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# Problem

Every now and then everyone  
needs help

# Problem

It is sometimes difficult to ask a neighbor for help when we don't know them well

# Problem

Interactions between community members are rare in our increasingly digital age

# Contextual Inquiry

Target audience:  
Suburban residents

# Contextual Inquiry

Interviewee #1:

Amy

A young UW  
dormitory resident



# Contextual Inquiry

Interviewee #2:

Lemon

45 year old single  
mother living near the  
edge of West Seattle



# Contextual Inquiry

## Interviewee #3: Mary

80 year old, elderly  
woman living with  
her husband in a  
suburban home



# Contextual Inquiry

## Interviewee #4: Rick

60 year old  
homeowner and  
active member of his  
community



# Contextual Inquiry

Do-It-Yourself:

Prefer to be independent or rely on friends

# Contextual Inquiry

Isolation:

Don't know neighbors well

# Contextual Inquiry

## Trust:

Need to know the other person first before receiving/giving help inside the home

# Contextual Inquiry

## Outside tasks:

If help needed outside of home, okay with  
stranger helping

# Tasks

Introduce  
yourself

Leave feedback  
for interactions

Borrow and lend  
items

Connect with  
friends of  
friends

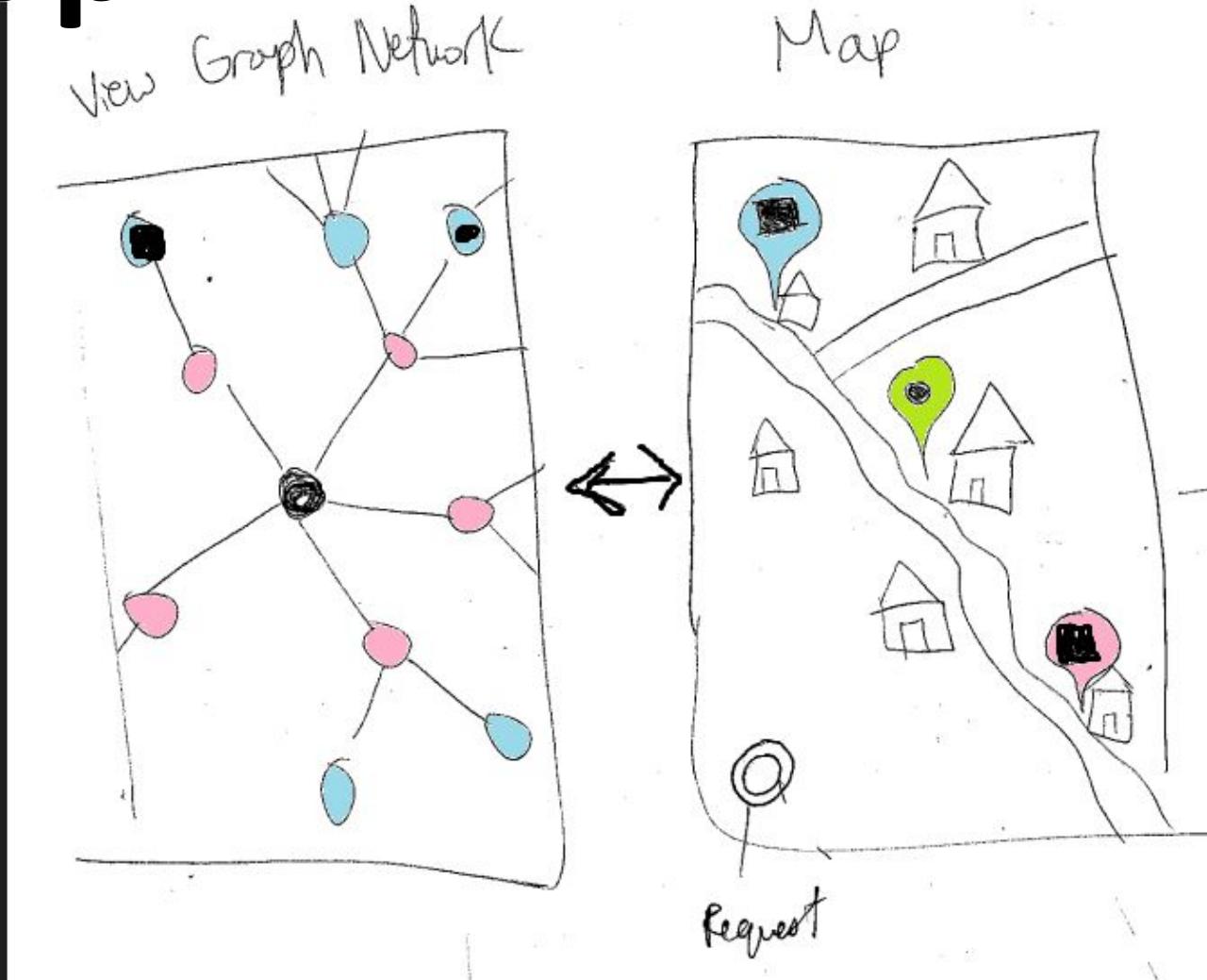
Request in-  
person help

Plan community  
events

# Design #1: Map

Centered around visuals of your  
connections with others

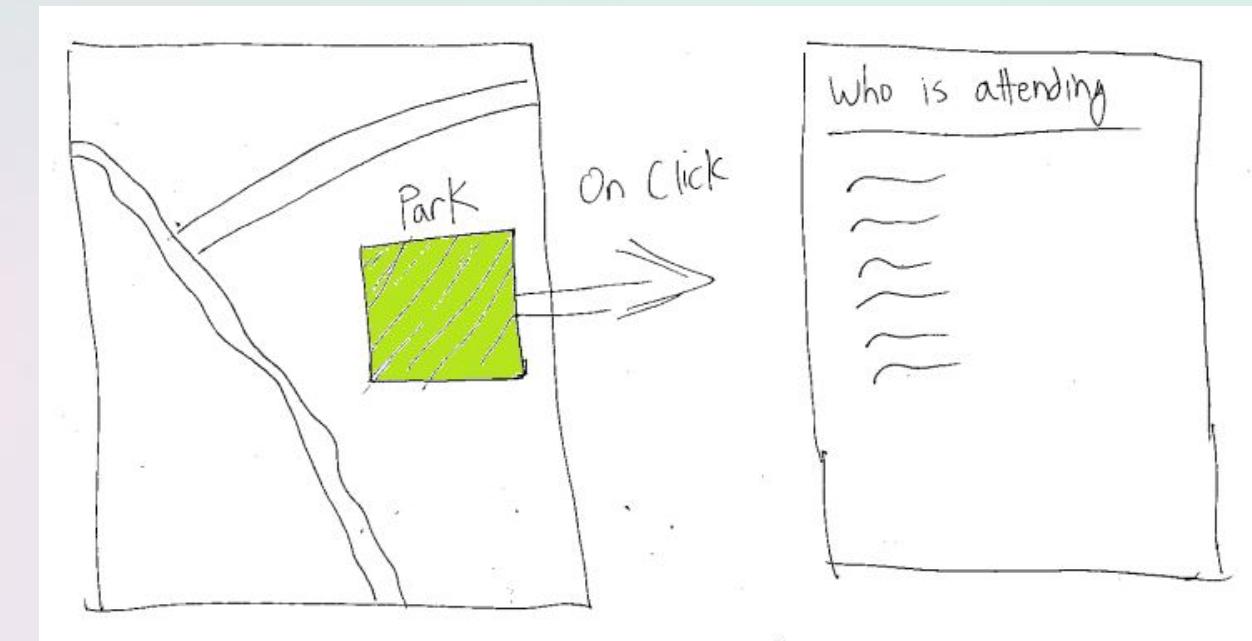
# Design #1: Map



## Supports:

- Graph network connections
- Request in-person help
- Borrow/lend items
- Facilitating community events

