

---

---

# Meal Mate

---

---

— William Bernbaum, Sofie  
Blankenship, Yuan (Carol) Yuan —

---

---

# The Problem

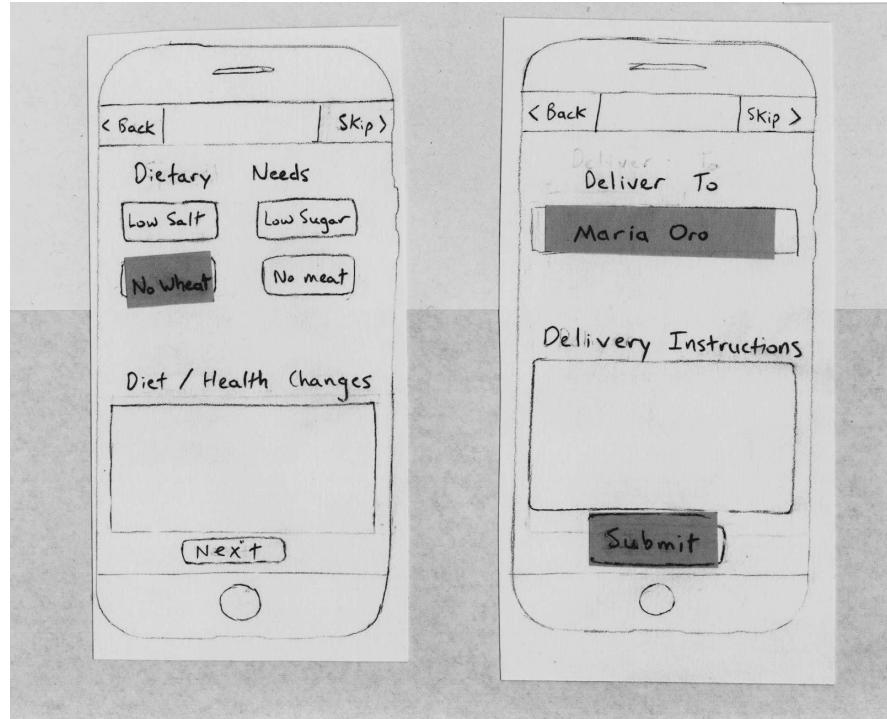
- Meals on Wheels and similar services
- Elderly citizens are disempowered
- Volunteers main contact for 65% of elderly clients
- Volunteers duties are outlined loosely
- There can be breaks in communication on all sides
- Efficiency suffers because of this



