

# Lend A Hand

Build community by helping others

440

# Team Members

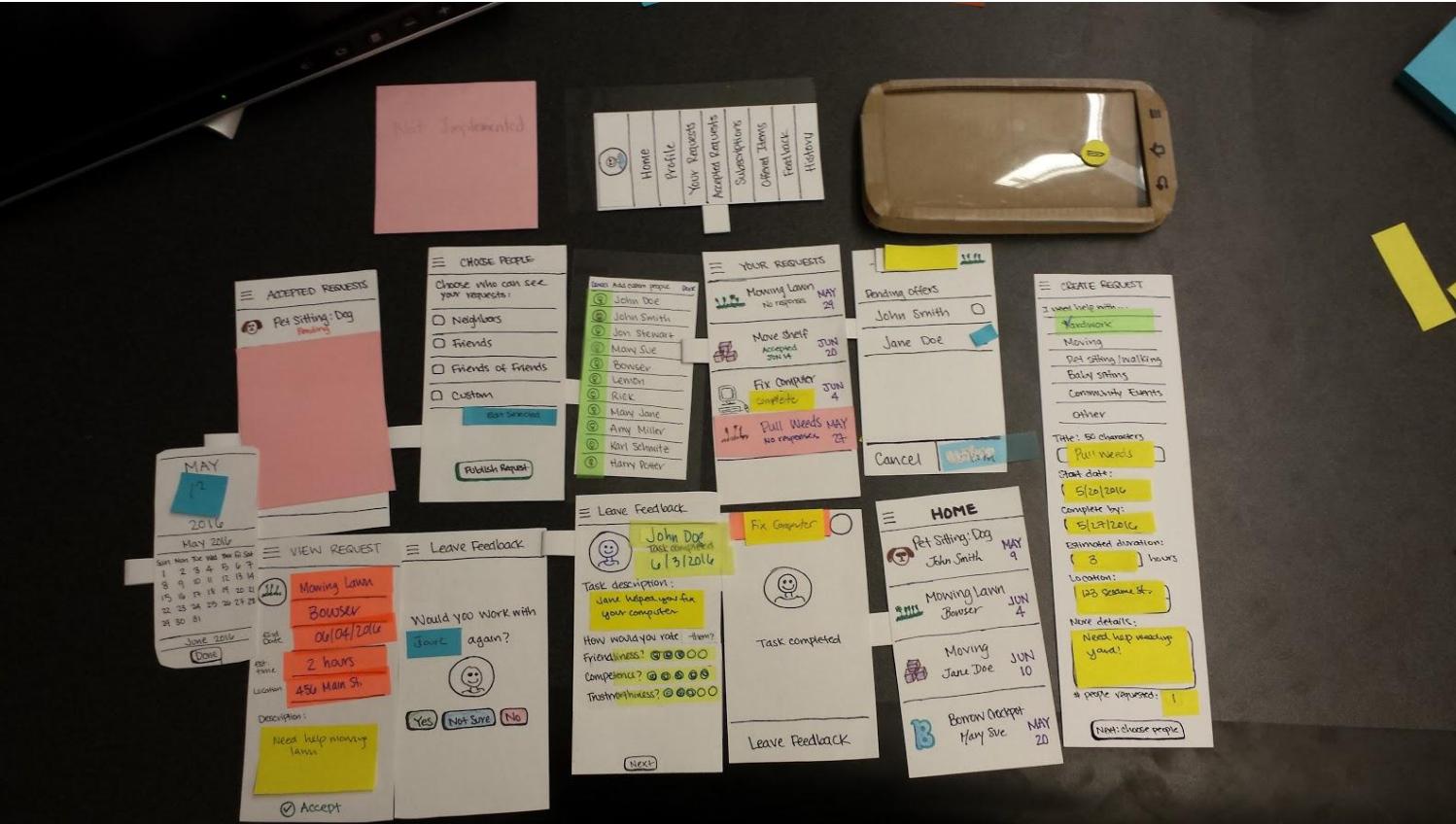


- Isaac Schaaf      *Project manager*
- Ellen Wu      *Designer*
- Elizabeth Schibig      *Documenter*
- Michael Kim      *Web Developer*

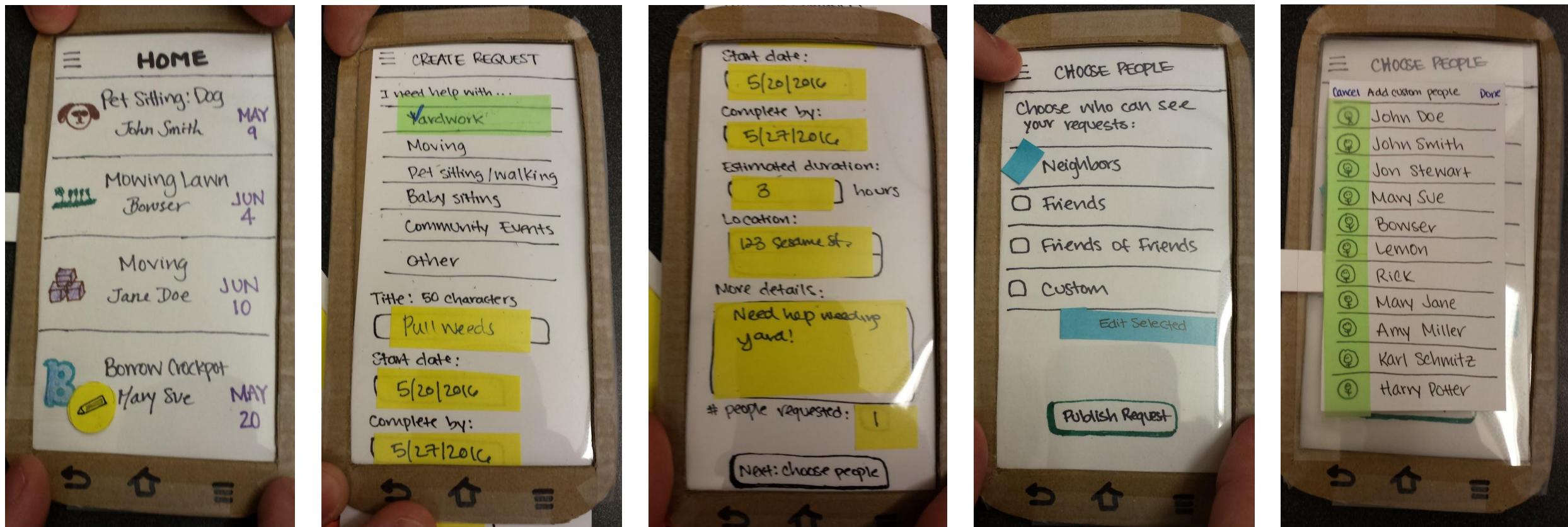
# Problem

- Difficult to give and get help when needed – communities largely isolated and anonymous
  - e.g. if you need help jump-starting your car, more convenient to ask a neighbor who knows how rather than phoning friend far away
- These difficulties often stem from a lack of trust between neighbors
- Need to bridge gaps in communication

