

Milestone 2

I. Four Tasks relevant to Four Features:

1. Feature 1: Interactive Q&A Sections

Task 1: Ask a Question and Engage with Community Responses

Sub-task 1.1: Post a Question

To start using the Q&A section, users will begin at the main screen as this is the primary feature of our modality. From there, they can choose the most relevant category for their question, like “Housing,” “Job/Internship,” “Course Recommendations,” or “Visa & Legal Support.” They will then click on the “Ask a Question” button and type out their question, adding specific details to help others provide a relevant response. Optionally, users can add tags like “F-1 Visa,” “Engineering Jobs,” or “Off-Campus Housing” to ensure their question reaches users who can offer targeted advice. Finally, they can click “Post” to submit their question to the community and if they would like, they can enable notifications to receive updates when answers are posted.

Sub-task 1.2: Answer a Question

To browse through the questions, users should open the main screen and scroll through the latest questions or filter them by tags or categories. To view the details and previous responses to a specific question, users can simply click on it. When users are ready to write a response, they should select the “Answer” option and type out their advice or share experiences. If there are any relevant documents, resources or links that could help answer the question, users can attach these for added context. Once the response is complete, click “Post Answer” to share it with the question’s poster. Moreover, users can upvote responses they find helpful to validate the most useful answers. A like button will be included under each question, allowing users to easily upvote.

Sub-task 1.3: Post a Job Opportunity

Aside from asking questions, users can also share a job opportunity with the community by selecting the “Post Job” button within the Job/Internship section. They then fill in the job details, including the job title, company name, job description, visa sponsorship information, location and any other relevant information. Users can choose applicable filters to help students easily find the listing. Finally, they click “Post” to make the listing available to the community.

Sub-task 1.4: Search for Job/Internship Listings

To explore job or internship opportunities created by other international students, users should access the Job/Internship Postings section from the Q&A area. They can set filters to narrow down their search by criteria like “Visa Sponsorship Available,” “Industry,” and “Location.” Users can then review the listings that match their filters, each displaying key details such as the

company, position and visa sponsorship status. If a listing interests them, users can bookmark it for quick access later.

2. Feature 2: Interactive Map

Task 2: Tag and Explore Locations Relevant to International Students

Sub-task 2.1: View Locations details

To use the Interactive Map, users should access the map feature from the main menu. Users have the option to enable location services to allow the device to show the view of nearby places. They can then select categories of interest, such as “Housing,” “Cultural Events,” “Restaurants,” or “Visa Services,” to filter the map display. Users can browse tagged locations based on their selected categories and tap on location markers to open a detailed view which includes the name, address and description of each location. Users can also see the reviews and tips left by other users. They can scroll to read about the location’s amenities, affordability and cultural relevance shared by other international students. If desired, users can save the location to their favorites for quick access later.

Sub-task 2.2: Leave a Review or Tip on an Existing Location

To leave a review on an existing location, users will select the location marker on the map and click “Leave a Review” to add their own experience or advice. They can write a review, sharing tips such as prices, availability of cultural products or their overall experience. For instance, a review on a grocery store could include available international food brands. Users can then rate the location out of five stars and click “Post Review” to make it visible for other users.

Sub-task 2.3: Add a New Location Tag

Users can also add a new location to the Interactive Map by accessing the map screen on their device and selecting “Add Location” by clicking the “+” button or “Add Location” option. They need to fill in details such as the name, address and category (e.g., “Housing,” “Cultural Event,” “Grocery Store”). Users should write a description, including tips or useful information like cost or product availability specific to international needs. Optionally, they can add tags such as “Affordable Housing” or “Asian Cuisine” for easy searching. Finally, users should submit the new location tag to make it visible on the map for other users.

3. Feature 3: Chat Room Based On Language And/Or Region

Task 3: Join or Create Language/Region-Based Chat Rooms for Social and Academic Connections

Sub-task 3.1: Join Chat Rooms

From the main menu, users can access the “Chat Rooms” section. They can then browse the available chat rooms by filtering options for language or region to find rooms that best suit their interests. Users can review open chat rooms under their chosen filter and decide between public rooms (accessible to anyone) and private rooms (requiring permission to join). By checking room descriptions and member lists, users can find chat rooms that match their preferences. Users can

just tap to enter a public chat room for immediate access. To join a private room, users need to send a join request to the room's host who will then need to approve their access.

Sub-task 3.2: Create a New Chat Room

If no existing room fits users' needs, they can tap "Create Chat Room." They should select the room type as users can choose any language and/or region they want to connect with. Next, users can set the privacy settings, deciding between "Public" (open to all) or "Private" (requires approval). They should then name the room and add a description to convey the room's purpose. Finally, users can share the room link with friends or wait for join requests from new members.