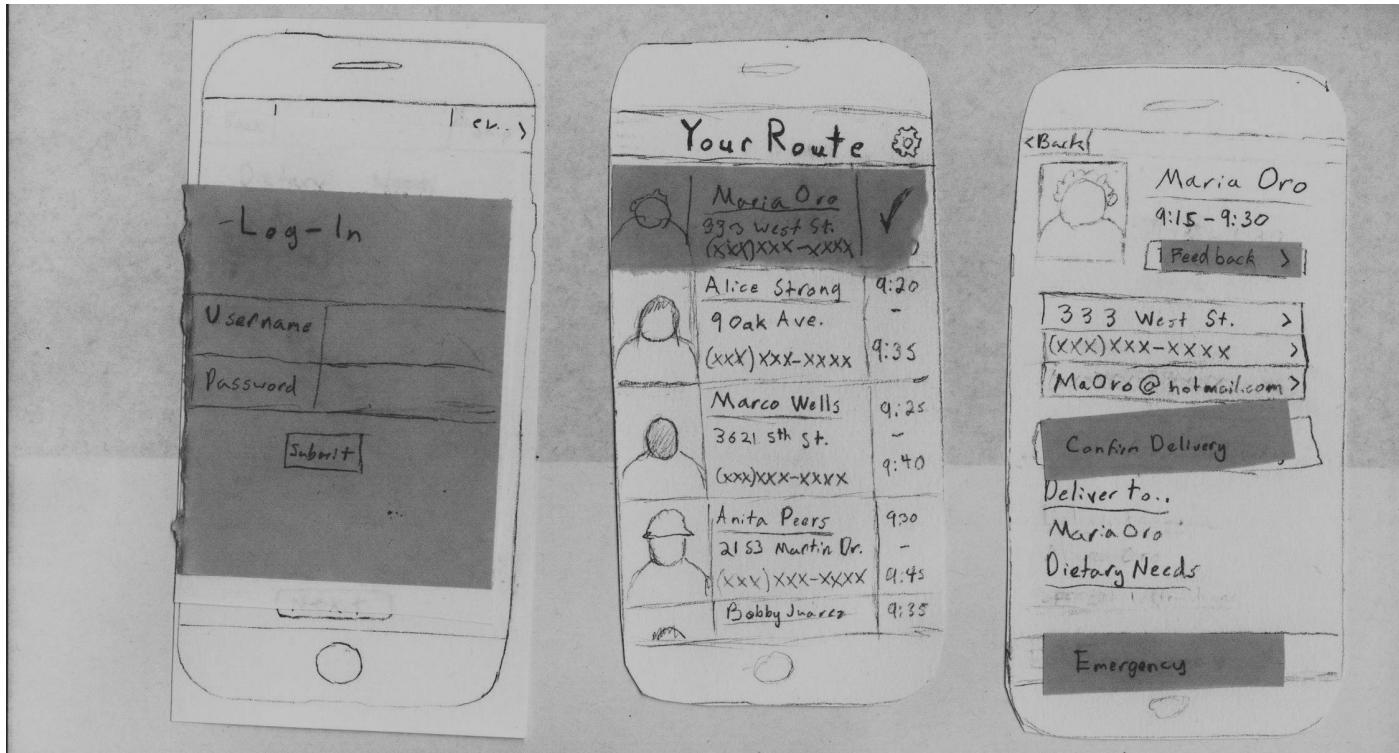
# Initial Paper Prototype (Leaving Feedback)



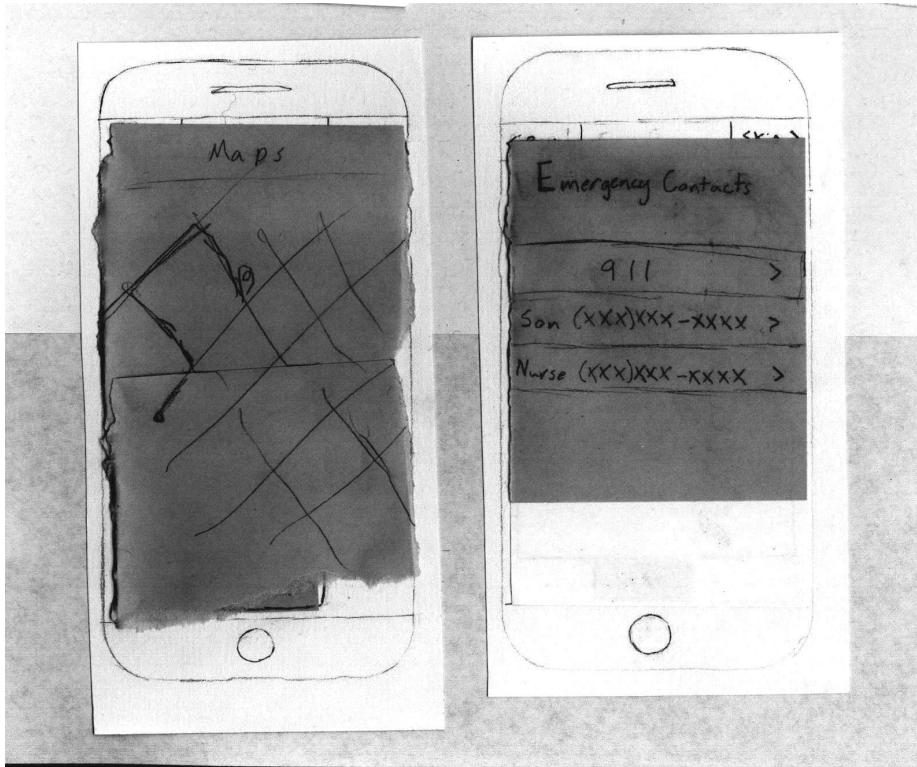
# Initial Paper Prototype (Leaving Feedback)



