

CSC 642 HCI Summer 2019

Initial Design

School Knights

“A mobile, on-demand security escort request app that ensures your safety and bright future.”

TEAM 9: Hashim Jacobs <hjacs@mail.sfsu.edu>, Teodoro Calvario, and Hale Ramsey

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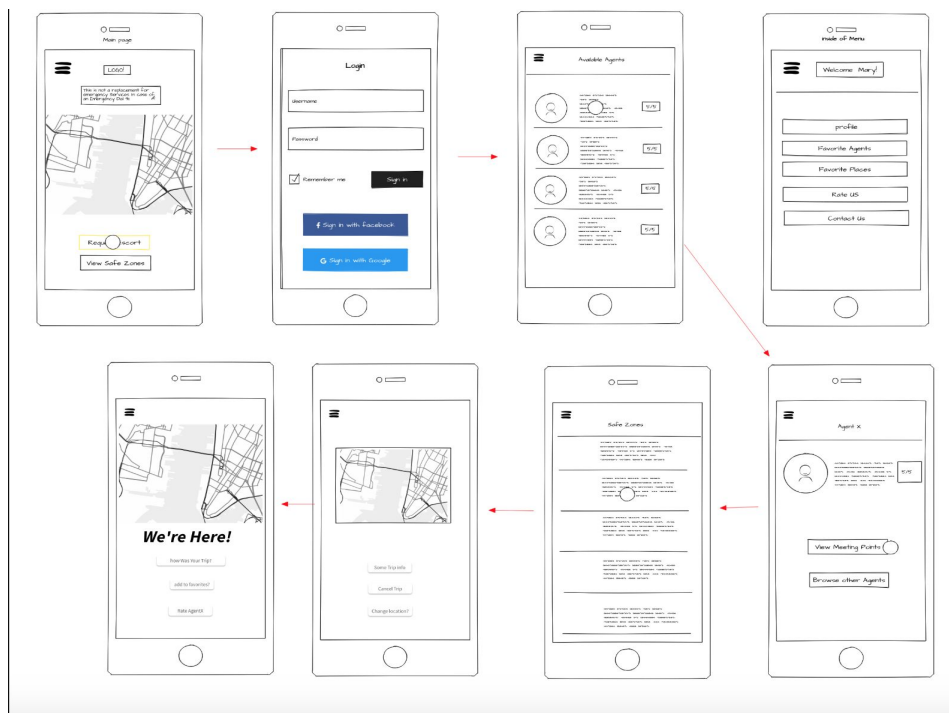
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Storyboards