4. Feature 4: USA Survival Guide for Internationals

Task 4: Access and Use the USA Survival Guide for Internationals

Sub-task 4.1: Access the survival guide, search for topics and have options to save articles

To access the "USA Survival Guide" handbook, users should navigate from the main menu to the guide's homepage. They can either search for topics or browse categories by using the AI-powered search bar at the top of the screen to type in a question or keyword, like "visa restrictions" or "housing rentals." Alternatively, users can browse categories such as "Visas & Legal," "Transportation," or "Cultural Insights" for a broader selection of articles. The feature will display relevant guide articles based on their search or category selection. Users can then tap on an article to open it and view full details, including step-by-step instructions, tips and any related links or resources. Users can also save or share articles by bookmarking useful ones to quickly access them again from their "Saved Articles" list or sharing articles with friends directly via a link so they can connect and discuss through other social media apps.

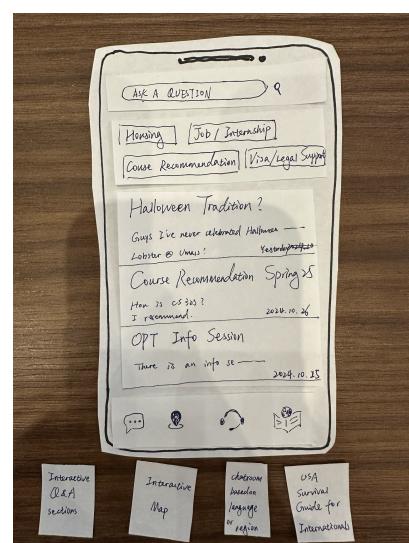
Sub-task 4.2: Suggest New Topics

As we are committed to continuously improving the feature, users can suggest new topics. They will scroll to the bottom of the guide's homepage and tap "Suggest a New Topic." They then enter their topic idea or question in the provided text box and submit it. This helps ensure the guide's content remains updated with relevant and current information.

II. Low-Fidelity Prototypes

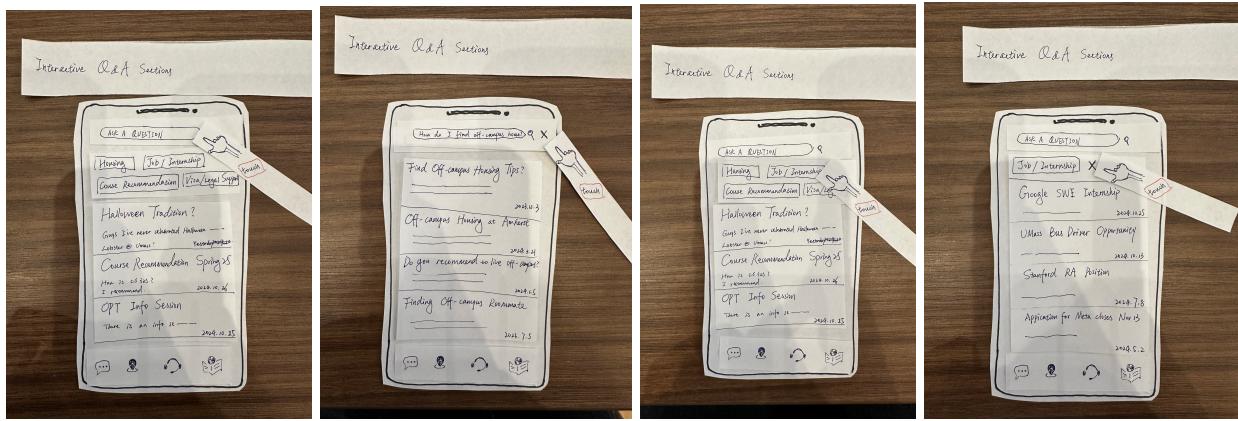
App Prototype

App Prototype is created by sketching on paper. Three main tasks are depicted, including Ask a Question and Engage with Community Responses, Tag and Explore Locations Relevant to International Students, and Join or Create Language/Region-Based Chat Rooms for Social and Academic Connections. Through the low-fidelity prototype, it is clear that interactions based on App form are appropriate for our system. An app-based system offers good affordance and consistency