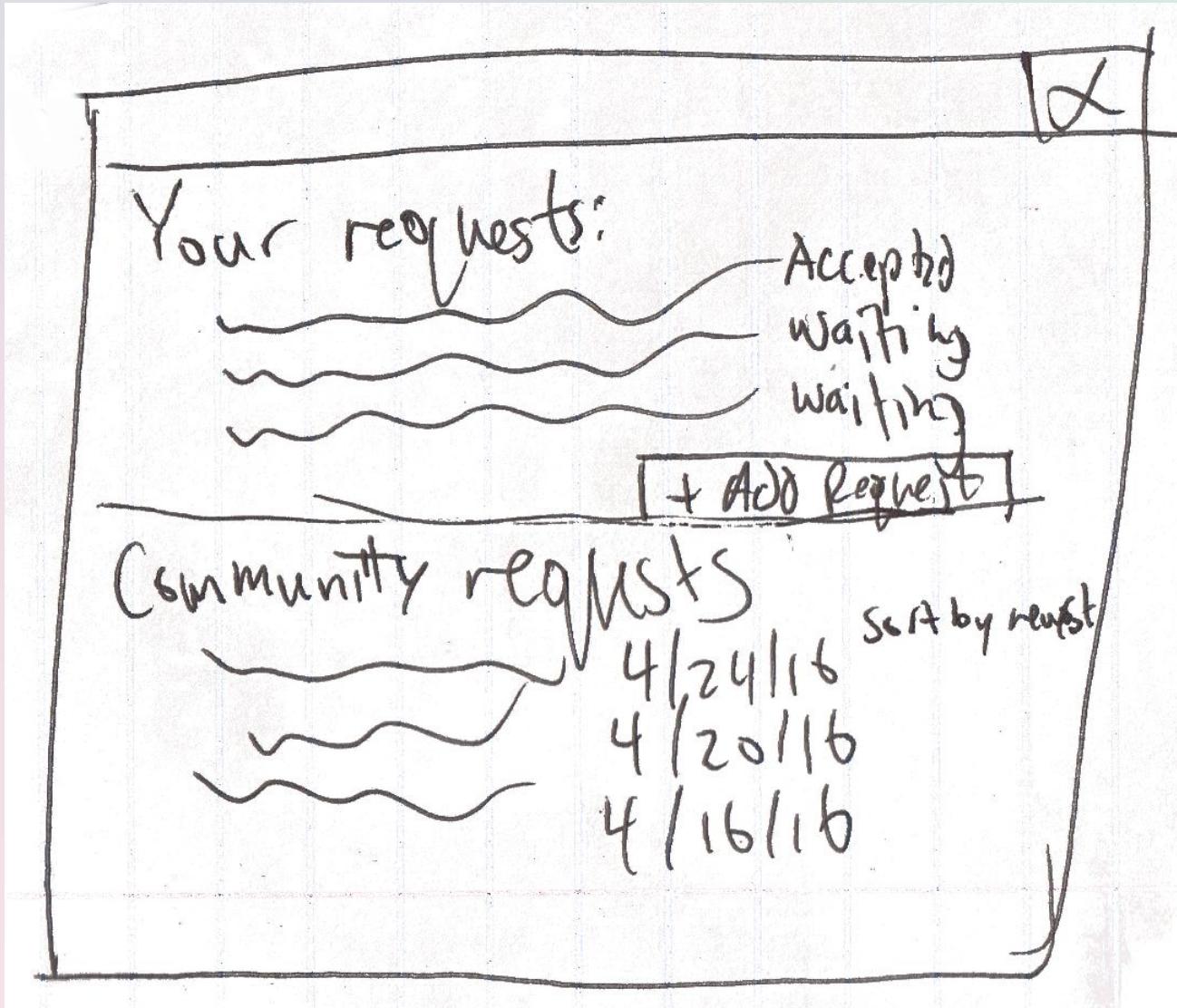
# Design #1: Map



# Design #2: Website

Emphasis on free form input for  
