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Human-Computer Interaction

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Relocation Assistant: Interaction Design

Introduction

Relocation assistant is a web/mobile application that allows individuals to find places of interest, housing, and amenities when visiting or relocating to an area or location with which they are not familiar. The app aims to suggest the best locations to users by collecting endorsements from other travellers and locals who are also using the app to find places of high quality. The application is designed to function as a checklist which combines the user's own order-of-approach for their search with a streamlined process for location review after each visit. We have developed two hypothetical users to illustrate the situations in which our product should be found useful and a high-level design for the product interface and user interactions.

User Personas



Khalil is a sophomore college student transferring to a university in another state. He plans to live near campus, but needs to build an understanding of the college town layout when he visits before the beginning of the next term. Khalil will have to find out what hosting options are available to him and where they lie in relation to other amenities. Relocation Assistant helps Khalil locate places to visit during his preliminary trip and build a checklist for review while he is there. Once he has arrived, he is able to mark off locations he has visited until he has refined his choices for the final decision. After the term begins, the application continues to help him find retail around town as need arises.



Brundon is a 28 year old security guard at one of the Smithsonian museums in Washington D.C. He has lived in the suburbs since high school, and is familiar with the high-traffic restaurants where he lives as well as in D.C. Brundon hears many suggestions for places to visit or grab a bite in the capitol, and wishes he could remember these suggestions by the time he is trying to decide on a place to go. Relocation Assistant will allow Brundon to build a list of locations for himself to visit. Once he has tried each location and marked it off his list with his experience details (good or bad), Relocation Assistant will be able to continue suggesting places that he may like based on his and others' experiences.

Wireframe View Designs

Welcome

This is the view shown to users the first time that they open the application.

The 'Get Started' button navigates to the *Account Creation Prompt*.



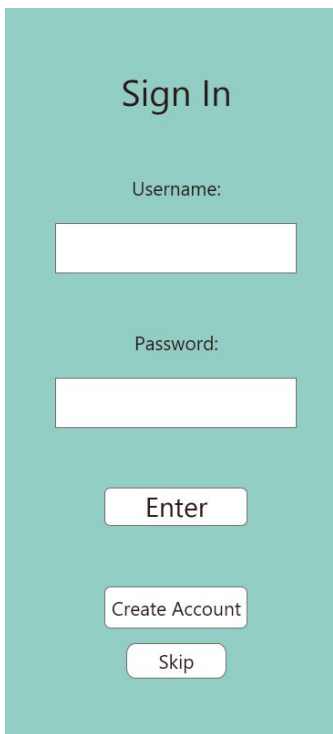
A teal-colored rectangular screen. In the upper center, the text "Relocation Assistant" is displayed in a dark gray font. In the lower center, there is a white rectangular button with rounded corners containing the text "Get Started" in a dark gray font.

Account Creation Prompt

In order to avoid interruption of the trip planning process, users are prompted to create an account prior to starting their first trip plan.

This step can be skipped, and will be prompted for again when a user endorses or dislikes a location.

Completion of this step is followed by the *Choose Destination* view




A teal-colored rectangular screen. In the upper center, the text "Sign In" is displayed in a dark gray font. Below it, the text "Username:" is followed by a white rectangular input field. Below that, the text "Password:" is followed by another white rectangular input field. At the bottom, there are three white rectangular buttons with rounded corners, stacked vertically: "Enter", "Create Account", and "Skip".

Choose Destination

To create a new trip, users are first prompted for a destination.

Entering a search query navigates to the *Destination Results* view.

Clicking 'Use Location' selects the current GPS location and navigates to the *Edit Lists* view.

A teal-colored screen titled "Choose Destination". It features a white search input field with the placeholder text "Search...". Below the search field is the text "-Or-". At the bottom is a white button with the text "User Location".

Choose Destination

Search...

-Or-


User Location

Destination Results

Search results are shown after a user enters a location query in destination selection.

Users may refine their search if desired.

Selecting a search result will navigate to the *Edit Lists* view.

A teal-colored screen titled "Destination Result". It features a white search input field with the placeholder text "Search...". Below the search field are five identical white buttons, each containing the text "City", "State", and "Zip" separated by spaces. At the top left is a white button with the text "Back".

Back

Destination Result

Search...