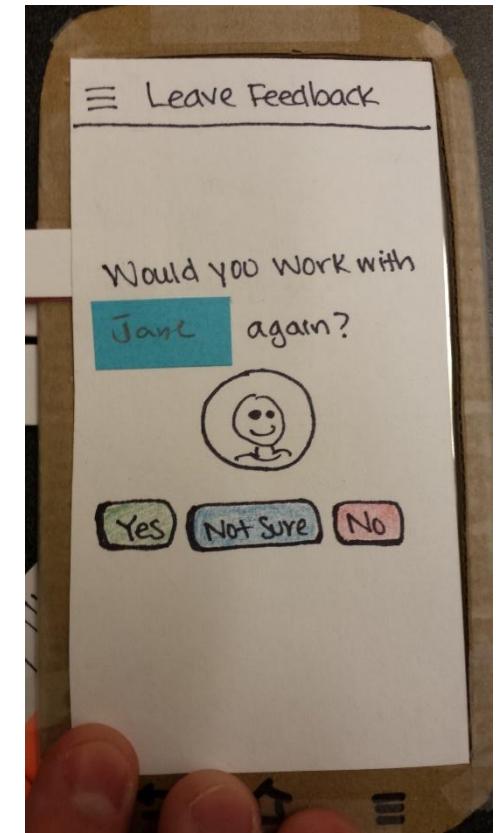
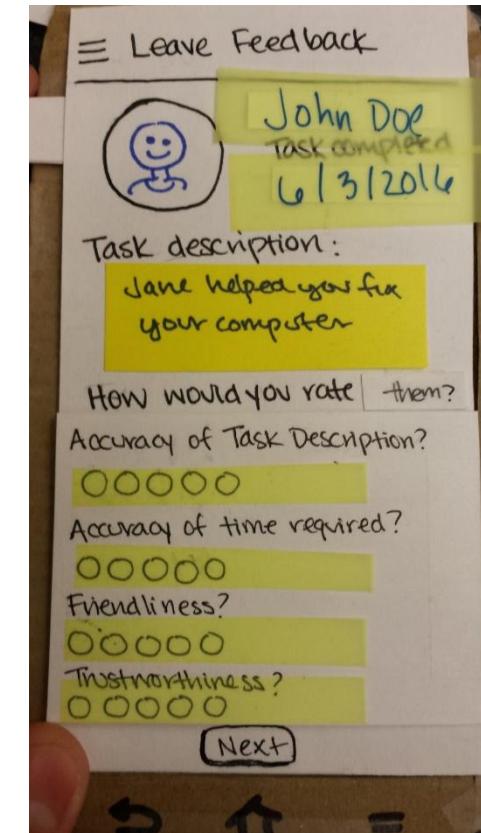
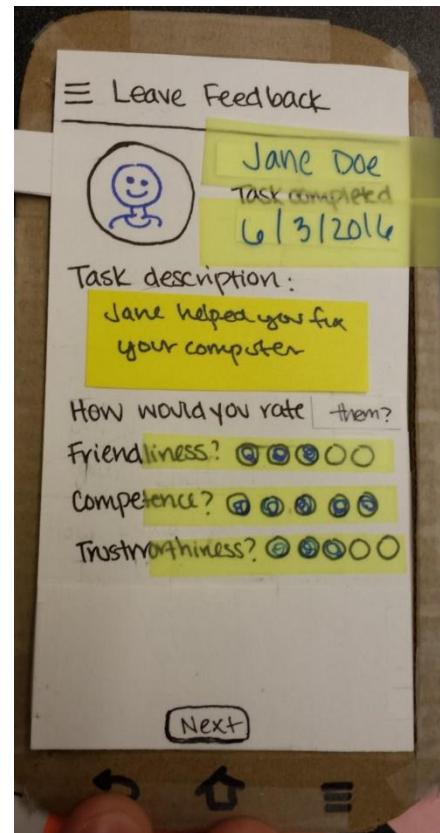
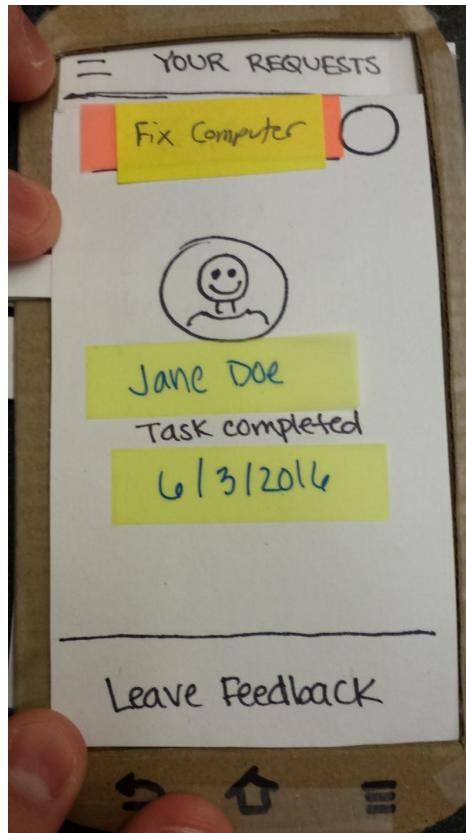
# Initial Paper Prototype



# Initial Paper Prototype: Task 1



# Initial Paper Prototype: Task 2



# Testing Process

## Heuristic evaluation

- Fluid
- Multiple context switches
- Open dialogue

## User tests

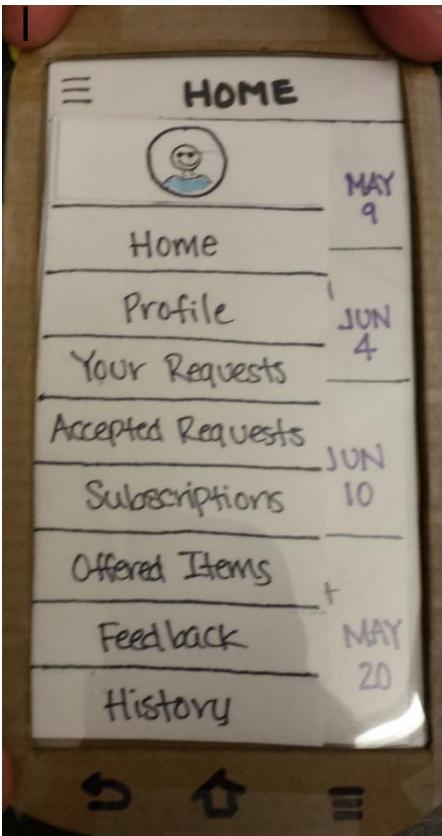
- Constrained
- Single context switch
- Debrief at the end