requests and user referrals

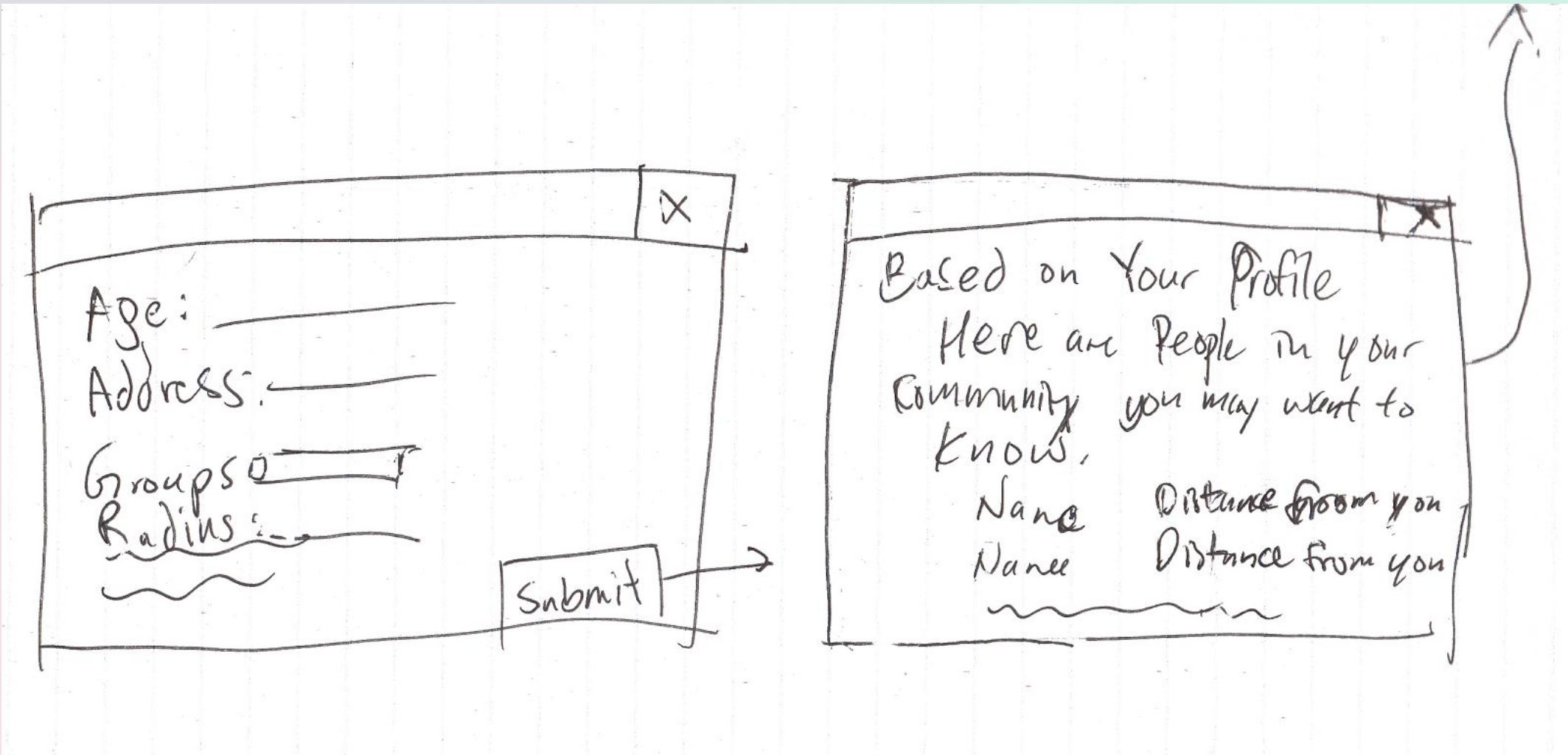
# Design #2: Website



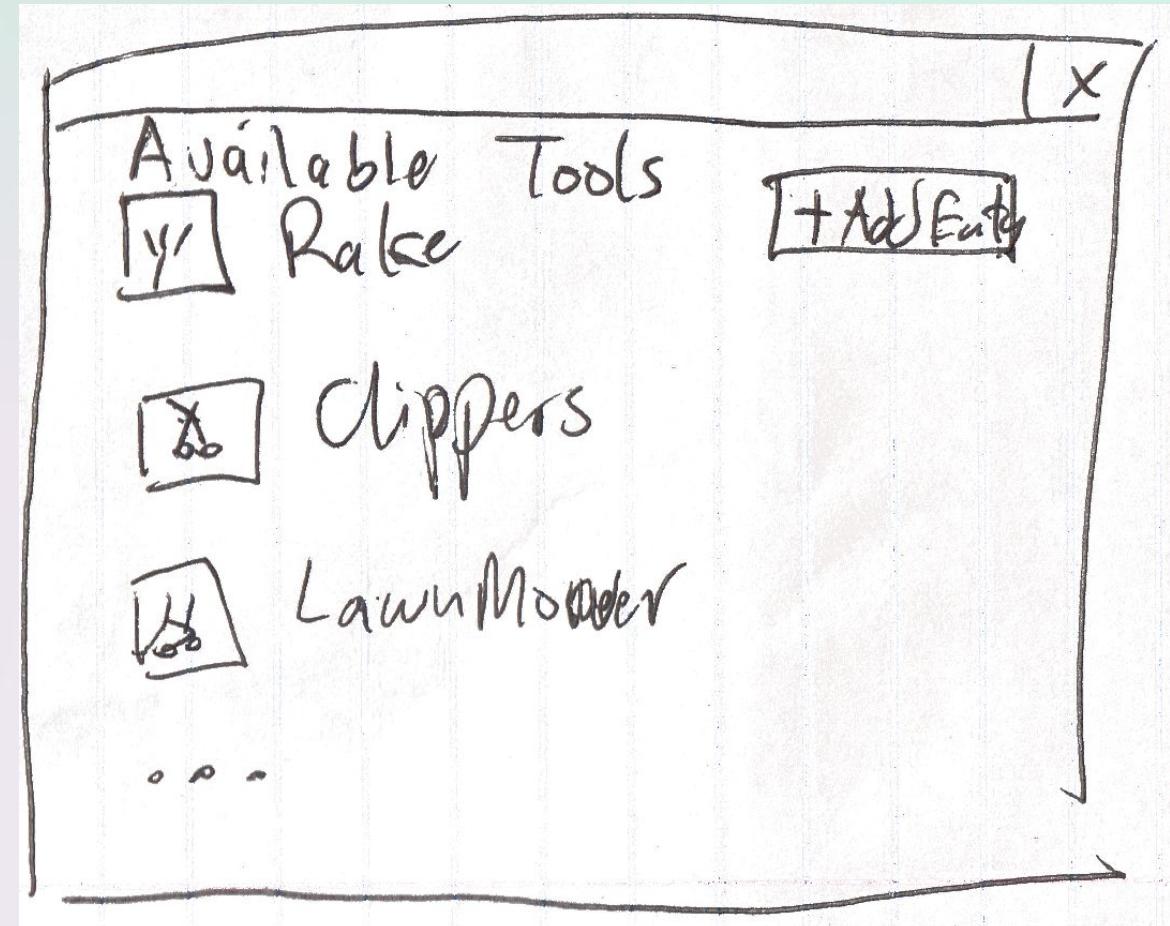
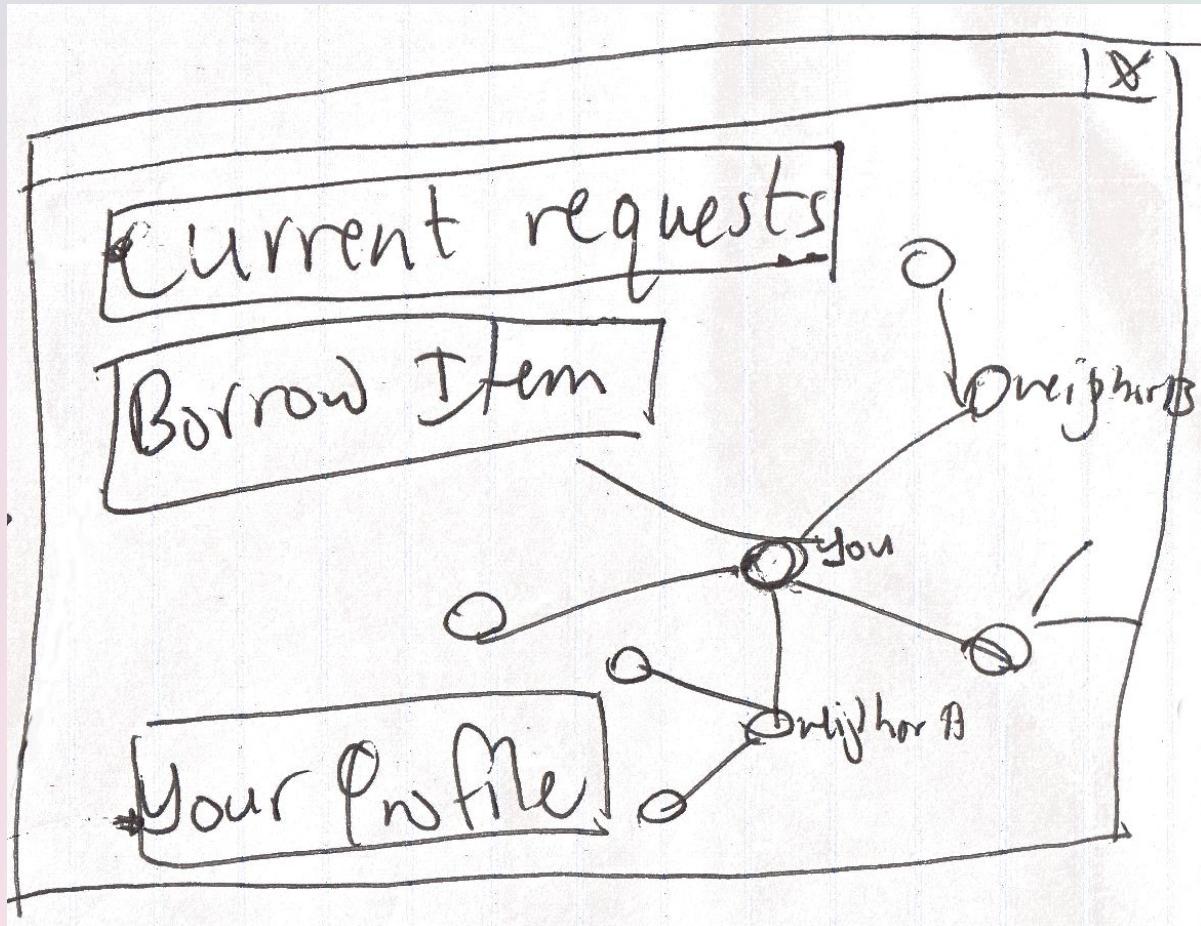
## Supports:

- Borrow/lend items
- Request in-person help
- Profiles and introductions
- Graph network connections

# Design #2: Website



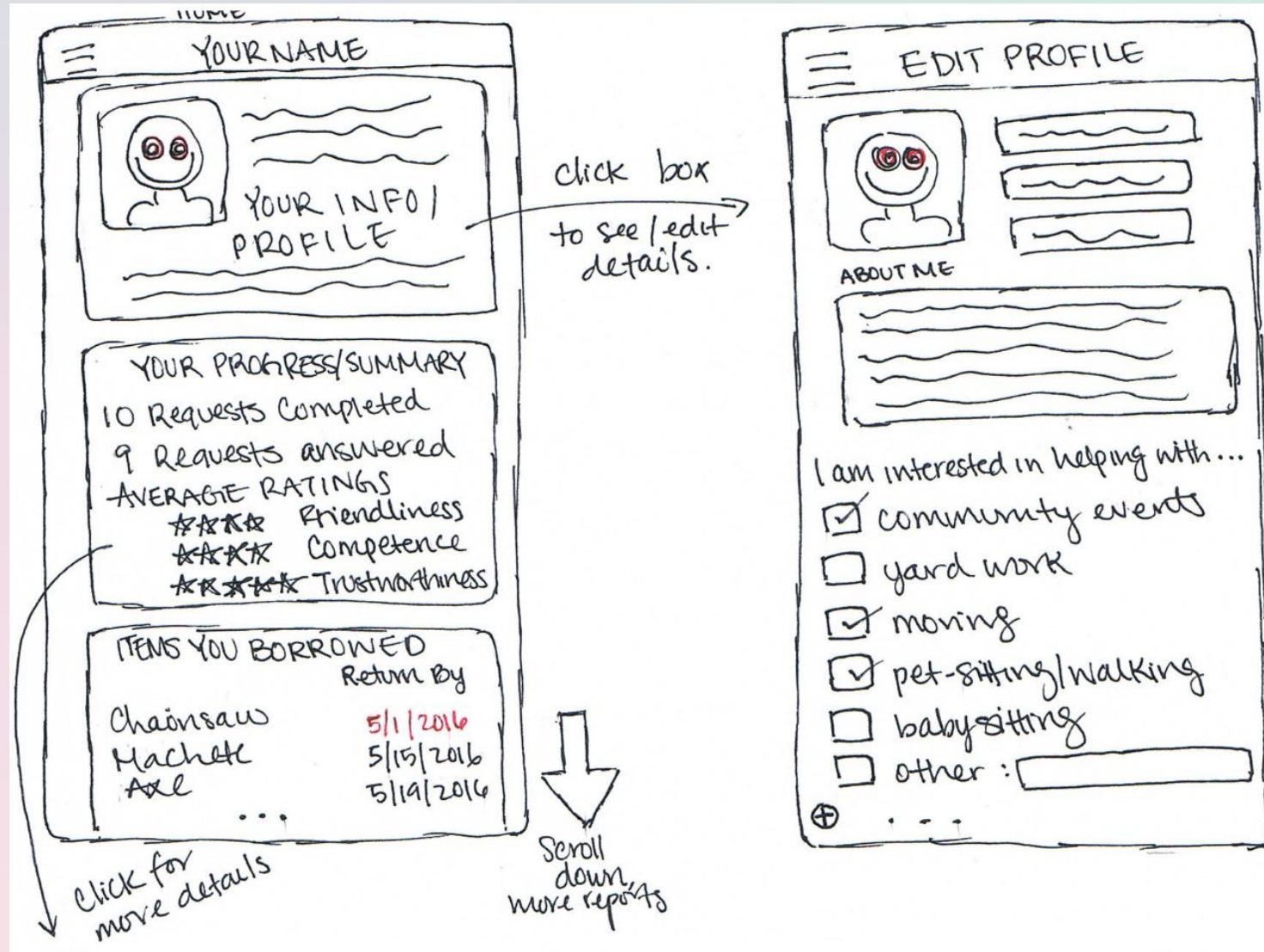
# Design #2: Website



# Design #3: Subscription

Receive notifications for task categories you have subscribed to

# Design #3: Subscription



## Supports:

-Profiles and introductions

-Borrow/lend items

-Request in-person help

-Feedback system

# Design #3: Subscription

### BORROW / LEND

Items borrowed

Chainsaw	return by 5/1/2016
Machete	5/15/2016
Axe	5/19/2016
Blade	6/1/2016

Items you have for lending

Lawn mower	[pic]
