SafetyNet

CS147: Accessible Design for Different Abilities

The Support you need, guilt free

Disabilities often lead to a sense of guilt in asking for help on a daily basis. In order to eliminate this feeling of a burden from the lives of those who need assistance, we introduce **Safety Net**, a help-request platform that leverages one's personal, trusted network to decentralize the asking process. Add friends, family, and trusted individuals to your entourage so that next time you need to ask the inevitable, you are supported by the ones you love. If you don't have a network, you can connect with one of our trusted community partners. Your net will be notified and see how helpful they've been to successfully distribute the deeds for you, leaving you to simply select helpers from your net.

Values in Design

The four main values embedded in this project are **Safety**, **Security**, **Ease of Mind**, and **Community Building**. In order for us to be able to properly integrate these values in our app, we are going to provide a safe and secure method for our end users to ask for the help they need, directly from their immediately community (if they have one), to keep our users as safe as possible. For end users without a close community, we will put them in contact with local organizations to be able to still get the help they need. To us, providing our end users with **Ease of Mind** is giving them the ability to reach out for assistance when they need to, without feeling burdened by the guilt that often accompanies making frequent requests of your close community. Our network feature will largely contribute to our core value of **Community Building**, as community members collaborate to fulfill help requests, they will also enrich their local community, providing stronger bonds for everyone involved.

The only conflict in values that has presented itself to us at the moment is trying to balance building a robust community for our end-users, while also ensuring that they are safe and secure. Having users self-select their network allows us to build community among our users without risking their safety, but there is some factor, however small, of unavoidable risk for the users without a local community to be matched. We can mitigate this risk by thoroughly background checking any organization onboarded on the platform, to ensure that all of our users have the same safe and secure experience.

Simple Task: Create a Help Request

User navigates to the “Requests” tab on the bottom bar (if necessary) and **clicks on the “Create Request” button.** A modal pops up and user **selects the date and time** that they need help, **types up a brief description** of the task, **inputs the location** that the helper should navigate to, and **chooses the friends, groups, and/or community organizations** that they want to send the request to. Lastly, user **clicks the “Send Request” button** and a confirmation message pops up. After the request is sent out, the “Active Requests” section of the “Requests” tab is populated with an overview of the help request (including whether or not it has been accepted and if so, who). User also has the ability to boost either edit or boost the notifications for their active request.

Medium Task: Adding a New Friend Group

User navigates to the “My Network” tab on the bottom bar (if necessary) and **clicks on the “Create Friend Group” button.** A modal pops up and user **names the new group**, **selects friends** to include in the group (at least two friends required to form the group), and **saves** the group. On save, a confirmation message pops up, displaying the name of the created friend group. After the group has been created, a new icon is added to the “My Groups” section of the “My Network” tab, representing the new group formed.

Complex Task: Connecting With the Community

User navigates to the “My Network” tab on the bottom bar (if necessary) and **clicks on the “Add Local Community Organizations” button.** A modal pops up, displaying **names and profiles** of local community organizations, allowing the user to browse organizations to add. On profile click, the modal opens up to a profile description screen, with **a description** of the community organization, **a link** to speak to a volunteer from the organization, **a button** to the org’s website, and **a button** to add the organization to the user’s network. Once the user has finished exploring the organization, they can add the organization to their network by clicking the **“Add Organization to My Network”** button. On click, a confirmation message pops up, displaying the name of the community organization just added to your network. After the community organization has been added, a new icon is added to the **“My Community Groups”** section of the **“My Network”** tab, representing the new group added.

Usability Goals & Key Measurements

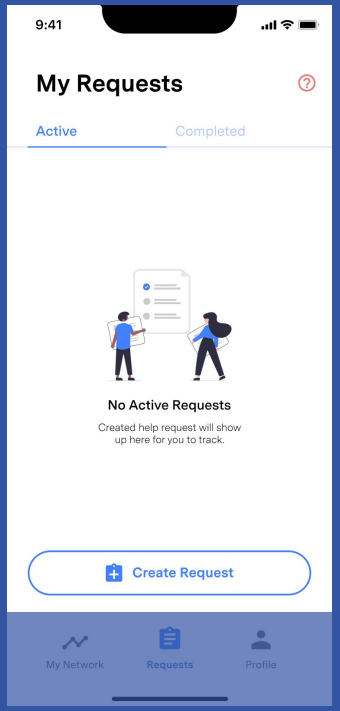
Usability:

