



**POLITECNICO**  
MILANO 1863

# Design Document

for

## Centro MiLA Website

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Hypermedia Applications (Web and Multimedia)

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**Running Prototype:**

[Centro MiLA Website](#)

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## **0 Abstract**

The purpose of the following document is to provide a deeper knowledge about the design process the team followed when developing the website. In particular, the team first designed the C-IDM schema together with the Content Tables in order to design the content both in the large and then in the small. Then, we focused on navigation design by defining the categories of link needed and the navigational patterns. This information, together with the contents defined in the large and in the small were organized in the Abstract Pages. While doing this process, the team developed the low fidelity wireframes of the website on Figma. On Figma we then developed the design system and all the components, finally creating the high fidelity wireframes. The team always made sure to maintain coherence between the high fidelity wireframes, the C-IDM schema, the Content Tables and the Abstract Pages. This document presents commented high fidelity wireframes for each abstract page, highlighting the types of links and the purpose and main characteristics for each page. To provide a more comprehensive understanding of the website's structure, the team defined five Interaction Scenario, describing a flow of user interactions across the website for different users having a specific goal. Finally, the document presents the database design, with the E-R diagram and the corresponding relational schema for the content and relationships of the website. In the Annex, all the Abstract Pages and the low fidelity wireframes are present.

# 1 Content Design

In this section of the document, the design of the content to be presented on the website is presented, by means of a C-IDM schema and then content tables.

## 1.1 C-IDM Schema

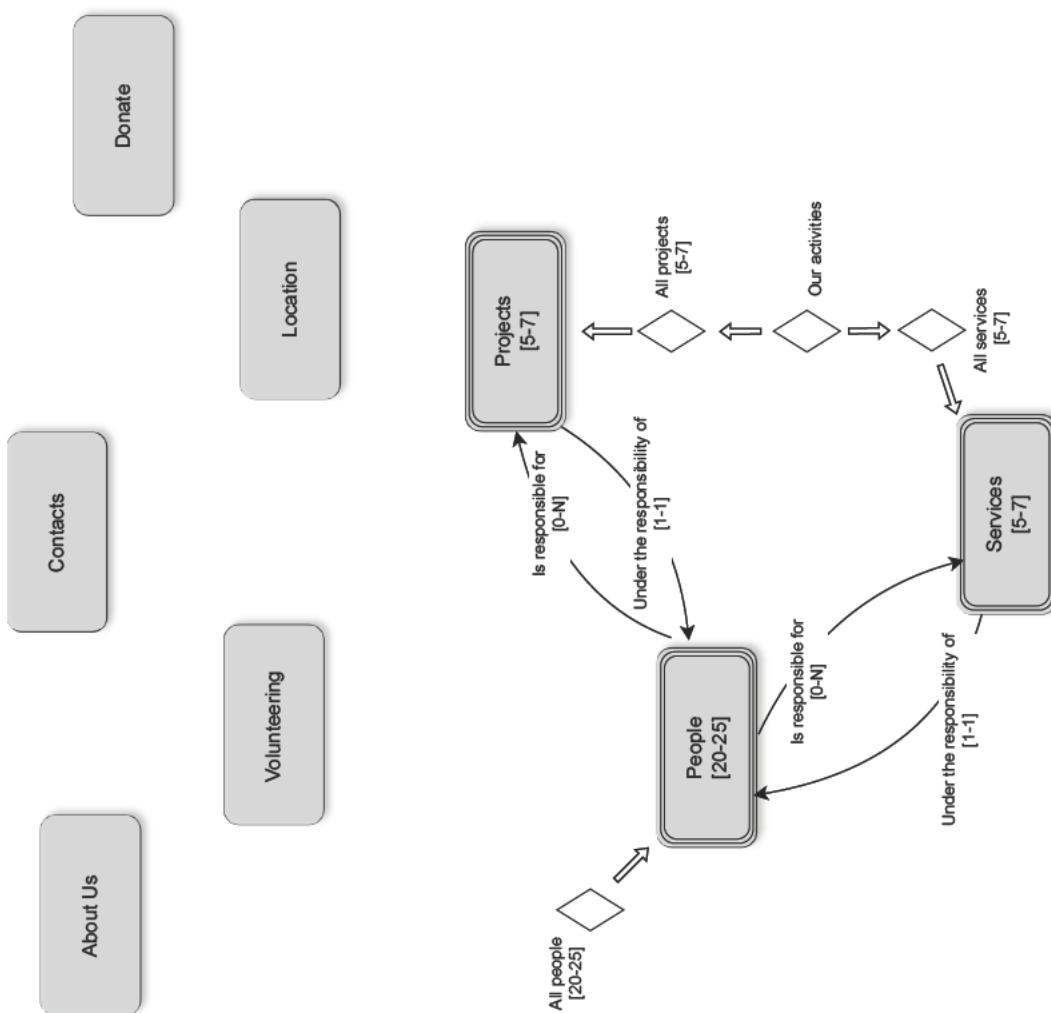


Figure 1: C-IDM schema for content design

## 1.2 Content Tables

Content tables are built on top of the C-IDM schema presented in the previous section and aims to schematise the most relevant pieces of information (or content) that will be provided to the user in relation to all the topics, multiple topics, groups and multiple groups appearing in the C-IDM diagram.

### [1] - "Contact Us" content table

Item	Data Type
Title	Text(max 10 words)
Cover image	Image
Description for the crisis line number section	Text(max 20 words)
Description for the general e-mail section	Text(max 20 words)
Preview for Location Farini and Location Bo-visa	List of(Title, Address, Contacts, Opening Hours)
Subtitle for the services offered section	Text(max 10 words)
Description for the services offered section	Text(max 40 words)
Subtitle for the contact form section	Text(max 15 words)

Content table for "Contact Us" Single Topic

**[2] - "About Us" content table**

Item	Data Type
Title	Text(max 10 words)
Cover image of the centre	Image
Subtitle for the centre's purpose section	Text(max 10 words)
Description for the centre's purpose section	Text(max 200 words)
Subtitle for the mission section	Text(max 10 words)
Description for the mission section	Text(max 40 words)
Subtitle for the vision section	Text(max 10 words)
Description for the vision section	Text(max 40 words)
Subtitle for the history section	Text(max 10 words)
Description for the history section	Text(max 200 words)
Data for the history section	Text(max 20 words)
Subtitle for the activities section	Text(max 10 words)
Description for the activities section	Text(max 40 words)
Preview for all services and for all projects	List of(Title, Short Description)
Subtitle for the locations section	Text(max 10 words)
Description for the locations section	Text(max 40 words)
Preview for Location Farini and Location Bovisa	List of(Title, Contacts)
Subtitle for the people section	Text(max 40 words)
Description for the people section	Text(max 40 words)
People image	Image

Content table for "About Us" Introductory Page

**[3] - "Donate" content table**

Item	Data Type
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 40 words)
Subtitle for the Bank Transfer section	Text(max 10 words)
Description for the Bank Transfer section	Text(max 20 words)
Subtitle for the Donate 5x1000 section	Text(max 10 words)
Description for the Donate 5x1000 section	Text(max 20 words)
Image	Image
Subtitle for the impact section	Text(max 10 words)
Description for the impact section	Text(max 40 words)
Description for the appreciation section	Text(max 40 words)

Content table for "Donate" Single Topic

**[4] - "Our Location" content table**

Item	Data Type
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 40 words)
Subtitle for the Centro MiLA Farini section	Text(max 10 words)
Description for the Centro MiLA Farini section (address, contacts, opening hours, services names, services opening hours)	Text(max 100 words)
Map image Farini	Image
Subtitle for the Centro MiLA Bovisa section	Text(max 10 words)
Description for the Centro MiLA Bovisa section (address, contacts, opening hours, services names, services opening hours)	Text(max 100 words)
Map image Bovisa	Image
Description for the crisis line number section	Text(max 20 words)
Description for the general e-mail section	Text(max 20 words)

Content table for "Our Location" Single Topic

**[5] - "Volunteering" content table**

Item	Data Type
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 40 words)
Quote from a volunteer (quote, volunteer's name)	Text(max 60 words)
Image for the quote	Image
Subtitle for the people we are looking for section	Text(max 10 words)
Description for the people we are looking for section	Text(max 100 words)
Subtitle for the volunteer's role section	Text(max 10 words)
Description for the volunteer's role section	Text(max 100 words)
Image of volunteers	Image
Subtitle for the training courses section	Text(max 10 words)
Description for the training courses section (organisation, place, dates, time)	Text(max 150 words), Date
Image of a training course	Image
Subtitle for the submit application form section	Text(max 10 words)
Description for the submit application form section	Text(max 40 words)

Content table for "Volunteering" Single Topic

**[6] - "People" content table**

Item	Data Type
Title (name of the person, role)	Text(max 10 words)
Photo of the person	Image
Subtitle for the person's experience section	Text(max 10 words)
Description for the person's experience section	Text(max 100 words)
CV	PDF document
Preview for managerial role	List of(Title, Short Description)
Photo of the person	Image
Image illustration	Image
Subtitle for the person's role in the centre section	Text(max 10 words)
Description for the person's role in the centre section (projects, services)	Text(max 100 words)

Content table for "People" Kind of Topic

**[7] - "Projects" content table**

Item	Data Type
Title of the project	Text(max 10 words)
Manager name	Text(max 5 words)
Cover image of the project	Image
Subtitle for the project description section	Text(max 10 words)
Description of the project	Text(max 200 words)
Subtitle for the details section	Text(max 10 words)
Description for the details section (when, where, participants)	Text(max 40 words), Date
Subtitle for the additional information section	Text(max 10 words)
Description for the additional information section	Text(max 200 words)
Subtitle for the sponsors section	Text(max 10 words)
Images of the sponsors	Image
Images of the project	Image

Content table for "Projects" Kind of Topic

**[8] - "Services" content table**

Item	Data Type
Title of the service	Text(max 10 words)
Manager name	Text(max 5 words)
Cover image of the service	Image
Subtitle for the service description section	Text(max 10 words)
Description of the service	Text(max 200 words)
Subtitle for the Centro MiLA Farini details section	Text(max 10 words)
Description for the Centro MiLA Farini details section (provided by, opening hours)	Text(max 40 words)
Subtitle for the Centro MiLA Bovisa details section	Text(max 10 words)
Description for the Centro MiLA Bovisa details section (provided by, opening hours)	Text(max 40 words)
Subtitle for the additional information section	Text(max 10 words)
Description for the additional information section	Text(max 200 words)
Images of the service	Image
Subtitle for testimonial section	Text(max 10 words)
Description for the testimonial section (quote, person's name)	Text(max 100 words)

Content table for "Services" Kind of Topic

**[9] - "Our Activities" content table**

<b>Item</b>	<b>Data Type</b>
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 40 words)
Preview for all services and for all projects	List of(Title, Description)
Quote from centre coordinator (quote, person's name)	Text(max 100 words)
Image for the quote	Image

Content table for "Our Activities" Introductory Page

**[10] - "Our Projects" content table**

<b>Item</b>	<b>Data Type</b>
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 100 words)
Preview for ongoing projects	List of(Image, Title, Short Description, Date, Time, Place)
Preview for past projects	List of(Image, Title, Short Description, Date, Time, Place)

Content table for "Our Projects" Introductory Page

**[11] - "Our Services" content table**

<b>Item</b>	<b>Data Type</b>
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 100 words)
Preview for services	List of(Image, Title, Short Description, Date, Time, Place)

Content table for "Our Services" Introductory Page

**[12] - "Our People" content table**

<b>Item</b>	<b>Data Type</b>
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 40 words)
Preview for people	List of(Image, Name, Surname, Job, Managerial Role)

Content table for "Our People" Introductory Page

**[13] - "What You Can Do" content table**

Item	Data Type
Title	Text(max 10 words)
Cover image	Image
Subtitle for the introduction section	Text(max 10 words)
Description for the introduction section	Text(max 40 words)
Preview for donate and become a volunteer	List of(Title, Short Description)
Quote from a volunteer (quote, person's name)	Text(max 100 words)
Image for the quote	Image

Content table for "What You Can Do" Introductory Page

## 2 Commented High Fidelity Wireframes

In this section, a description of each page of the website is provided, in order to clarify the purpose of each interface, its structure, the type of links present and the navigation pattern chosen.

