacts. The first and most important role of lo-fi prototypes is to check and test functionality rather than the visual appearance of the product.

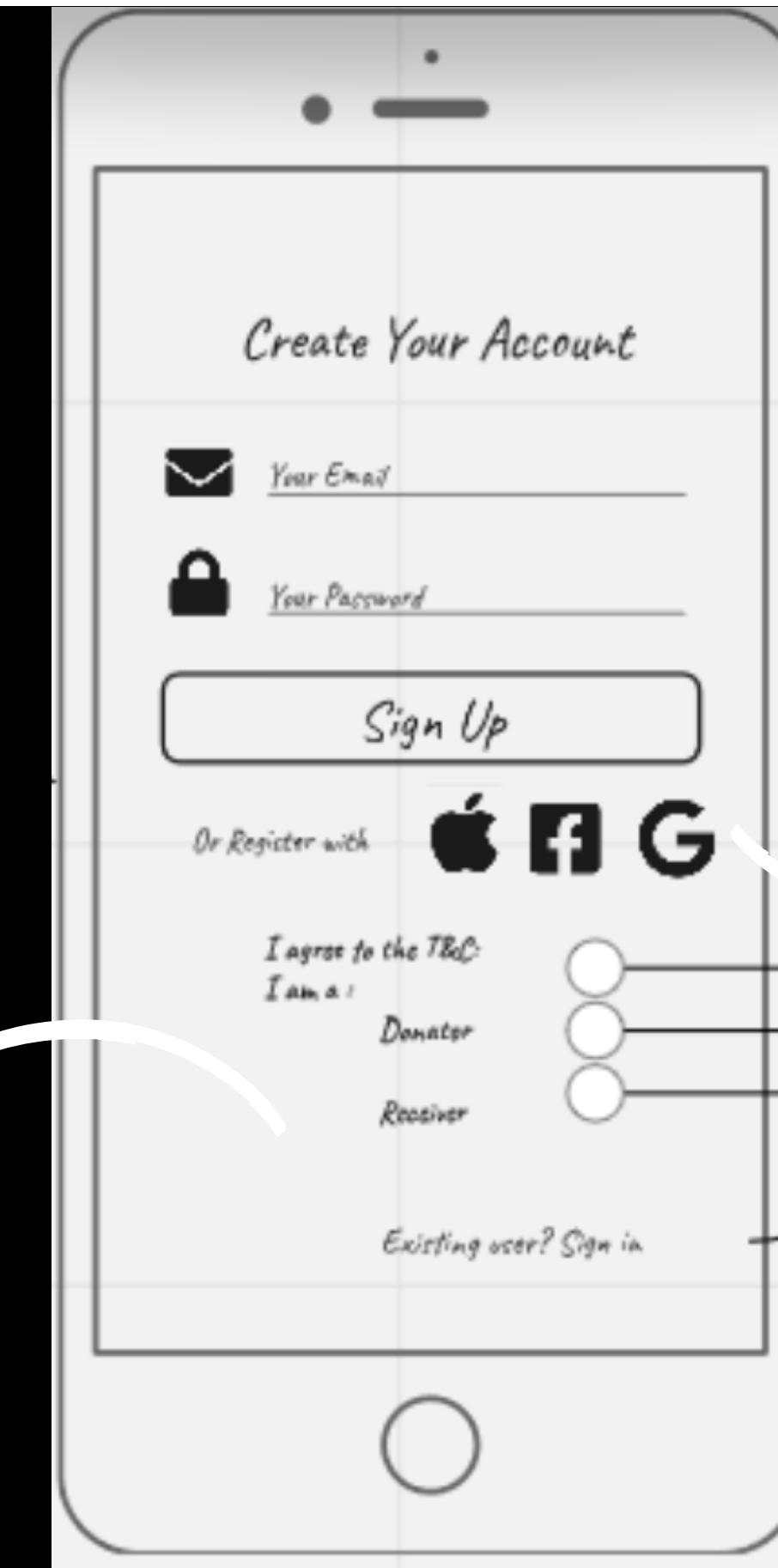
HOME SCREEN



Different
languages
available

SIGN-UP SCREEN

Select between being
a donator or a receiver



Can use these platforms
to sign in

SIGN-IN SCREEN



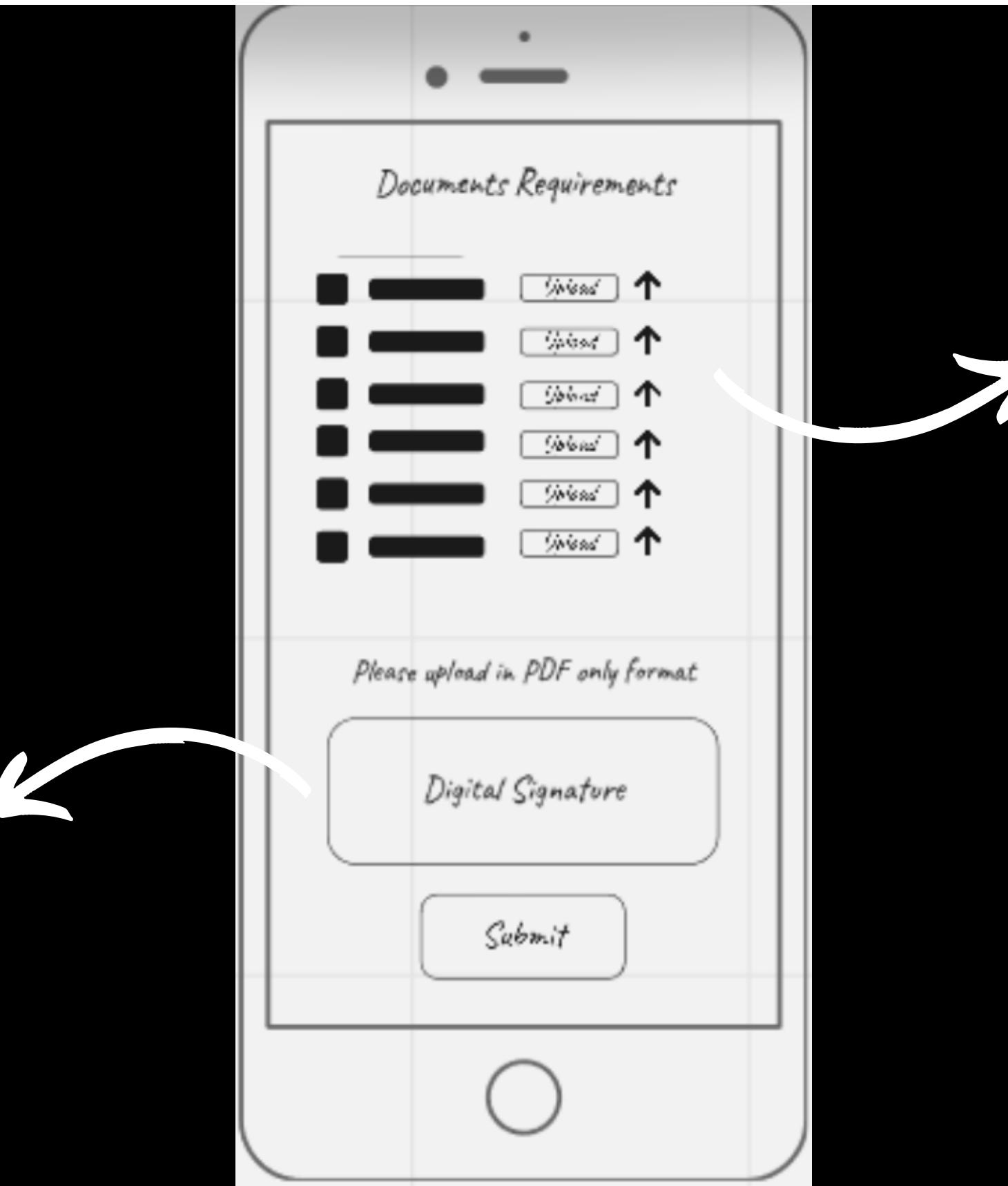
To remember the account
and remain logged in