Kitchenaid	[pic]
Rice cooker	[pic]
Almond flour	[pic]

People nearby have requested...

Hammer	need by 6/2/16
Chainsaw	7/4/16

### REQUEST HELP

I need help with ...  
\*choose one

- community events
- yard work
- moving
- pet-sitting/walking
- babysitting
- other: \_\_\_\_\_

From ...

- Neighbors
- Friends
- FOF
- Custom

By ...  
— pick date/time below —

### FEED BACK

Received

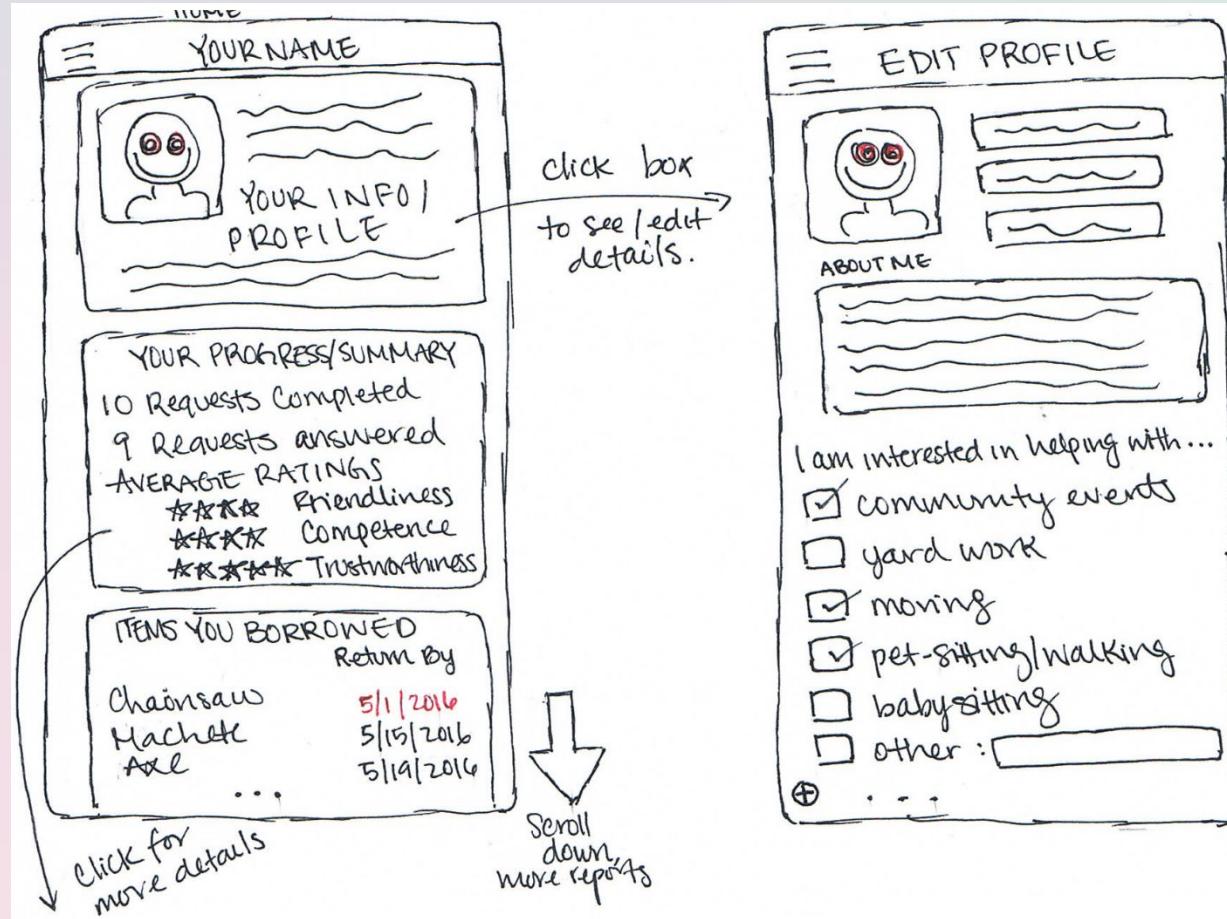
	★★★★★ Friendliness
	★★★★★ Competence
	★★★★★ Trustworthiness
	★★★★★ Friendliness
	★★★★★ Competence
	★★★★★ Trustworthiness
	★★★★★ Friendliness
	★★★★★ Competence
	★★★★★ Trustworthiness