### 2.1 Homepage

The Homepage aims to provide users with a general overview of Centro MiLA. Being an antiviolence centre, the team decided to put at first a transition link to the page “Contact Us”, as well as all the Services cards to highlight the most important information for the purpose of the website. Then, there is the section “Our Projects”, showcasing some of the ongoing projects. This is followed by a description of the centre and the transition link to the page “About Us”, as well as providing access to the page “Our Location” with the two last cards. In the end, the team decided to have a section dedicated to essential numbers to call when seeking help urgently. Across the whole website, there is an on scroll fixed header, the footer with landmarks to make the navigation easier and a sticky button at the top right of the page to open the chatbot.

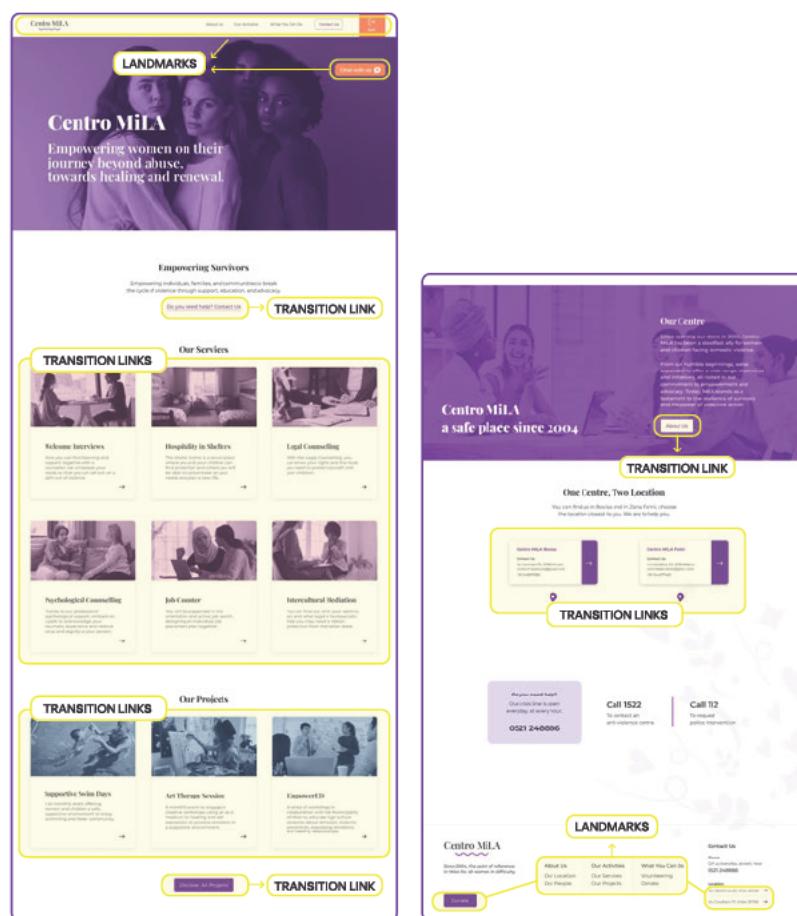


Figure 2: Homepage

## 2.2 Contact Us

In the “Contact Us” page the team decided to highlight the crisis line number and the general email. The style of the lilac box container differs from the card as the shadow is not present, clarifying the possibility to interact or not. Centro MiLA has two different locations in the city of Milan, so the two cards of the location are present with general information about the opening hours and the contacts. By clicking on them the user is redirected to the “Our Location” page. The cards are followed by a section highlighting the services offered and by a form that can be filled in to get in touch with the center.

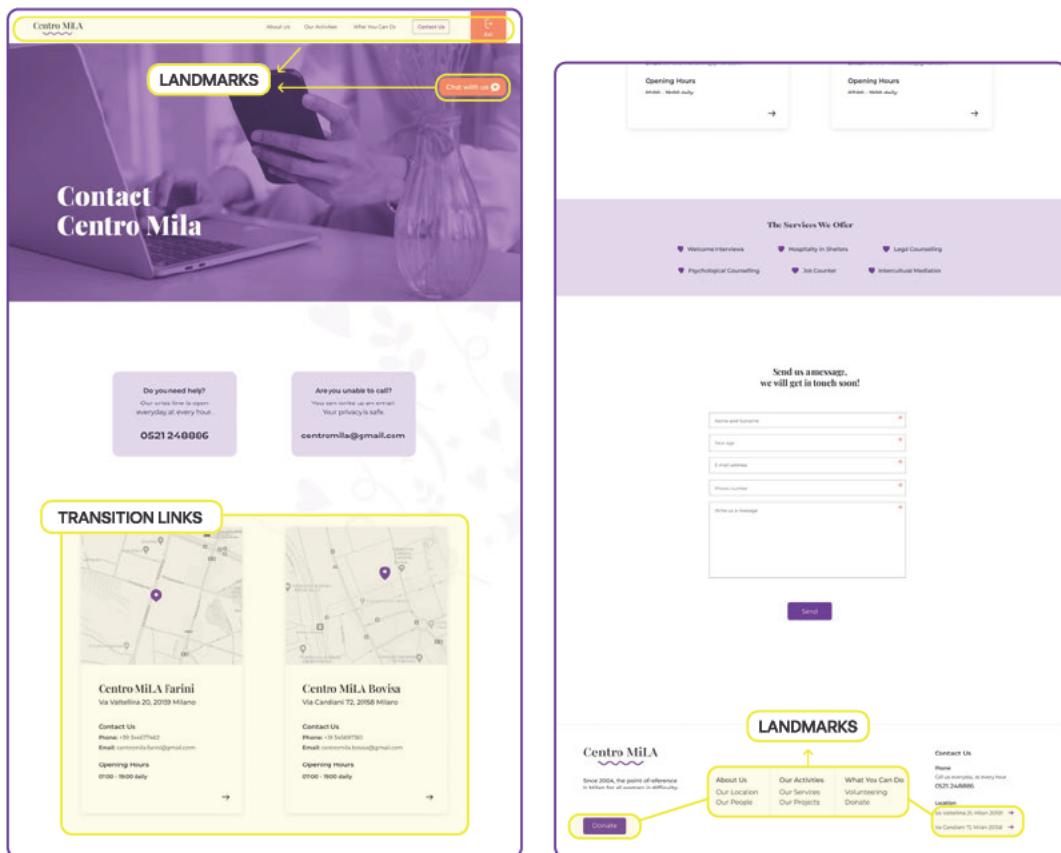


Figure 3: Contact Us (Single Topic)

## 2.3 What You Can Do

The page “What You Can Do” is an introductory page that explains to users how they can support Centro MiLA. The two options, “Donate to MiLA” and “Become a Volunteer!” can be seen in detail by clicking on the respective card. The navigation follows an index pattern. Then, the team decided to put an evocative image together with a quote by a volunteer to engage people with the initiative of supporting the center.



Figure 4: What You Can Do (Introductory Page)

**Donate:** In the “Donate” page the team decided to add an orientational info/group link to go back to the introductory page “What You Can Do”, thus facilitating the navigation. At first, the user can see two containers explaining the modalities to financially support MiLA: with a bank transfer or by donating 5x1000. These containers are not interactive and just display relevant information. Then we have an image and text to highlight the user’s impact and the value of donating.

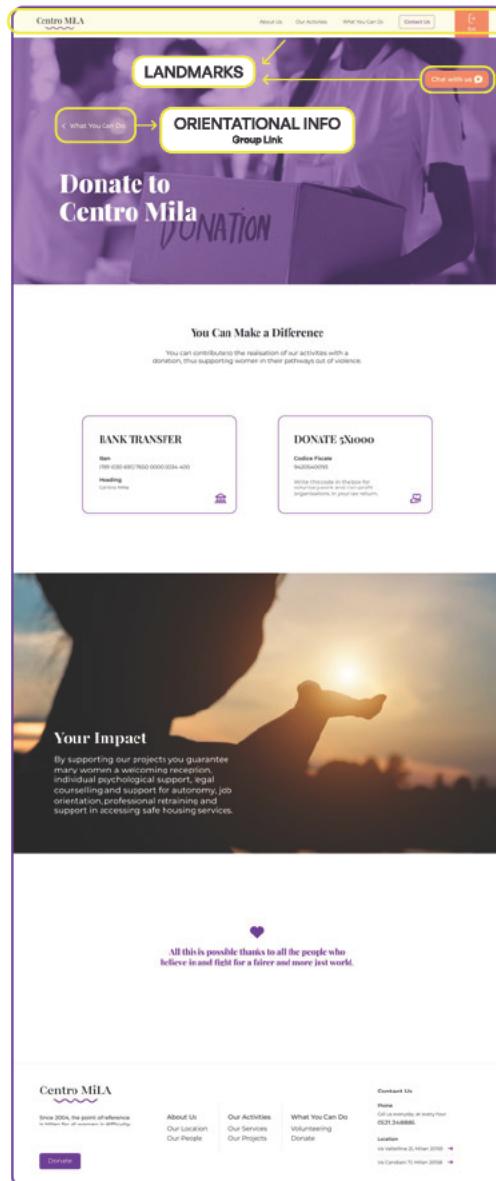


Figure 5: Donate (Single Topic)

**Volunteering:** Like in the “Donate” page, in the “Volunteering” page the team decided to add an orientational info/group link to go back to the introductory page “What You Can Do”. A relevant quote from a volunteer is strategically placed to engage users in reading more. Information about the role as a volunteer and what the center is searching for are present, as well as all the relevant information to take part in the training courses organized by MiLA to train future volunteers. At the end, a form for submitting the application is present.

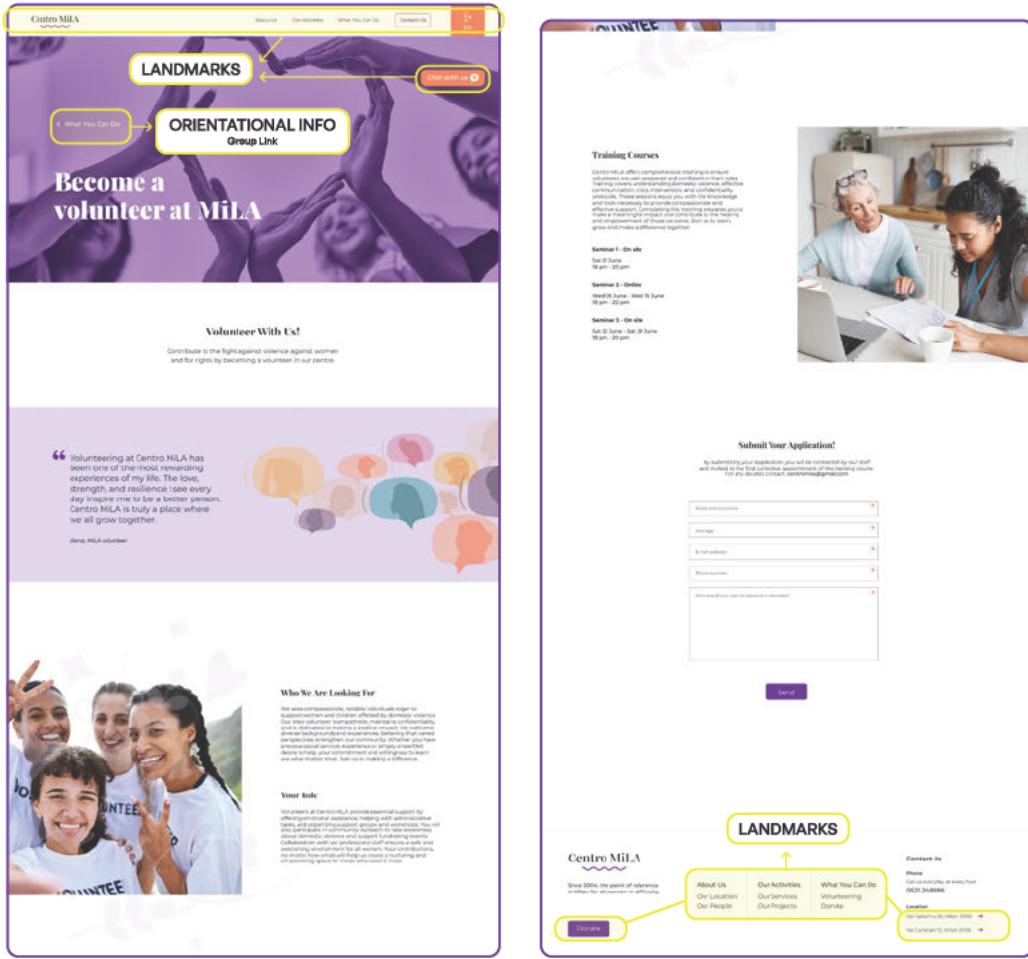


Figure 6: Volunteering (Single Topic)

## 2.4 Our Activities

The page “Our Activities” is an introductory page informing users about what Centro MiLA does: Services and Projects. The navigation follows an index pattern. The cards respectively bring users to the “Our Projects” group page and to “Our Services” group page. A quote from the Centre Coordinator is present to convey trust and reliability.