PROFILE SET-UP



DOCUMENTS UPLOAD

Digital signature for
their approval and
verification



Documents to verify
whether the receiver
genuinely needs help

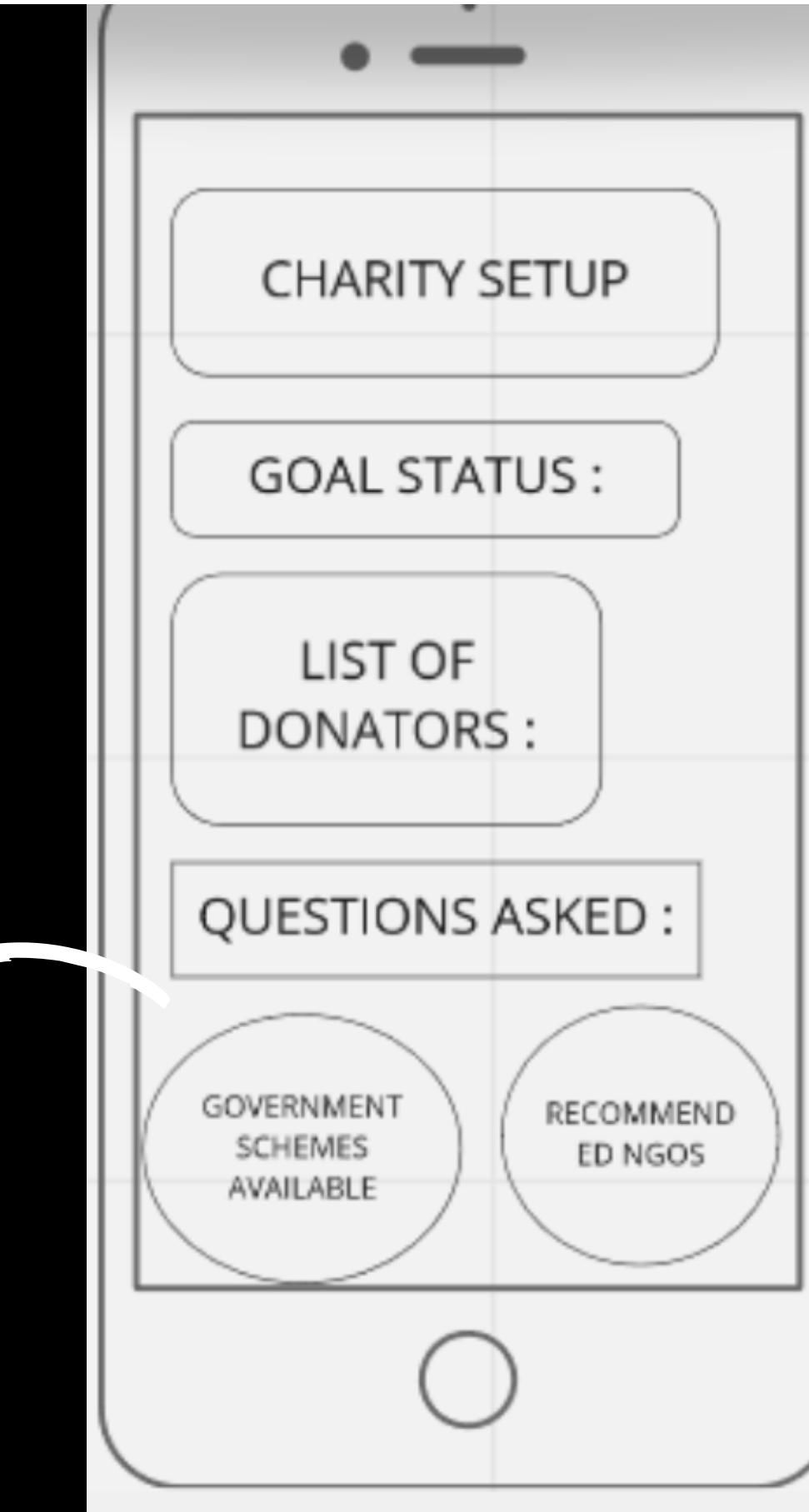
DONATOR'S DASHBOARD 2



Statistics and
details about your
donations

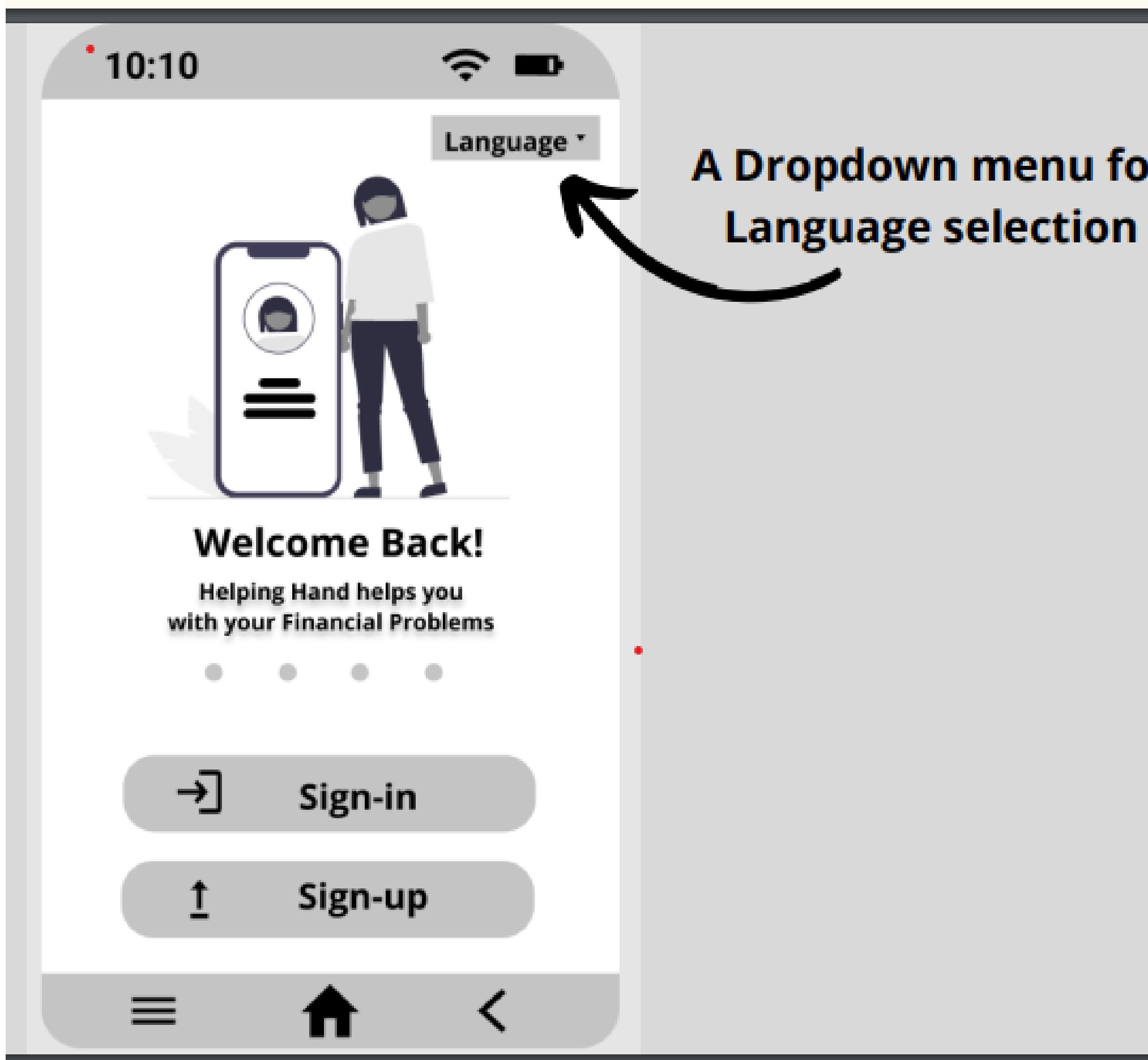
RECEIVER'S DASHBOARD

Depending upon your profile
,situation and requirements -
the recommended government
schemes and NGOs



MEDIUM FIDELITY

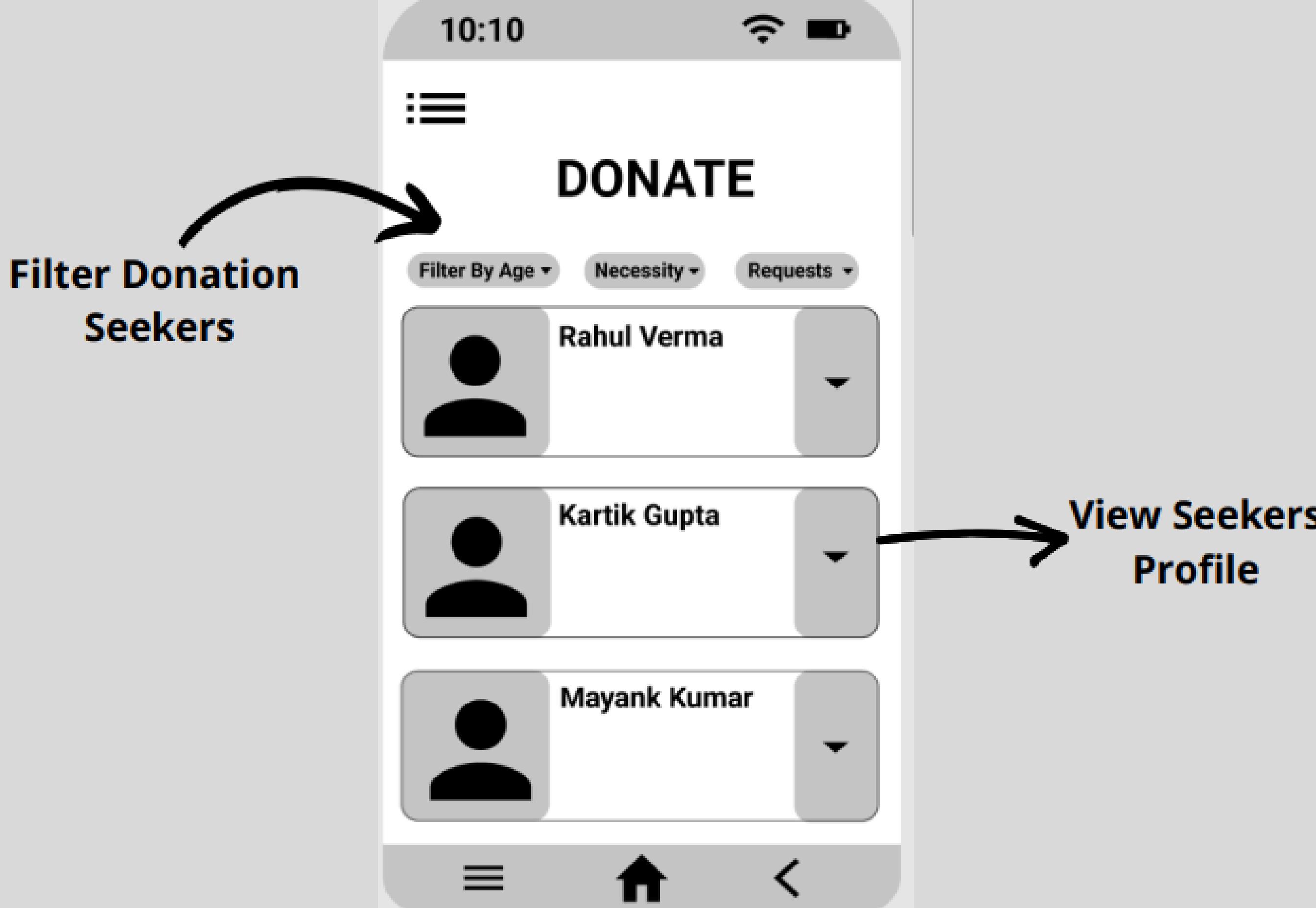
A Medium fidelity prototype is a prototype with limited functionality but clickable areas which presents the interactions and navigation possibilities of an application.