# Testing Results

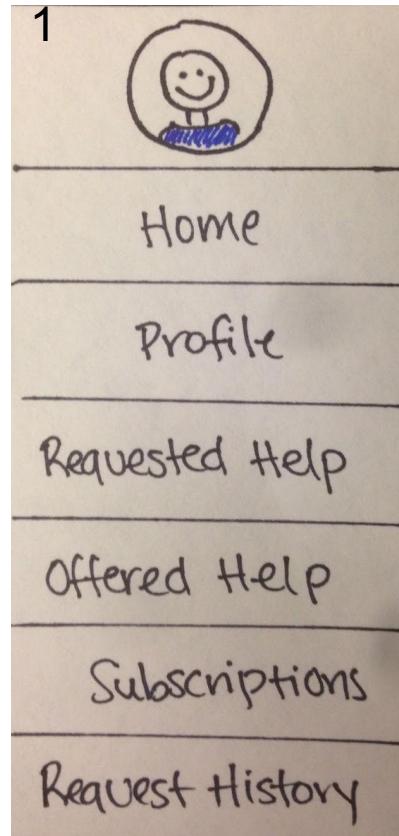
- Main menu design
- Home page clarity
- Request dates
- View feedback of other users

# Testing Results: Main Menu Design

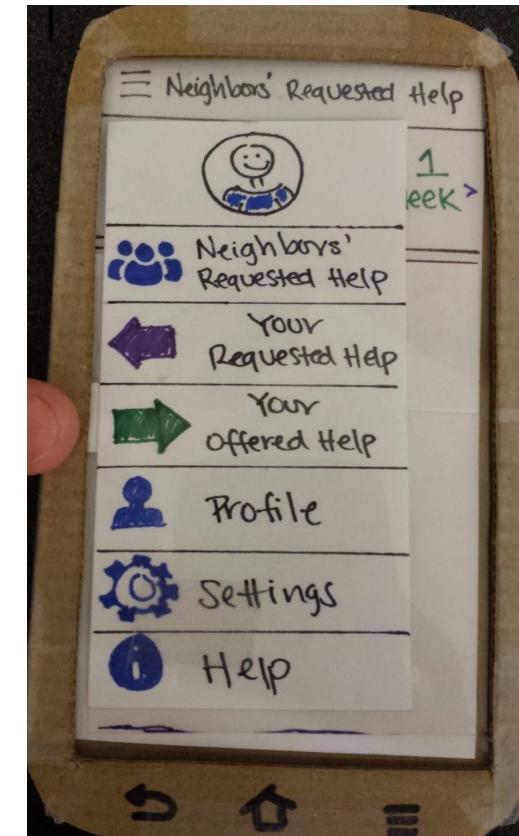
Original



Revision

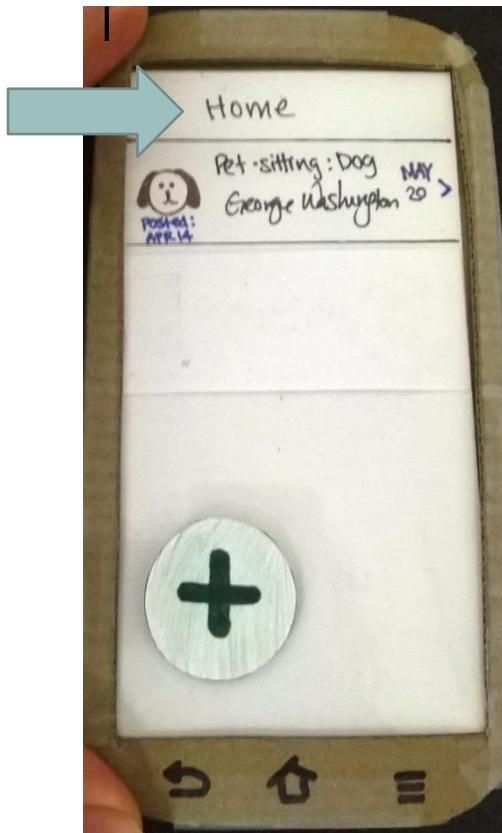


Final

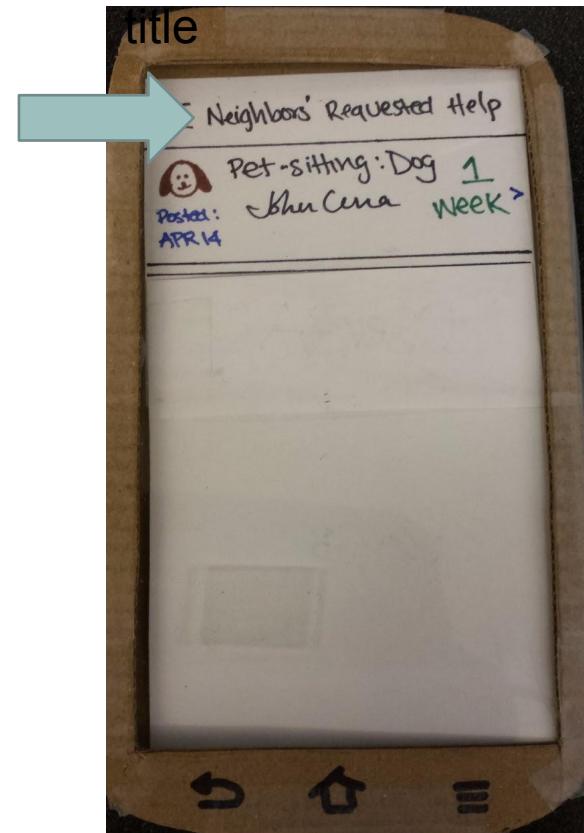