Figure 7: Our Activities (Introductory Page)

**Our Services:** In the “Our Services” page the team decided to add an orientational info/group link to go back to the introductory page “Our Activities”. After a brief introduction, it is possible to find the six cards for the services. They have been organized in order to display relevant information even without opening them, such as opening hours and a short description of the service.



Figure 8: Our Services (Introductory Page)

**Services:** In each service page the team added an orientational info/group link to go back to the group page “Our Services”. In the cover, the manager name is clickable and brings the user to the person’s page. After a description of the service, two containers are present in order to highlight the opening hours for the service in the two locations and the transition links for the people that provide the service. Then, there is additional information and a button (transitional link) that brings to the “Contact Us” page. Two photos and two quotes were added, to convey trust and empathy to users navigating the page. It is possible to navigate from one service to another one using the group link at the bottom of the page, following a guided tour navigational pattern.

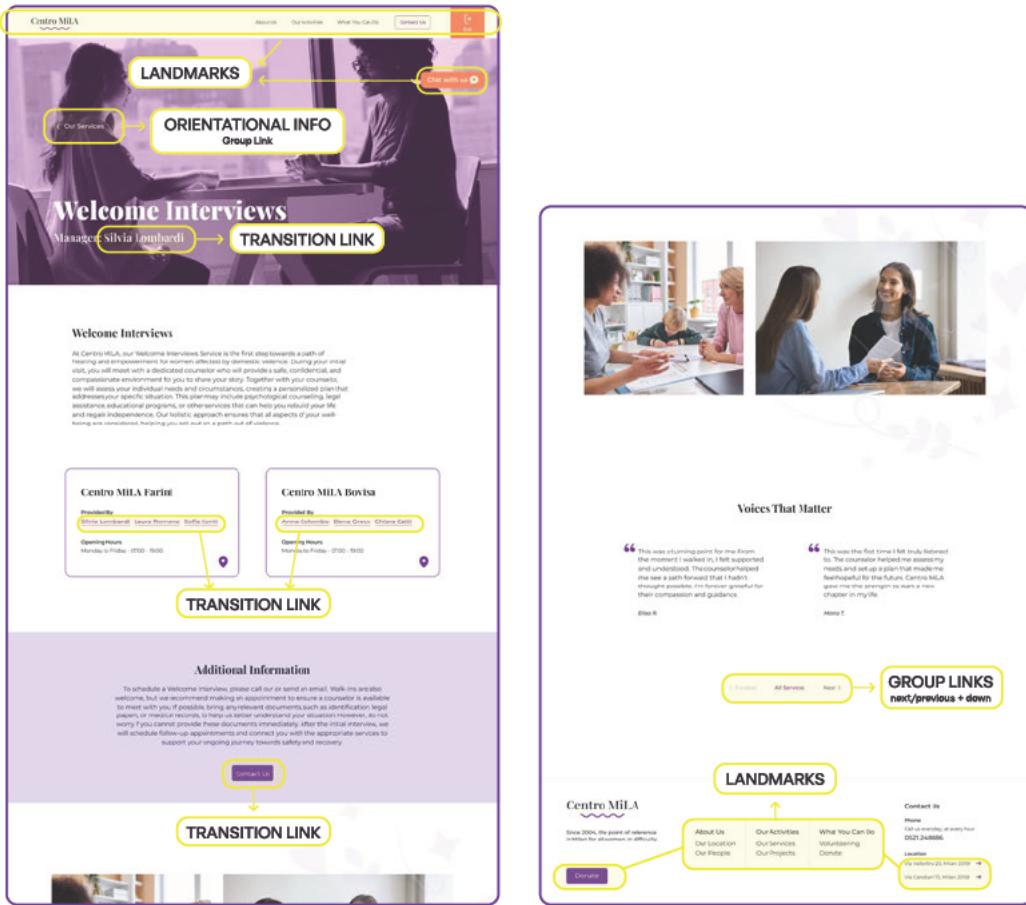


Figure 9: Services (Kind of Topic)

**Our Projects:** In the “Our Projects” page the team decided to add an orientational info/group link to go back to the introductory page “Our Activities”. After a brief introduction, two buttons are present: “Ongoing Projects” and “Past Projects”: they enable the user to switch between ongoing and past projects in an intuitive way. Then, it is possible to find the six cards for the projects. They have been organized in order to display relevant information even without opening them, such as opening hours and a short description of the project.



Figure 10: Our Projects (Introductory Page)

**Projects:** In each project page the team added an orientational info/group link to go back to the group page “Our Projects”. In the cover, the manager name is clickable and brings the user to the person’s page. After a description of the project, a container is present to highlight relevant information, such as: location, time and number of participants. Then, there is additional information and a button (transitional link) that brings to the “Contact Us” page. The team decided to add the logo of the sponsors that supported the project realization, as well as three photos to better show what the project is about. It is possible to navigate from one project to another one using the group link at the bottom of the page, following a guided tour navigational pattern.

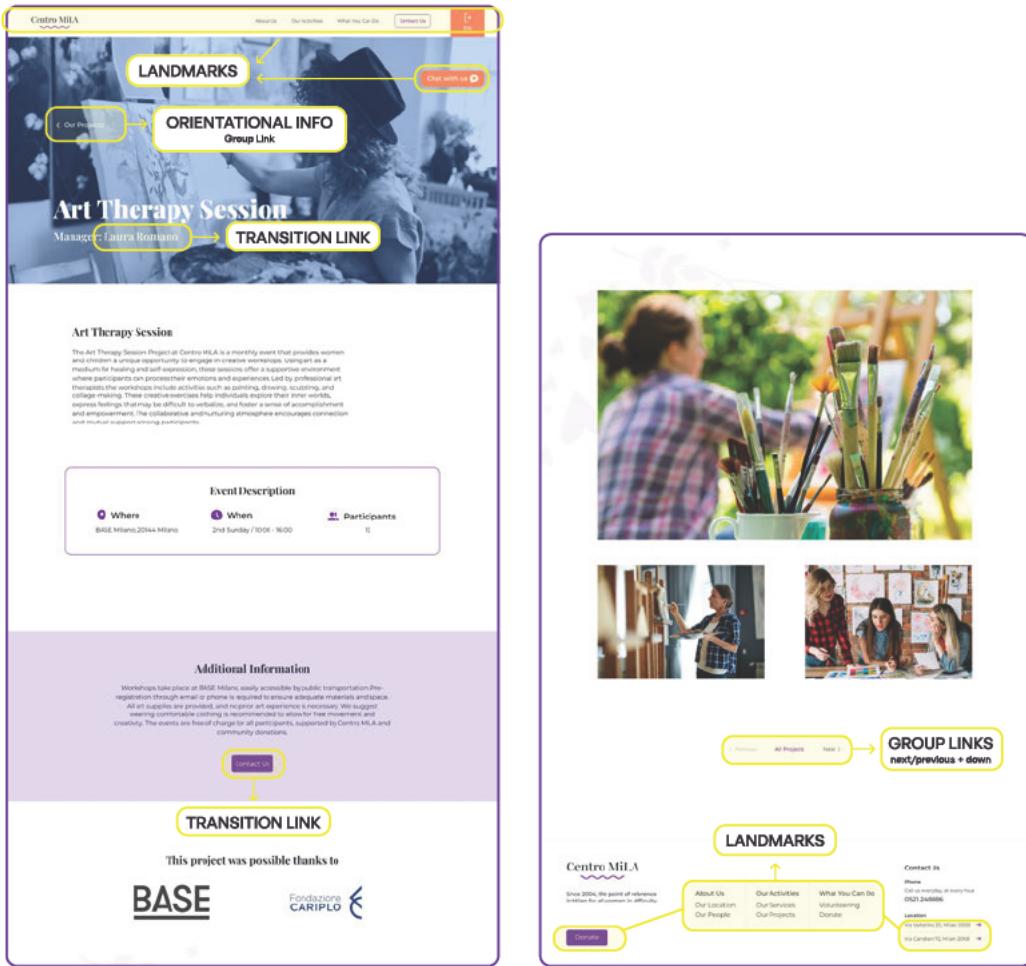


Figure 11: Projects (Kind of Topic)

## 2.5 About Us

The page “About Us” is an introductory page informing users about the center’s purpose, mission, vision and history. This page contains group links and transitional links to other pages in the website, in order to provide users with a comprehensive knowledge about the center, as well as facilitating the navigation. The navigation follows an index pattern. “Our Commitment” section presents the “Discover all the Services” and “Discover all the Projects” cards, while the section “One Centre, Two Location” consist of the two cards that bring users to the “Our Location” page. In the end, the section “Our People” provides a transitional link to the page “Our People”.

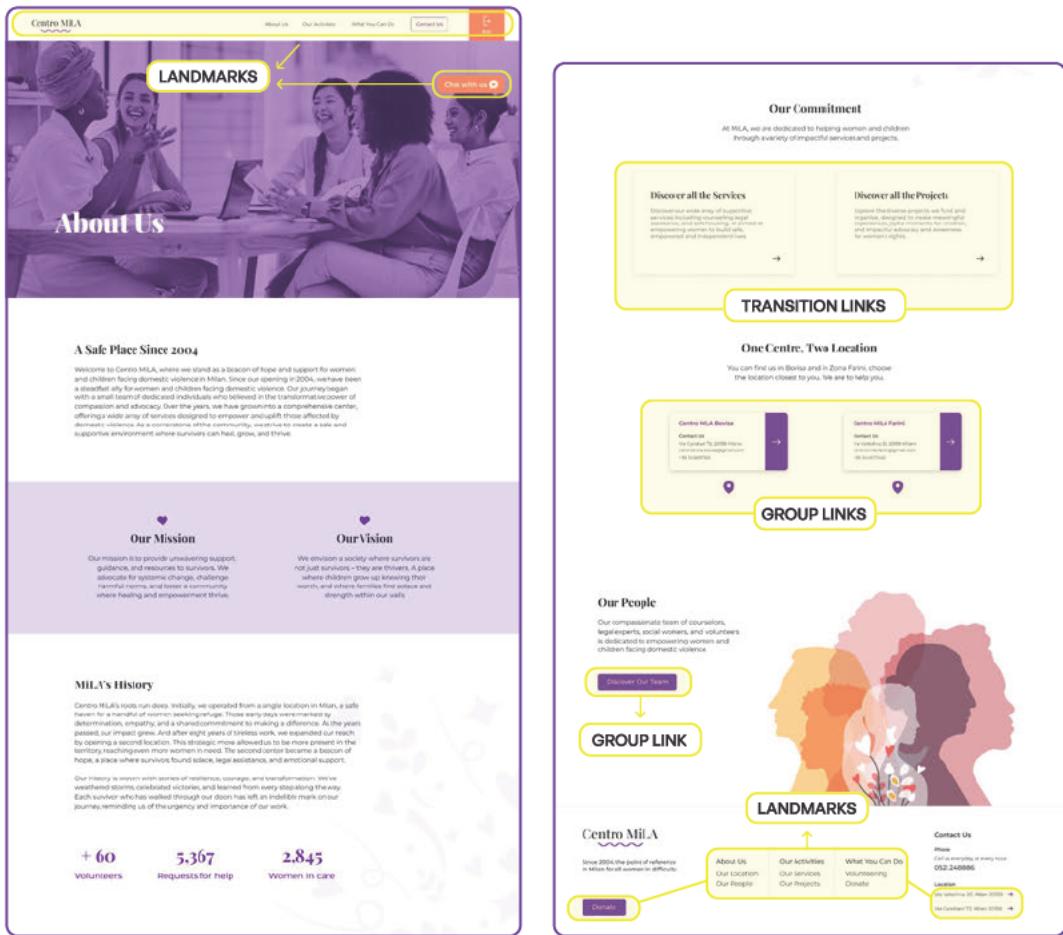


Figure 12: About Us (Introductory Page)

**Our Location:** In the “Our Location” page the team added an orientational info/group link to go back to the introductory page “About Us”. Here users can find all the relevant information in detail, concerning the two locations: Farini and Bovisa. Address, contacts, opening hours and services opening hours are presented in a clear and easy to understand way. At the bottom of the page, it is possible to find the two containers showing the crisis line number and the general email.