A Dropdown menu for Language selection

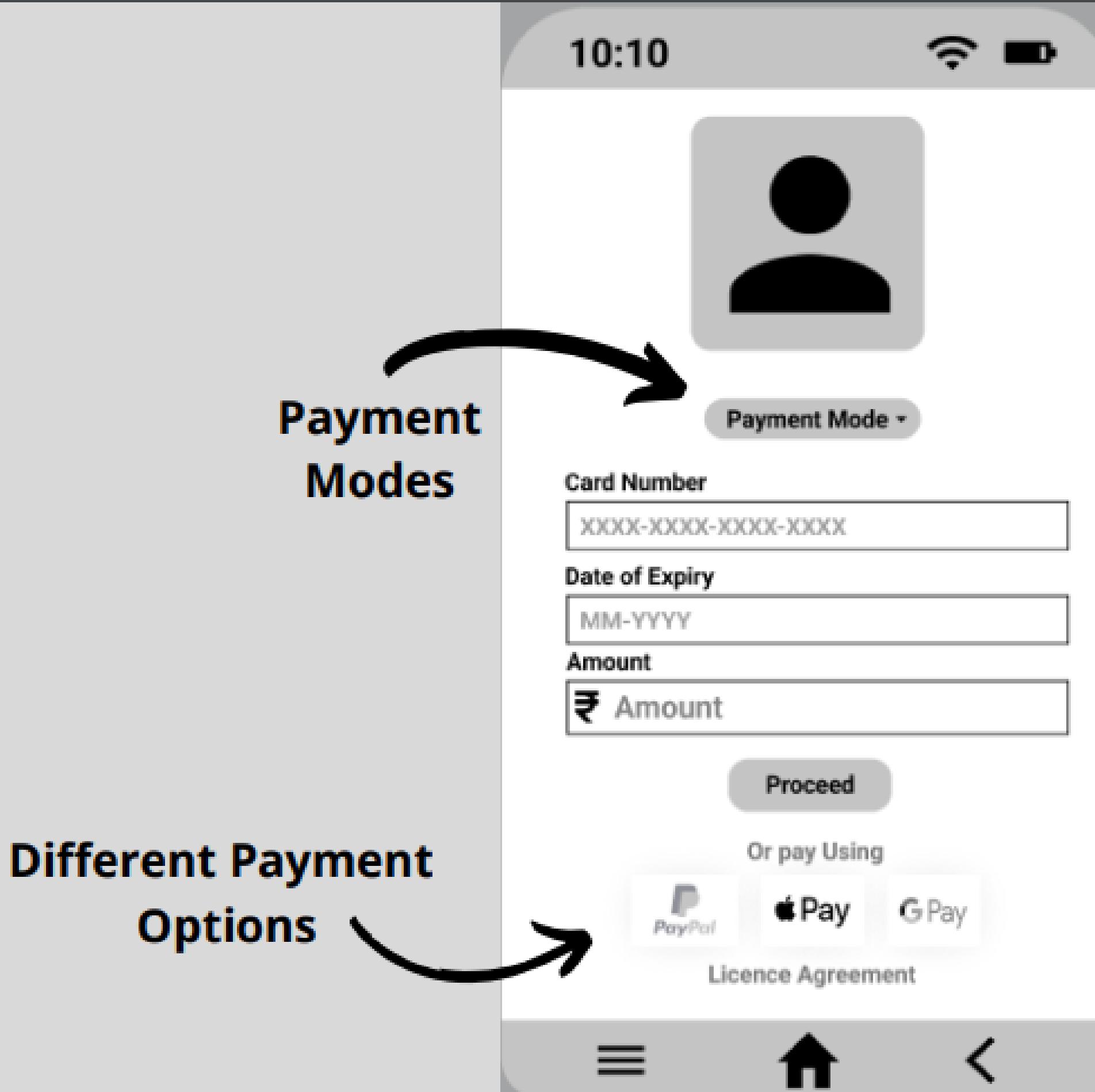
Lines and outlines of boxes and other shapes that represent interactive design

The screen which opens whenever user opens application



Define screen content and navigational flow

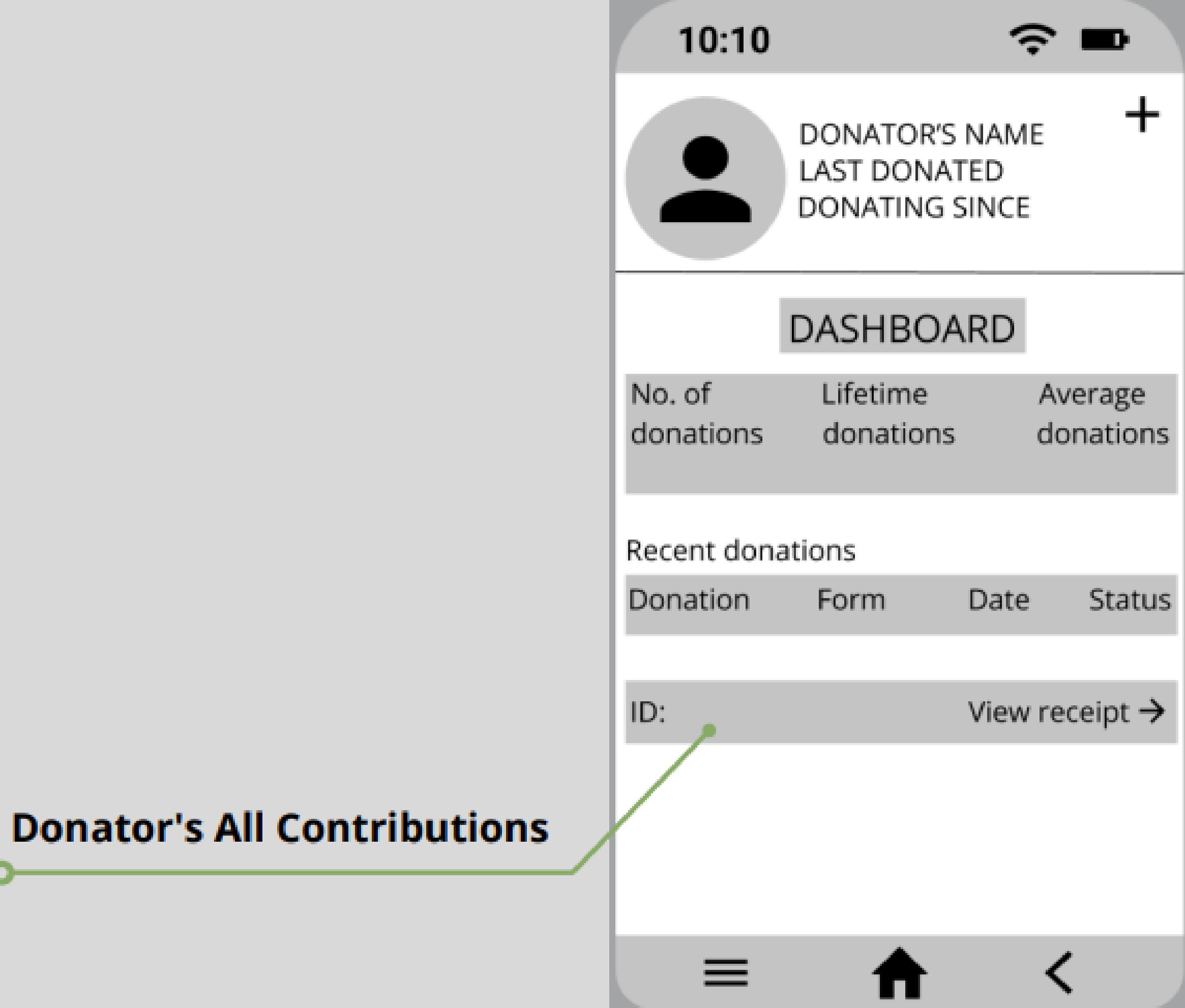
This screen shows the list of all needy people



