

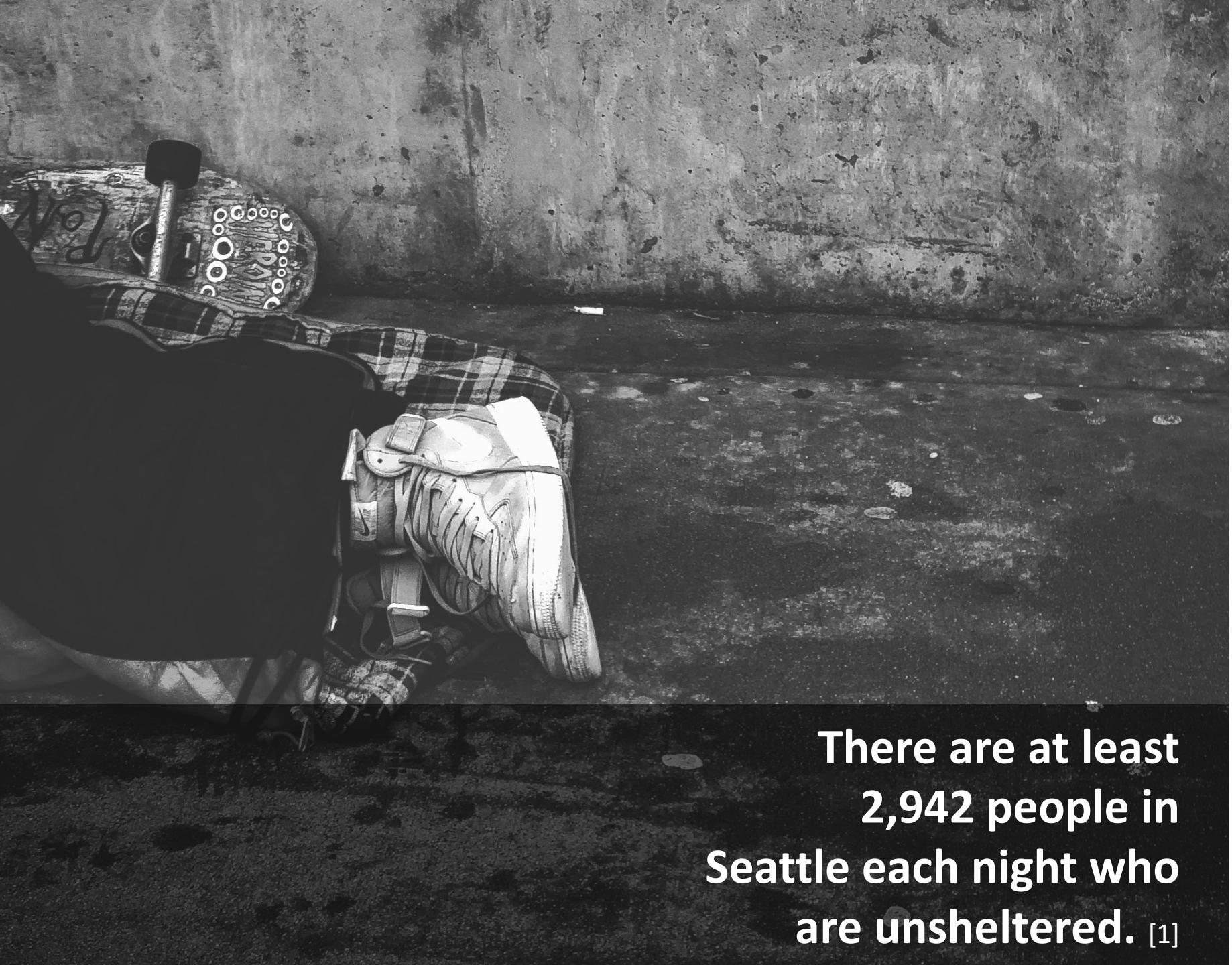
Shelter Helper

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**Shelters do
their best, but
they need
help.**

**There are at least
2,942 people in
Seattle each night who
are unsheltered. [1]**

Shelter Helper is a
platform for
Shelters to **safely**
and **securely** keep
track of clients and
get them the
resources they
need.