City State Zip

City State Zip

City State Zip

City State Zip

City State Zip

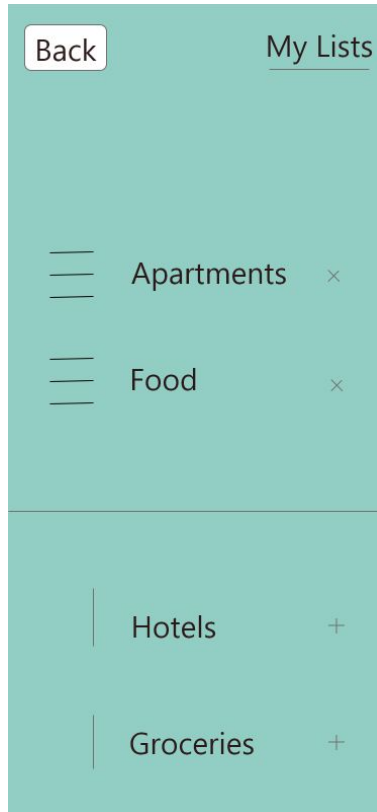
Clicking 'Back' navigates back to *Choose Destination*.

Edit Lists

This view allows users to easily reorder (change priority), remove, or add categorical lists.

Commonly-used drag icons indicate that categories can be reordered.

During trip creation, a 'Next' button would have to be present to complete the creation process and navigate to *My Places*.



The back button lets users return to the view they navigated from. (either *Choose Destination* or *My Places*)

Categories can be removed with the 'X' icon.

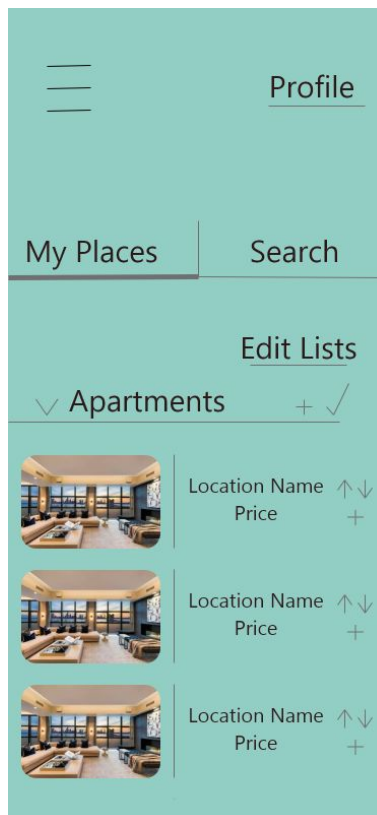
Available categories are listed below and can be added with the addition '+' icon button.

My Places

This is the landing view for users who have already opened the app for the first time and created a trip.

The 'Search' tab provides fast access to the *Search Places* view.

Clicking a list item will navigate to its *Location Information* view.



The *Hamburger Menu* is the means of switching to a previous or new trip plan.

The 'Profile' button navigates to the *Account* view.

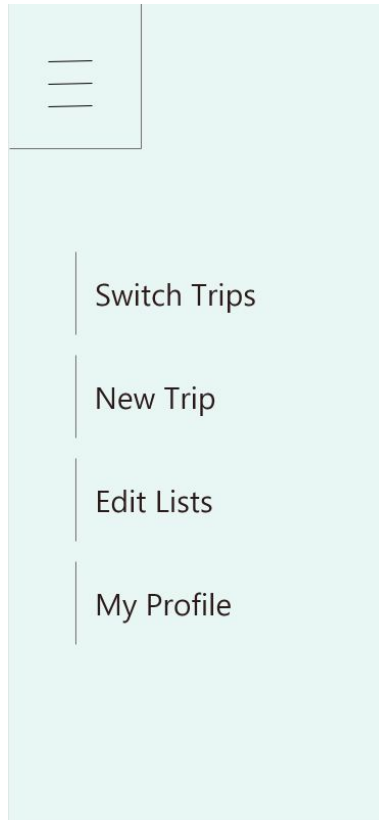
The 'Edit Lists' button navigates to the *Edit Lists* view.

The 'Done' button on lists marks the list as completed.

'Add', 'Endorse', and 'Dislike' buttons are present on all list items, as well as 'Add' buttons on lists themselves. The interaction flow charts describes their respective functions.