Does not contain finished graphics, colours or font choices

Different Payment Options

This screen shows the payment section for people who want to donate

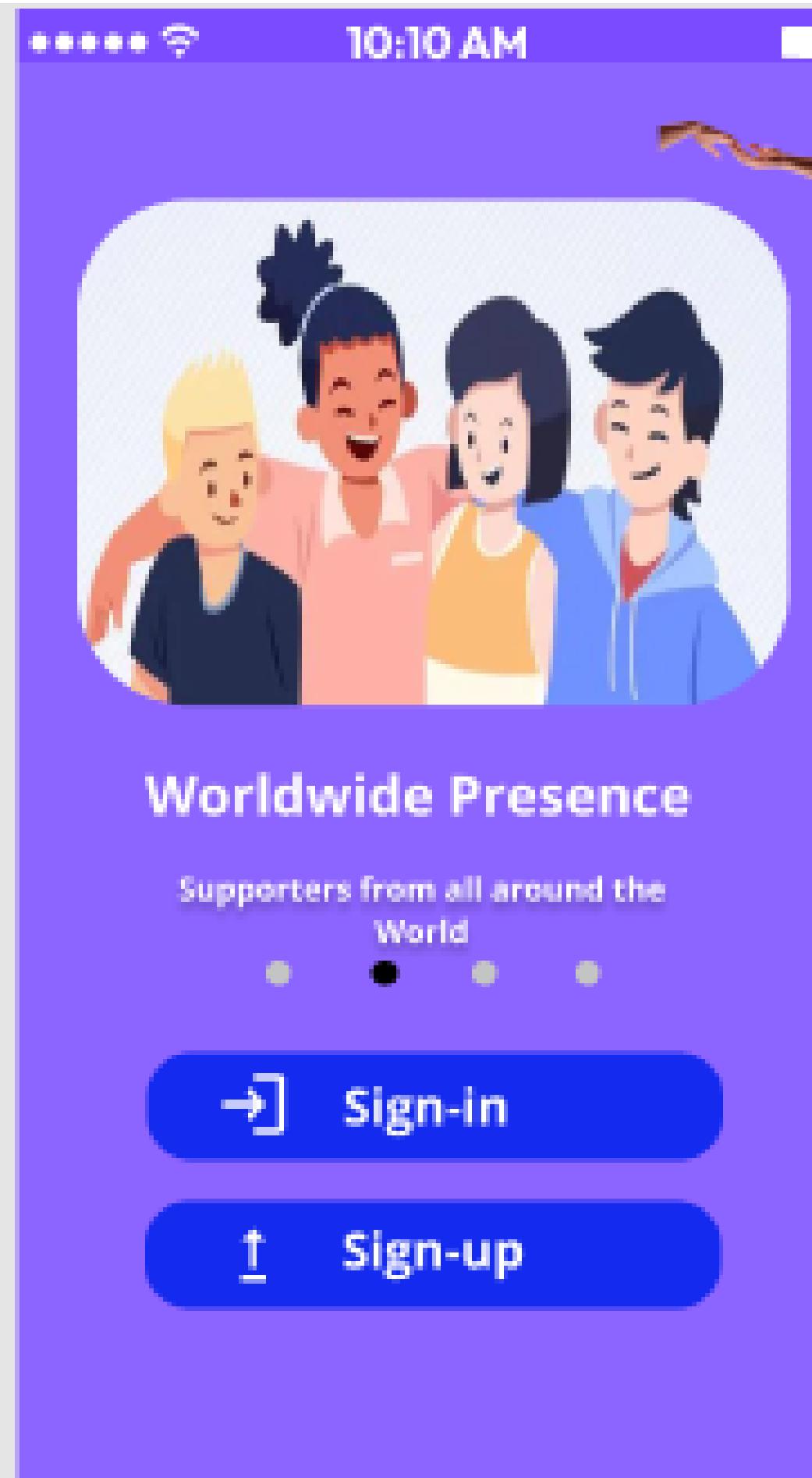
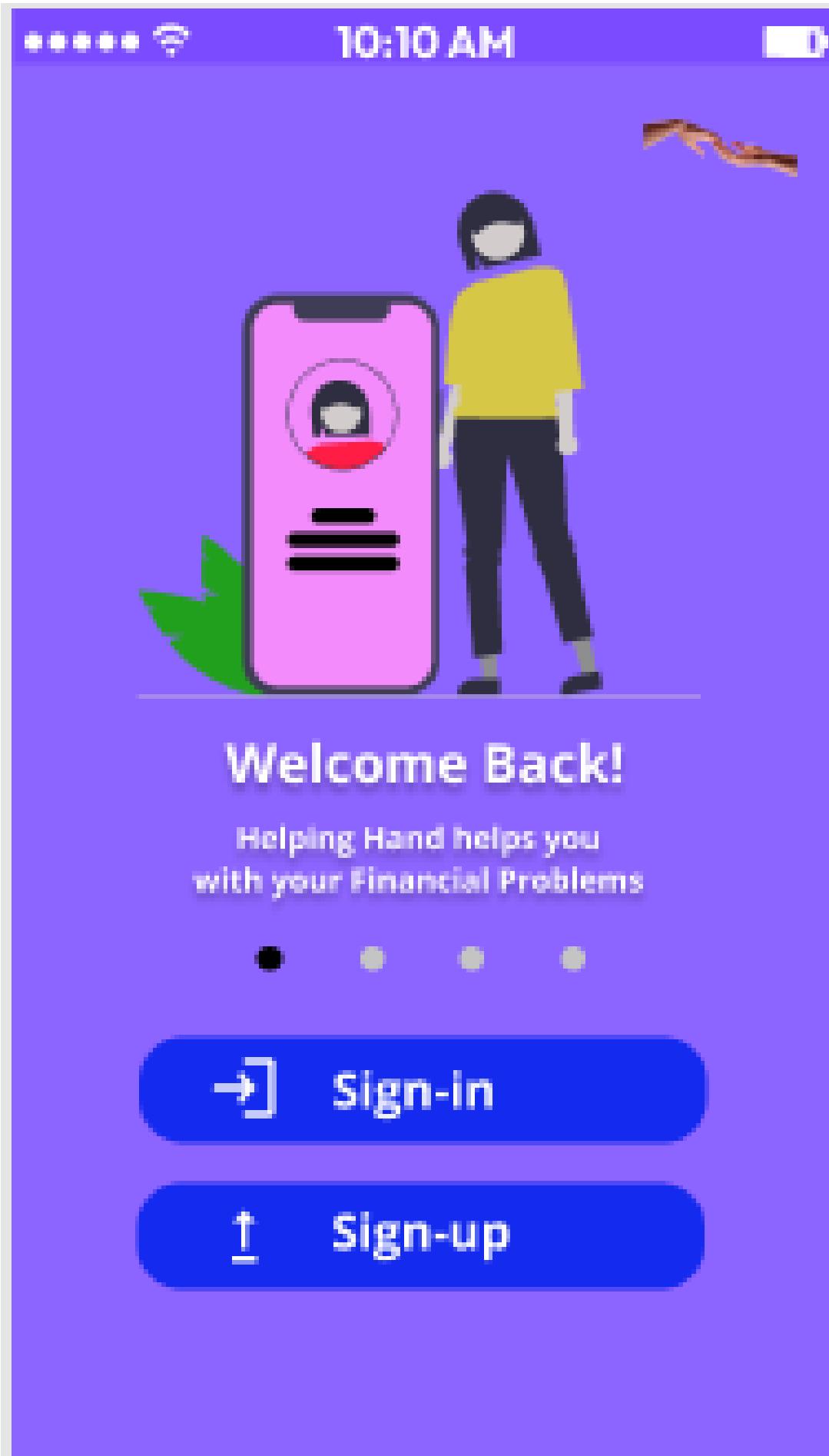