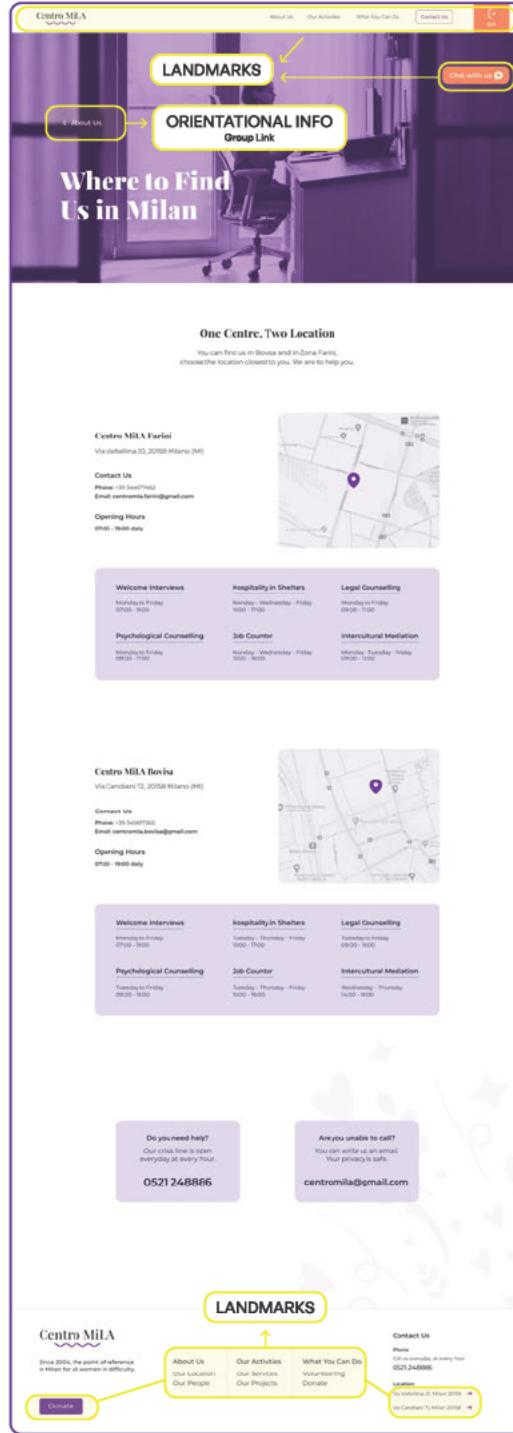


Figure 13: Our Location (Single Topic)

**Our People:** In the “Our People” page the team added an orientational info/group link to go back to the introductory page “About Us”. Here, all people related cards are present and the user can open them to read about each employee in detail. In each card is specified the person’s job and whether they are manager of a project and/or a service. Having many

people, the team decided to split the list in more than one page: it is possible to navigate to page 2 using the structural link at the bottom of the page.

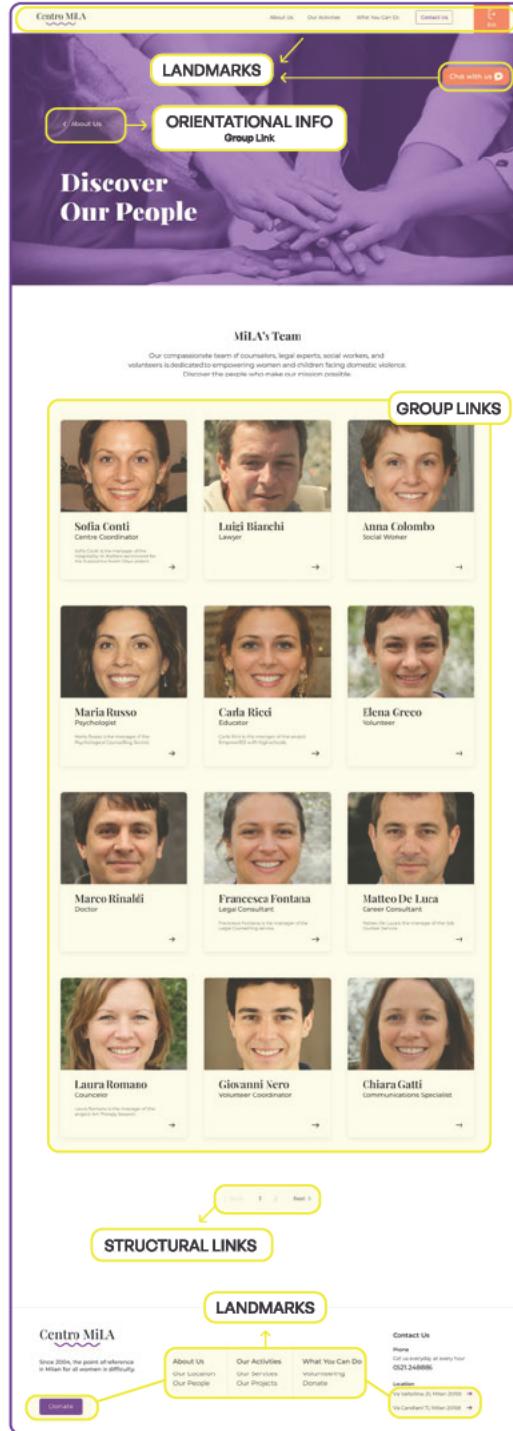


Figure 14: Our People (Introductory Page)

**People:** In each person page the team added an orientational info/group link to go back to the group page “Our People”. First, there is a description of the person’s working experience, the possibility to download the CV and send an email. Below, there are the cards showing if the person is manager of a service and/or a project, or more. If the person is not a manager of anything, these cards are not present. When clicked, these cards bring the users directly to the correspondent service or project page. Then, there is another photo of the person and on the right the role the person has at Centro MILA, providing also the transition links to all the services or projects the person is manager of or the ones they are just provided by that person. It is possible to navigate from one person to another using the group link at the bottom of the page, following a guided tour navigational pattern.

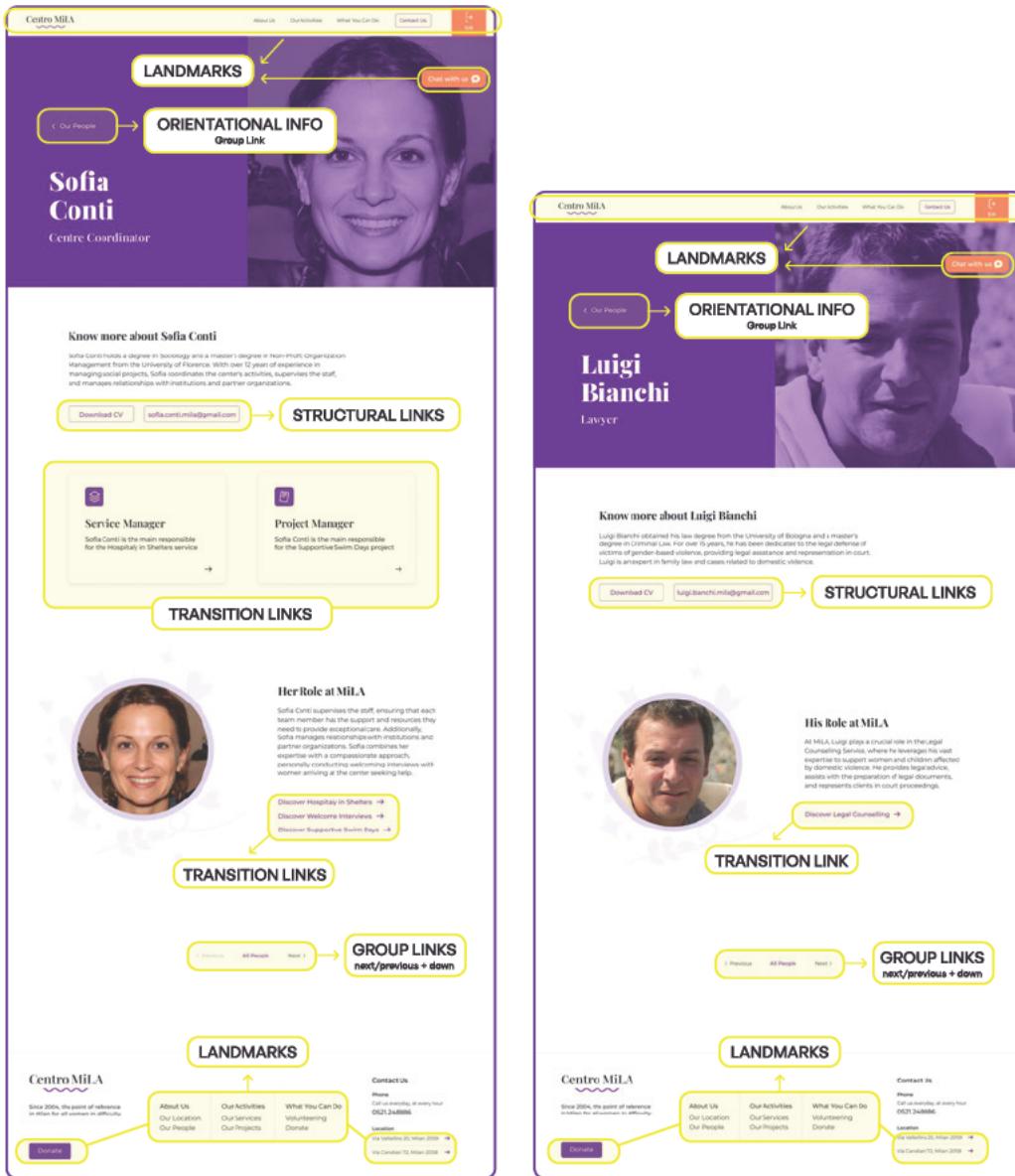


Figure 15: People (Kind of Topic)

### 3 Interaction Scenarios

The following interaction scenarios were developed to describe the flow of user interactions across the website. Each of the five users has a different goal, allowing a comprehensive representation of the different possibilities of navigation and interaction in the website developed.