# Initial Paper Prototype (Emergency Response)



# Initial Paper Prototype (Emergency Response)



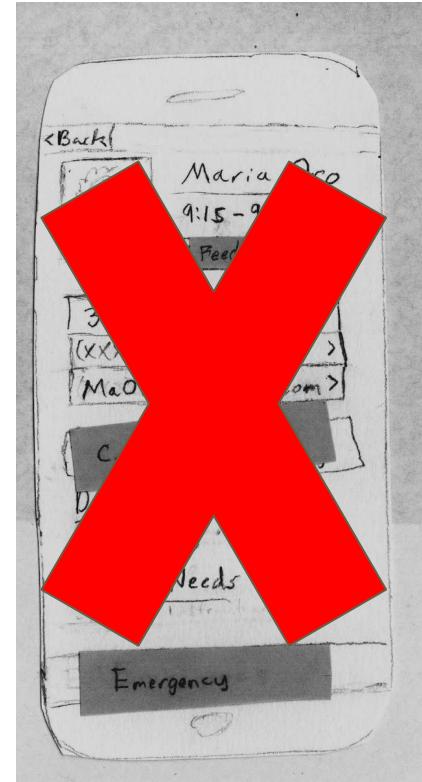
# Testing Process

- 3 people, 2 with experience volunteering
- Non-volunteer simulated our tasks in real life
- Observed how they used the app during tasks
- After tasks users were asked about difficulties and successes

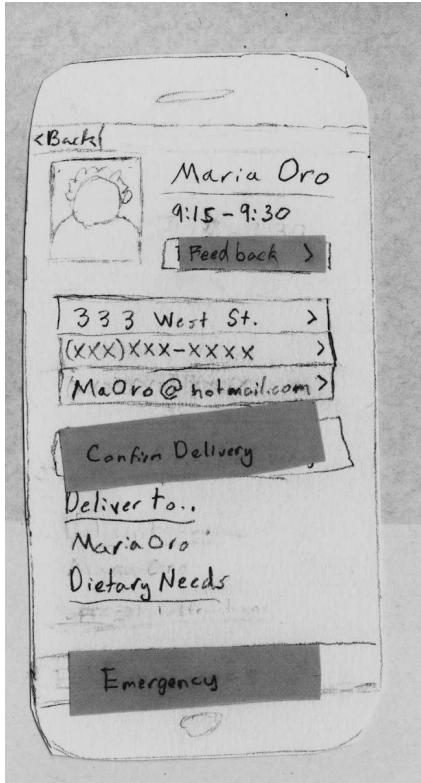


# Testing Results

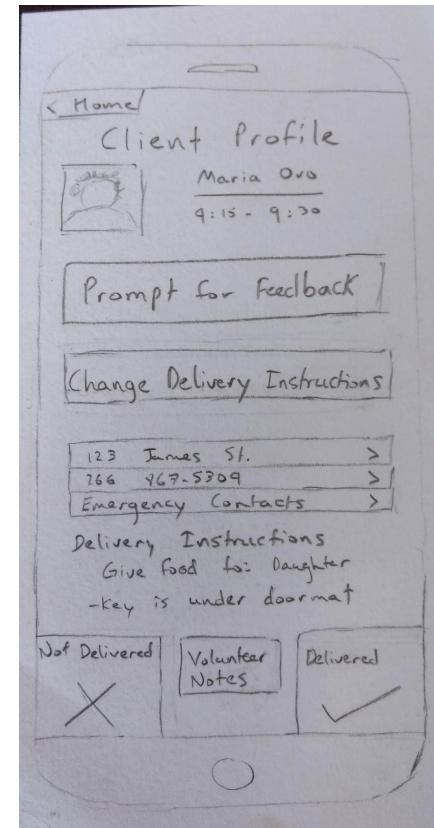
- Wording could be confusing
- Buttons can get clustered on mobile devices
- Line of communication between service and volunteer was weak
- The flow of information was sometimes awkward