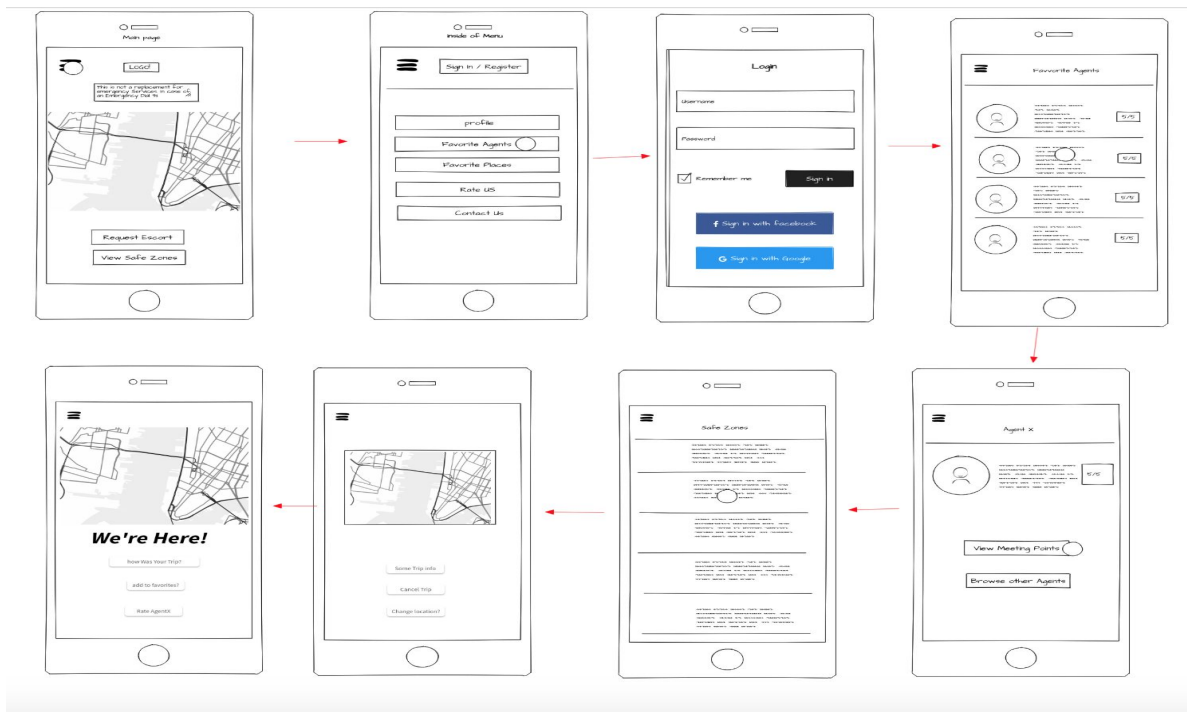
Use Case #1

Mary is a graduate student at SFSU. She is a 24 years old woman who works as a sales associate for income. Since Mary works during the day, she takes all evening classes and studies in the library afterwards. She leaves the library after studying and has to walk to the bus stop, in the dark, alone. Mary downloads, installs, and opens the Campus Security Escort application. She sees the map showing all active security escorts nearby and wants to request one immediately. Mary presses the request button and is prompted to log in or register, with the option to continue with her google or facebook account. After she logs in with her google account, her request is sent out and a security escort accepts before arriving five minutes later.



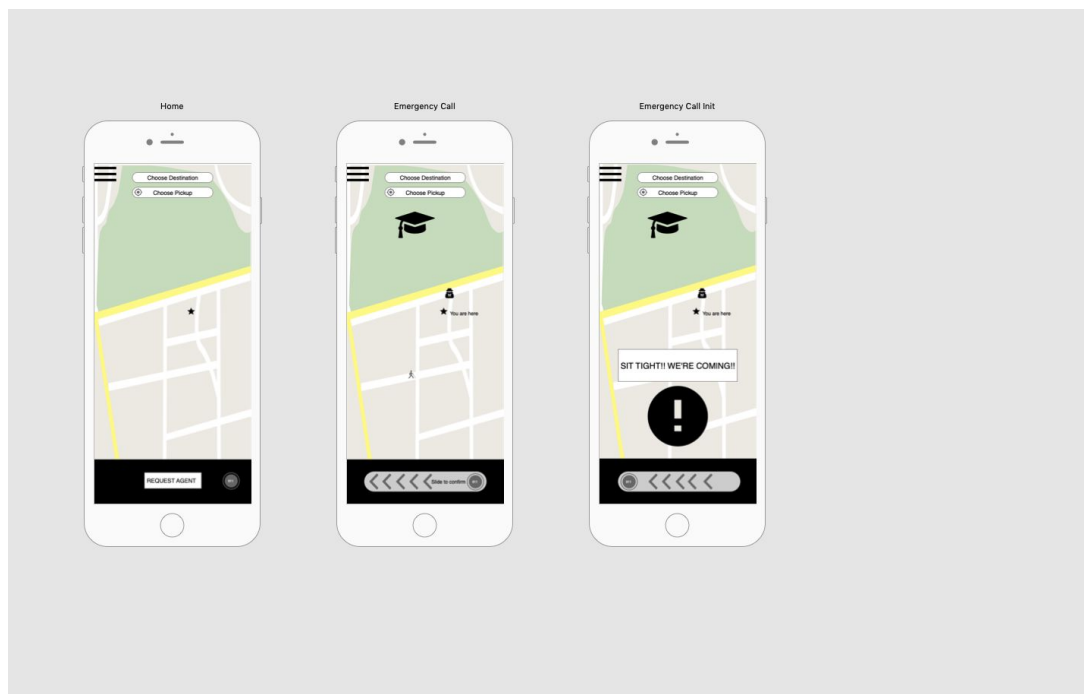
Use Case #2

Mike is in a fraternity at SFSU but does not live there. He is a very sociable guy and enjoys hanging out with friends whenever he has time off from work. He parties with his fraternity brothers every weekend and tends to drink past his limit quite often. He has to make it back to his apartment after the party which is several blocks away but is incapable of doing so by himself. His fraternity brothers all stay at the fraternity leaving him to make the trip alone. Luckily, Mike is already a registered user of the Campus Security Escort application and has favorited a prior security escort. He opens the menu, taps "My Escorts", which drops a list down, and chooses his favorite security escort. Mike taps the request button and five minutes later, his favorite guy arrives and they venture off.