# Testing Results: Home Page Clarity

Original



Revised page

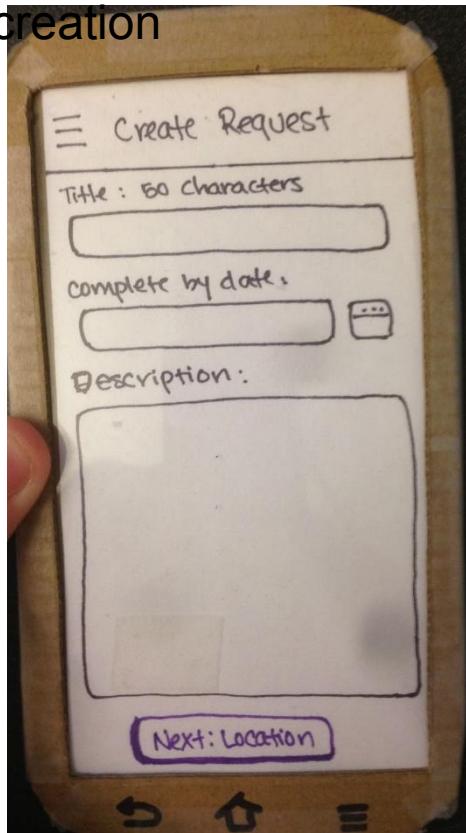


New startup  
screen

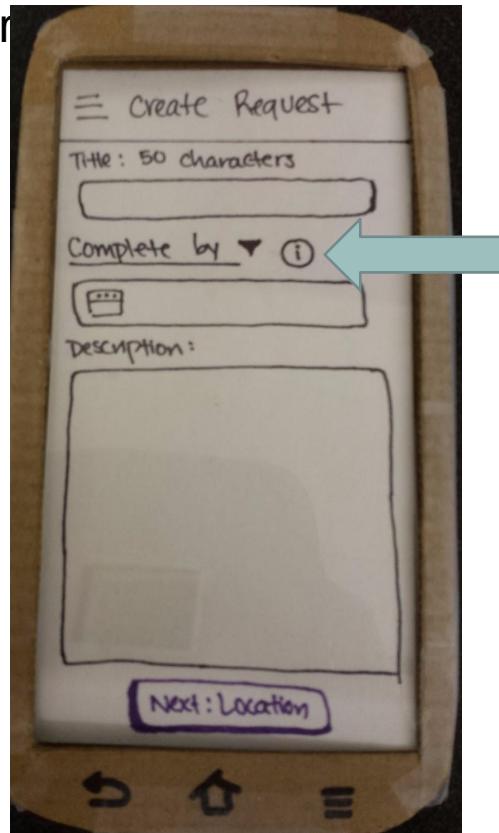


# Testing Results: Request Dates

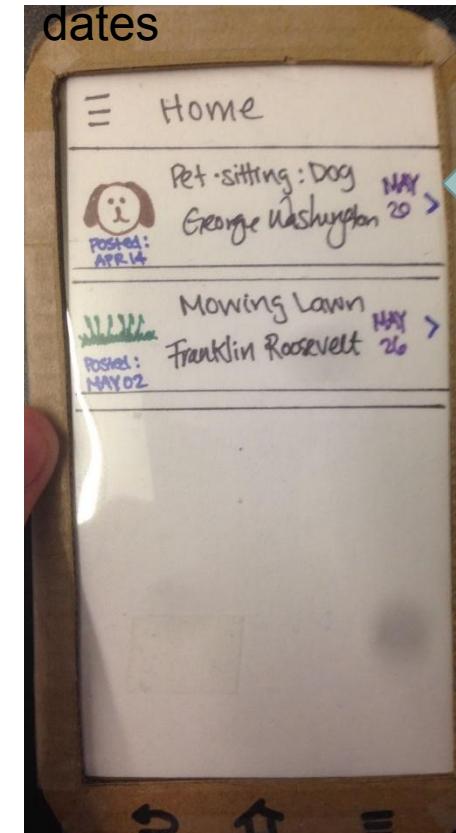
Original request creation



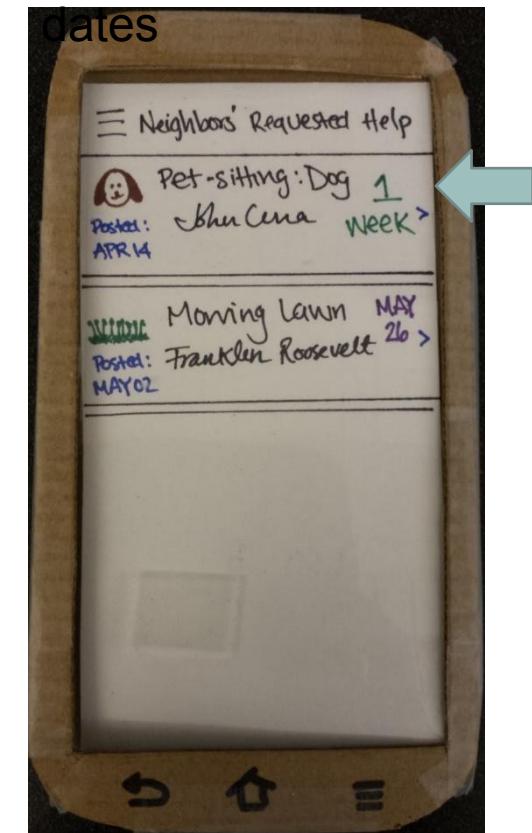
Revised request creation