Hamburger Menu

This menu, when expanded, provides access to the *Choose Trip* view or allows users to directly start the trip creation process again, navigating to *Choose Destination*.

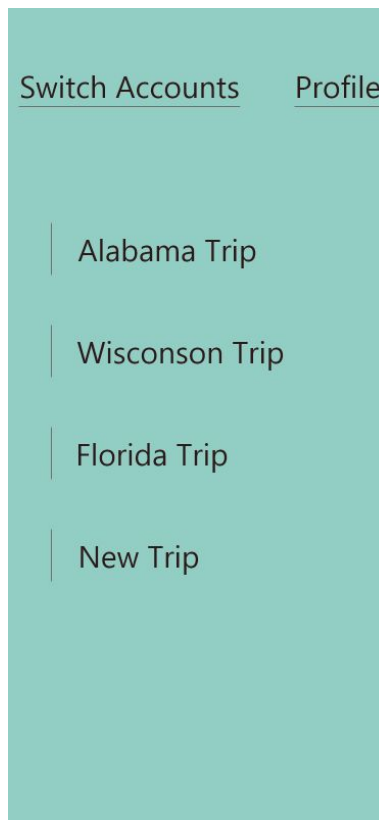


Choose Trip

This view allows users to switch to a previous trip plan or start a new one.

Selecting a previous trip navigates to the *My Places* view for that trip.

Clicking 'New Trip' navigates to *Choose Destination* to start the trip creation process.



Some general account management options (link to *Account* view, sign-out button, switch accounts button) are provided as well.

Account

This view provides all common options for managing the user's account and sign-in information.

Back

Sign Out

Name

Password

Email

Current Address

Zip Code

Save

Cancel

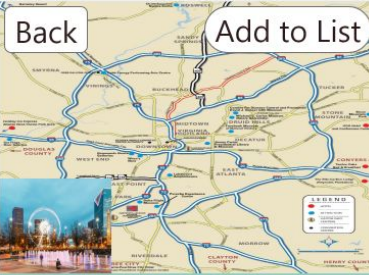
Location Information

This view is displayed when a user selects a location from either a categorical list in *My Places* or from the *Search Places* results.

Maps, reviews, and other important information is communicated through this view.

Back

Add to List



Centennial Olympic Park

Lots of Good reviews Recently!

Near these locations:

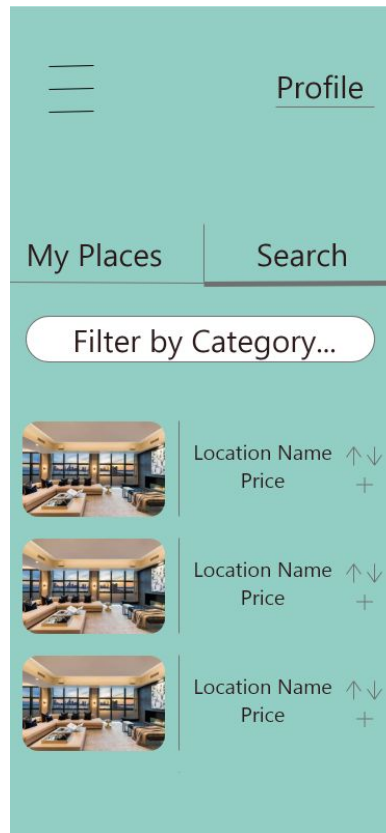
Location 1

Location 2

If the view was displayed from search results, the user has an 'Add' option to add the location to *My Places*.

