

Improving Accessibility for the Food Insecure

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PROBLEM

Food insecure people often do not have the means of transportation to access food and resources provided by the Atlanta Community Food Bank.

STAKEHOLDERS

- **Primary:**
 - ACFB Users (Food Insecure)
 - Delivery Volunteers
 - Delivery system organizers
- **Secondary:**
 - Children in food insecure families
- **Tertiary:**
 - People who donate to ACFB

PROJECT GOAL

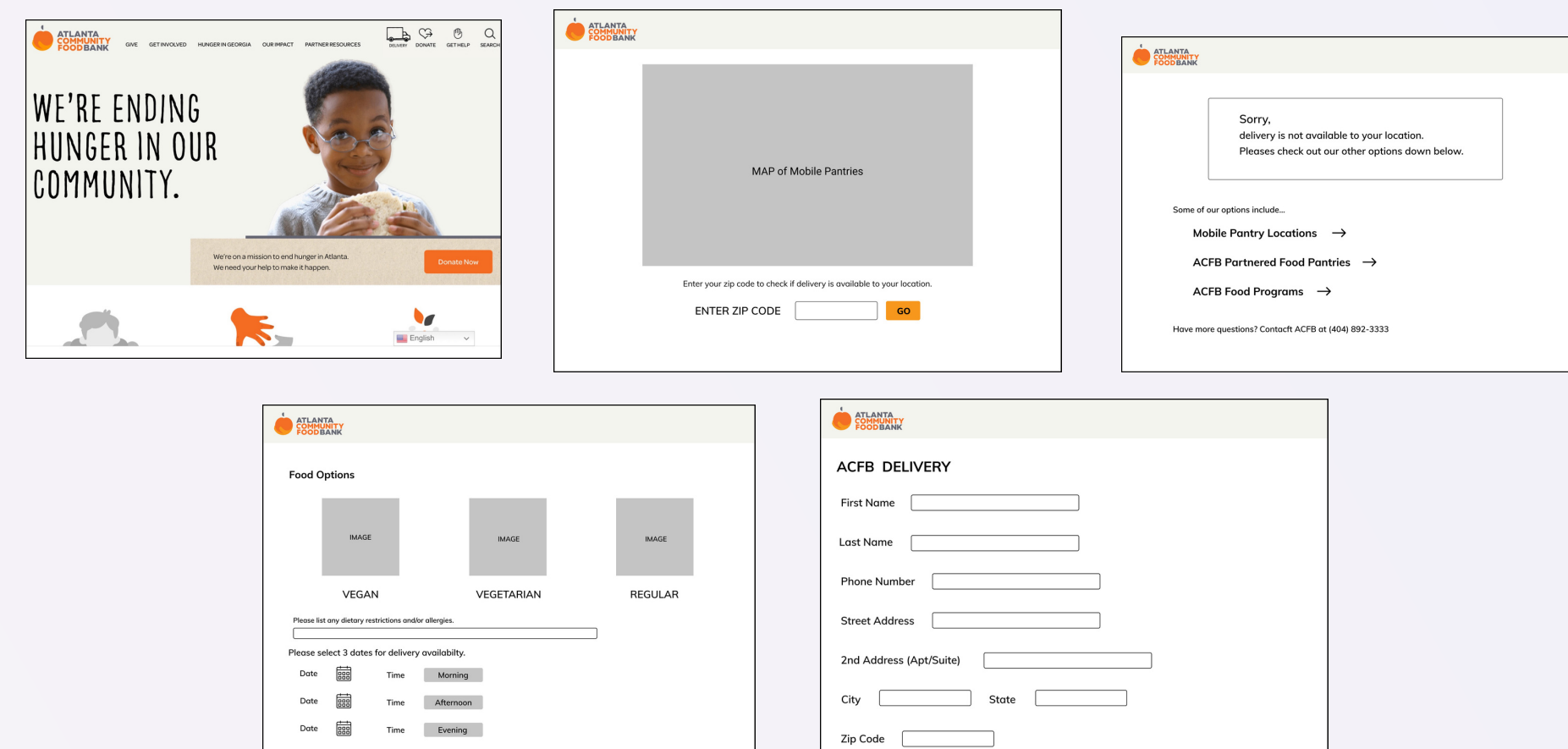
Solution:

Design a system that will deliver food to food insecure users when they have no means of transportation.

Requirements:

- must be an reliable, useful, and accessible system
- must inform users of delivery availability for their location
- must track and give updates on delivery