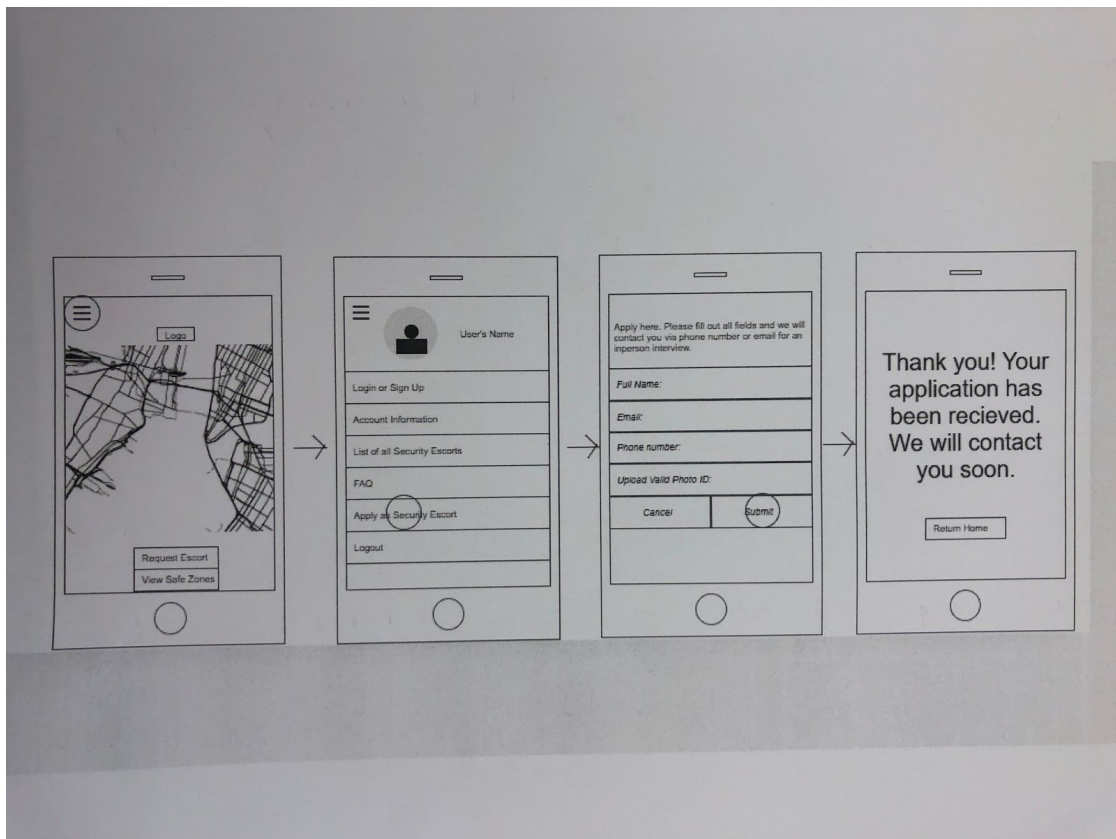
Use Case #3

Deborah is a professor at San Francisco State University. She's a thirty-two year old woman who has two children and lives in an upper-class residential area a few blocks from campus. She has a PhD in astrophysics and teaches mostly night classes so that she can stay home with her children during the day while her husband works his 9-5 job. One night, while she was in her office grading papers, she receives a text message and a phone call from the university notifying students and faculty of a violent situation that had just occurred on campus near her building. Deborah waits for things to settle down, then gathers her stuff together to head home. She opens the CSE app on her phone to call a security escort to walk her home. As soon as she walks out the front door, she sees two individuals wearing all black and face masks. When they begin to slowly walk towards her, she presses the red 911 button and is prompted to slide it across the screen to confirm. She does so, the authorities are immediately notified along with her precise location.