Rate your last request

On 4/26/2016 [REDACTED] helped you mow your lawn. How would you rate him?

Friendly	00 000
Competent	00 000
Trustworthy	00 000

# Selected Design and Tasks

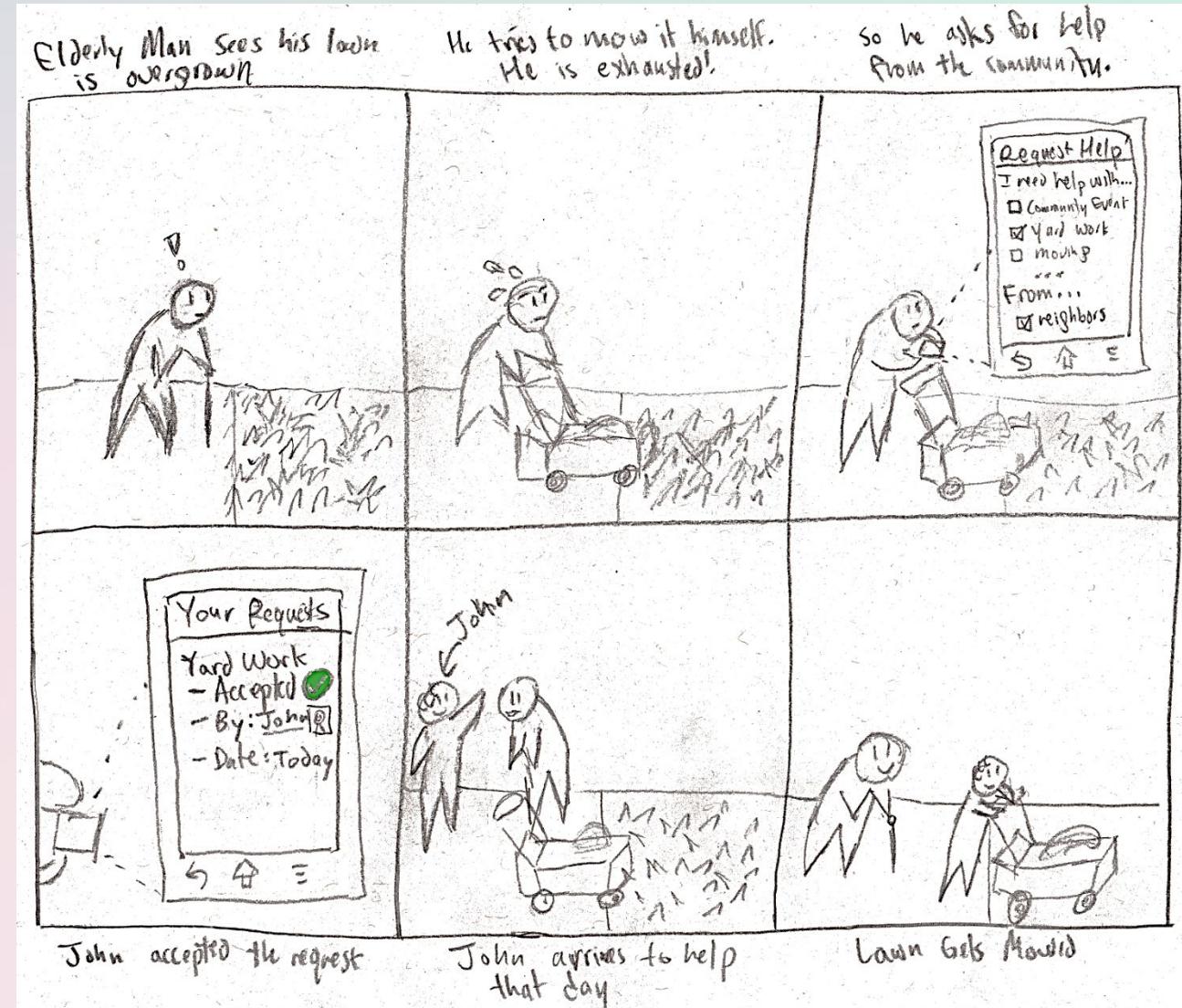


## Tasks:

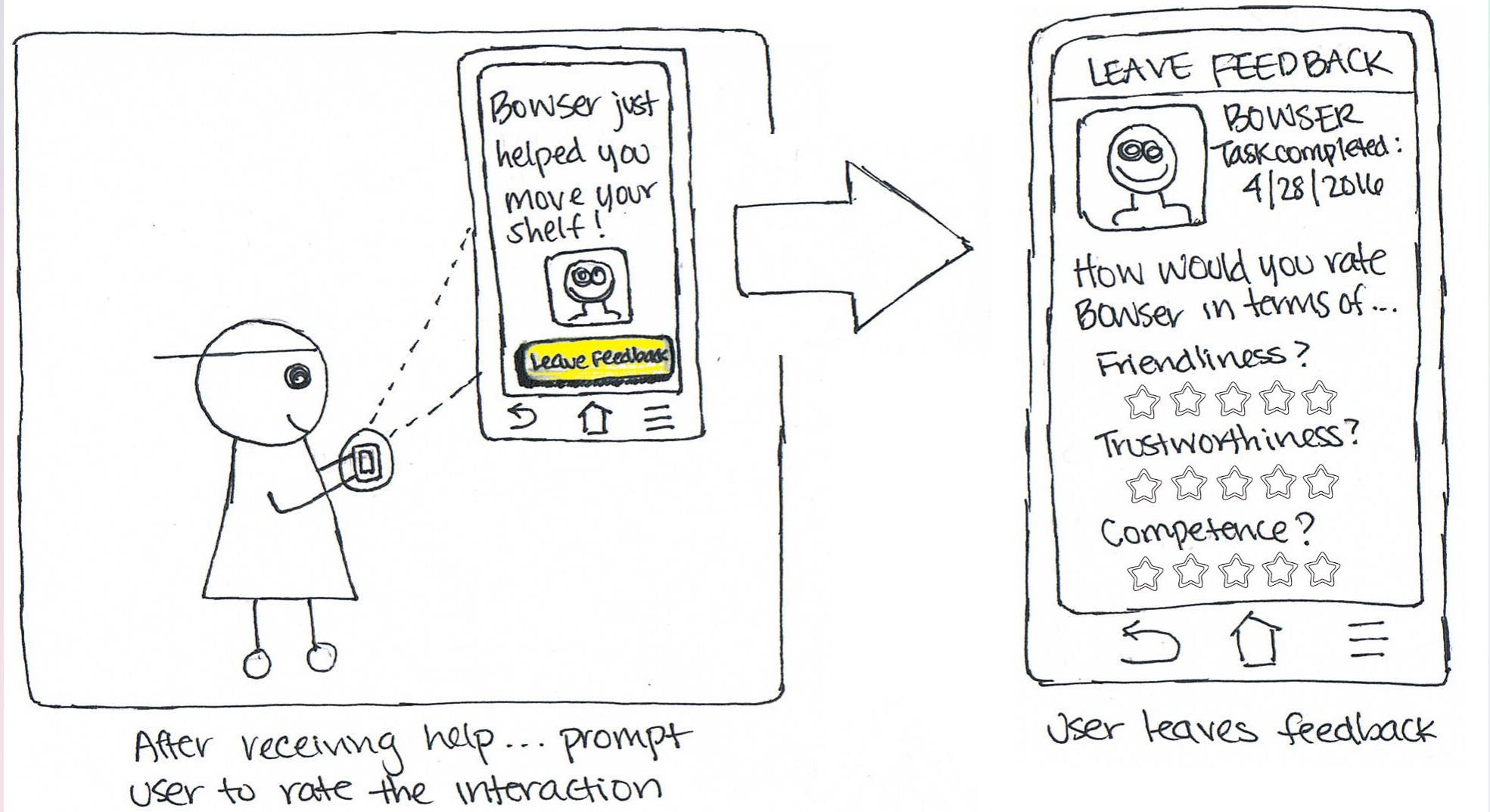
-Request in-person help

-Feedback system

# Storyboard + Design: request help



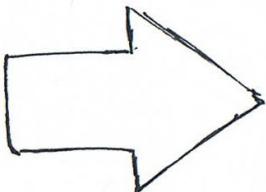
# Storyboard + Design: leave feedback



# Storyboard + Design: leave feedback



Option to recommend /  
not recommend to a  
friend



A summary of the feedback  
you've left and received

# Summary

Very difficult to come up with  
radically different designs

# Summary

Focus on narrow target audience

# Summary

Trust is a big concern for in-person interactions



LEND  
A  
HAND!

Make our community a better place