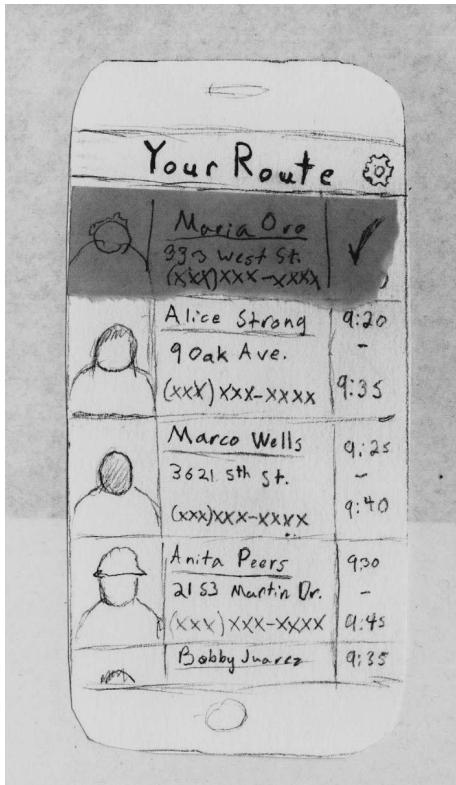
# Testing Revisions



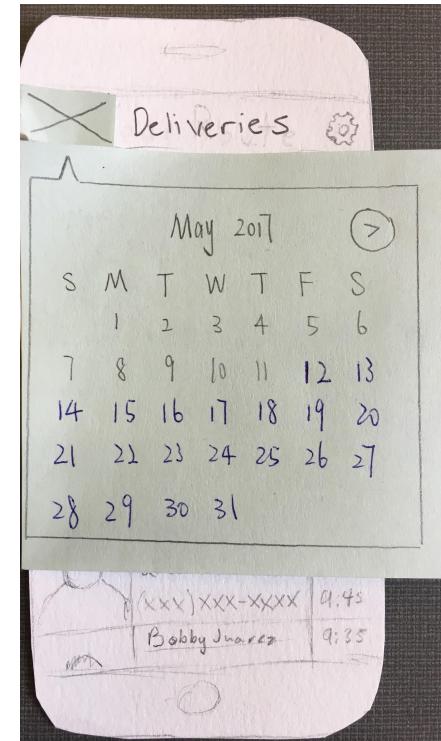
- Centralized Buttons
- Way to Denote Non-Delivery
- Volunteer Feedback
- Streamlined Information