Search Places

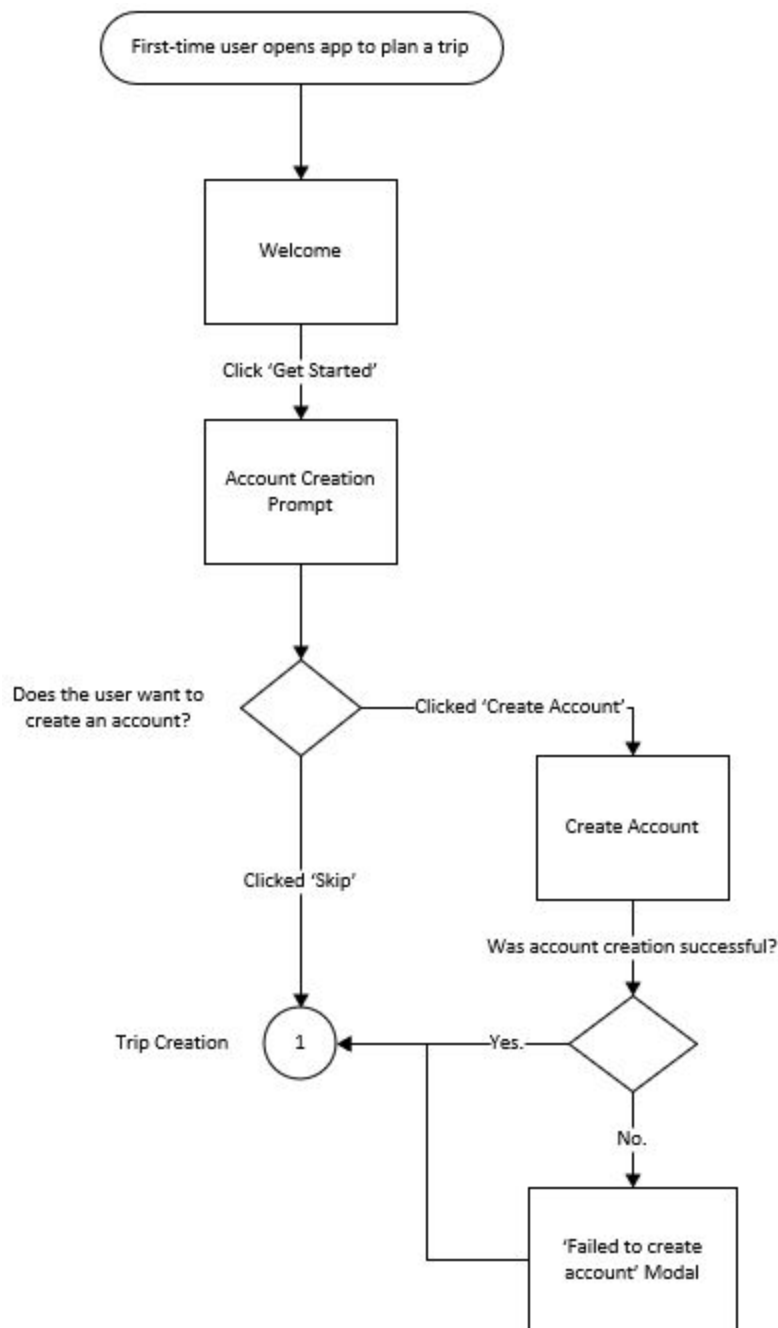
The sibling view to *My Places*, this view displays a list of places near the user's destination, suggested based on the past endorse/disliked experiences of the user and others. Results can be filtered by category.