- Clear understanding of icons and unmarked buttons
- Ease of use/following order of screens

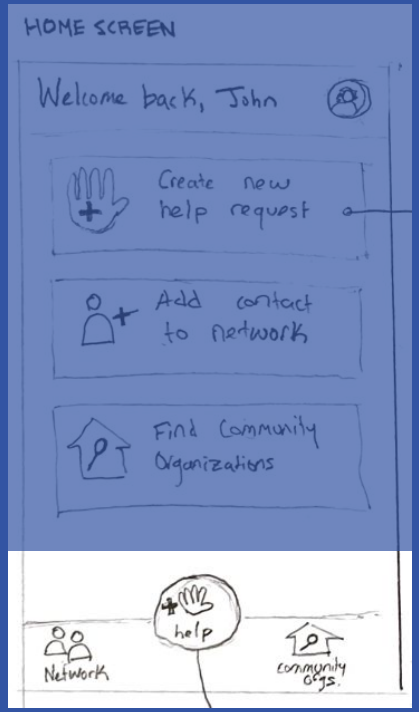
Key Measurements:

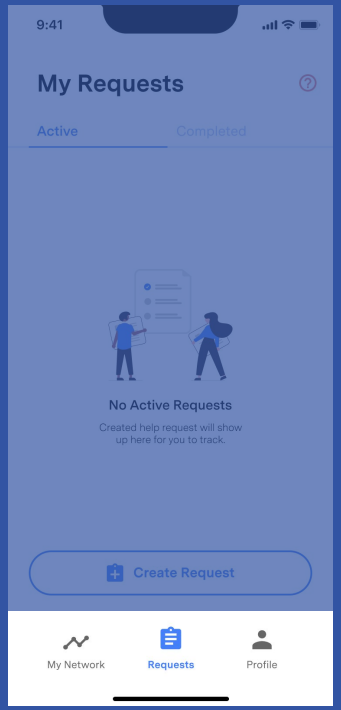
- Erroneous navigation clicks
- Questions on higher level concepts (post overview)
- Facial expressions

Major Design Change #1: Home Screen Redesign

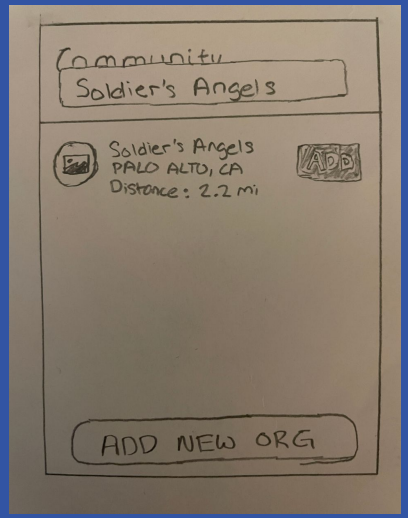


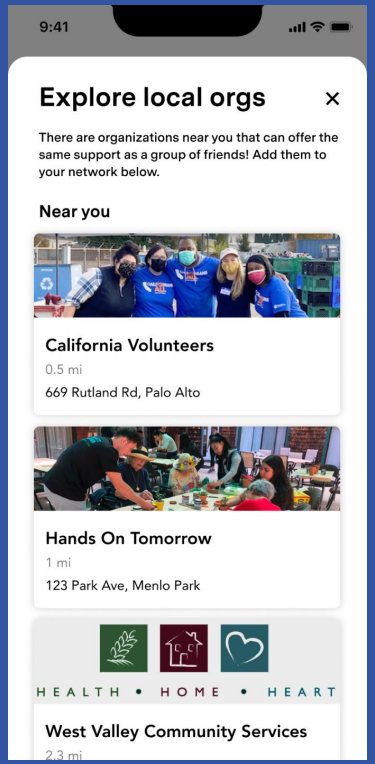
Major Design Change #2: Reformat Screen Layout (Duplicate Button Removal)