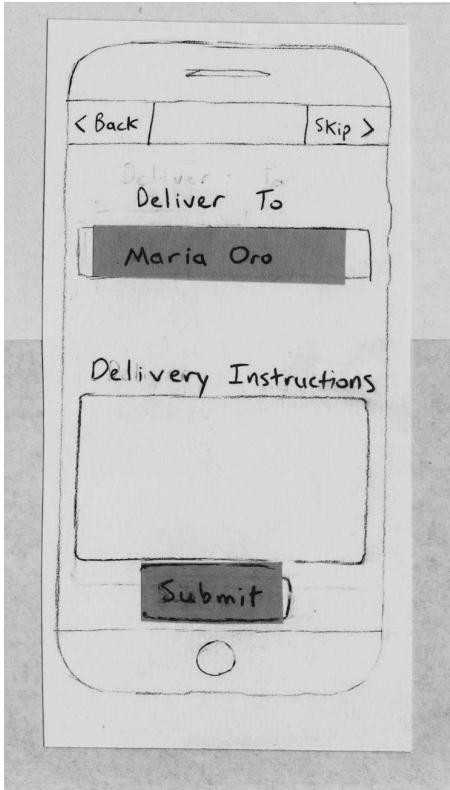
# Testing Revisions



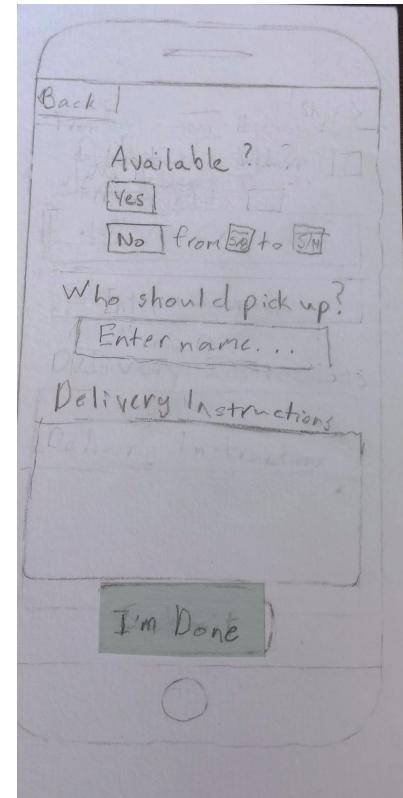
- Reworded the Title
- Added Calendar Function
- Past and Future Deliveries



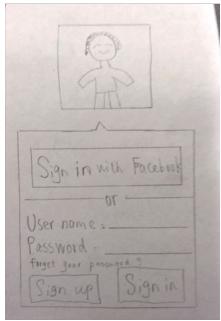
# Testing Revisions



- Made Separate
- Allowed for Absent Dates
- Pickup Now a Textbox



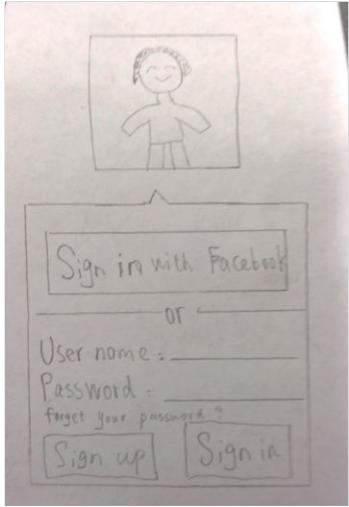
# Final Paper Prototype (Leaving Feedback)

A paper prototype of a deliveries list. It shows five rows of data:

5/7 Deliveries	
Maria Oro	9:15 323 West St. (XX)XXX-XXXX
Alice Strong	9:30 9 Oak Ave. (XX)XXX-XXXX
Marcus Wells	9:45 3221 5th St. (XX)XXX-XXXX
Anita Pierce	10:00 2133 Martin Dr. (XX)XXX-XXXX

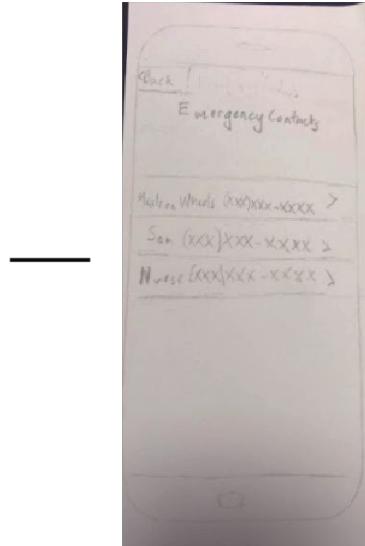
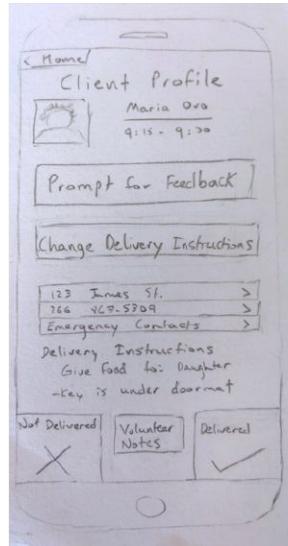
A paper prototype of a client profile screen. It includes a "Client Profile" section with a photo placeholder, a "Prompt for Feedback" button, a "Change Delivery Instructions" section with a dropdown menu, and a "Delivery Instructions" section containing handwritten notes: "Give food to daughter who is under doctor's care, is under doctor's care". At the bottom are buttons for "Not Delivered" (with an X), "Volunteer Notes" (with a pencil icon), and "Delivered" (with a checkmark).