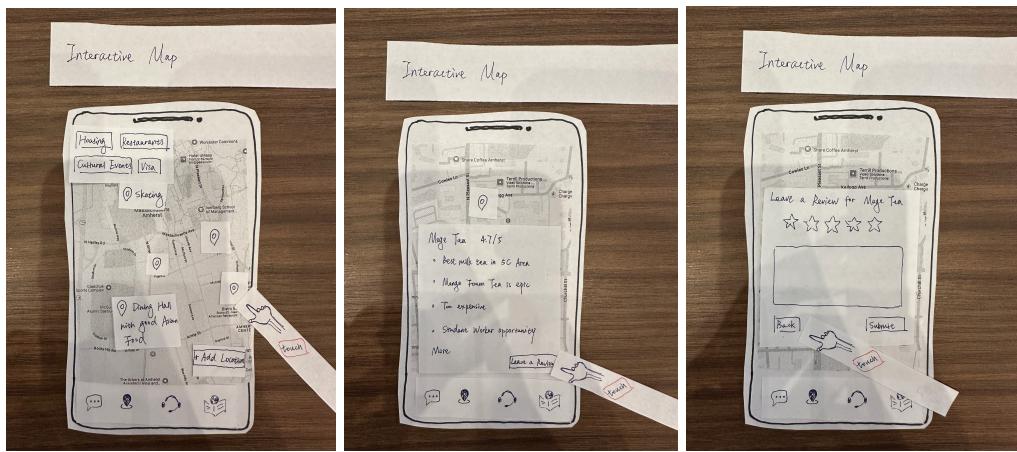


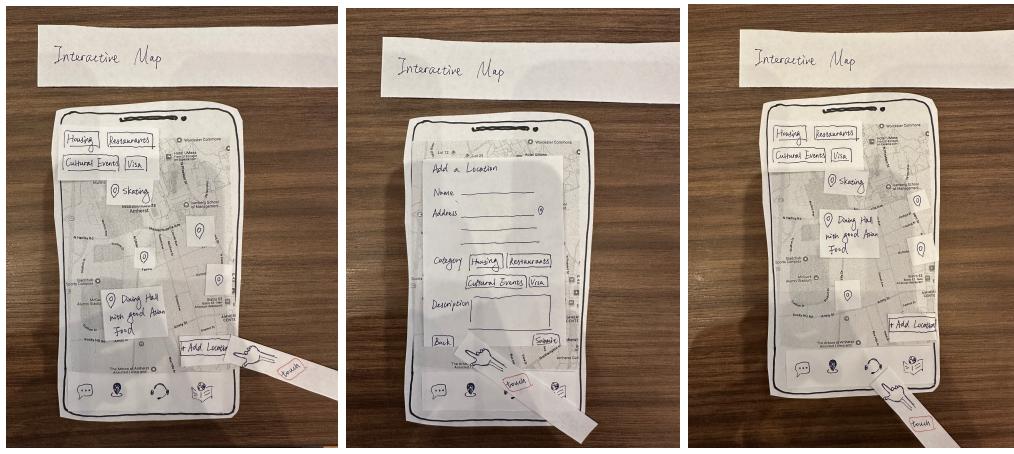
because of the positive transfer effect from modern app designs, as apps can be comprehensive of multiple tasks, and crucial interactions like chat and navigate a map are perfectly compatible. However, limited by the size of the phone, it is challenging to make sure the system has good visibility as we aim to include a large number of information