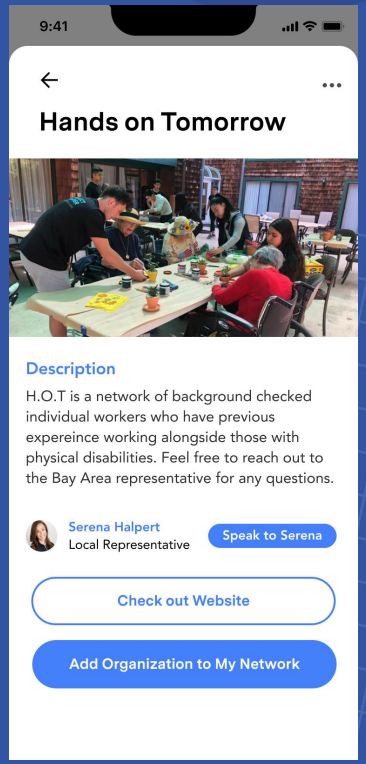




Major Design Change #3: Added Community Org Detail Screen

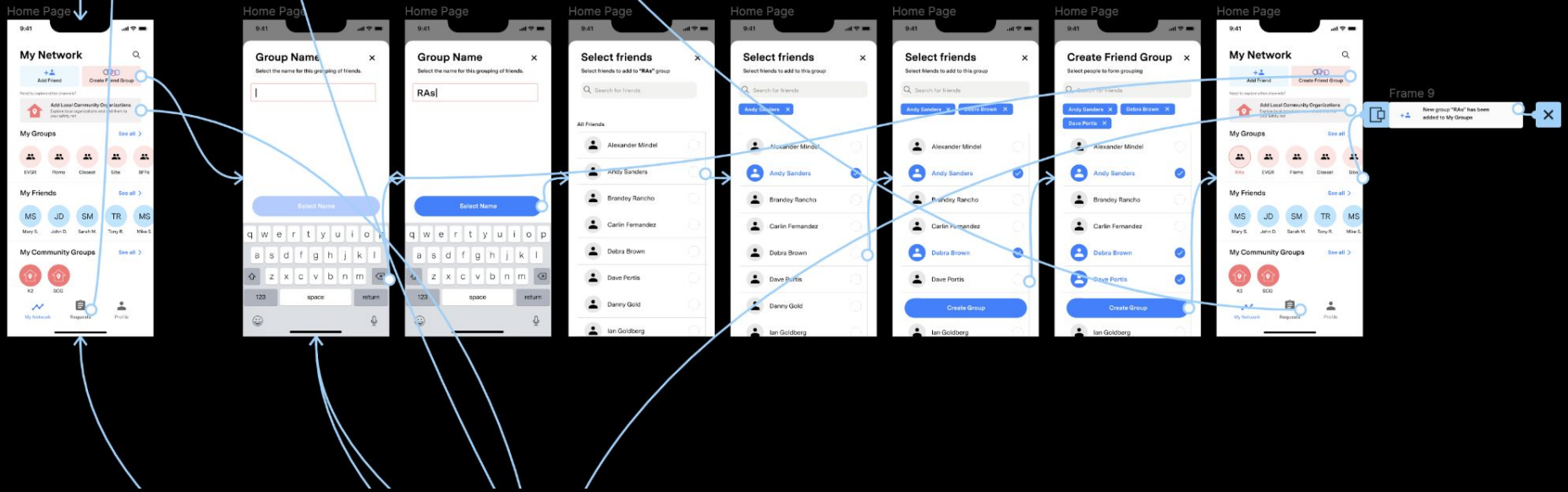




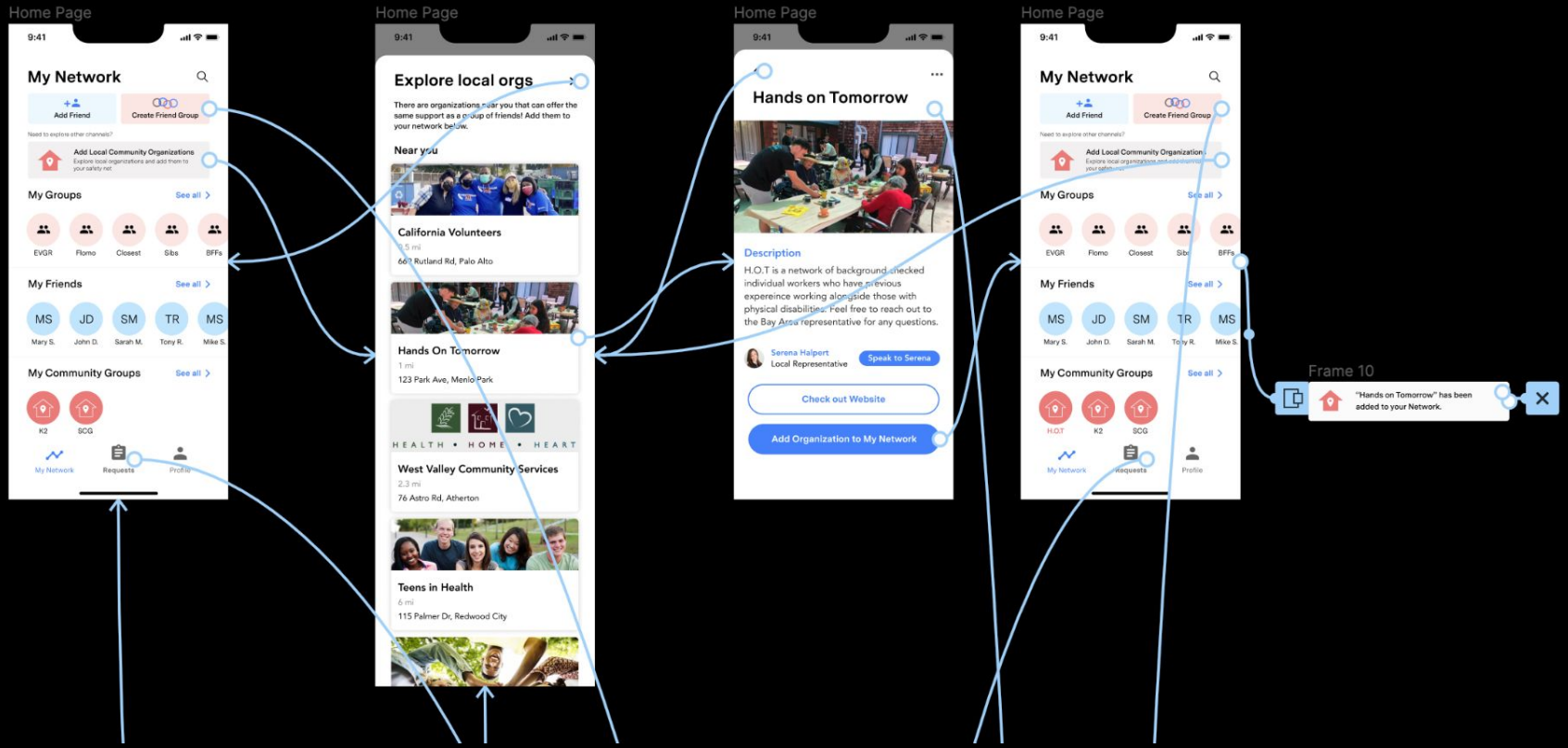


1. Create Request

2. Create Group



3. Explore + Add community Organization



Prototyping Overview

Our group used **figma** to make our entire set of wireframes and interactive prototype

- ➔ Figma made it easier to work collectively, and edit our various ideas. It was also helpful to have all of our sketches in Figma to refer to throughout the process of building.