# Final Paper Prototype (Emergency Response)

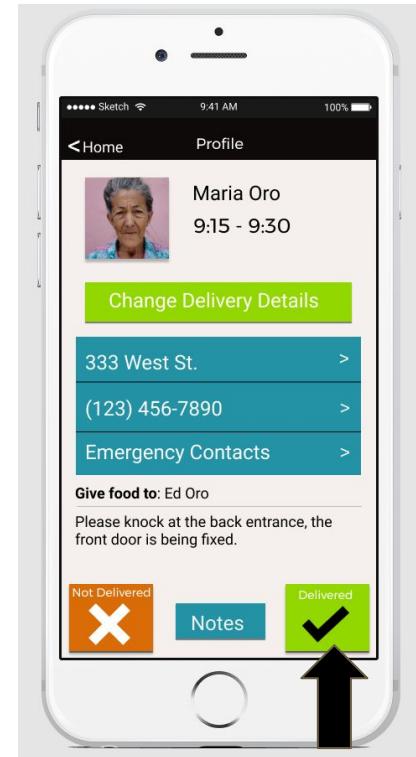
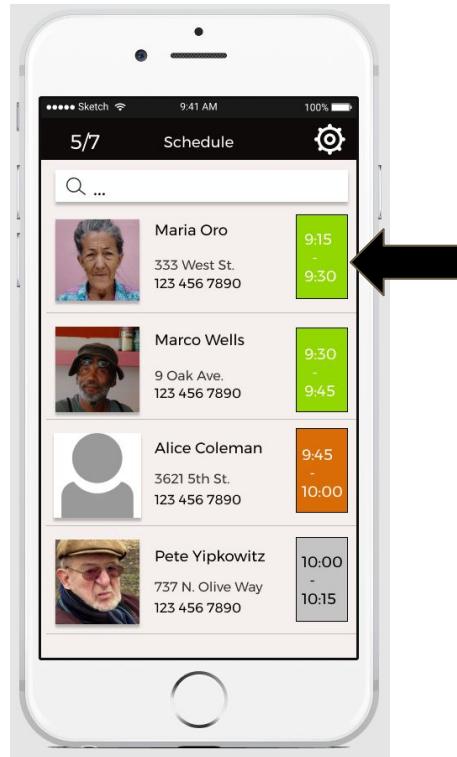


A hand-drawn sketch of a table titled "5/7 Deliveries". The table has two columns: "Name" and "Time".

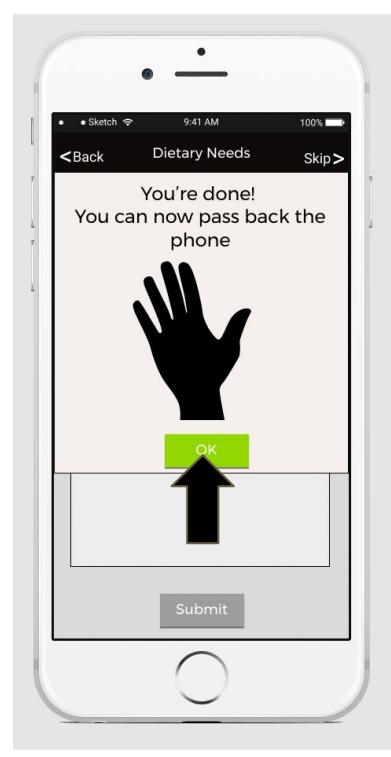
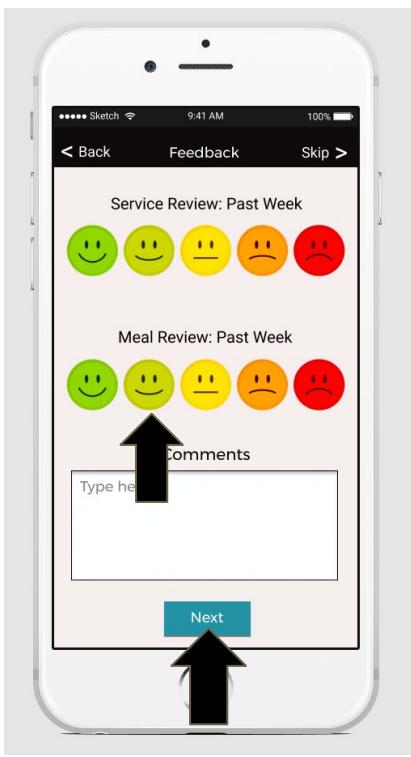
Name	Time
Maria Oro	9:15
333 West St.	-
(XXX)XXX-XXXX	9:30
Alice Strong	9:30
9 Oak Ave.	-
(XXX)XXX-XXXX	9:45
Marco Wells	9:45
3621 5th St.	-
(XXX)XXX-XXXX	10:00
Anita Peers	10:00
2153 Martin Dr.	-
(XXX)XXX-XXXX	10:15
Bobby Jones	10:15