Gives people a better sense of how the solution looks like

This screen shows the overall donations by a person in his life

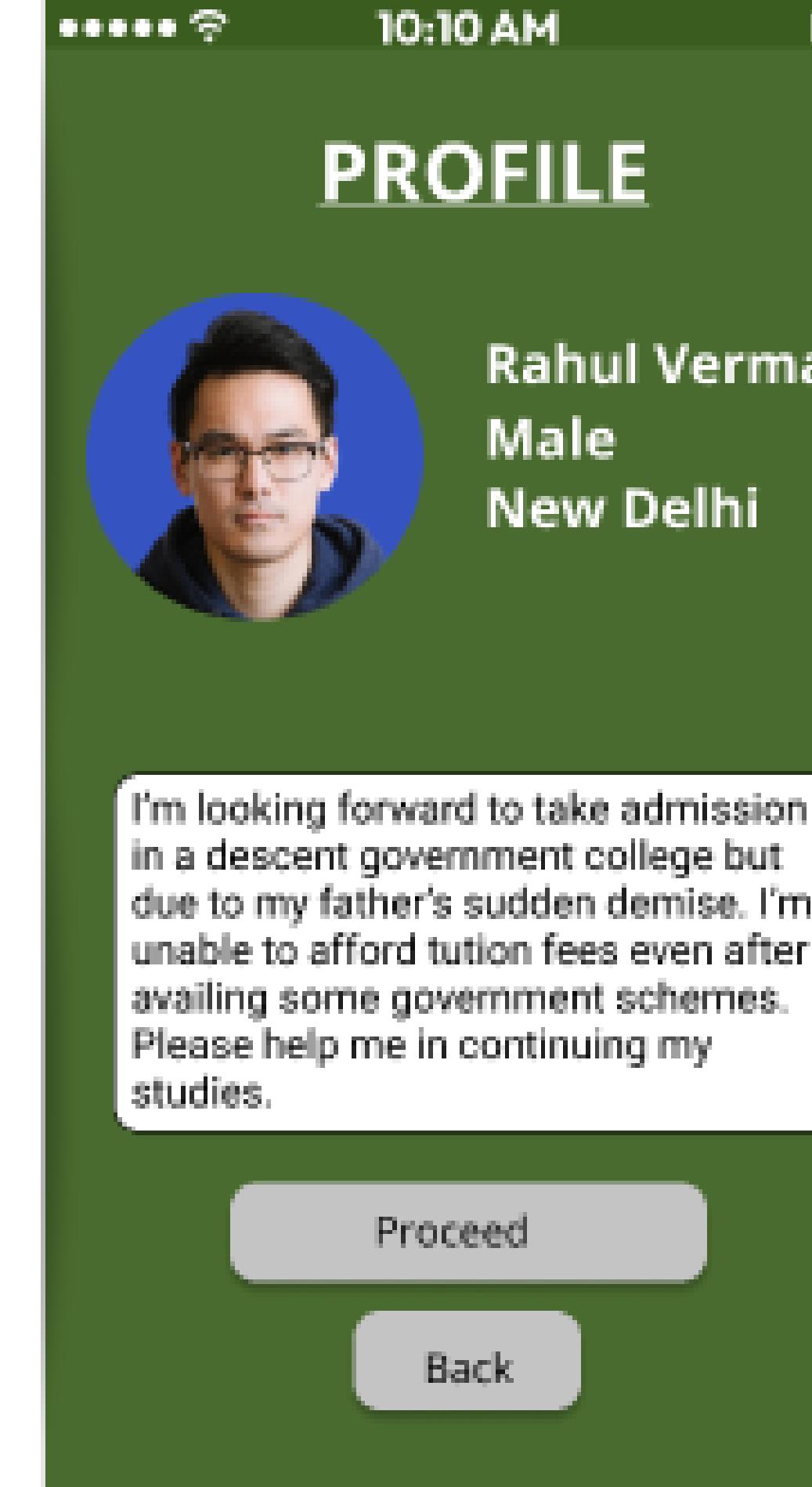
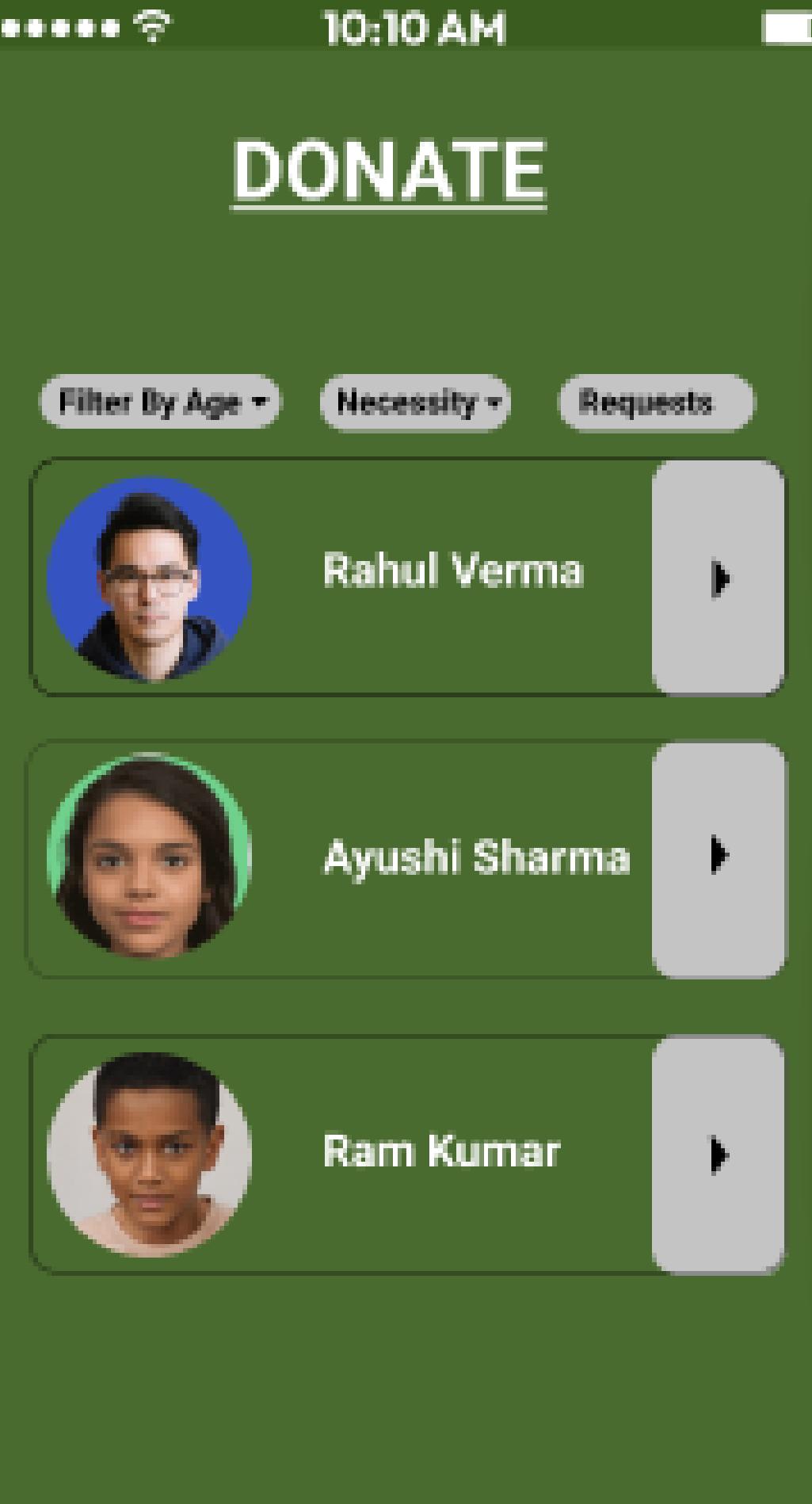
HIGH FIDELITY

**Computer-based interactive representation
of a product in its closest resemblance
to the final design in terms of
details and functionality**



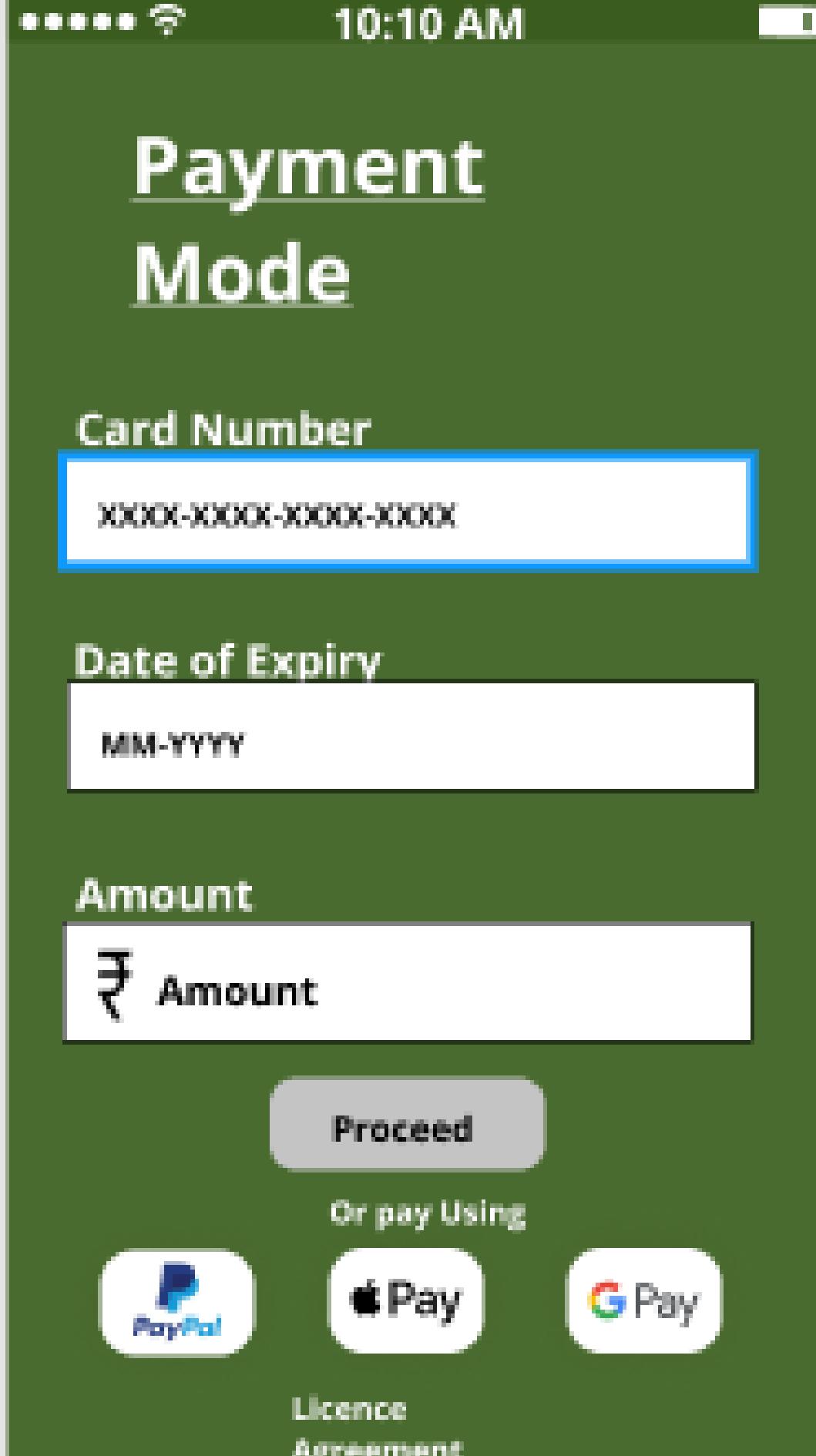
**Display visual designs
concepts (colour,
font, images, etc)**