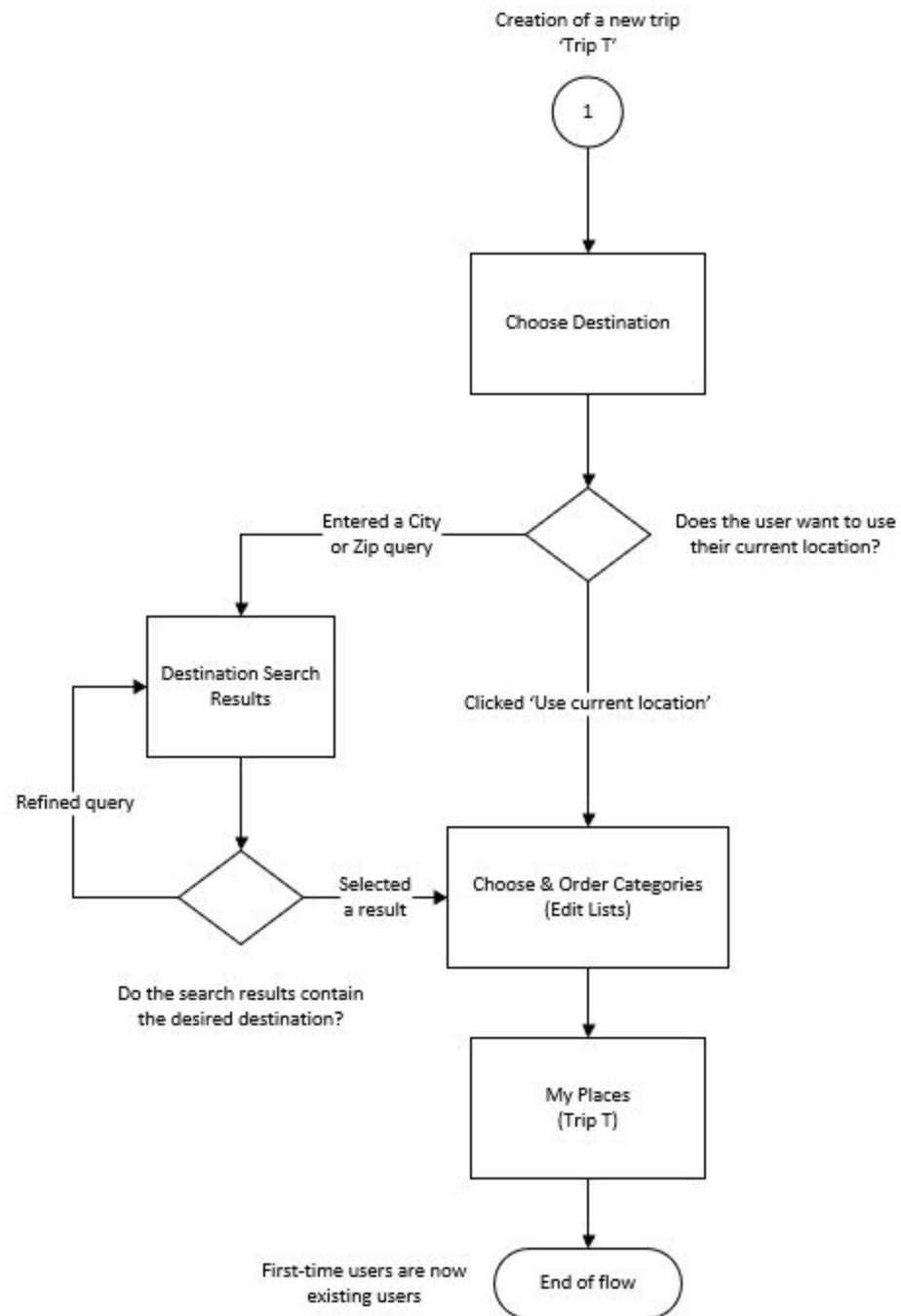
Categories are types of venues, including housing, apartments, restaurants, groceries, and so forth.