Task 1: Ask a Question and Engage with Community Responses

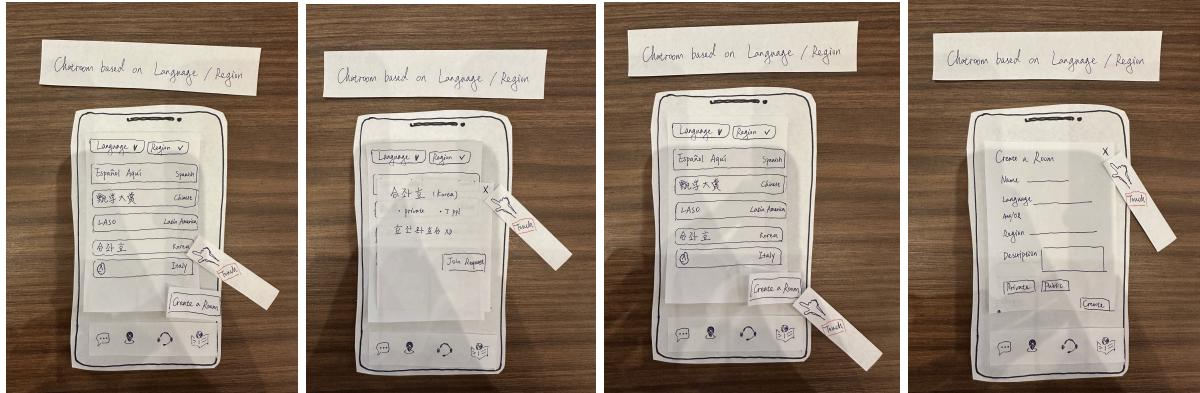
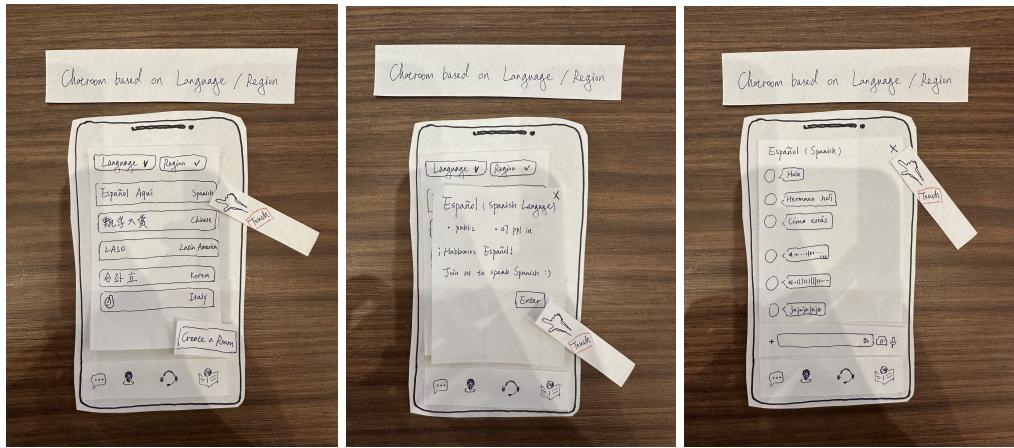


Task 2: Tag and Explore Locations Relevant to International Students





Task 3: Join or Create Language/Region-Based Chat Rooms for Social and Academic Connections



Website Prototype

This prototype was created using Balsamiq. There are three interactions depicted: Q&A feature, Interactive map, and the Chat Room. All of these can be found in the main navigation bar at the top of the webpage.

For task 1, it shows how a user can browse through chats and post a question of their own. Users can select from different categories which will bring up questions for that topic. Depicted in the prototype shows a user adding a job by pressing the add job listing icon. Furthermore, these listings can be filtered based on Visa type and more.

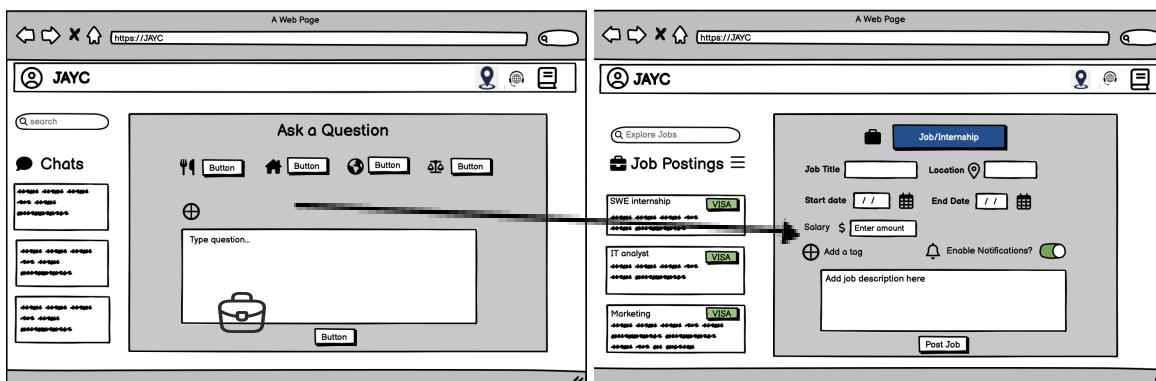
Task 2, depicts the interactive map where a user searches for categories or a specific location. The prototype depicts how a user can select the add review button to post their own review for others to see.

Task 3 is the cultural/language based chat room. It shows both how a user can enter a specific room or create one of their own.