Original end dates

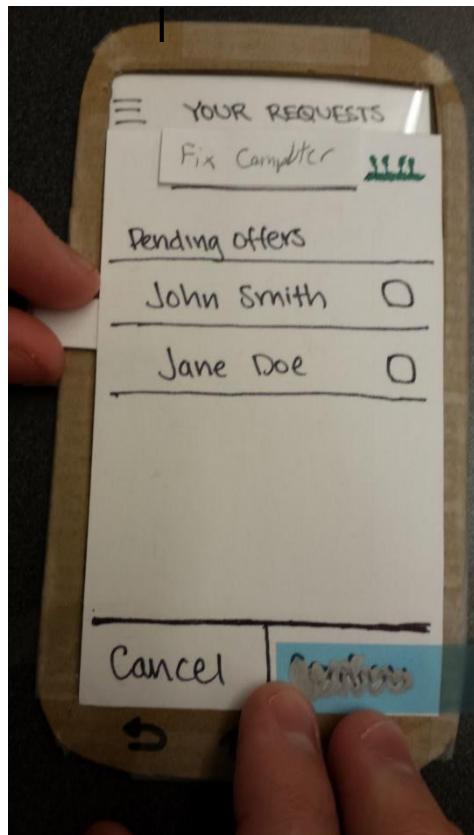


Revised end dates

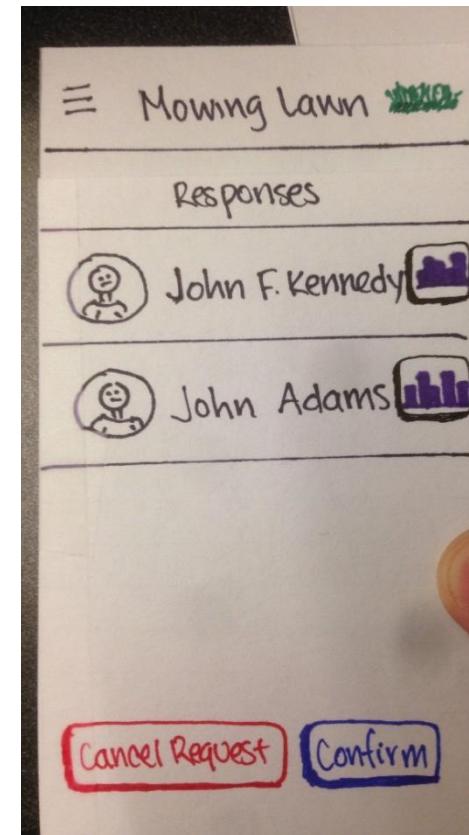


# Testing Results: View Feedback

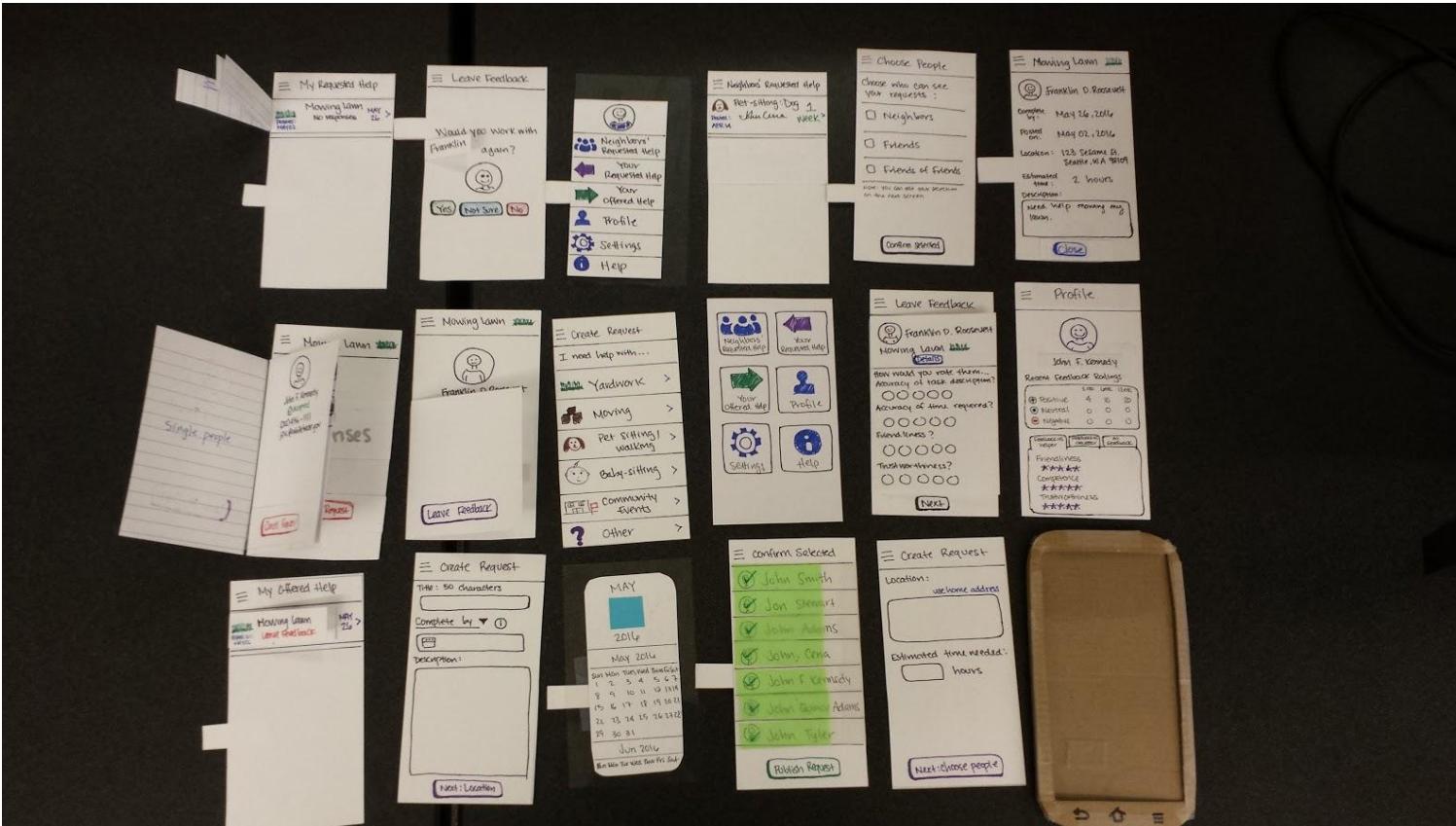
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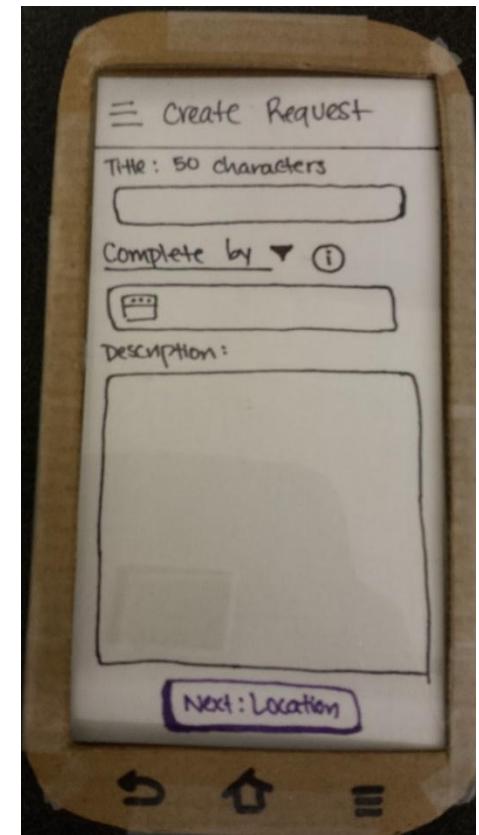
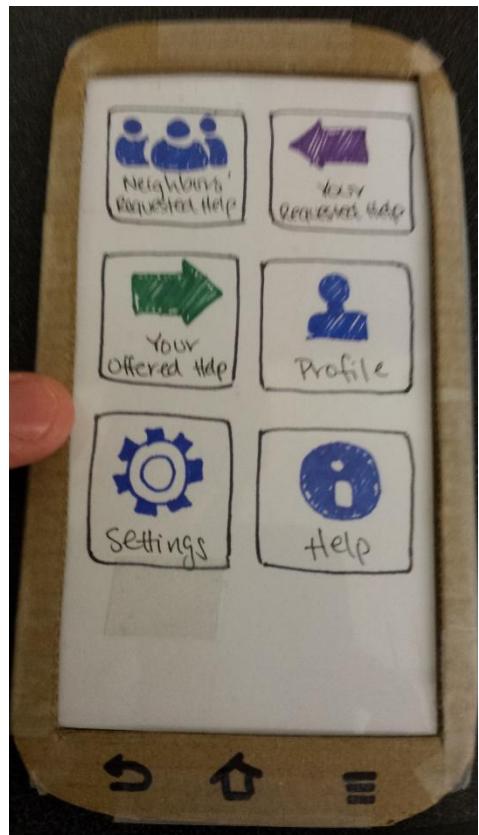
Revised