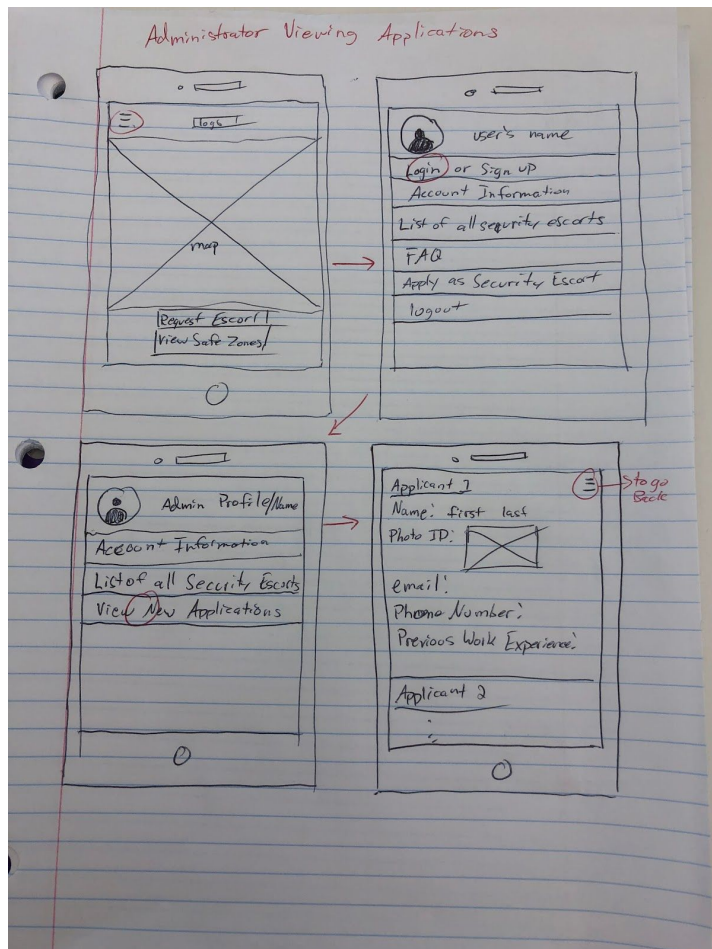
Use Case #4

- Charles is a security guard in San Francisco. After working for the same company for over a decade, he gets laid off and needs to find work fast. He uses the app to apply for a security escort role for the SFSU area. He has a valid photo ID and plenty of work experience to satisfy any requirements. He downloads the app from the App Store, without having to login or signup, he can click “apply as security escort” from the menu tab and fill in the required information and submit his application for review from the administrators. He gets a confirmation that his application has been received and awaits a call back or email.



Use Case #5

- An administrator needs to review security escort applicants in order to approve them. The administrator needs to login to their account the same way as everyone else, but they have a different menu tab from the users. A new tab called “view new applications” is available for the admin to click and review all Security Escorts applications in the order in which they are received. The admin can approve an application which highlights it green to refer to later and shifts it to the top. The admin can remove the application if they do not want to hire that individual, and it removes it from the list. The admin uses a third party background checker to review each applicant for safety and quality assurance.



Functionality

List of major functions

Priority 1:

- 1) Choose the destination
 - User has the ability to enter the destination they wish.
- Choose pickup location
 - User can choose a location to meet a security escort.
 - Users can share their current location so the security escort can come to them.
- Request escort -
 - User can request services from a list of available escorts at that given time.
 - User can view the profile of matched security escort: name, description, and rating (Must be registered and logged in)
- Registration for user
 - Users can glance at our services without registration. Should the user wish to use our escort service, they will be prompted to enter their full name, email, date of birth, address, and billing info.
- Registration for escort
 - In order to sign up to be an escort, you have to agree to undergo a thorough background check. This will include an official state ID for verification, Social Security Number, and birth certificate. User can take a picture of the required documents directly from their mobile devices. An application will be required like any other job.
- Login
 - Users can login/register at any time, but must be logged in to request services. If the user has not logged in before requesting services, they will be prompted to before the request is initiated. If they have not registered, they will be able to fill out a form from the prompt.

Priority 2:

- Quick Emergency Call
 - Users can alert emergency services should any type of emergency come up. User must confirm that they intended to dial 911 (maybe something like iphone where it counts down from 5 before it actually dials to give the user a chance to cancel).
- Rate your Escort / Rate your User
 - Both, escorts and users, have the ability to leave a rating and a brief review after their completed trip. The rating is based on a 5-star scale and the written review has a character limit.
- Safe Zones
 - Users can choose a pickup location from the list of "safe zones."
- Complaints/Comments
 - Users can submit feedback
- Google/Facebook sign-in integration
 - Users can choose to register new accounts using their google or facebook accounts, which will propagate the forms with required and other available information.

Other Important Information

The application will primarily be mobile-based and compatible across most mobile operating systems. There will be two separate applications that will be used by the consumers, one for the security escorts and one for the escorted. The administrator application will be web-based and compatible across most web browsers.