

Grapes - Hi-Fi Prototype

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Our Hi-Fi prototypes for both the desktop and the mobile versions were a combination of each group members' Lo-Fi prototype, focusing on having a lightweight and simple layout that helps users accomplish their needs in a delightful interface without too many sidetracks. The main four concepts that we focused on when coming up with these prototypes were constraints, effectiveness vs efficiency, thresholds/ceilings, and understandability.

The first concept we considered was the implementation of constraints, which mainly included limiting the number of options or buttons on a page at a given time. The pages would only have links or buttons directly relating to the immediate information on the page or leading to the booking page. All available paths (using buttons) from the authentication page direct a user towards booking a hamper. However, after the authentication, a navigation bar will act as the guide for the site.

The second concept we implemented was effectiveness vs. efficiency. As John described, being efficient is very important – we did not want stressed out users having to go through countless screens to just order a hamper. Therefore we made a lot of data inputs optional, and reduced the size of our application to only five pages. Although this lessened the effectiveness of the site, such as limited information gathered, it created more opportunities to increase efficiency due to the ease of ordering a hamper. However, if they choose to fill in optional information, they are permitted to do so.

The third concept we incorporated was thresholds and ceilings. We wanted to design a low-threshold high ceiling application. This involved creating a design with most pages having 3 or less interactive buttons (not including the menu for navigability). We also did not want to create any barriers for entry for example income amount, income source, or family size. The application is not designed to decide if a user is eligible for a hamper but instead help them order one. In this case having a very simple and easy to learn interface (low threshold) and being able to order food and a hamper into the future (high ceiling) we have designed a low threshold and high ceiling application.

The fourth concept that was used to design the Hi-Fi prototype was understandability. We made the application straightforward. We used common software terminology such as orders, booking, profile, and info which are prevalent in other similar applications. For example, if you would like to change your information you would first log on and then from there click on the navigation bar, then you navigate to the profile page where then you can update or change account information. Another example would be if you would then like to go to the book a hamper page, you would click the drop down navigation bar and then click on the “booking” section, to then go to the booking page and set a booking time and confirm.

Our solution to the food bank's problem comes in the form of a simple desktop and mobile friendly application which incorporates key ideas of constraints, effectiveness vs efficiency, thresholds and ceilings, and understandability. Combining all these into one software creates a unique solution for the Regina Food Bank that would appeal to our northstar customer (A chronic foodbank user) and carry over customer related such as the Regina Food Bank staff and other seasonal or few-time users.