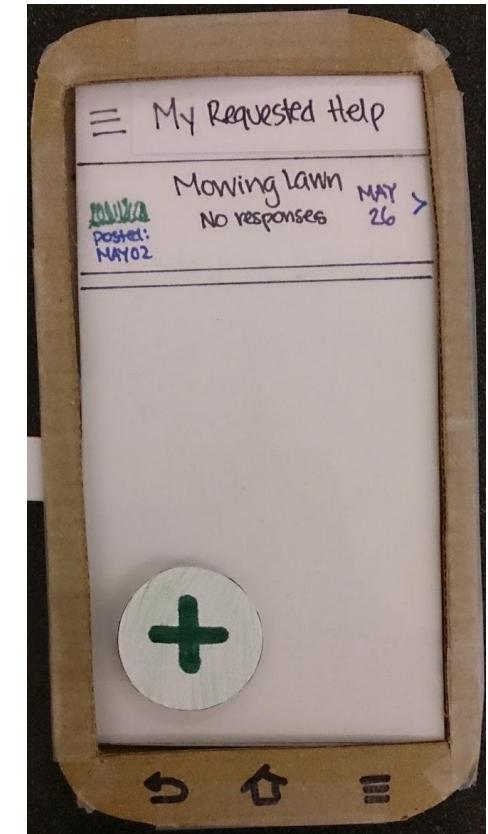
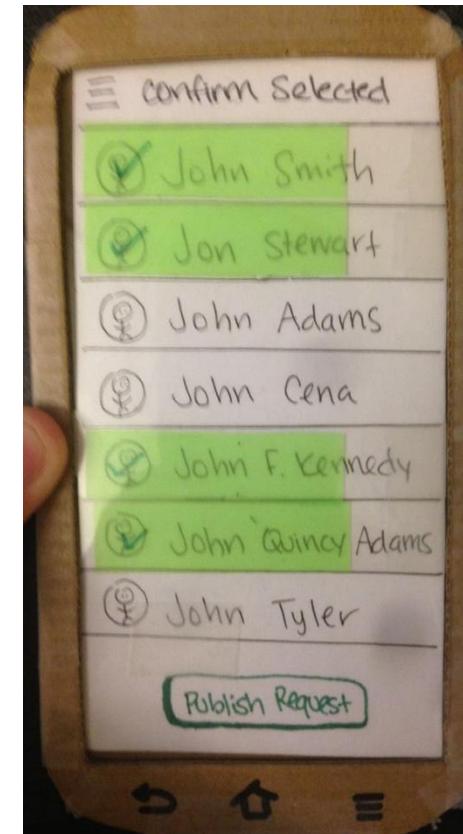
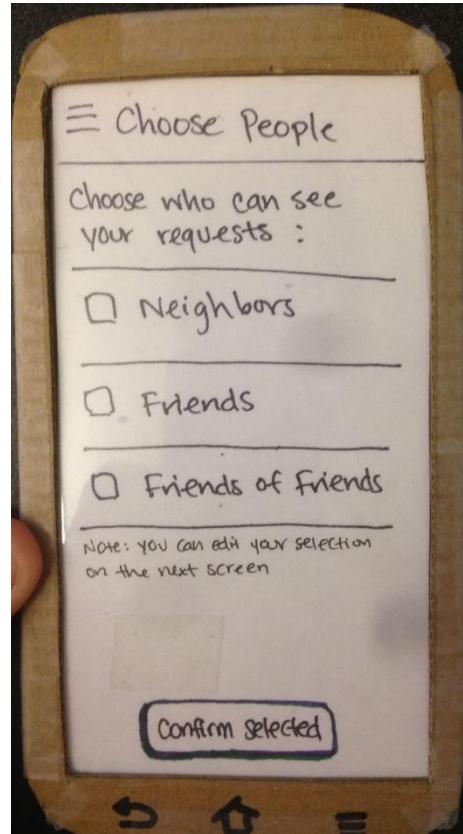
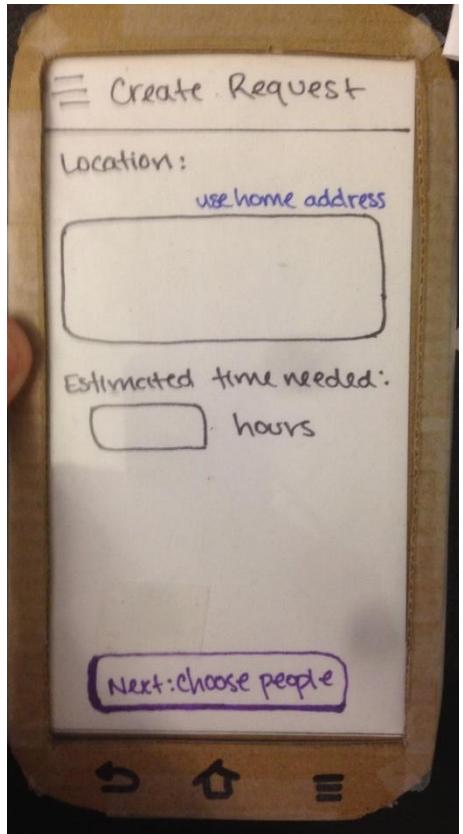
# Final Paper Prototype



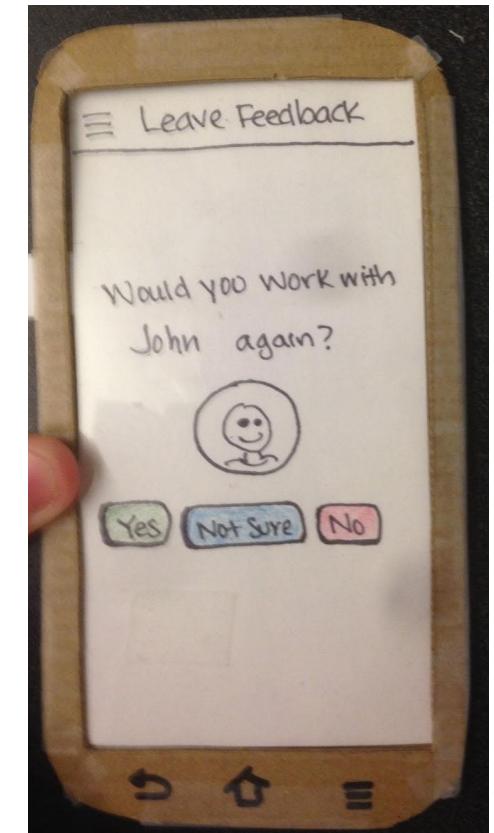
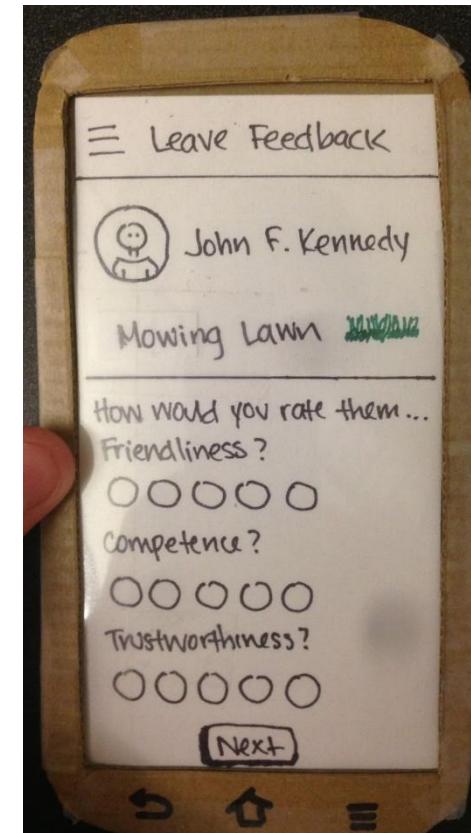
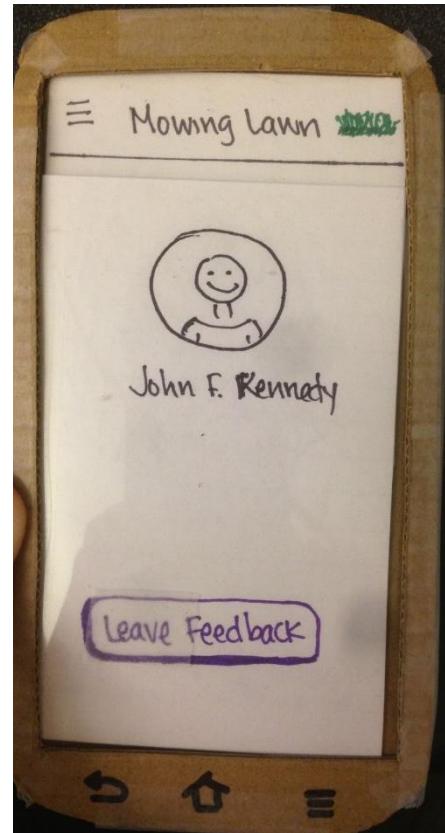
# Final Paper Prototype: Task 1