Process of Interaction

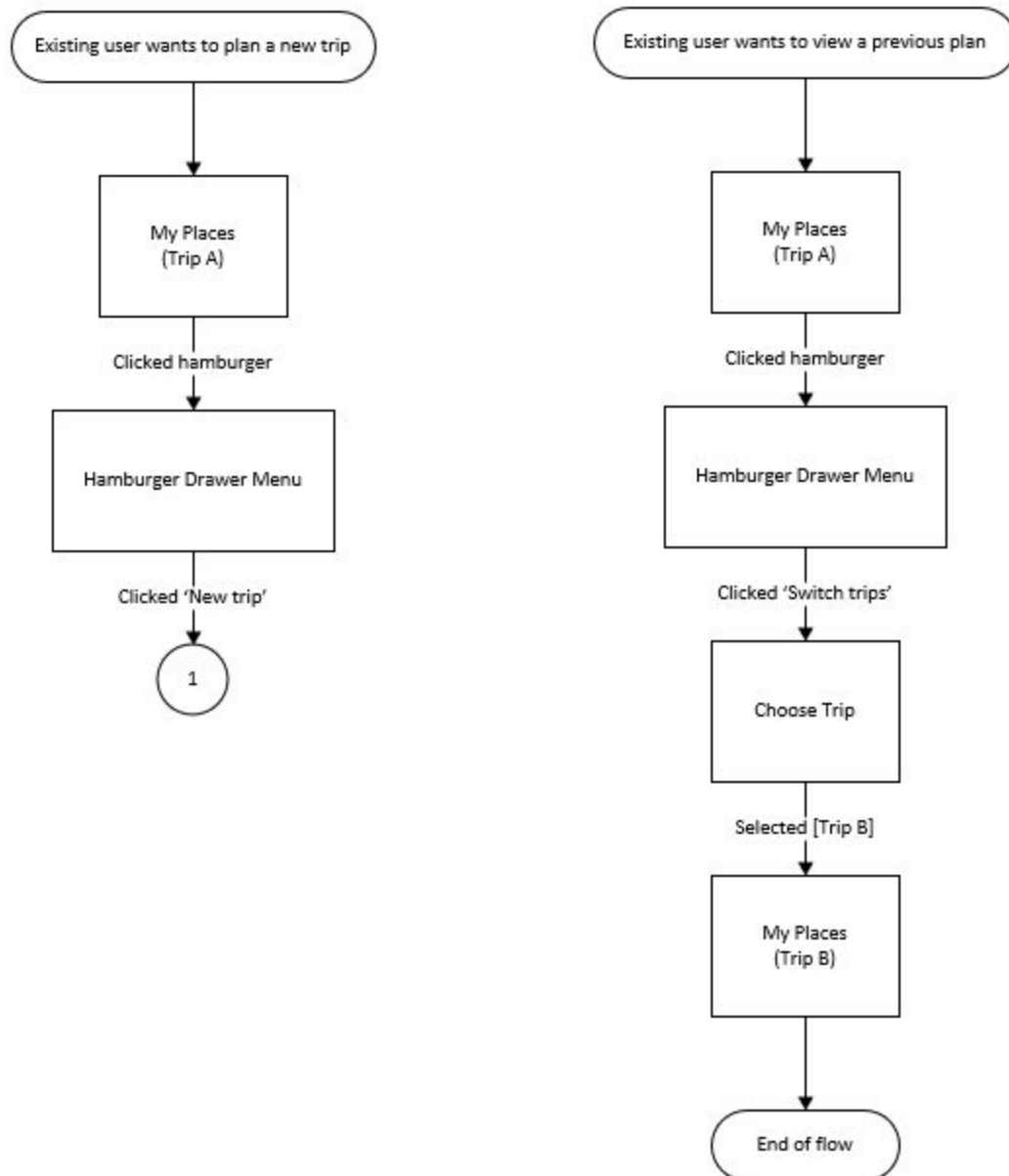
The user's experience in the application begins with the setup of their first trip plan. Creating an account on our platform is optional during startup, since it is not needed until the user wants to synchronize their plans across devices or endorse a place they have visited.



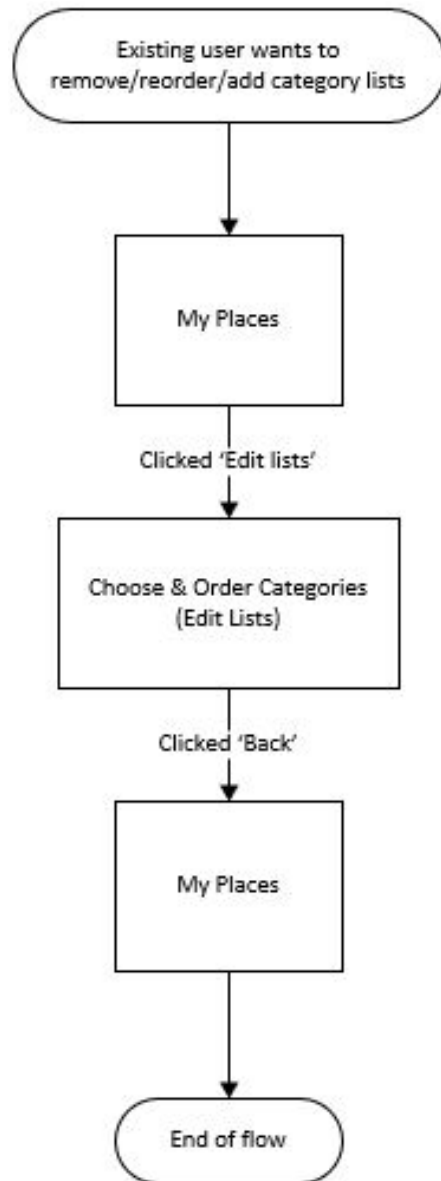
After being given the option to create an account, the user continues setting up their first trip.