The screen which opens whenever user opens application



This screen shows the list of all needy people

**Give a clearer idea
of interaction, features
and functionality**

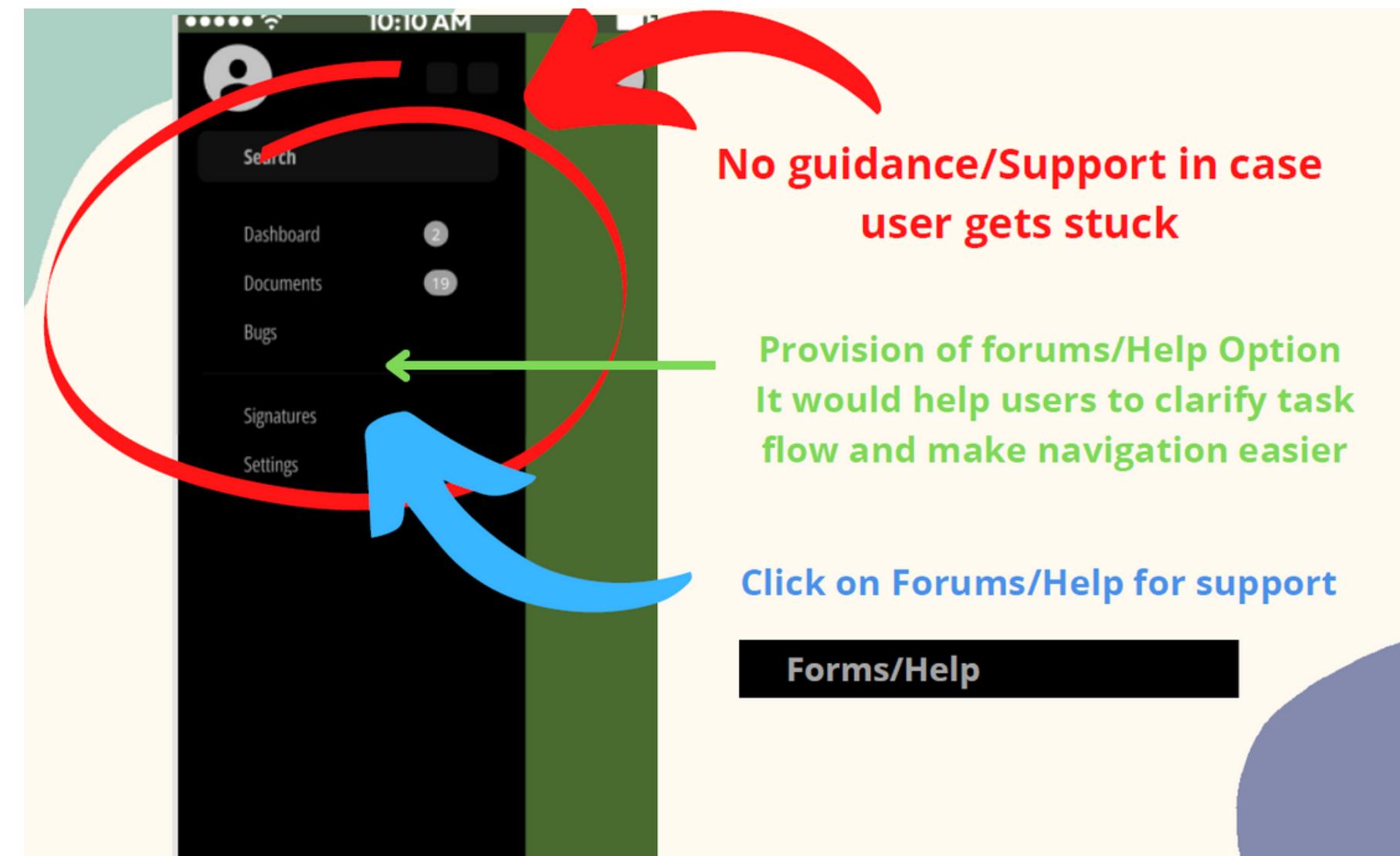
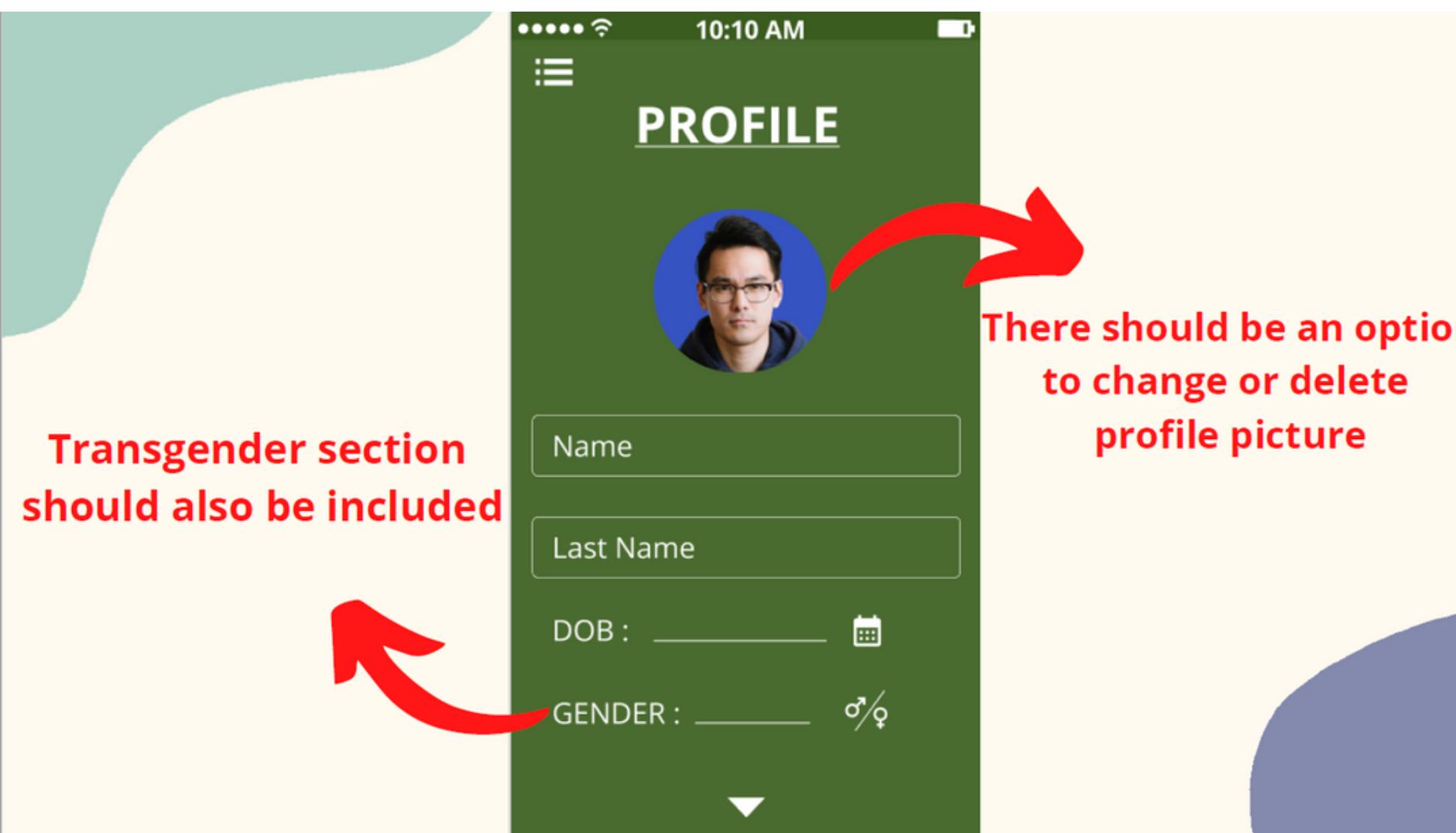