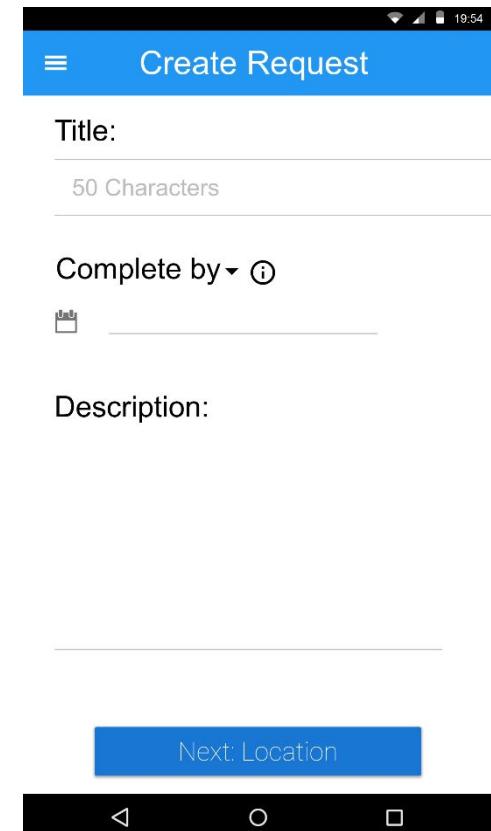
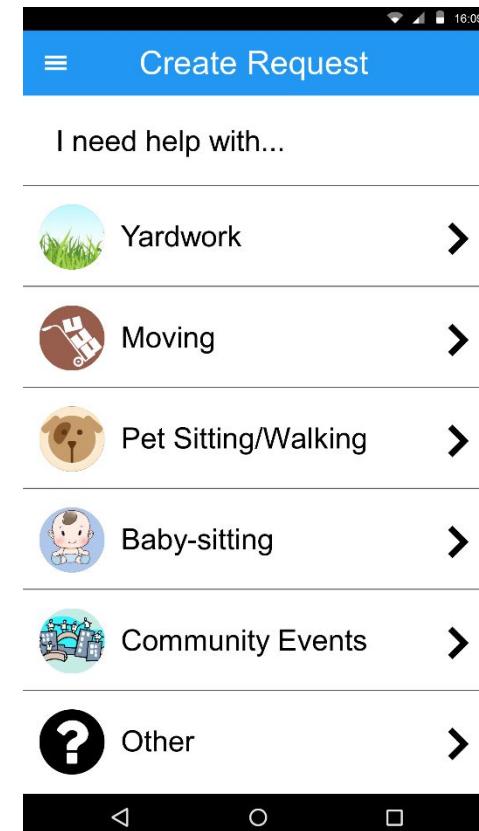
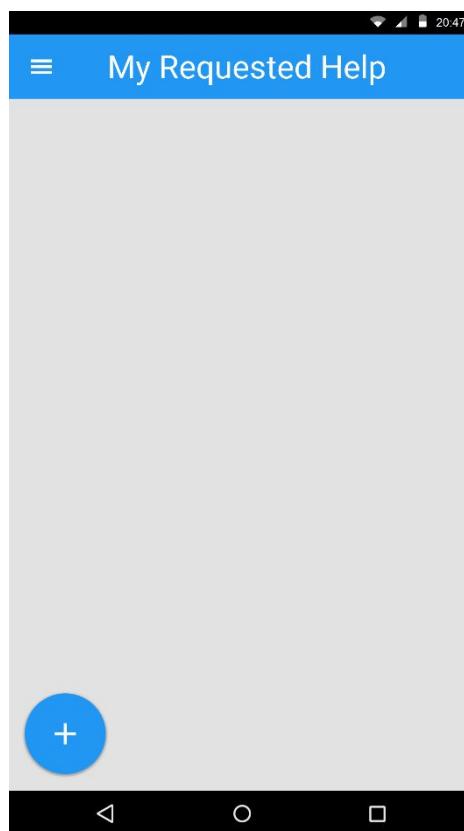
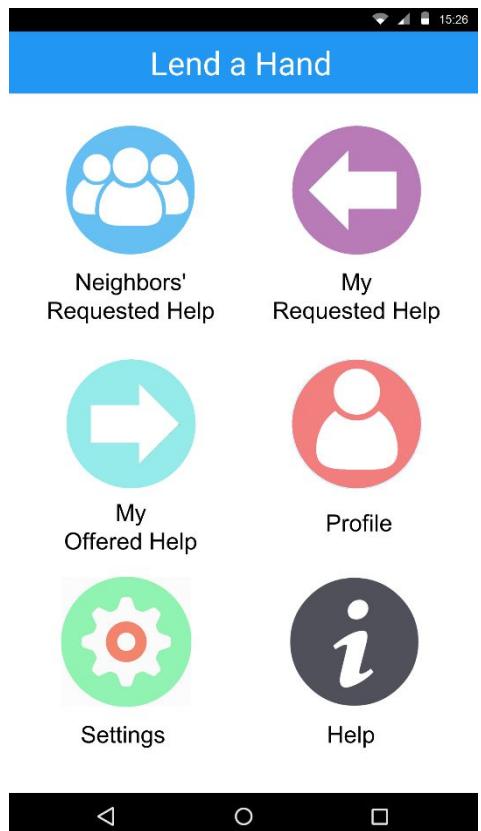
# Final Paper Prototype: Task 1



# Final Paper Prototype: Task 2



# Digital Mockup: Task 1



# Digital Mockup: Task 1

Create Request

Location: [Use Home Address](#)

Address

Estimated time needed:

  hours

[Next: Choose People](#)

◀ ○ □

Choose People

Choose who can see your requests:

Neighbors

Friends

Friends of Friends

Note: You can edit your selection on the next screen

[Confirm Selected](#)