# Digital Mockup (Leaving Feedback)



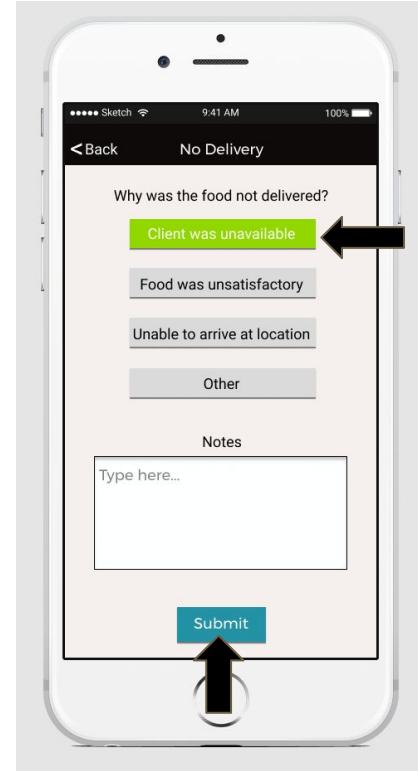
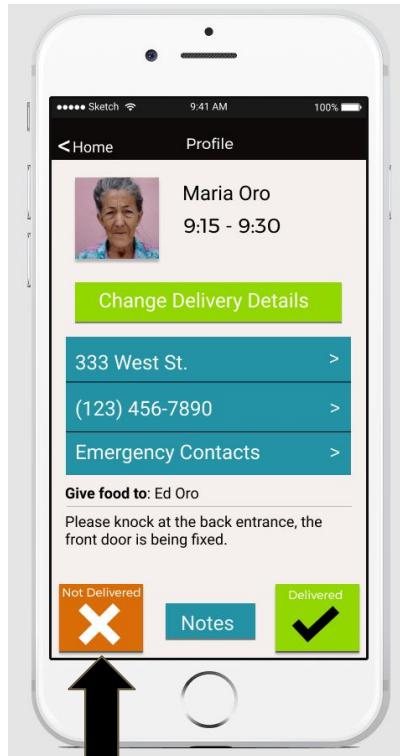
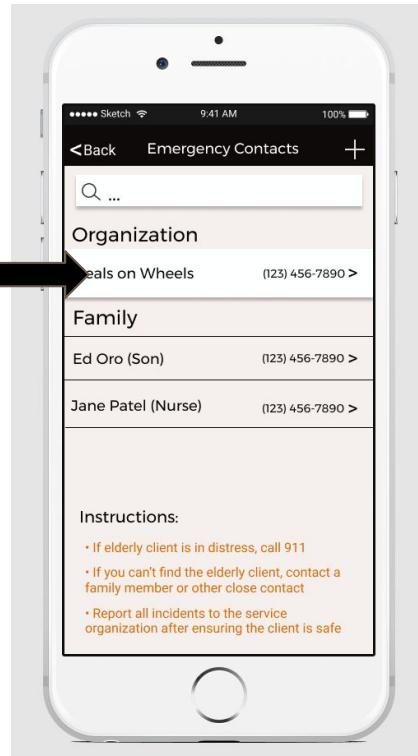
# Digital Mockup (Leaving Feedback)