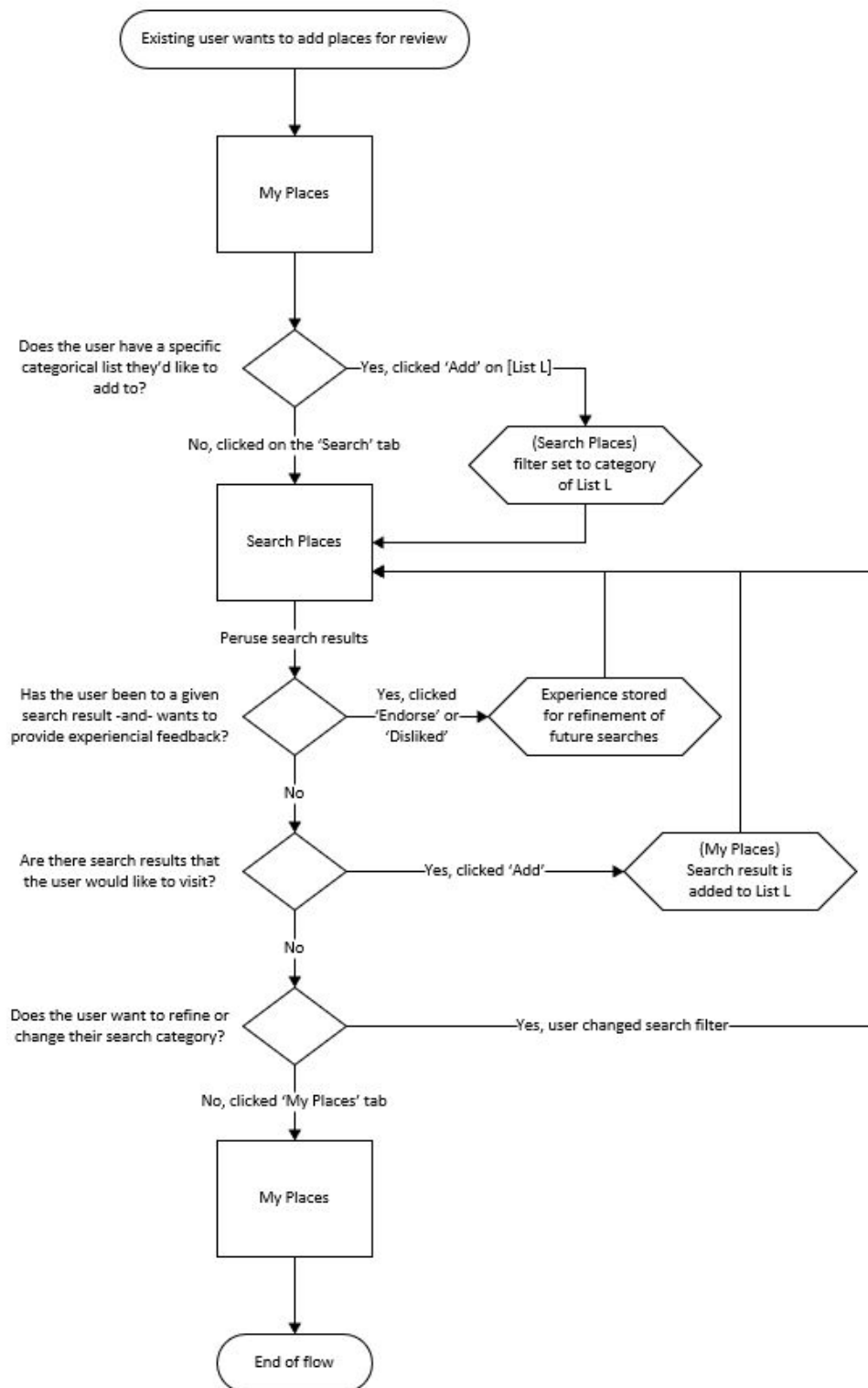
Users may create additional trips and access previous trips through the options in the Hamburger Menu. (Previously illustrated in the wireframe design for *My Places / Search Places*)



The user will choose and prioritize the types of venues that they are looking for during trip creation, but they may wish to change these at a point in the future. The 'Edit Lists' button on the *My Places* view allows them to do this.



Users have multiple ways to begin a search for places to visit, which results in an easy user experience and a complex flow specification.



After a user has visited a location, they will return to the app to mark the location off of their list (either endorse or dislike) and to review the locations that remain for them to visit.

