

New Americans Kiosk

Research Summary



Overview

By conducting interviews with experts and secondary research, we developed a deep understanding of our target users and the financial empowerment services which are currently available. The lack of awareness regarding these services and the stigma surrounding the discussion of one's finances were the main insights that drove the development of The New Americans Kiosk.

Highlights

- Many financial empowerment resources are already available for free, but many people (LPRs or otherwise) are not familiar with them.
- Many LPRs have difficulty with a standard computer interface (i.e. keyboard and mouse) and more commonly use touch screens (e.g. MTA Ticketing Kiosks and smart phones.)
- Language barriers present a tremendous impediment to financial empowerment/literacy among immigrants.
- People rarely like speaking about their financial situations.
- Even when people are willing to discuss their financial situations, they often do not know what sort of questions to ask.



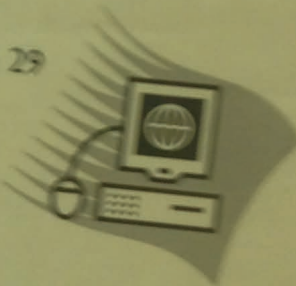
Upcoming Computer Classes

Introduction to Email - August 25

Introduction to the Internet - September 8 & 29

Introduction to Microsoft Word - October 6

Introduction to Microsoft Excel - October 27



All classes are on Tuesday @ 10:30am. Pre-registration and basic computer skills are required.

For more information, please ask at the reference desk.

People typically don't feel comfortable disclosing financial information.



Prototyping Summary



Overview

We observed and interviewed a group of testers who used a functional prototype of the kiosk interface on a tablet computer. The test participants were three immigrants (one Chinese woman, one Brazilian woman, and a Dominican man) at the Long Island City branch of the Queens Library during a Citizenship (Civics Test) class in the Adult Learning Center.

Highlights

- The latest version of the prototype is available at <http://staging.beakerdigital.com/nak/>
- Generally, the concept was validated: the participants understood how to interact with the interface, seemed to enjoy the experience, and the content was both helpful and relevant.
- Specific, minor improvements to the interface were identified (mostly relating to size/placement of buttons, labelling, etc.) Most of these improvements have since been implemented.
- During the post-test interview, we heard from the participants “This is really nice!” and “I have a friend that could really use this.”





Timeline of Implementation



Information Architecture (2 weeks)

- Financial Empowerment experts would first provide the information to be communicated via the kiosk. This could be then arranged in a flowchart, to articulate the different steps that would need to be designed.

Visual/Interaction Design (2 weeks)

- Visualizations of each step would be designed, as well as an articulation or mock-up of any desired animations. Assets are ideally created in vector file formats.

Software Development (4 weeks)

- The kiosk interface could be developed using standard web technologies and then distributed as a website and/or packaged as a native application with Apache Cordova (or a similar project.)
- The source code for the prototype is available on Github (built with HTML5, jQuery, Backbone.js, and SASS) and may be used to build the initial version.
<https://github.com/noahlitvin/newamericanskiosk>
- Optionally, a content management system could be developed, such that the content could be altered by someone without software development expertise after the development is complete. This could pose serious challenges depending on the level of control desired, especially regarding control over the visualizations of the steps.)
- Ideally, the kiosk would be developed using an internationalization library, so translations could be provided and updated separately from the code which controls the functional and stylistic aspects of the kiosk.

Delivery (1 week)

- Once developed, the kiosk interface could be made publicly accessible online. It could also be provided to NYCitizenship participants on a tablet computer (whether or not it is a packaged as a native application.) If the kiosk were developed as a website, updates could be made at any time.



Roll-out for Pilot Testing



Communication Strategy

The New Americans Kiosk could be provided to participants of the NYCitizenship program during office appointments. If deemed more appropriate, NYCitizenship participants could instead be given print collateral with a URL at which they would access the kiosk's interface from a web browser on a computer or mobile device.