INITIAL PAPER PROTOTYPES

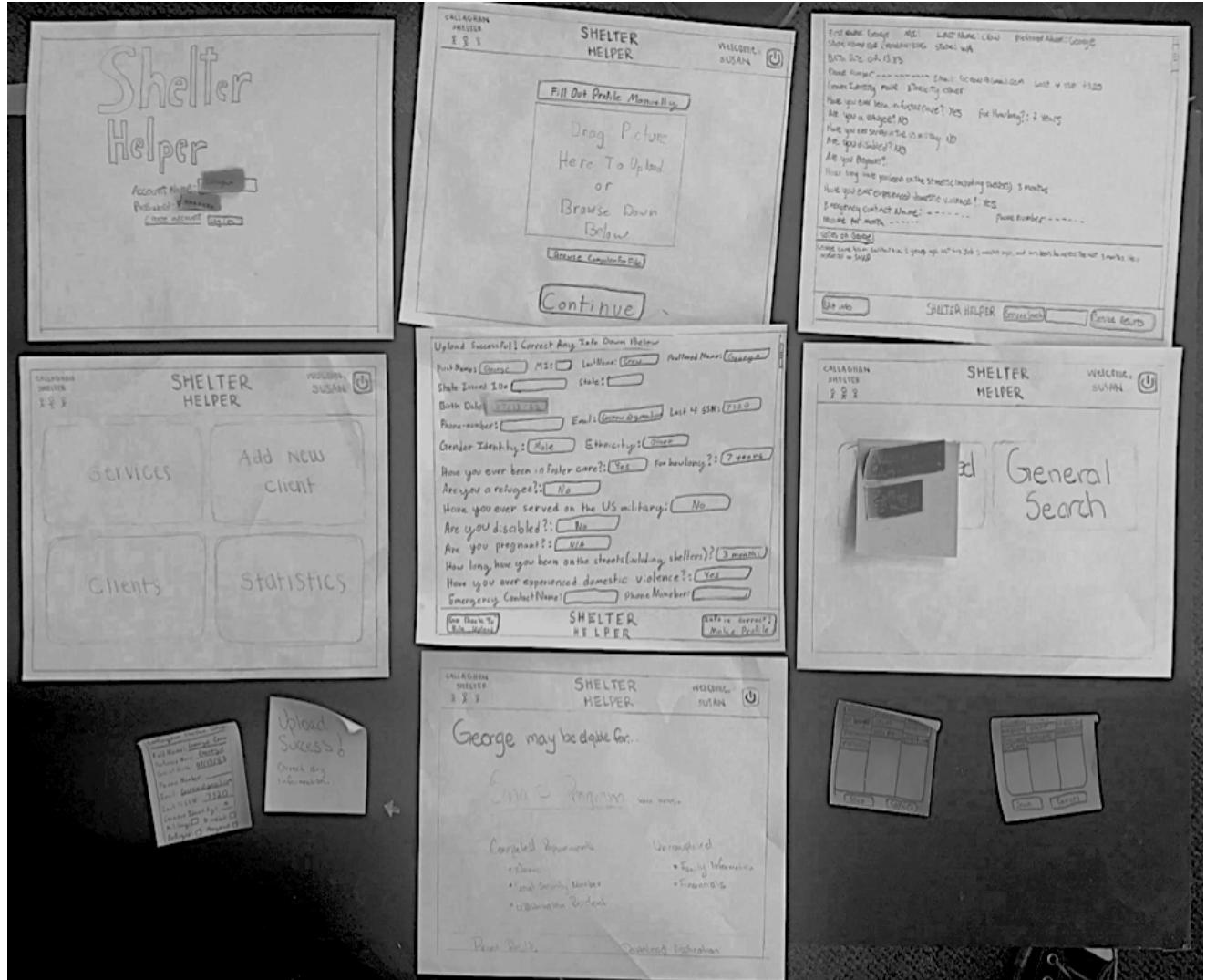
CRITICAL ASPECT OF DESIGN

- Auto-completion/upload of the photo check-in forms
- Searching for personalized services

The First Task: A Shelter Volunteer uploads, parses, and edits the uploaded intake form.

The Second Task: A user goes through the process of

- Conducting a personalized search for a specific user and need
- Finding the criteria for receiving that need
- Print the needed criteria



TESTING PROCESS

USABILITY TESTS

Participants: ROOTS Shelter Volunteers

Location: Odegaard Undergraduate Library

Test 1

- Initial test
- On purpose, broad outlook
- Get a feel for volunteers interpretation

Test 2

Validate Design Changes (Hamburger Menu)