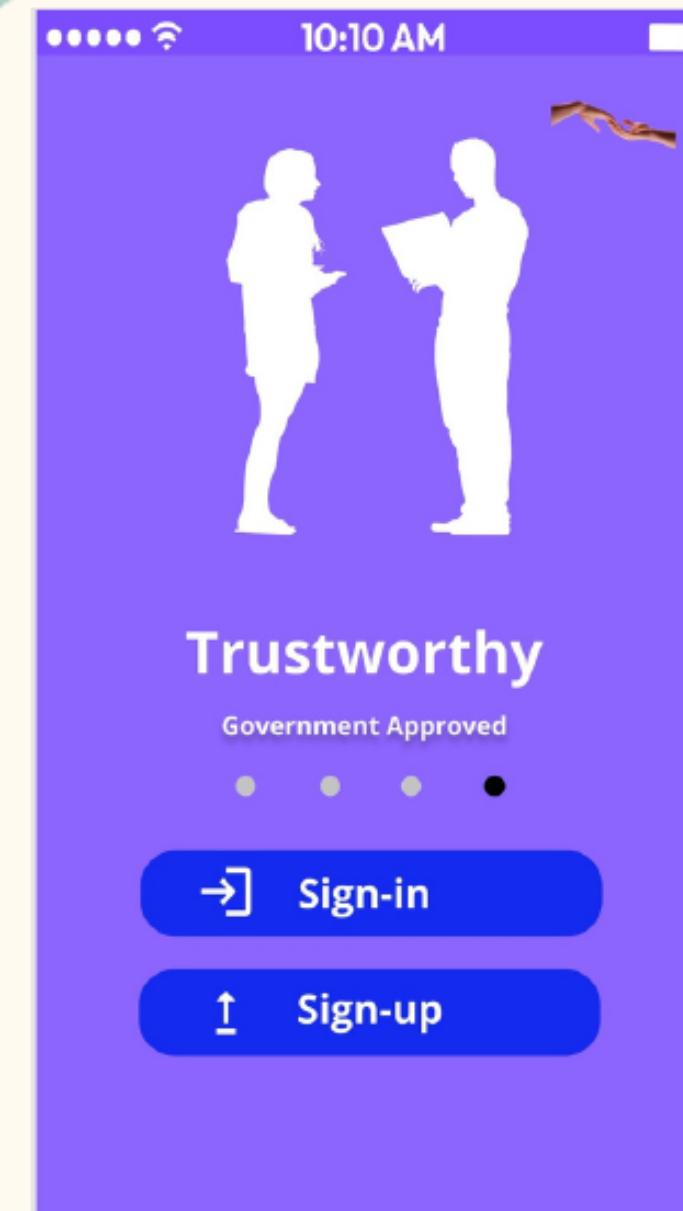
Detailed UI layout and content areas

This screen shows the payment section for people who want to donate

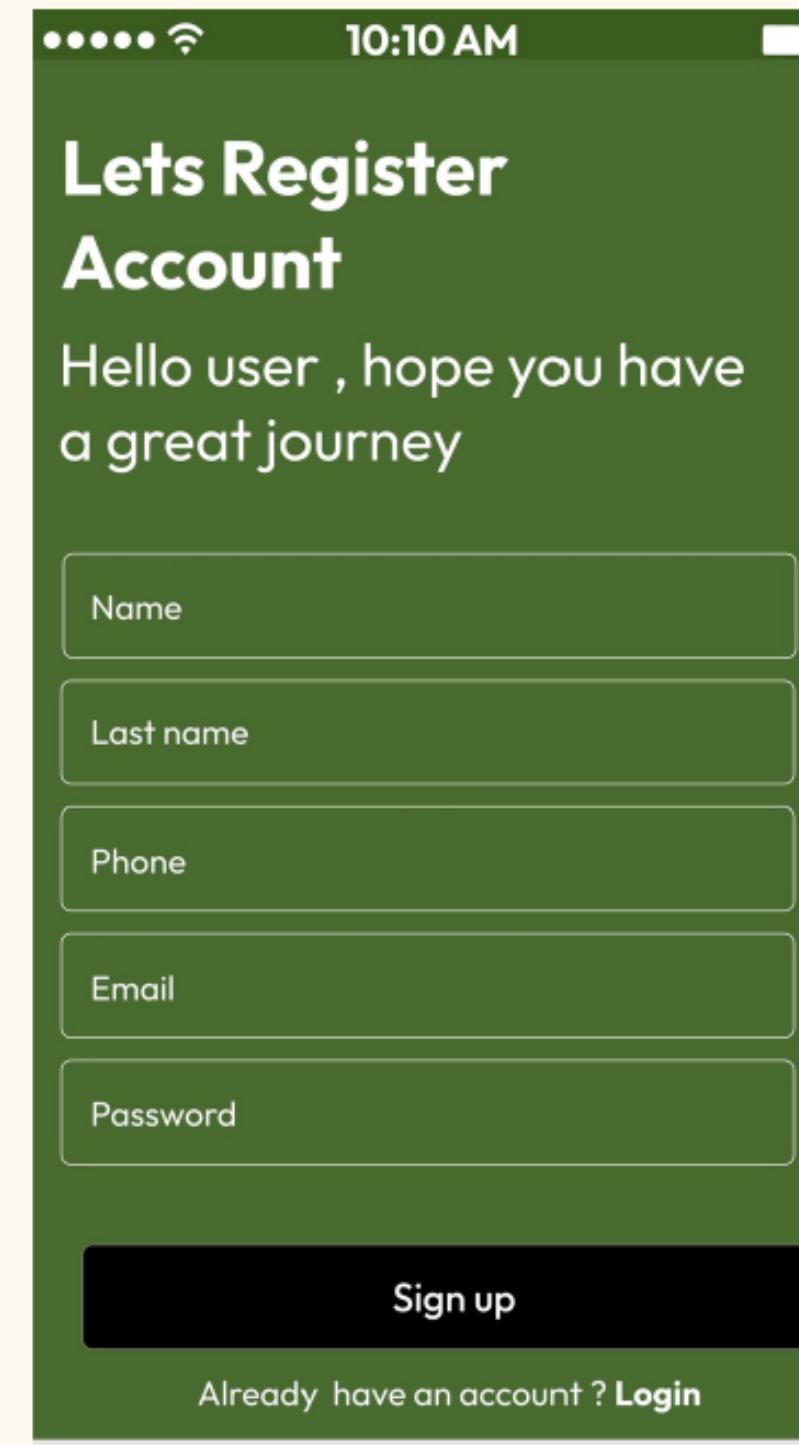
User Evaluation

We conducted 'guerrilla testing' evaluation on our clickable high-fidelity prototype. To which we got feedbacks from users which are summarized as following :