- **User Scenario 1** addresses a 25-year-old recent graduate interested in becoming a volunteer for an antiviolence center.
- **User Scenario 2** addresses a 45-year-old high school teacher interested in a project organized by Centro MiLA.
- **User Scenario 3** addresses a 28-year-old woman in an abusive relationship interacting with the Chatbot.
- **User Scenario 4** addresses a 37-year-old woman in an abusive relationship trying to understand her options for action.
- **User Scenario 5** addresses a 42-year-old HR manager searching information about an employee at the center for a job application.

### User Scenario 1: Volunteering at MiLA

Alessia Rossi, a 25-year-old recent graduate, is interested in becoming a volunteer for an antiviolence centre. She is from Milan, so she knows Centro MiLA and decide to check the website. She opens the website and reads the Homepage. Intrigued, she clicks on the "About Us" button to learn more about the center. Satisfied with what she reads, she opens Centro MiLA Farini card to check if the opening hours are suitable for her. Then, she hovers on the "What You Can Do" dropdown in the header and selects "Volunteering." She reads the volunteer information, feels she is the right fit, and decides to fill in the form to sign up for the training course to become a volunteer at the center.

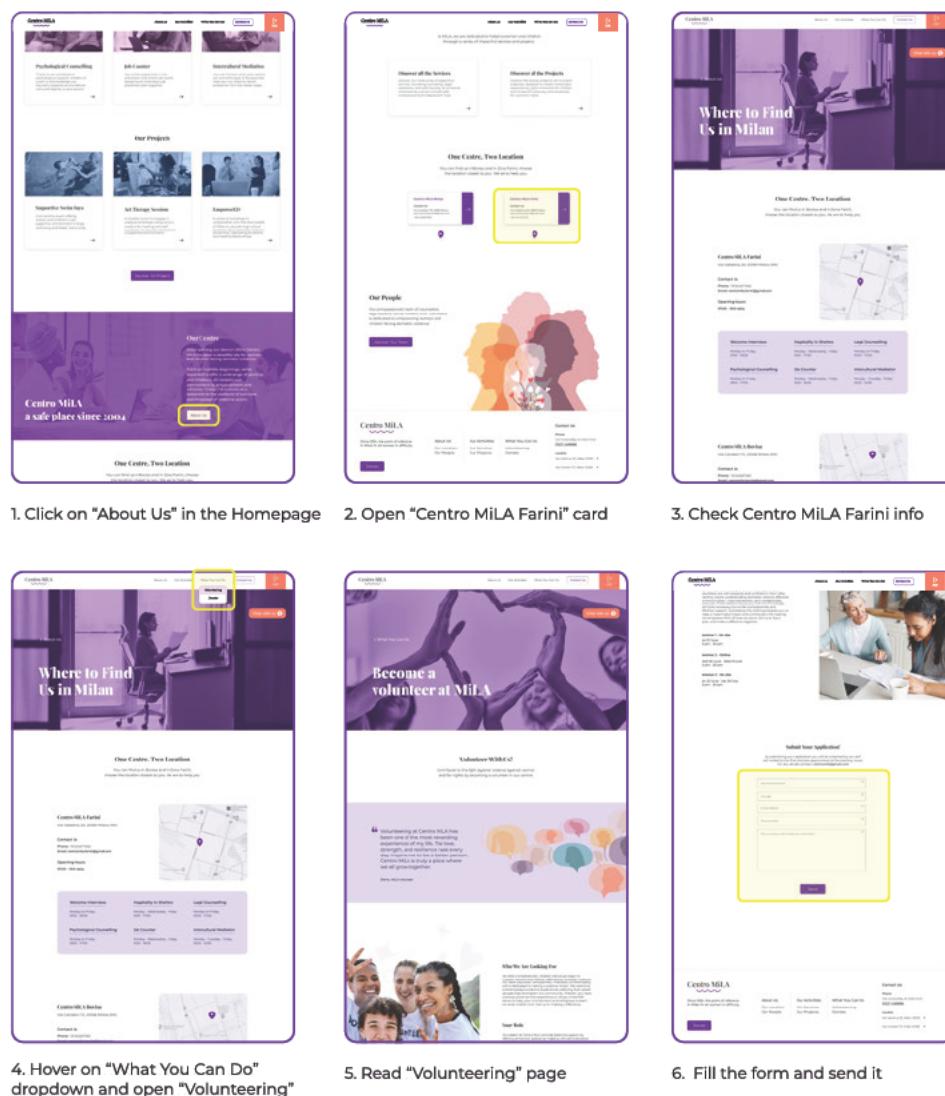


Figure 16: Interaction Scenario 1

### User Scenario 2: Discover a Project

Maria Bianchi, a 45-year-old high school teacher, hears about the EmpowerED project by Centro MiLA and is interested in incorporating it into her school. She opens the Centro MiLA website and navigate to "Our Projects" from the header, hovering on "Our Activities". She rapidly checks the past projects and then go back to ongoing projects. Intrigued, she opens the "EmpowerED" project card to learn more. Wanting to know about the project manager, Maria clicks on the manager's page, reads her bio, and then navigates back to the project page. Satisfied with the information, she clicks on "Contact Us" and checks the opening hours of Centro MiLA Bovisa, the nearest center to her school. Then, she fills in the form to discuss collaboration opportunities.



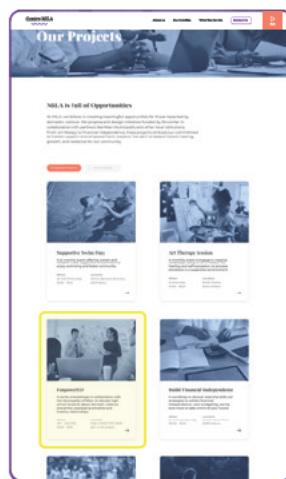
1. Hover on "Our Activities" dropdown and open "Our Projects"



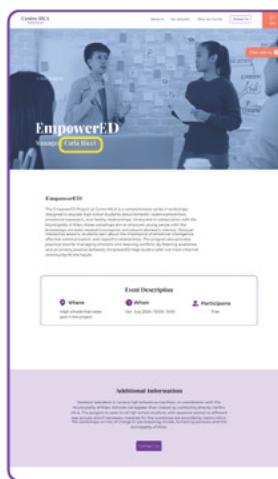
2. Click on Past Projects



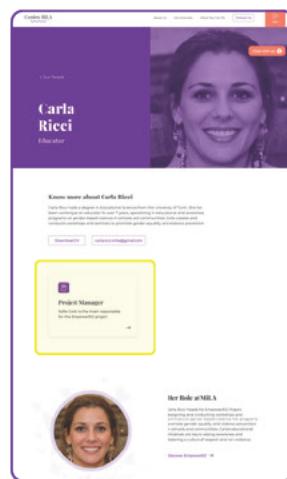
3. Go back to Ongoing Projects



4. Open "EmpowerED" card



5. Open the Manager Page



6. Go back to EmpowerED project

The figure consists of three screenshots of the Centro MiLA website, each with a yellow box highlighting a specific element:

7. Click on "Contact Us"
8. Check the opening hours of Centro MiLA Bovisa
9. Fill in the form and send it

Figure 17: Interaction Scenario 2

#### User Scenario 3: Chatbot Interaction

Chiara Loma, a 28-year-old woman from Milan, is in an abusive relationship and needs help discreetly. Knowing about Centro MiLA, she visits their website and immediately notices the new chatbot feature. With limited time alone, she decides to try the chatbot to ask some questions about support options. Suddenly, her husband comes home. To ensure her safety, Chiara quickly clicks on the "Exit" button, which immediately closes the page, providing her with a safer browsing experience.

1. Click on the Chatbot
2. Chatbot open
3. Have a conversation with the chatbot
4. Click on "Exit" button
5. Empty Google page

Figure 18: Interaction Scenario 3

#### User Scenario 4: Seeking Help from Centro MiLA

Elena Verdi, a 37-year-old woman finds herself in an abusive relationship and so search for help online. Being in Milan, she finds Centro MiLA and opens the website, hoping to find support. She directly navigates to "Our Activities" in the header and clicks on the "Discover All the Services" card to understand how this centre can help her. She opens the "Welcome Interviews" service page as it seems to suit her aim of understanding which are her options. She checks all the information, and confirms the service is currently active in both location. Feeling hopeful, Elena clicks on "Contact Us" and immediately calls the crisis line for support.

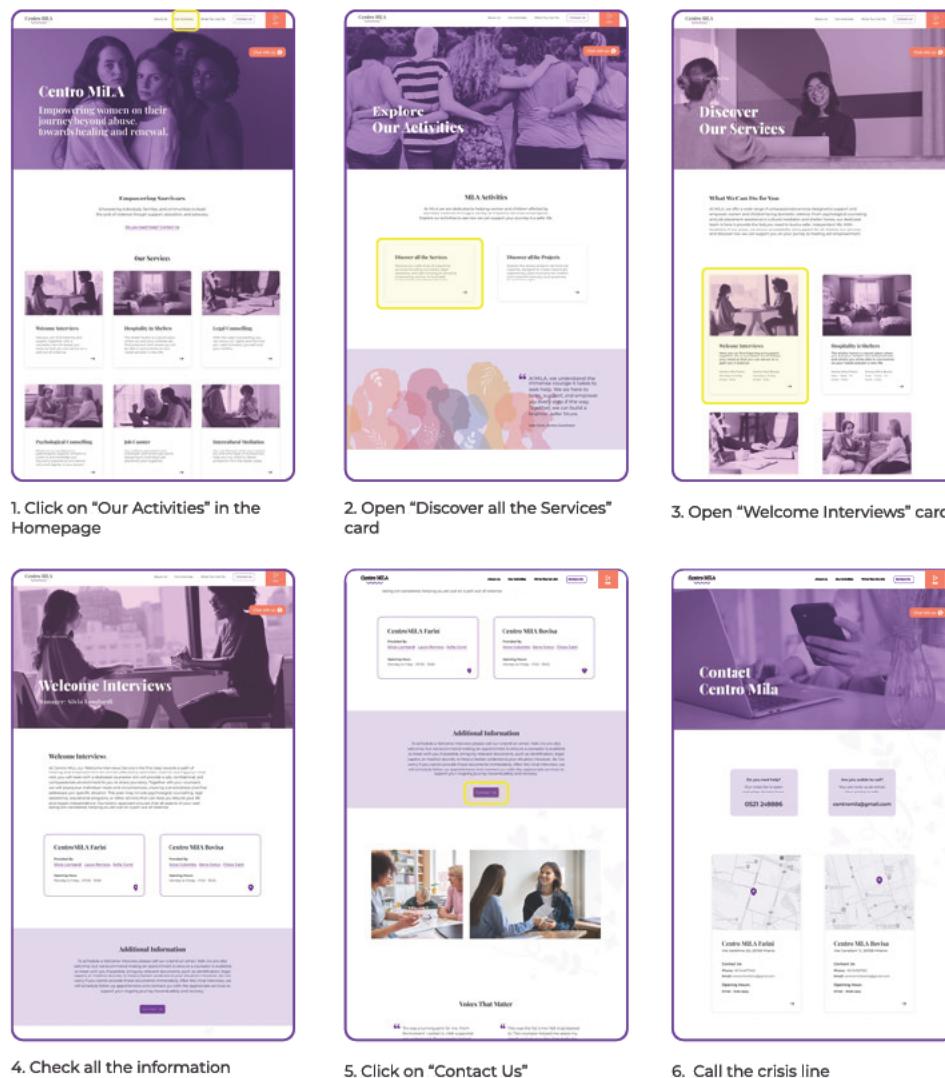


Figure 19: Interaction Scenario 4

### User Scenario 5: Checking an Employee's Background

Luca Rossi, a 42-year-old HR manager, is reviewing a job application from Alessandra Ferrari. Noticing she works at Centro MiLA as a psychotherapist, he decides to learn more about her role there. From the homepage, he hovers on "About Us" and clicks on "Our People." Unable to find her on the first page, he uses pagination to navigate to page 2. Finding Alessandra's card, he opens it to read about her work. Satisfied, he returns to the "All People" page and clicks on the logo to return to the Homepage, seeking to understand more about the center's mission and activities.