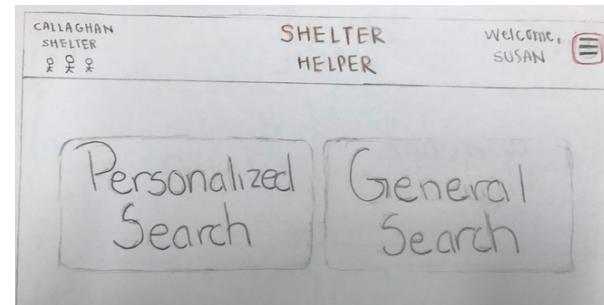
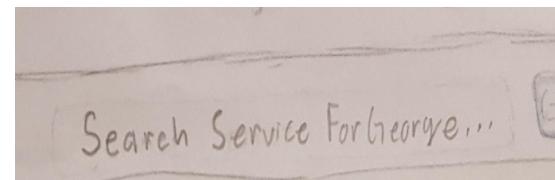
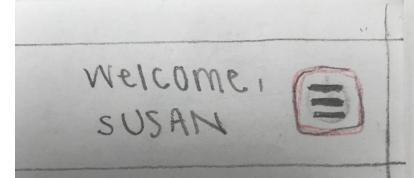
Test 3

- Change to protocol
- Vague Instructions
- Determine if we biased our earlier tests