# Digital Mockup (Emergency Response)

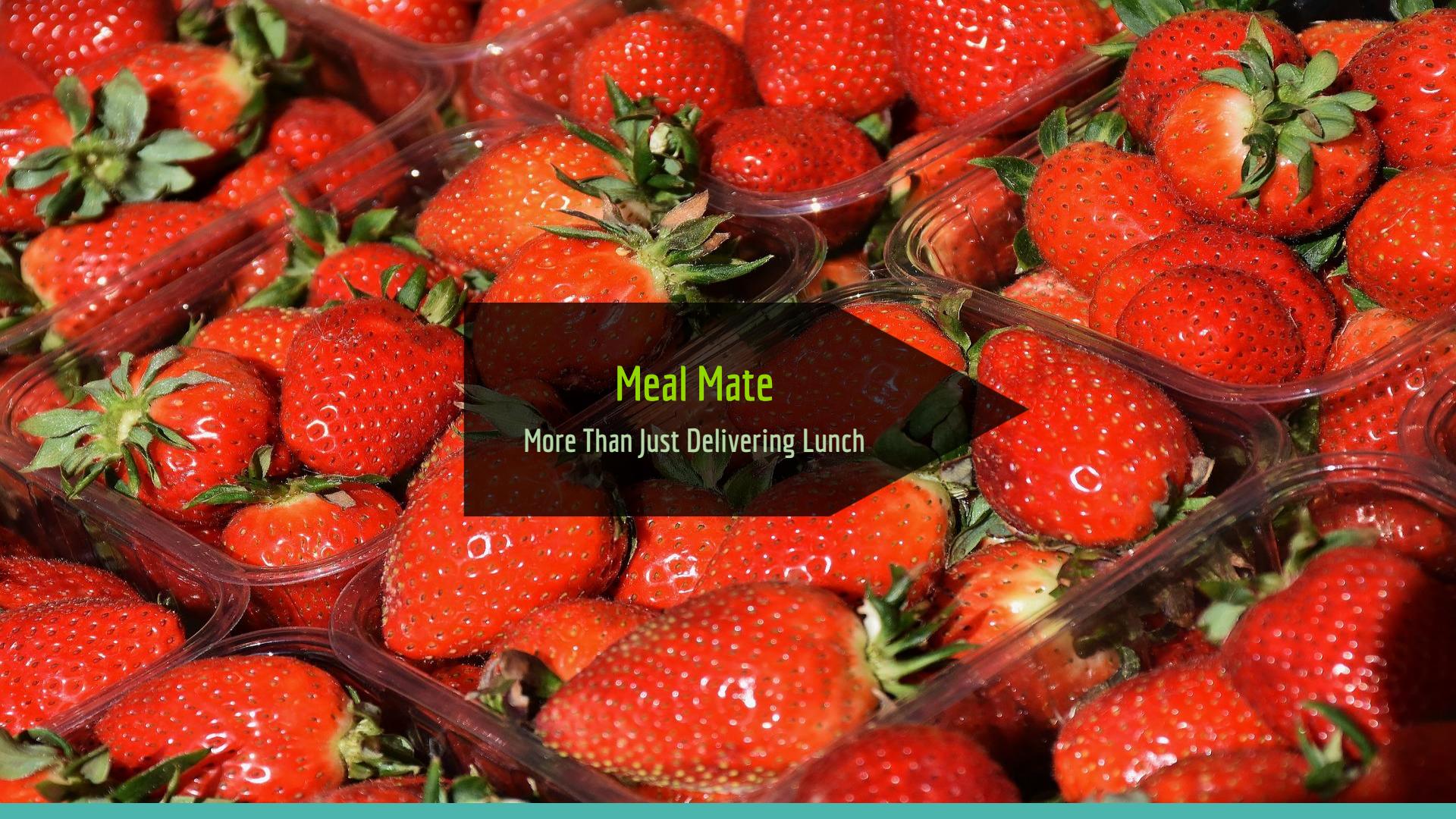


# Digital Mockup (Emergency Response)



# Summary

- How to add polish and coherence to a product
- How to work against deadlines
- How to compromise on ideas
- How to contact so many people and get them to talk to you

A close-up photograph of many ripe, red strawberries. They are packed in clear plastic containers, which are stacked together. The strawberries have green stems and small white dots. The lighting highlights their texture and color.

# Meal Mate

More Than Just Delivering Lunch