

A Place Like Home

Finding alternative housing can be stressful.
Navigating the technology shouldn't be.

There are few options available to a user to find alternative housing options for the elderly or disadvantaged. Based on conversations with people who have had to find this type of housing and found it to be a painful process,
I decided there should be something similar to an easy-to-navigate traditional real estate application.

Users for this app include anyone who needs to find any kind of alternative housing situation.

Families and professionals can use this to do preliminary research on housing options in their preferred area.

Using design thinking process (slide)

A comparison study of similar apps is an essential undertaking to determine what other apps are available, what currently is working, and what gaps need to be filled.

*There was only one app that directly correlated to my concept and it was extremely limited in scope.
I used traditional real estate applications for most of my comparisons. (illustrations)*

Since final deliverables for this project included both Android and iOS platforms,
I delivered a side by side comparison of the two in low-fidelity, notating design patterns.
As an iPhone-only user, this was a great learning experience. (illustrations)

user flowchart illustration (slide)

Skills that were developed and refined through the creation of this project include



and I had GREAT FUN using these tools to create my designs.



Low-fidelity Wireframes were put together first to explore the designs and user flows.

(wireframes here)

Quickly put together, I wish I had taken my time and tried different scenarios with users at this stage. I believe I would have caught some mistakes much earlier.

High Fidelity Screens

(images)

There are many iOS design patterns I missed at this stage!

Usability Scenarios for testing

As a user, I want to be able to view ratings and reviews of this home, including any complaints filed with the state or province in which it is located.

As a user, I want to be able to view pricing and estimate the costs based on various options, including additional services.

As a user, I want to be able to see statistics about this home, including the number of residents and the resident/staff ratio.

As a user, I want to be able to see details of this home including photos and videos of what it looks like both inside and outside.

As a user, I want to be able to find a comprehensive list of alternative homes for a loved one or for my clients.

Positive User Feedback

"I thought the design was clean and simple - nice!"

"Saved Searches is a great feature! I use this a lot for house hunting, and it's a god send."

"I like that the main amenities are listed this way. It's easy to quickly read."

"Great idea for your app, seriously. I wish this was something that existed years ago for me. It's also unlike a lot of other apps I've seen CF students create. It's awesome! I hope someone sees this on your portfolio and hires you to create it. It's such an important tool."

User Feedback Resolved Issues

"Are these resources provided by the app? If so, might be helpful to have a description of what these links offer." (image)

"I'm not sure how to save a search, but I can find them from the menu." (image)

"The filters and buttons are very clear, but I wasn't sure what I would click once I checked off my filters - maybe the search icon at the bottom?" (image)

Changes based on user feedback

"Favorites list is simple and I like how it clearly shows the addresses. But maybe add an image next to each saved address since that would be more recognizable for people looking through a long list." (images)
Added photos to favorites

"I like your search pages and use of images. That's something I think you should use more elsewhere like in the search results so that each address also has a picture with it." (images)
Added photos and full description to List Results

Fixing Rookie Mistakes

Changed screen title to "Preferences" (image)

Changed the button style to hard corners and made them larger and easier to use (image)

Used iOS toggle on/off pattern instead of inventing my own system (image)

Usability testing results and lessons learned

Usability testing involved 3 iOS users and 3 Android users. These participants had a range of comfort with technology; from high tech gurus to "I only use it if necessary." (image)

Many of the comments involved mistakes I had made regarding Ui patterns, typography alignment, and other visuals I had overlooked. There were positive comments about the concept and 5 out of 6 stated no problems with user flow. (image)

(Styling image here)



Android mockups showcase

iOS mockups showcase

Small victories

Users thought this was a good concept.

Lots of learning, including finding resources to make processes go much faster in future.

Mishaps

Trying to make something work when it would have been better to abandon and begin anew.

Perfectionism and indecision.

Next time

I will conduct more and more diverse user interviews.

Request feedback from others in industry and not go it all alone.

Test earlier and test with more subjects later.

Link to prototype may be found here:

https://invis.io/XVVVDPLJEW9#/415391962_1-_Splash_Screen_IOS

Comments, critiques, and suggestions for improvement are appreciated.

Please leave your thoughts below or contact through my website: kellegreen.com

Thank you!