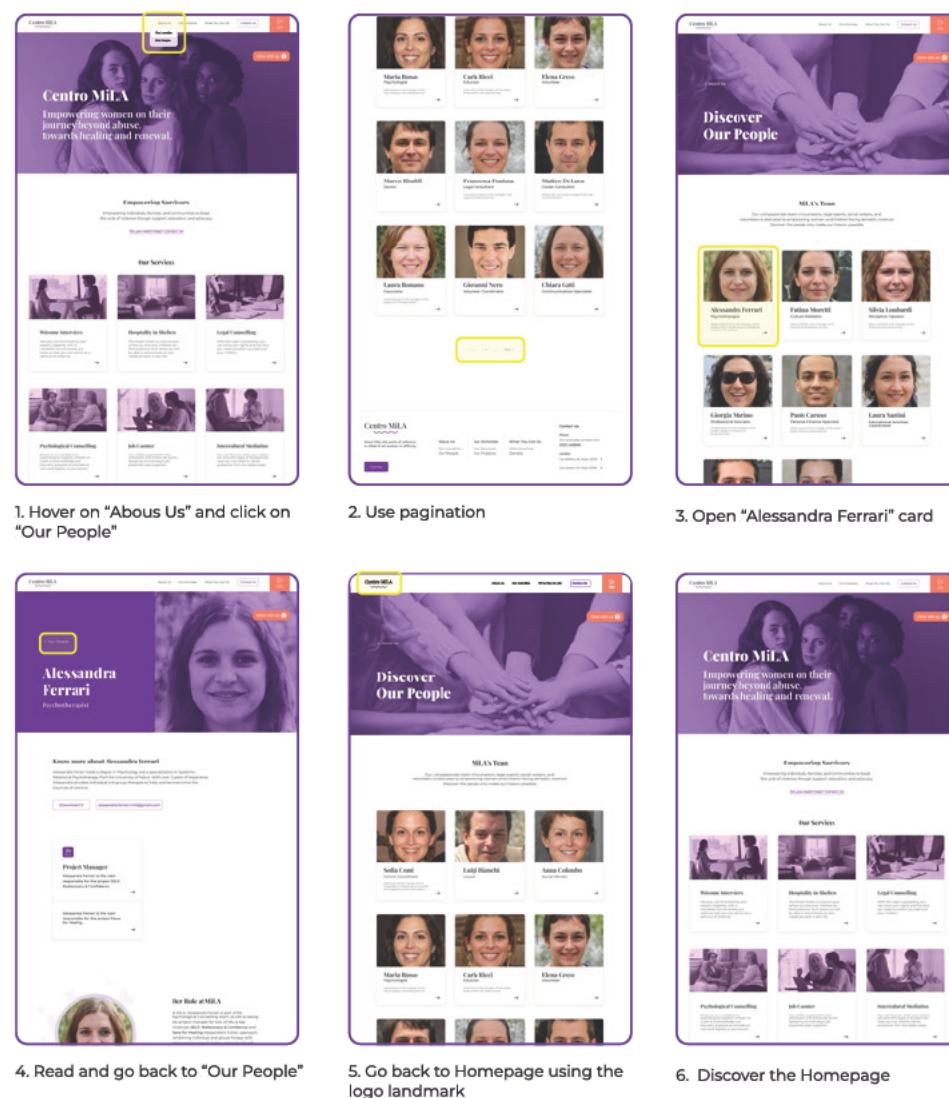


Figure 20: Interaction Scenario 5

## 4 Database Design

The following is the ER diagram used for the implementation of the database of the MiLA website. This diagram follows the ER standards and the project requirements. Some additional features worth pointing out are the following:

- The use of the “text” type, which is peculiar to the chosen database infrastructure Supabase. It has been used, because it is made specifically for storing long-form text, with no character limits (unlike varchar).
- The use of urls for files such as images and pdfs, which are stored in the chosen database infrastructure Supabase.
- The ternary relationship “offer”. In addition, to the mandatory manager relationship, a service is provided by one or more people and offered in one or more centre locations. This enables the feature of having the same service offered in different locations, provided by different people in each one, which is conceptually a very useful relationship to have for such a centre, like MiLA.
- The presence of project sponsors.

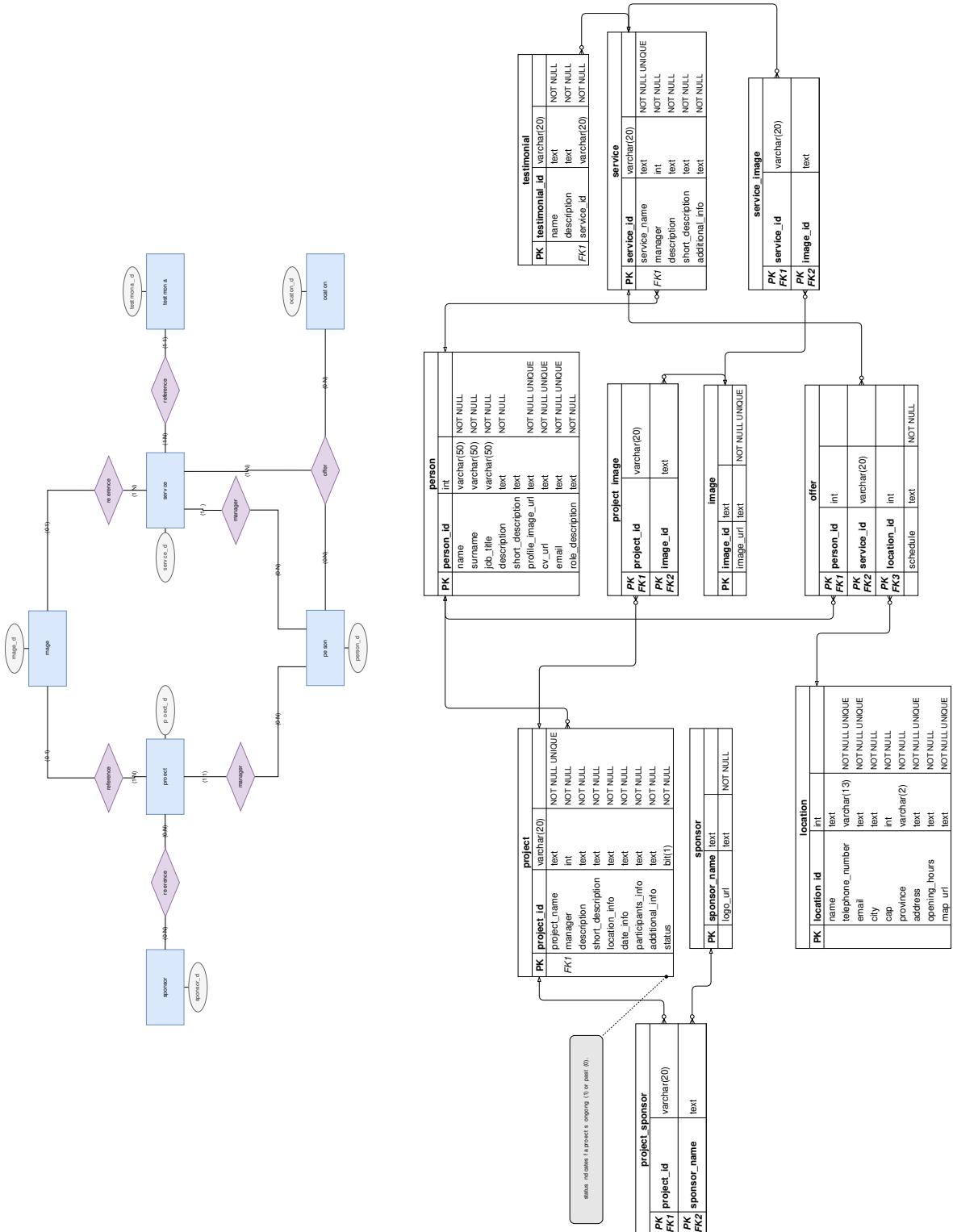


Figure 21: ER diagram

## 5 Annex

### 5.1 Abstract Pages

The following section presents tables containing the Abstract Pages defined during the development process.

Our Activities (Introductory Page)	
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 10 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li> <li>- <b>Description for the introduction section:</b> Text (Max 40 words)</li> <li>- <b>Preview for all services and for all projects:</b> List of (Title, Description)</li> <li>- <b>Quote from centre coordinator (quote, person's name):</b> Text (Max 100 words)</li> <li>- <b>Image for the quote:</b> Image</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Group Links</b>	<b>Links to:</b> Our Services; Our Projects

Abstract Page for "Our Activities" Introductory Page

Our Services (Introductory Page)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to Our Activities
<b>Group Contents</b>	<ul style="list-style-type: none"><li>- <b>Title:</b> Text (Max 10 words)</li><li>- <b>Cover image:</b> Image</li><li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li><li>- <b>Description for the introduction section:</b> Text (Max 100 words)</li><li>- <b>Preview for each service:</b> List of (Image, Title, Short Description, Date, Time, Place)</li></ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Group Links</b>	<b>Links to:</b> Each service

Abstract Page for "Our Services" Introductory Page

Our Projects (Introductory Page)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to Our Activities
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 10 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li> <li>- <b>Description for the introduction section:</b> Text (Max 100 words)</li> <li>- <b>Preview for ongoing projects:</b> List of (Image, Title, Short Description, Date, Time, Place)</li> <li>- <b>Preview for past projects:</b> List of (Image, Title, Short Description, Date, Time, Place)</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Group Links</b>	<b>Links to:</b> Each project
<b>Structural Links</b>	<b>Links to:</b> Ongoing Projects; Past Projects; Previous Page; Next Page

Abstract Page for "Our Projects" Introductory Page

Our People (Introductory Page)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to About Us
<b>Group Contents</b>	<ul style="list-style-type: none"><li>- <b>Title:</b> Text (Max 10 words)</li><li>- <b>Cover image:</b> Image</li><li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li><li>- <b>Description for the introduction section:</b> Text (Max 100 words)</li><li>- <b>Preview for people:</b> List of (Image, Name, Surname, Job, Managerial Role)</li></ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Group Links</b>	<b>Links to:</b> Each person
<b>Structural Links</b>	<b>Links to:</b> Previous Page; Next Page

Abstract Page for "Our People" Introductory Page

<b>About Us (Introductory Page)</b>	
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 10 words)</li> <li>- <b>Cover image of the centre:</b> Image</li> <li>- <b>Subtitle for the purpose section:</b> Text (Max 10 words)</li> <li>- <b>Description for the purpose section:</b> Text (Max 200 words)</li> <li>- <b>Subtitle for the mission section:</b> Text (Max 10 words)</li> <li>- <b>Description for the mission section:</b> Text (Max 40 words)</li> <li>- <b>Subtitle for the vision section:</b> Text (Max 10 words)</li> <li>- <b>Description for the vision section:</b> Text (Max 40 words)</li> <li>- <b>Subtitle for the history section:</b> Text (Max 10 words)</li> <li>- <b>Description for the history section:</b> Text (Max 200 words)</li> <li>- <b>Subtitle for the activities section:</b> Text (Max 10 words)</li> <li>- <b>Description for the activities section:</b> Text (Max 40 words)</li> <li>- <b>Preview for services and projects:</b> List of (Title, Short Description)</li> <li>- <b>Subtitle for the locations section:</b> Text (Max 10 words)</li> <li>- <b>Description for the locations section:</b> Text (Max 40 words)</li> <li>- <b>Preview for locations:</b> List of (Title, Contacts)</li> <li>- <b>Subtitle for the people section:</b> Text (Max 10 words)</li> <li>- <b>Description for the people section:</b> Text (Max 40 words)</li> <li>- <b>People image:</b> Image</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Group Links</b>	<b>Links to:</b> Two locations; Our People

<b>Transition Links</b>	<b>Links to:</b> Our Services; Our Projects
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Abstract Page for "About Us" Introductory Page