◀ ○ □

Confirm Selected

John F. Kennedy

John Cena

John Locke

John Hurt

John S. Mill

Jon Stewart

[Publish Request](#)

◀ ○ □

My Requested Help

Mowing Lawn

Posted: MAY 02

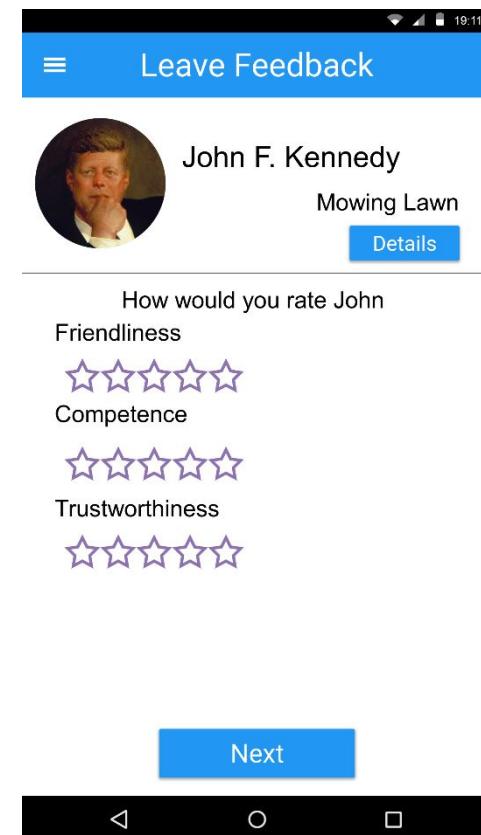
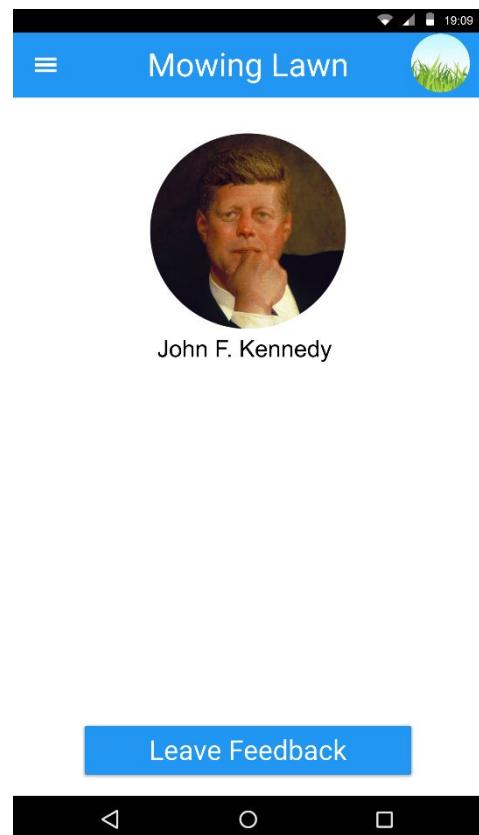
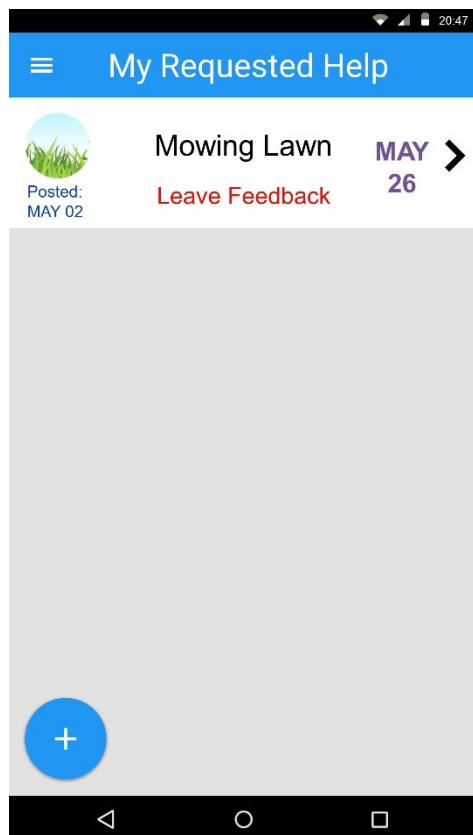
No Responses

MAY 26

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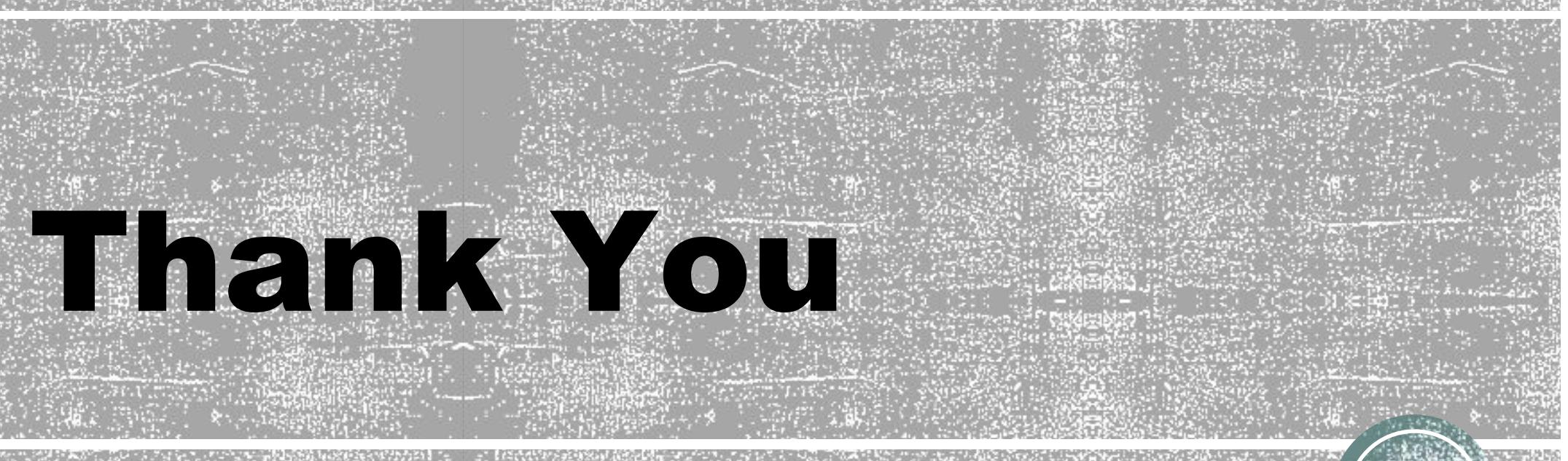
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# Digital Mockup: Task 2



# Summary

- Important to iterate through many designs
  - Did not spend too much time on any one design
- Changes we make in response to user feedback may not always be correct
  - Always need to do further testing on any changes we make
- Things that were intuitive to us were not always intuitive to some users
  - All assumptions should be tested



# Thank You

Questions?

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