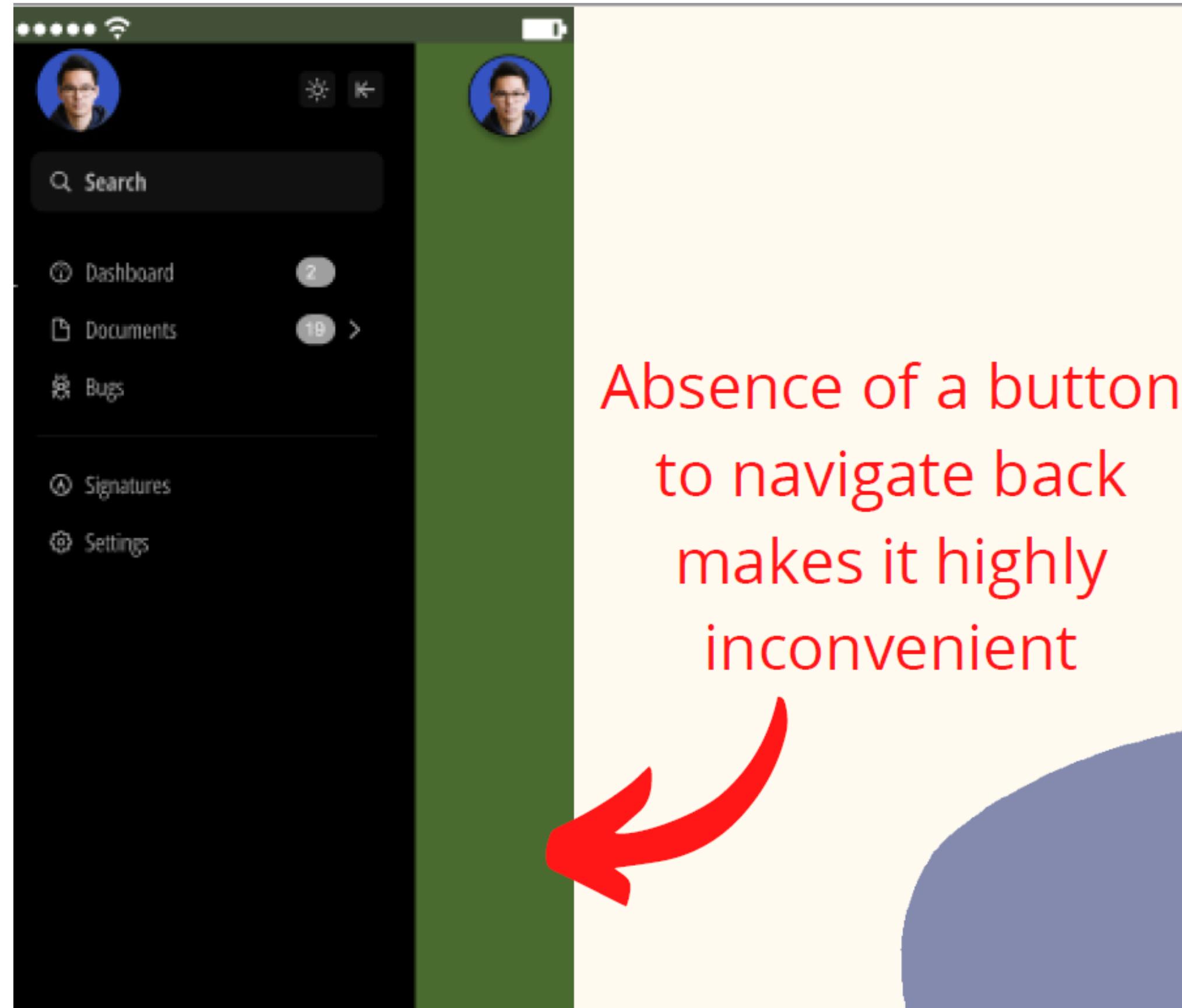


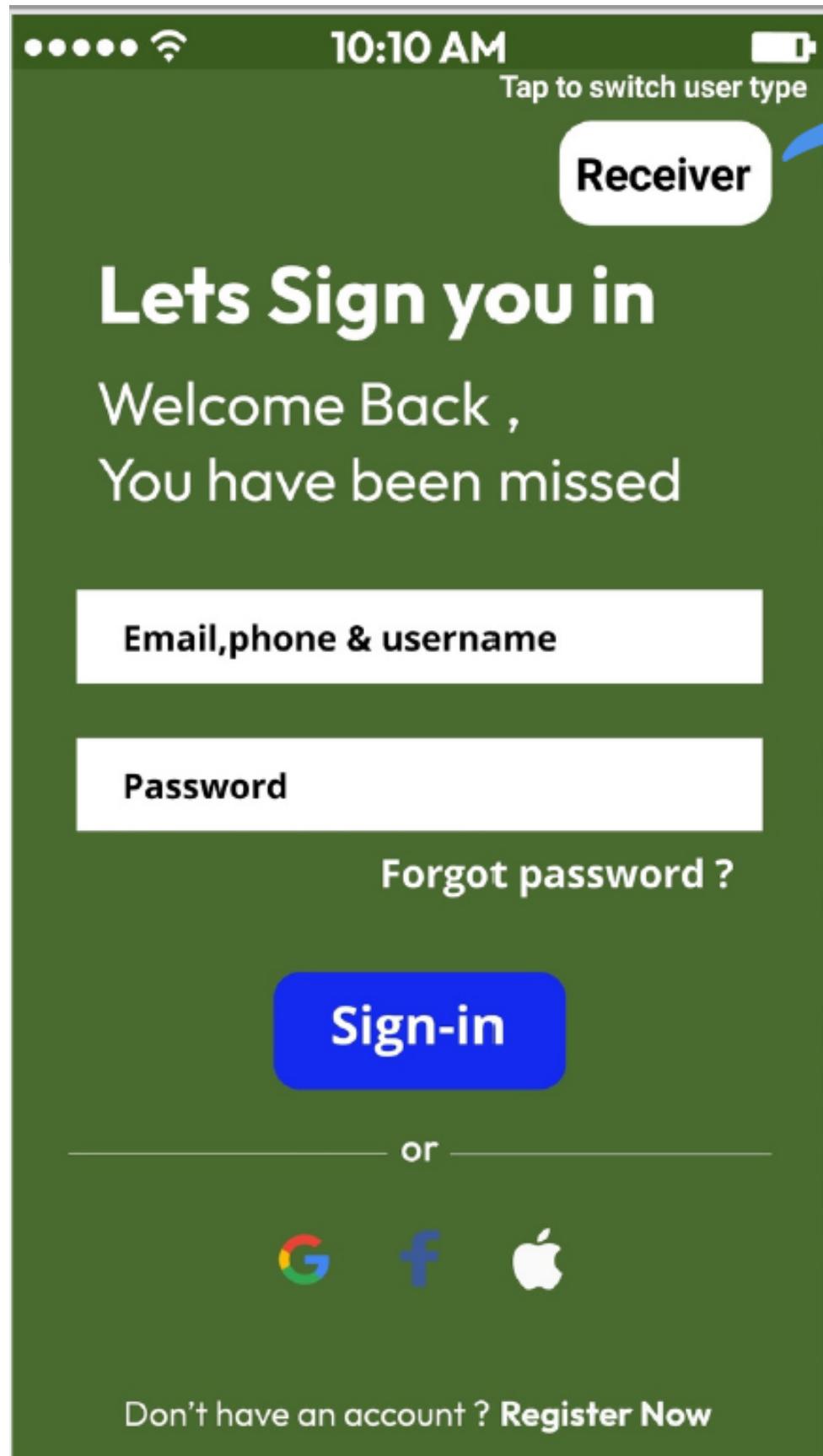


Purple colour palette
was favoured
much more than dark
green palette.

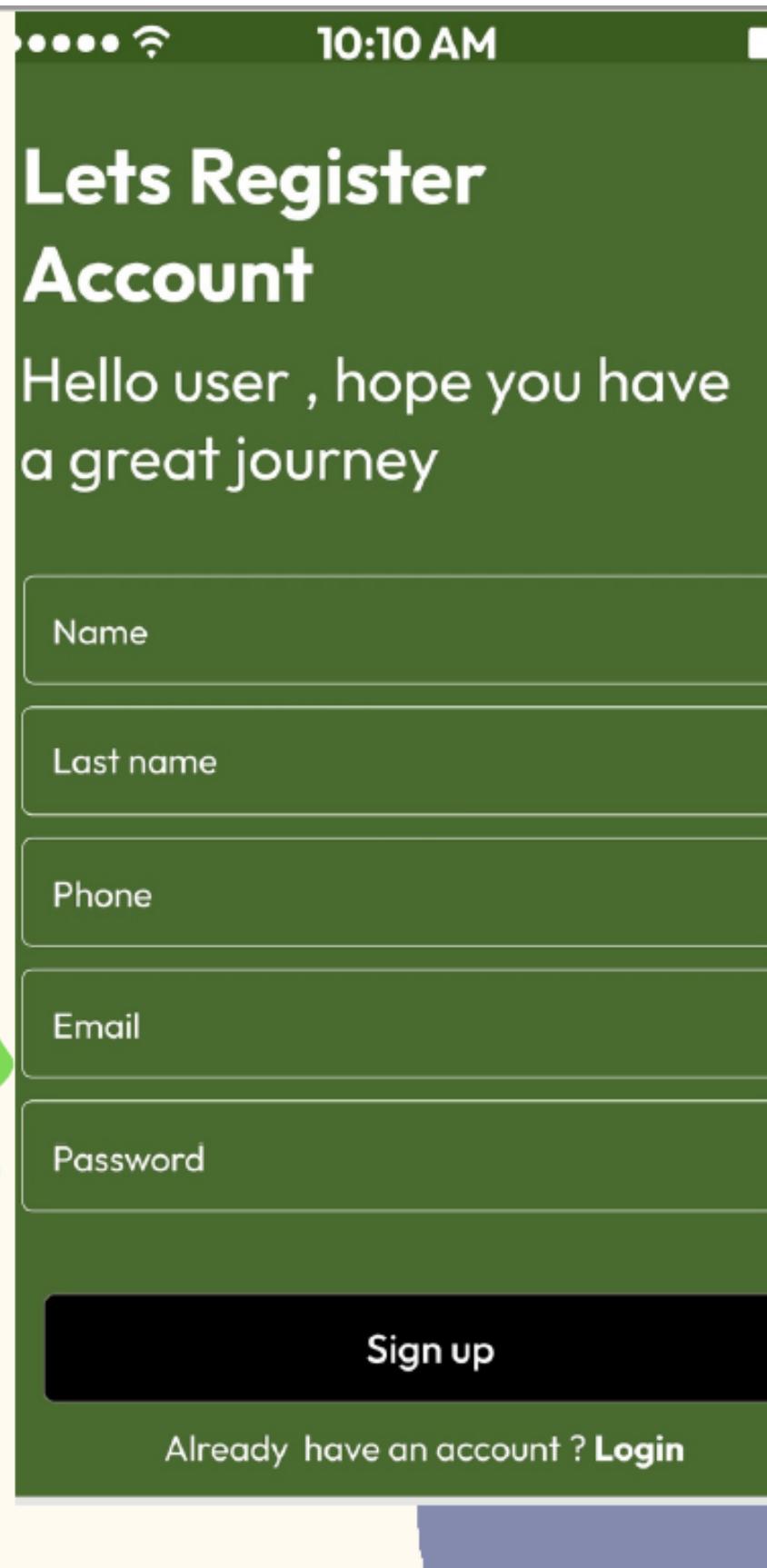


There should be different
uniform themes available
like Dark Theme, Light
theme, different colour
themes.





Switching between Receiver and Donator in the Sign In screen is confusing.



There should be option to select instead in the Sign Up screen.

THANKYOU