<b>What You Can Do (Introductory Page)</b>	
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 10 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li> <li>- <b>Description for the introduction section:</b> Text (Max 100 words)</li> <li>- <b>Preview for donate and become a volunteer:</b> List of (Title, Short Description)</li> <li>- <b>Quote from a volunteer (quote, person's name):</b> Text (max 100 words)</li> <li>- <b>Image for the quote:</b> Image</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Group Links</b>	<b>Links to:</b> Donate; Volunteering

Abstract Page for "What You Can Do" Introductory Page

Services (Kind of Topic)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to Our Services
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title of the service:</b> Text (Max 10 words)</li> <li>- <b>Manager Name:</b> Text (Max 5 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the service description section:</b> Text (Max 10 words)</li> <li>- <b>Description of the service:</b> Text (Max 200 words)</li> <li>- <b>Subtitle for Farini details section:</b> Text (Max 10 words)</li> <li>- <b>Description for Farini details section:</b> Text (Max 40 words)</li> <li>- <b>Subtitle for Bovisa details section:</b> Text (Max 10 words)</li> <li>- <b>Description for Bovisa details section:</b> Text (Max 40 words)</li> <li>- <b>Subtitle for the additional information section:</b> Text (Max 10 words)</li> <li>- <b>Description for the additional information section:</b> Text (Max 200 words)</li> <li>- <b>Images of the service:</b> Image</li> <li>- <b>Subtitle for the testimonial section:</b> Text (Max 10 words)</li> <li>- <b>Description for the testimonial section:</b> Text (Max 100 words)</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Transition Links</b>	<b>Links to:</b> Manager; People that provides the service in both locations; Contact Us
<b>Group Links</b>	<b>Links to:</b> Next service; Previous service; All services

Abstract Page for "Services" Kind of Topic

Projects (Kind of Topic)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to Our Projects
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title of the project:</b> Text (Max 10 words)</li> <li>- <b>Manager Name:</b> Text (Max 5 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the project description section:</b> Text (Max 10 words)</li> <li>- <b>Description of the project:</b> Text (Max 200 words)</li> <li>- <b>Subtitle for the details section:</b> Text (Max 10 words)</li> <li>- <b>Description for the details section (when, where, participants):</b> Text (Max 40 words); Date</li> <li>- <b>Subtitle for the additional information section:</b> Text (Max 10 words)</li> <li>- <b>Description for the additional information section:</b> Text (Max 200 words)</li> <li>- <b>Subtitle for the sponsors' section:</b> Text (Max 10 words)</li> <li>- <b>Images of the sponsors:</b> Image</li> <li>- <b>Images of the projects:</b> Image</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Transition Links</b>	<b>Links to:</b> Manager; Contact Us
<b>Group Links</b>	<b>Links to:</b> Next project; Previous project; All projects

Abstract Page for "Projects" Kind of Topic

People (Kind of Topic)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to Our People
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title (name of the person, role):</b> Text (Max 10 words)</li> <li>- <b>Image of the person:</b> Image</li> <li>- <b>Subtitle for the person's experience section:</b> Text (Max 10 words)</li> <li>- <b>Description for the person's experience section:</b> Text (Max 100 words)</li> <li>- <b>CV:</b> PDF document</li> <li>- <b>Preview for managerial role:</b> List of (Title, Short Description)</li> <li>- <b>Image of the person:</b> Image</li> <li>- <b>Subtitle for the person's role in the centre section:</b> Text (Max 10 words)</li> <li>- <b>Description for the person's role in the centre section (projects, services):</b> Text (Max 100 words)</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Structural Links</b>	<b>Links to:</b> CV download; E-mail
<b>Transition Links</b>	<b>Links to:</b> Services they're responsible for; Projects they're responsible for; Services they work in; Projects they work in
<b>Group Links</b>	<b>Links to:</b> Next person; Previous person; All people

Abstract Page for "People" Kind of Topic

Contact Us (Single Topic)	
<b>Group Contents</b>	<ul style="list-style-type: none"><li>- <b>Title:</b> Text (Max 10 words)</li><li>- <b>Cover image:</b> Image</li><li>- <b>Description for the crisis line number section:</b> Text (Max 20 words)</li><li>- <b>Description for the general e-mail section:</b> Text (Max 20 words)</li><li>- <b>Preview for Location Farini and Location Bovisa:</b> List of (Title, Address, Contacts, Opening Hours)</li><li>- <b>Subtitle for the services offered section:</b> Text (max 10 words)</li><li>- <b>Description for the services offered section:</b> Text (max 40 words)</li><li>- <b>Subtitle for the contact form section:</b> Text (max 15 words)</li></ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot
<b>Transition Links</b>	<b>Links to:</b> Location Farini; Location Bovisa

Abstract Page for "Contact Us" Single Topic

Volunteering (Single Page)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to What You Can Do
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 10 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li> <li>- <b>Description for the introduction section:</b> Text (Max 40 words)</li> <li>- <b>Quote from a volunteer (quote, volunteer's name):</b> Text (Max 60 words)</li> <li>- <b>Image for the quote:</b> Image</li> <li>- <b>Subtitle for the people we are looking for section:</b> Text (Max 10 words)</li> <li>- <b>Description for the people we are looking for section:</b> Text (Max 100 words)</li> <li>- <b>Subtitle for the volunteer's role section:</b> Text (Max 10 words)</li> <li>- <b>Description for the volunteer's role section:</b> Text (Max 100 words)</li> <li>- <b>Image of volunteers:</b> Image</li> <li>- <b>Subtitle for the training courses section:</b> Text (Max 10 words)</li> <li>- <b>Description for the training courses section (organisation, place, dates, time):</b> Text (Max 200 words); Date</li> <li>- <b>Image of training course:</b> Image</li> <li>- <b>Subtitle for the submit application form section:</b> Text (Max 10 words)</li> <li>- <b>Description for the submit application form section:</b> Text (Max 40 words)</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot

Abstract Page for "Volunteering" Single Page

Donate (Single Page)	
<b>Orientation Info</b>	<b>Group Link:</b> Go back to What You Can Do
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 10 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li> <li>- <b>Description for the introduction section:</b> Text (Max 40 words)</li> <li>- <b>Subtitle for the Bank Transfer section:</b> Text (Max 10 words)</li> <li>- <b>Description for the Bank Transfer:</b> Text (Max 20 words)</li> <li>- <b>Subtitle for the Donate 5x1000 section:</b> Text (Max 10 words)</li> <li>- <b>Description for the Donate 5x1000:</b> Text (Max 20 words)</li> <li>- <b>Image:</b> Image</li> <li>- <b>Subtitle for the impact section:</b> Text (Max 10 words)</li> <li>- <b>Description for the impact section:</b> Text (Max 40 words)</li> <li>- <b>Description for the appreciation section:</b> Text (Max 40 words)</li> </ul>
<b>Landmarks</b>	<b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot

Abstract Page for "Donate" Single Page

Our Location (Single Page)	
Orientation Info	Group Link: Go back to About Us
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 10 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li> <li>- <b>Description for the introduction section:</b> Text (Max 40 words)</li> <li>- <b>Subtitle for the Centro MiLA Farini section:</b> Text (Max 10 words)</li> <li>- <b>Description for the Centro MiLA Farini section (address, contacts, opening hours, services names, services opening hours):</b> Text (Max 100 words)</li> <li>- <b>Map image Farini:</b> Image</li> <li>- <b>Subtitle for the Centro MiLA Bovisa section:</b> Text (Max 10 words)</li> <li>- <b>Description for the Centro MiLA Bovisa section (address, contacts, opening hours, services names, services opening hours):</b> Text (Max 100 words)</li> <li>- <b>Map image Bovisa:</b> Image</li> <li>- <b>Description for the crisis line number section:</b> Text (Max 20 words)</li> <li>- <b>Description for the general e-mail section:</b> Text (Max 20 words)</li> </ul>
<b>Landmarks</b>	<p><b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot</p>

Abstract Page for "Our Location" Single Page

<b>Homepage</b>	
<b>Group Contents</b>	<ul style="list-style-type: none"> <li>- <b>Title:</b> Text (Max 20 words)</li> <li>- <b>Cover image:</b> Image</li> <li>- <b>Subtitle for the introduction section:</b> Text (Max 10 words)</li> <li>- <b>Description for the introduction section:</b> Text (Max 40 words)</li> <li>- <b>Subtitle for the services section:</b> Text (Max 10 words)</li> <li>- <b>Preview for services:</b> List of (Image, Title, Short Description)</li> <li>- <b>Subtitle for the projects section:</b> Text (Max 10 words)</li> <li>- <b>Preview for projects:</b> List of (Image, Title, Short Description)</li> <li>- <b>Image of the centre:</b> Image</li> <li>- <b>Subtitle for the about us section:</b> Text (Max 10 words)</li> <li>- <b>Description for the about us section:</b> Text (Max 100 words)</li> <li>- <b>Subtitle for locations section:</b> Text (Max 10 words)</li> <li>- <b>Description for locations section:</b> Text (Max 40 words)</li> <li>- <b>Preview for Farini and Bovisa:</b> List of (Title, Contacts)</li> <li>- <b>Description for the crisis line number:</b> Text (Max 20 words)</li> <li>- <b>Description for 1522 number:</b> Text (Max 20 words)</li> <li>- <b>Description for 112 number:</b> Text (Max 20 words)</li> </ul>
<b>Landmarks</b>	<p><b>Links to:</b> Home; About Us; Our Location; Our People; Our Activities; Our Services; Our Projects; What You Can Do; Volunteering; Donate; Contact Us; Chatbot</p>
<b>Transition Links</b>	<p><b>Links to:</b> Contact Us; each service; three projects; Our Projects; About Us; Location Farini; Location Bovisa</p>

Abstract Page for "Homepage"

## 5.2 Low Fidelity Wireframes

The following section presents the final version of the Low Fidelity Wireframes of the website developed during the design process.