- ➔ Also we were able to start building our a small **design system** in terms of color, typeface, icons, and small components.

It was hard to build a fully interactive prototype with all degrees of freedom on each screen. Due to the nature of the assignment, we had to sacrifice some functionality to fully fletch out other aspects of the app, specifically our three tasks.

Prototyping Overview

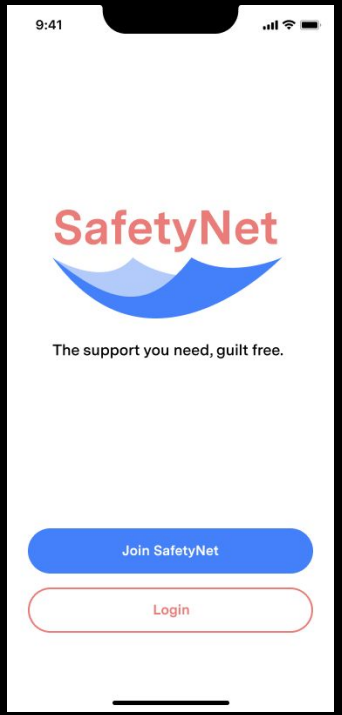
We did make a few sections look as if you could select infinite amounts of users or groups, but it was easiest for us if we were to predetermine which users could be added in a specific order.