CHANGES TO PROTOCOL

Written description of the tasks

Vague **instructions** to ensure simple & usable interface



VIOLATED HEURISTICS

Consistency & Standards

Header Position

Error Prevention

Back Buttons

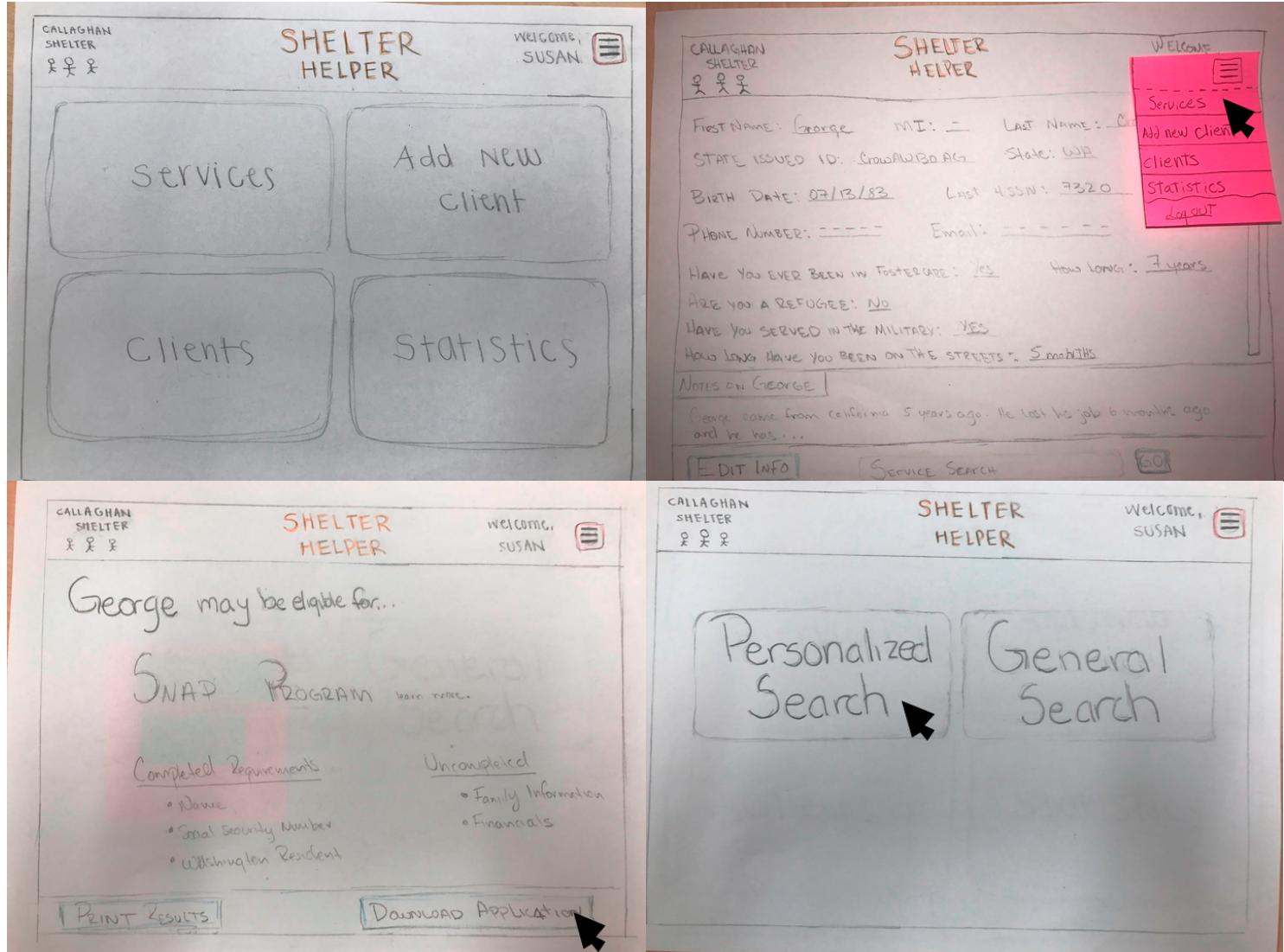
User Control & Freedom

Re-uploading a File

Aesthetic & Minimalist Design

Cluttered Interface

FINAL PAPER PROTOTYPES



Critical Aspect of Design

- Simpler Interface
- Smoother Transitions
- Focus on Usability

Make all functions of the web page available through a **hamburger menu**.