WEB APP



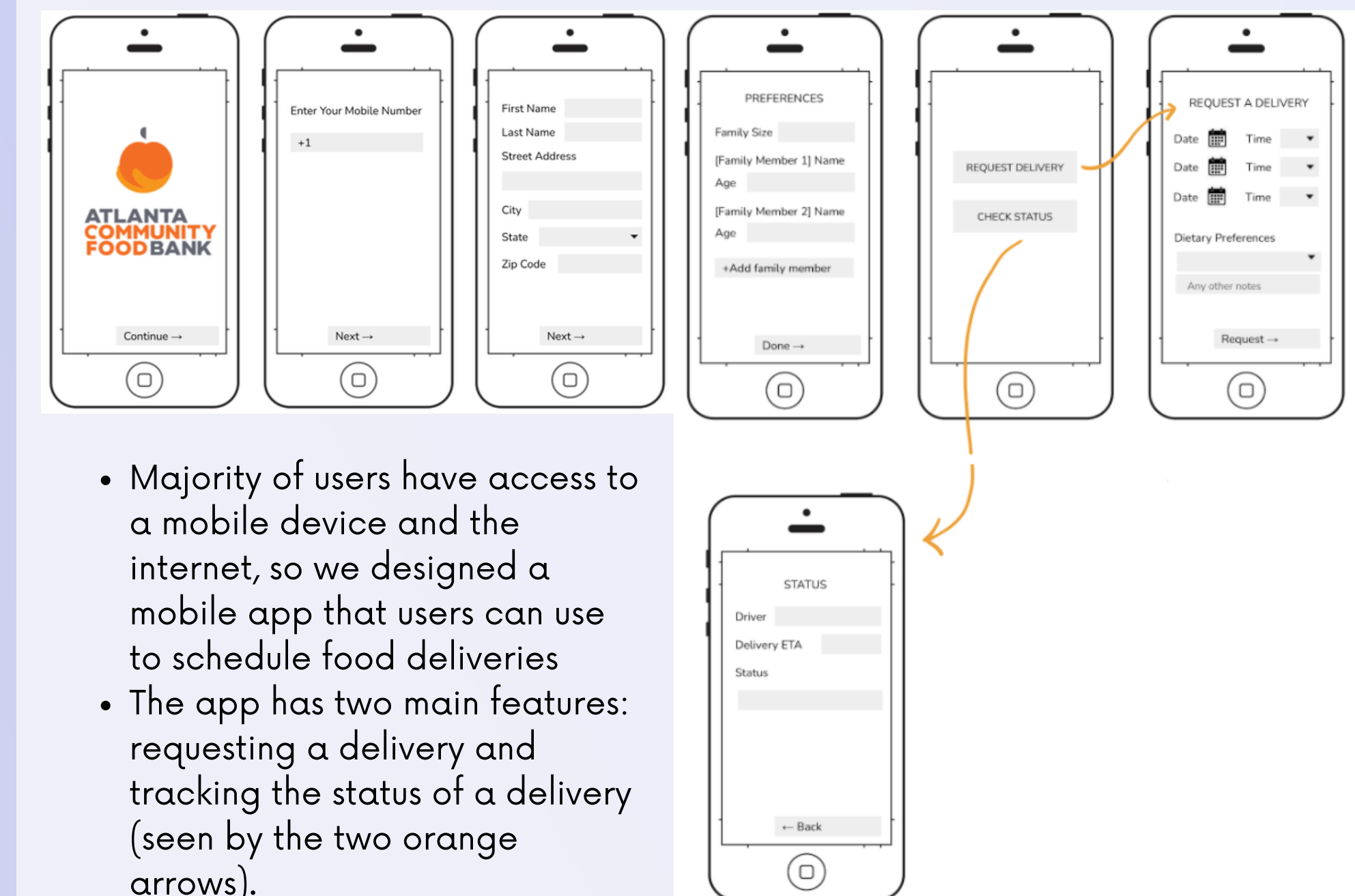
- Addition of "Delivery" button on ACFB website
- Checks if user's location is deliverable and takes you to respective sites based on delivery availability.
- Displays other ACFB and its partner's services if user's location is not deliverable
- Displays a fill out sheet where users' fill in personal information, select food options, and select a time to have their food delivered

FLYER W/ TEXT SERVICE



- We found from our P1 survey that a majority of proxy users have access to cell phones
- This design allows users to text a number in order to set up food deliveries
- There is already a text service available from ACFB that allows users to text a number in order to find the nearest ACFB location, and this design is an extension of that service
- This system would first see if the user lives in an area where food delivery services are available, and then ask the user to input their address and any dietary restrictions they have

MOBILE APP



- Majority of users have access to a mobile device and the internet, so we designed a mobile app that users can use to schedule food deliveries
- The app has two main features: requesting a delivery and tracking the status of a delivery (seen by the two orange arrows).

EVALUATION & CRITERIA

Our five group members each rated the designs using the eight criteria on a scale from 1-5, with 5 being the most effective. The ratings were averaged and summed for each design criteria, giving the design alternatives total score.

- Website: a richer interface, more information and feedback can be presented, however, there would be a higher learning curve, especially for those not familiar with technology
- Texting service would be the most accessible as it doesn't require Internet or smartphone access, but does not have a rich enough interface for useful information as it rated low in utility
- Mobile app: richer interface but higher learning curve and lacks in sustainability as costs would be high and maintenance is needed for upkeep
- Given that the website design alternative received the overall highest score based on the design criteria ratings, we decided it would be the most feasible interface for collecting user information and providing food delivery availability and tracking feedback

Design Criteria	Website	Mobile App	Text Service
Sustainability:	3.4	2.8	3.8
Convenience:	3.6	4	4.4
Inclusiveness:	3.6	2.8	4
Communication:	4.6	3.6	3.6
Utility:	4.8	4	2.6
Cost:	3.4	2	4.6
Efficiency:	4.2	4	3.2
Learnability:	3.8	3.2	3.6
Total:	3.925	3.3	3.725