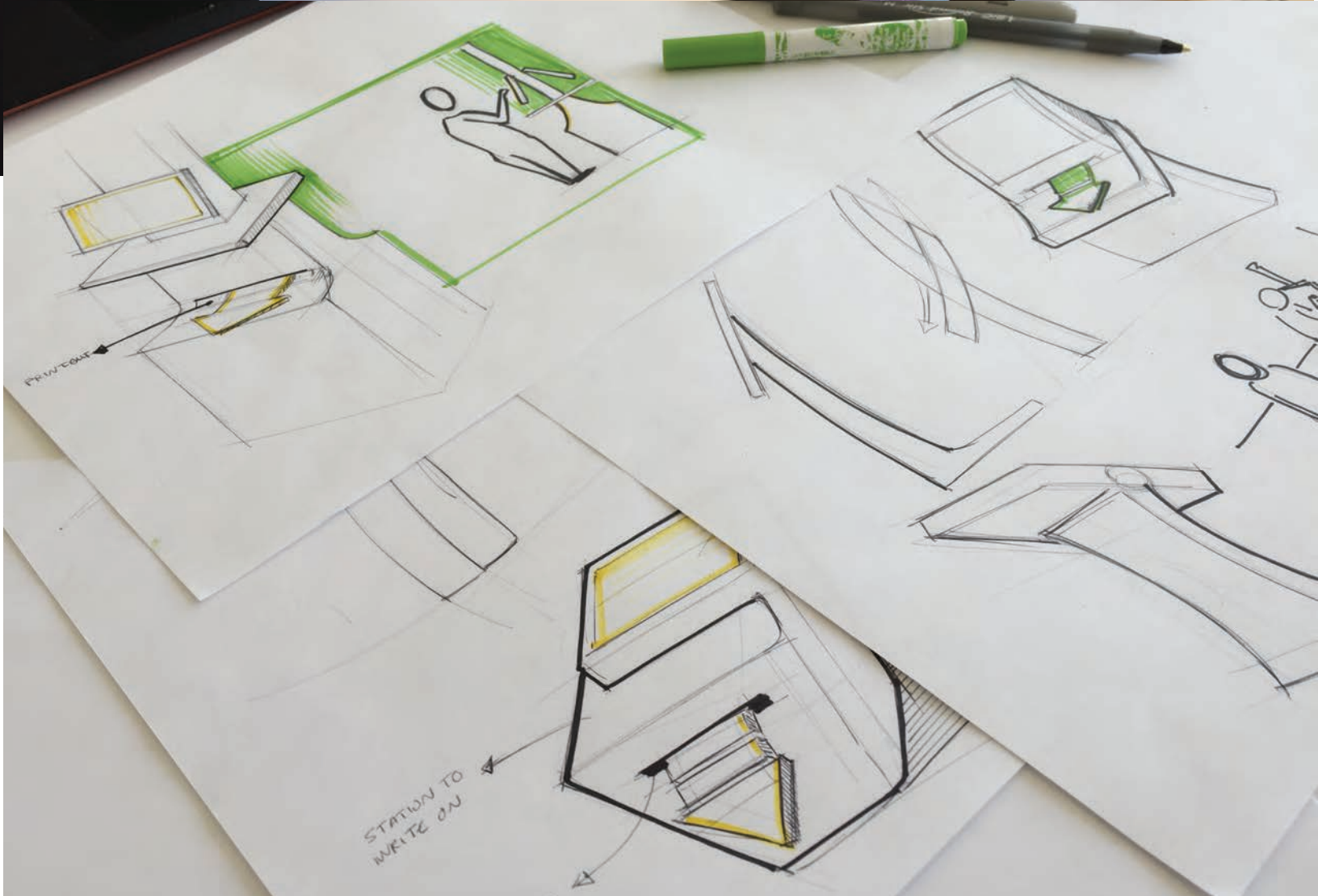
Augmentation for libraries

A physical kiosk could be constructed (including a touch screen and printer) and placed in a library, potentially in the New Americans Corner. Alternatively, print collateral with the URL of the kiosk interface could be made publicly available in the libraries. This may be ideally placed in close proximity to the library computers.



Our kiosk





14% completo

¿Tienes alguna inquietud en relación a su dinero?

Sí

No

SALIR
(y borrar su información) X












Let's get started.


Male

Female


Other







All set!



Melika Alipour | Noah Litvin | Stephanie Lukito