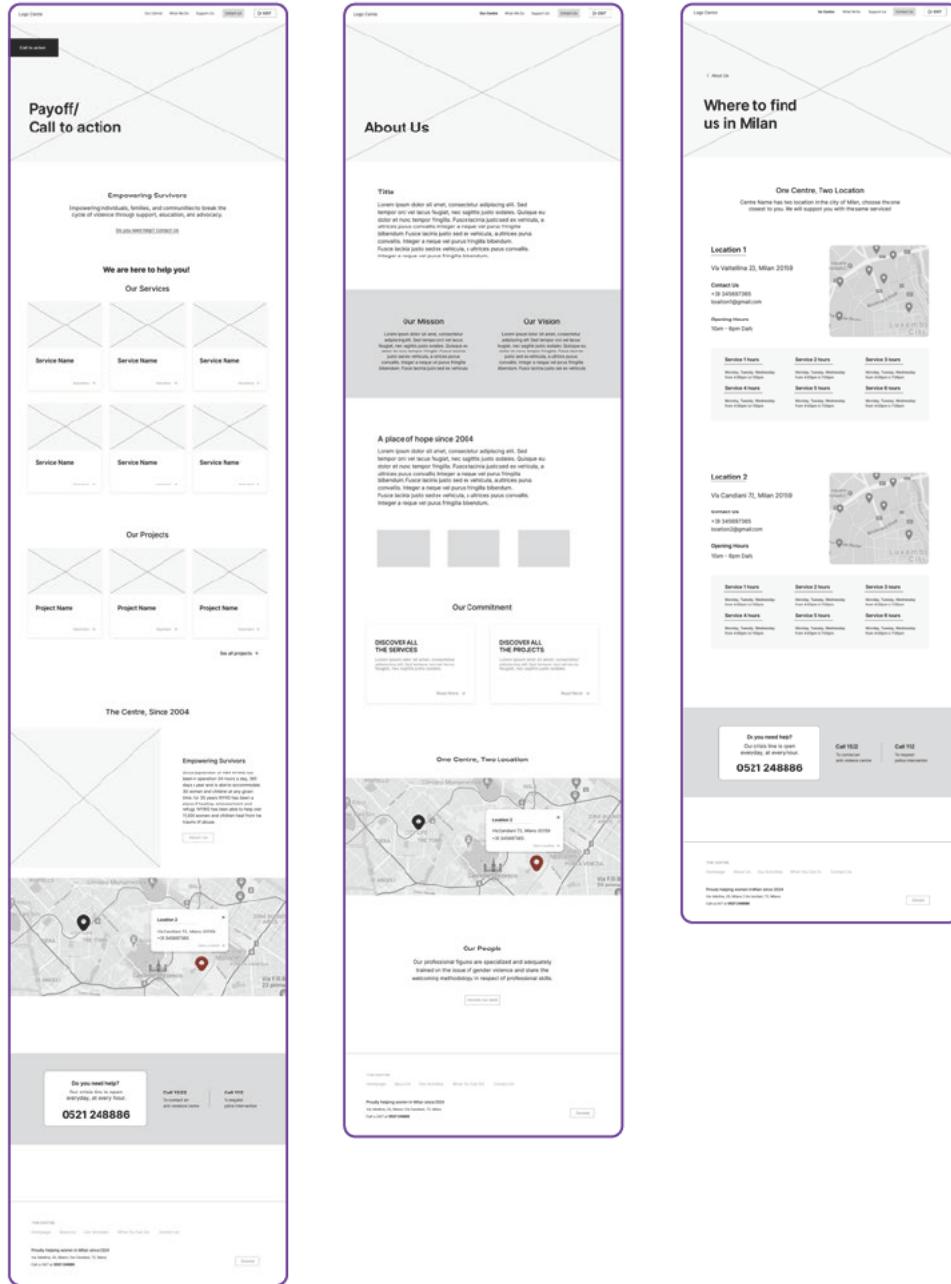


Figure 22: Homepage; About Us; Our Location

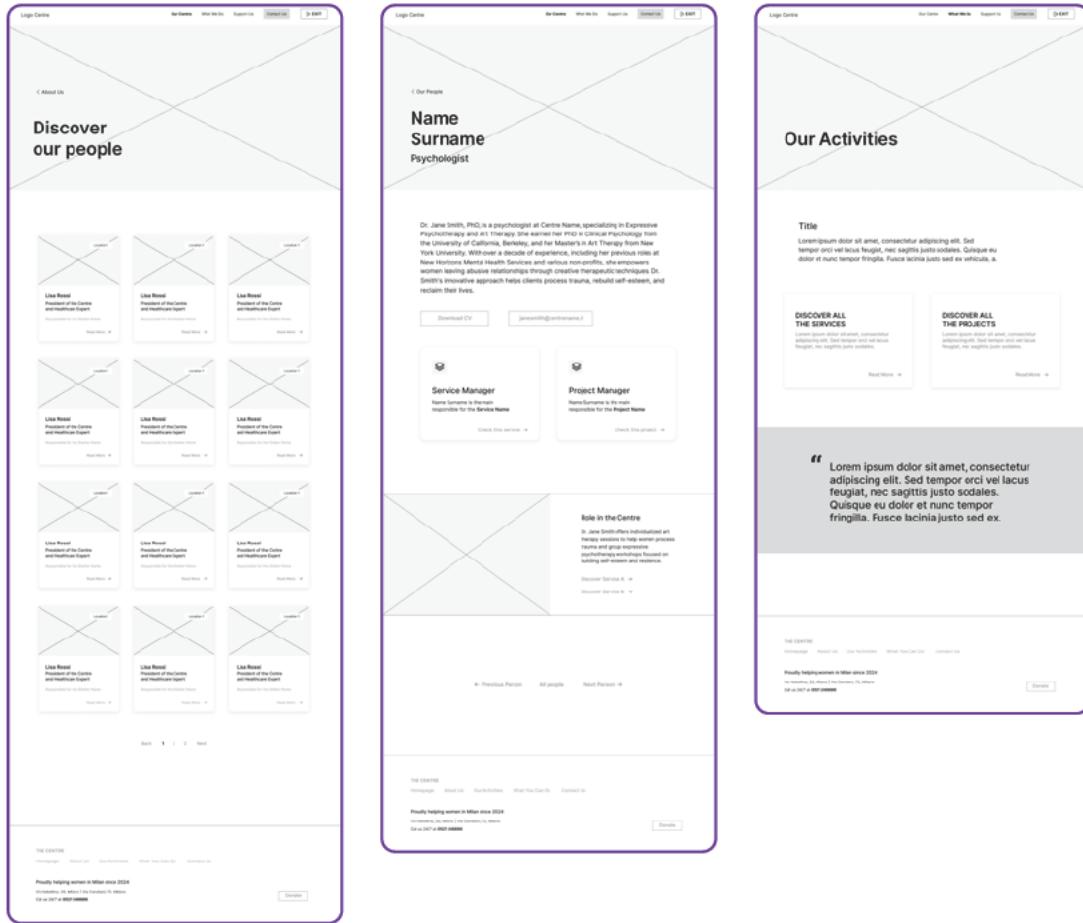


Figure 23: Our People; Person; Our Activities



Figure 24: Our Services; Service; Our Projects

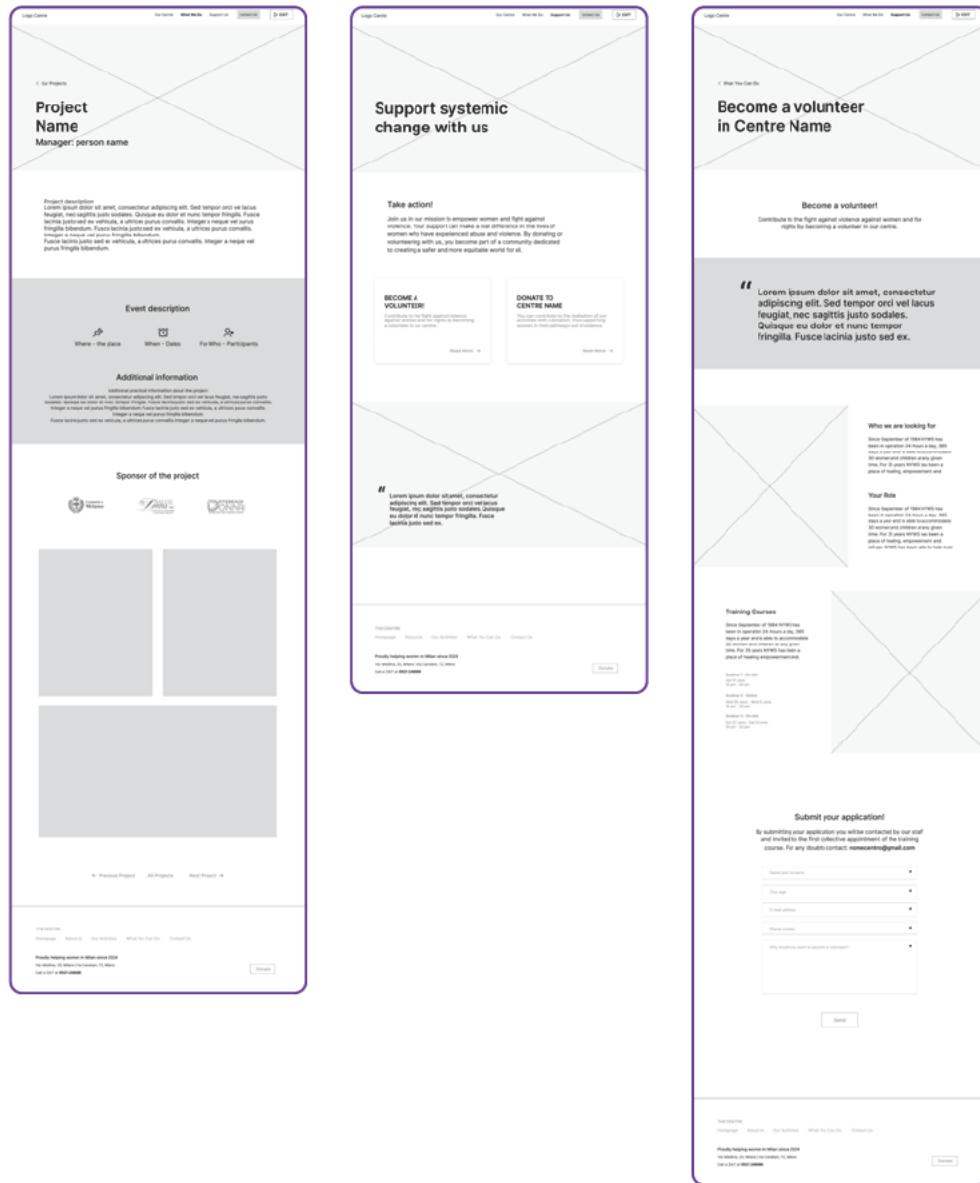


Figure 25: Project; What You Can Do; Volunteering

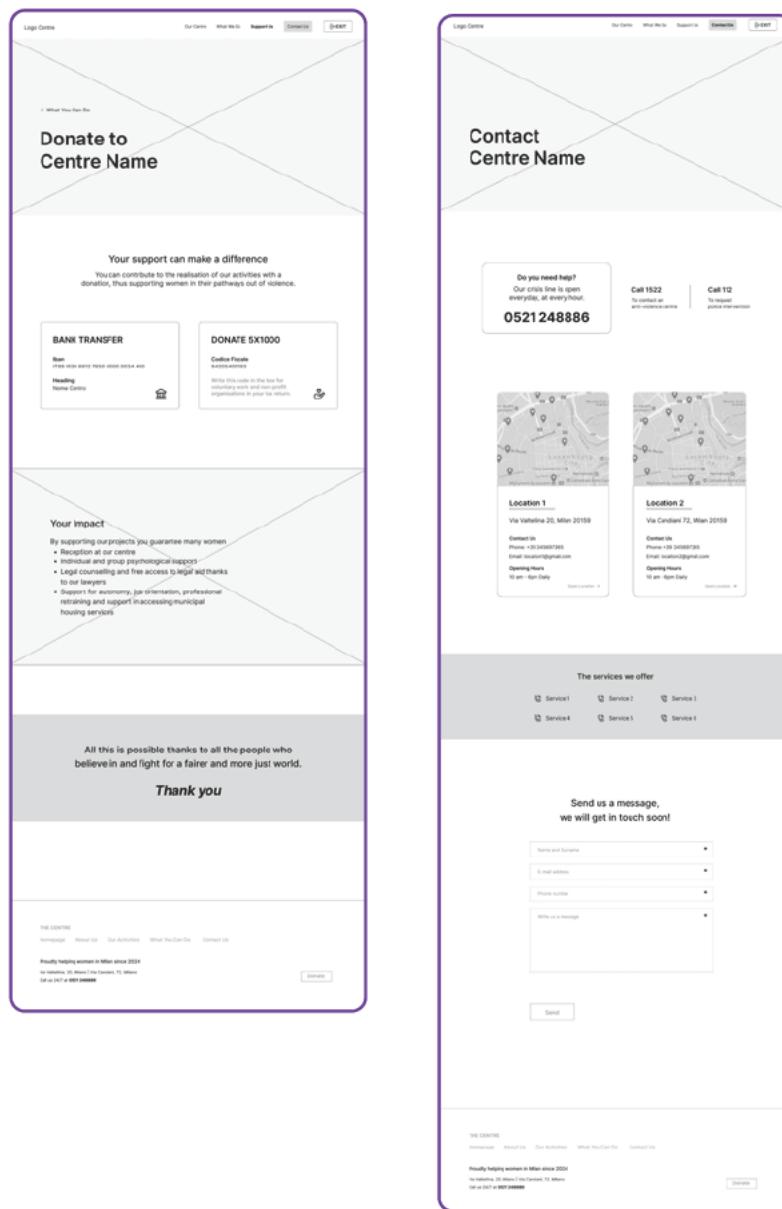


Figure 26: Donate; Contact Us



**POLITECNICO**  
MILANO 1863