One **Wizard of Oz** technique we used was to drop in push notifications after specific tasks were completed. These notifications only appear if they finished out predetermined path, but help create a sense of feedback and processing, when in reality, no notifications were sent out to recipients. We also had to make sure that we had a screen state for an accepted request, so we transitioned to that state after any click on the screen since there are no users accepting requests yet.

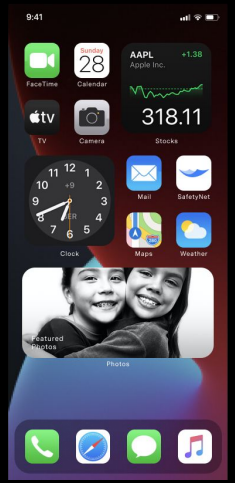
Instead of having users type out a description on a keyboard, the description was populated with text after a single click. This **hard-coded** feature was required in figma as we couldn't have users type any description. Furthermore, it would add unnecessary time delay if users had to walk through the interface on a computer.

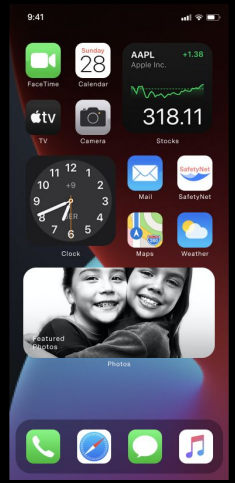
All Screens

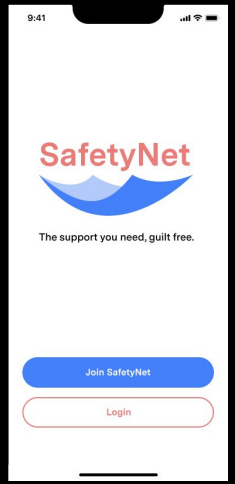

SafetyNet


9:41
SafetyNet
The support you need, guilt free.
Join SafetyNet
Login

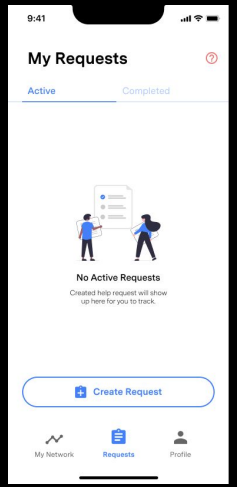
App Cover / Intro Screen

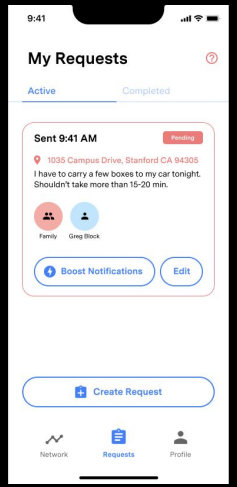


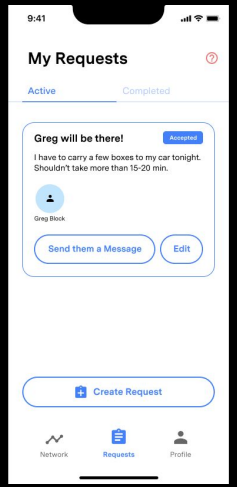


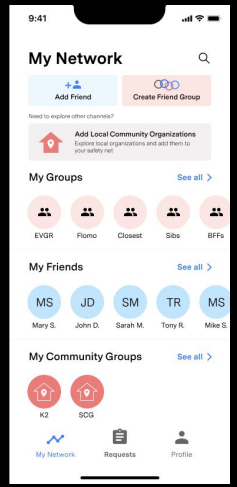


Requests x My Network

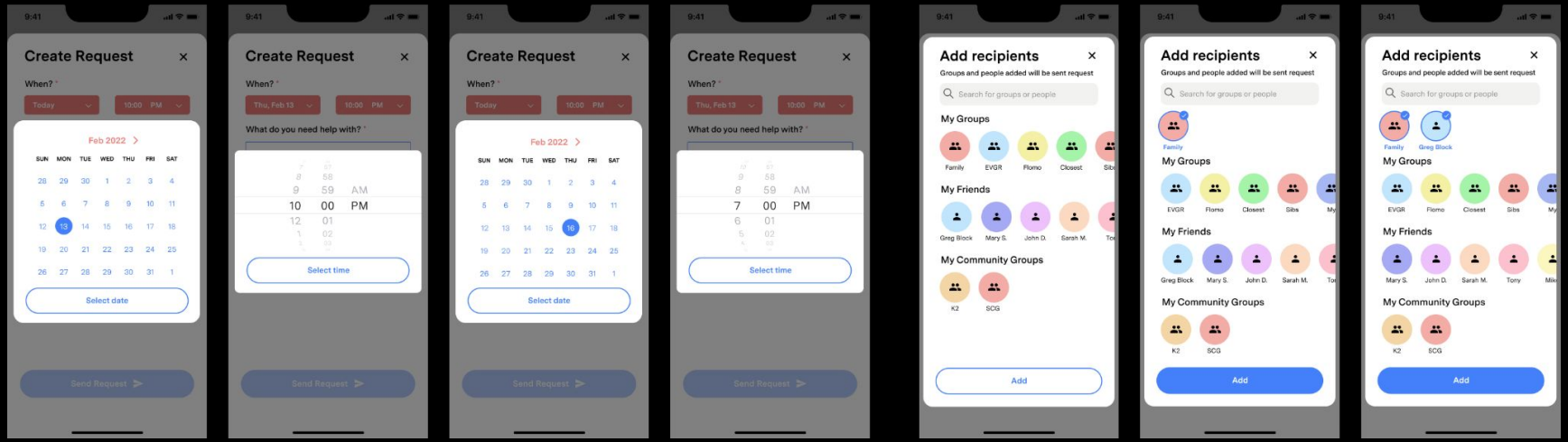




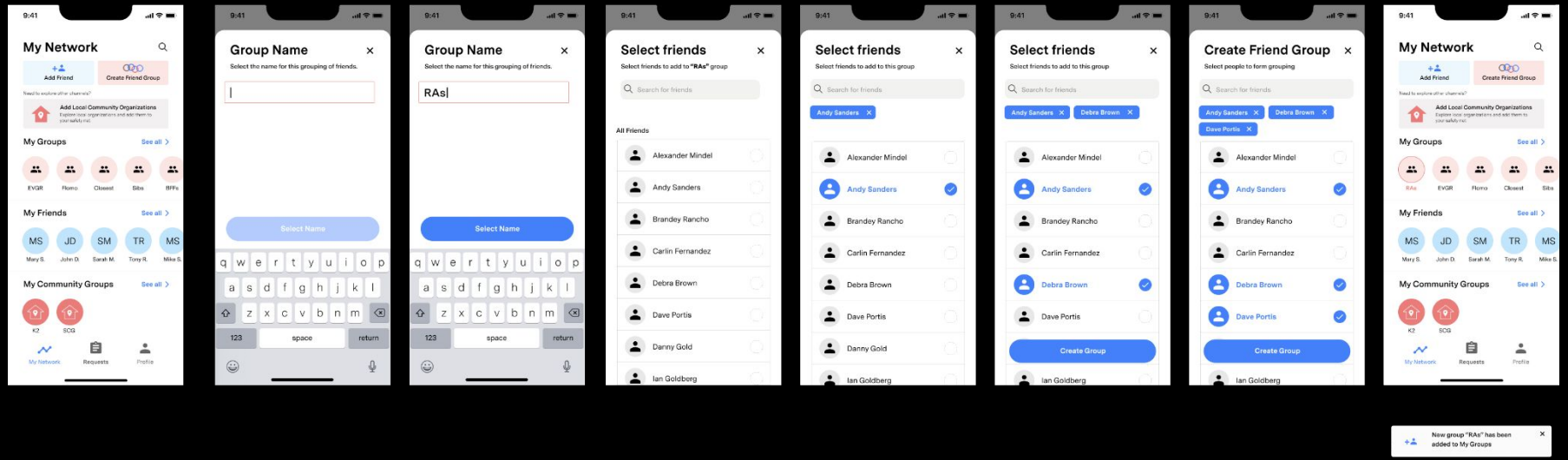




Date/Time x Add People/Groups to Request



2. Create Group



3. Explore + Add community Organization