DIGITAL MOCK-UPS

Roots
Shelter


Shelter Helper



Services



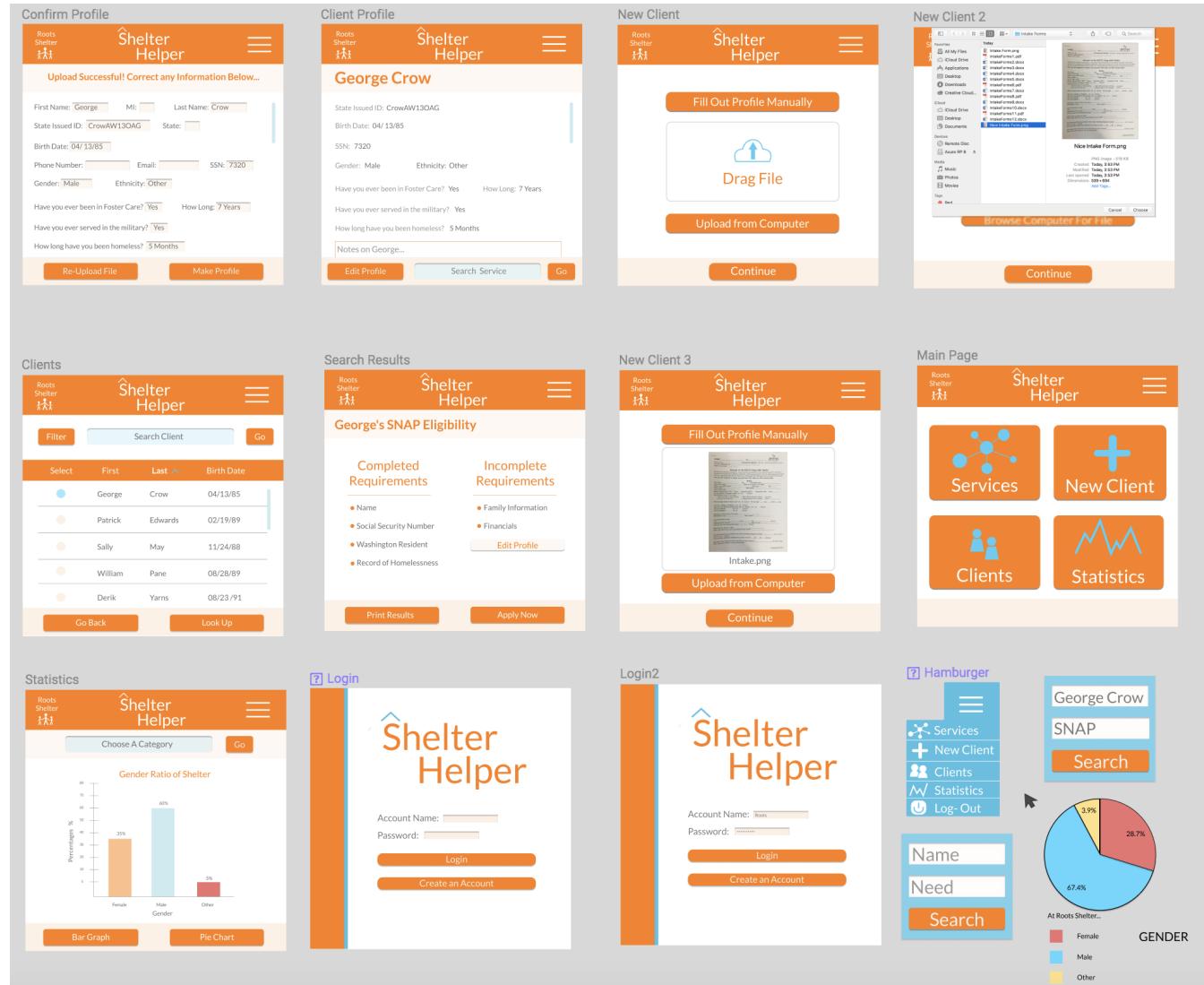
New Client



Clients



Statistics



The digital mock-ups illustrate the user interface for the Shelter Helper application, featuring a clean design with orange and white colors. The interface includes a header with the 'Shelter Helper' logo and a navigation menu. Below the header are five main buttons: 'Services' (with a network icon), 'New Client' (with a plus sign icon), 'Clients' (with two people icon), and 'Statistics' (with a line graph icon). The 'Services' screen shows a network of blue circles connected by lines. The 'New Client' screen features a large blue plus sign. The 'Clients' screen displays a list of clients with columns for First Name, Last Name, and Birth Date. The 'Statistics' screen shows a bar graph and a pie chart. The central area contains several detailed screens: 'Confirm Profile' for file uploads; 'Client Profile' for individual client details; 'New Client' for manual entry or file upload; 'New Client 2' for file selection; 'Search Results' for SNAP eligibility; 'New Client 3' for another profile entry; 'Login' and 'Login2' for user authentication; and a 'Main Page' summary screen with links to all sections and a gender statistics pie chart.

Confirm Profile

Client Profile

New Client

New Client 2

Services

New Client

Clients

Statistics

Search Results

New Client 3

Login

Login2

Main Page

Hamburger

George Crow
SNAP
Search

Gender Statistics (Pie Chart):

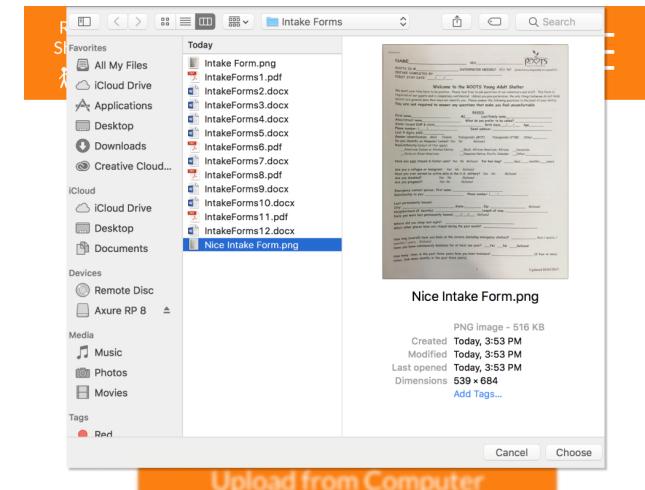
- Female: 67.4%
- Male: 28.7%
- Other: 3.9%

TASK 1

Upload Intake Form

Fix any Incorrect Information

Confirm Client Profile



TASK 2

Look up Clients SNAP Service
Information

Look Over Incomplete Requirements

Print Results



Shelter Helper



Shelter Helper



Shelter Helper



George Crow

State Issued ID: CrowAW13OAG

Birth Date: 04/ 13/85

SSN: 7320

Gender: Male Ethnicity: Other

Have you ever been in Foster Care? Yes How Long: 7 Years

Have you ever served in the military? Yes

How long have you been homeless? 5 Months

Notes on George...

Edit Profile

Search Service

Go

Edit Profile

SNAP

Go

Print Results

Apply Now

George Crow

State Issued ID: CrowAW13OAG

Birth Date: 04/ 13/85

SSN: 7320

Gender: Male Ethnicity: Other

Have you ever been in Foster Care? Yes How Long: 7 Years

Have you ever served in the military? Yes

How long have you been homeless? 5 Months

Notes on George...

George's SNAP Eligibility

Completed Requirements

- Name
- Social Security Number
- Washington Resident
- Record of Homelessness

Incomplete Requirements

- Family Information
- Financials

[Edit Profile](#)



SUMMARY

OUR DESIGN EVOLVED

First Prototype: System was hard to use and redundant.

Second Prototype: Changing how users found personal services

Digital Mock-up: Usability vs. Minimalist Design

WHAT WE LEARNED

User Research is **VITAL**

DON'T Go Straight for Illustrator

Paper is Your **FRIEND**

Recruiting Primary Users is **HARD** but **NECESSARY**

TEST, TEST, TEST, and **TEST AGAIN**

Get Feedback **EARLY** and **OFTEN**

RESOURCES

[1]"Homelessness in Seattle", *En.wikipedia.org*, 2017. [Online]. Available:
https://en.wikipedia.org/wiki/Homelessness_in_Seattle. [Accessed: 29- May- 2017].