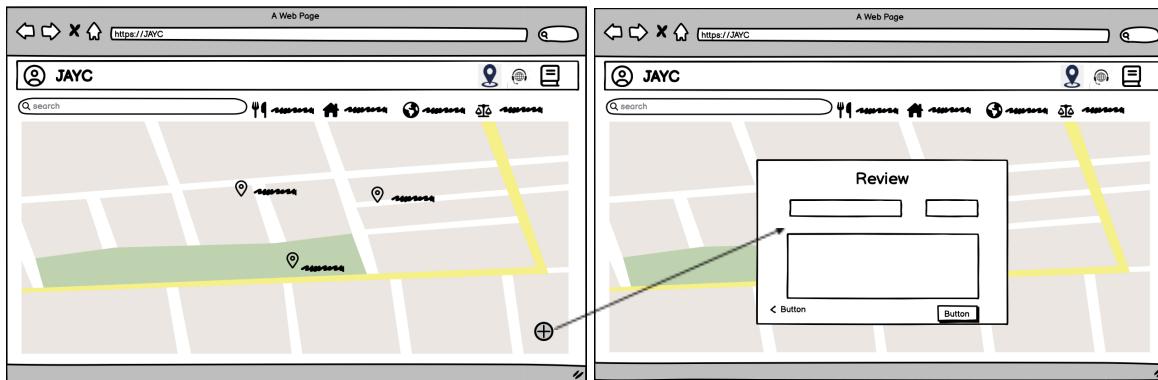
This low-fidelity prototype fits the needs of our project very well. This website has a positive transfer effect because a lot of these features mirror other frequently used applications such as google maps, linkedin, or reddit. The website allows for the consistent use of icons which helps overall with ease of use. However, we shall err on the side of caution because it can be content heavy and overwhelm the user. Therefore it is crucial to ensure the final design has good visibility, consistency, and signifiers.

Task 1: Q&A with community, Job postings

From the navigation menu users can select from features such as interactive map, chat room, guide, etc.

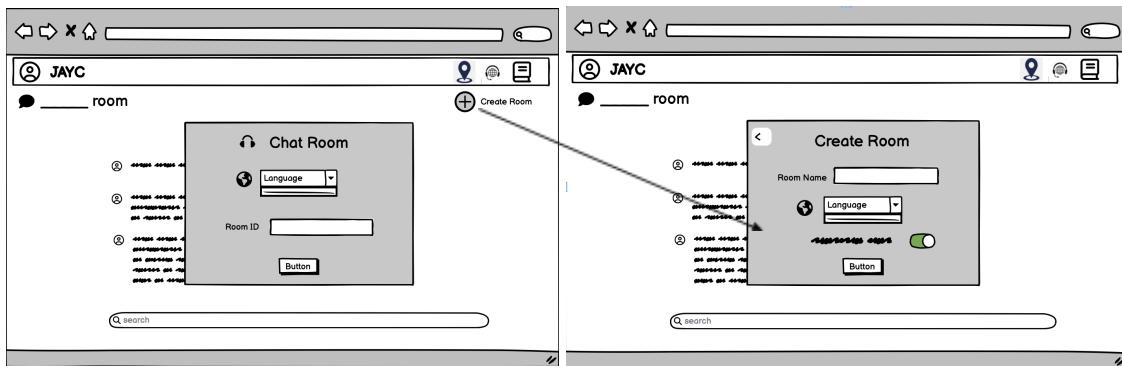


Task 2: Interactive Map, view and leave reviews



Users can add reviews to interactive map

Task 3: Join/Create chat room based on language or region



Users can create new rooms from the chat room page by pressing the add symbol.

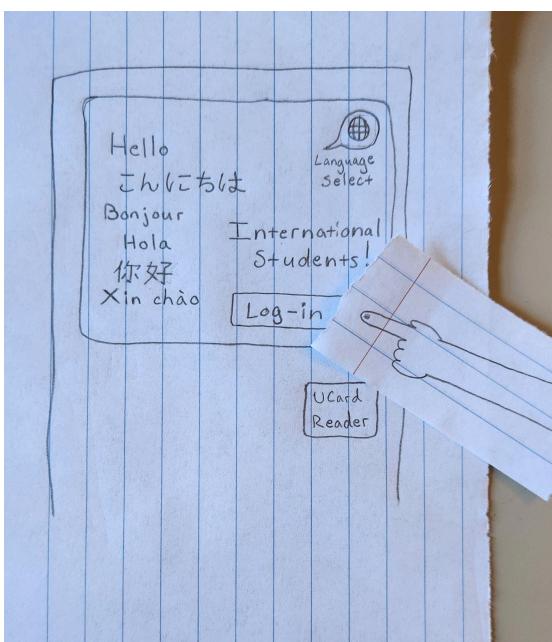
Kiosk Prototype:

This prototype was designed by sketching on paper with a pencil. Using a drawn hand, the interactions of touching various buttons on the screen were depicted, changing the screen as a result. Specifically, the tasks supported were a login screen, allowing users to log in with traditional email and password, or by UCard (or similar university ID card). Logging in with an account would automatically change the language to your primary language, but on every screen there was a language select button to change language as needed (simple language-free design shown on welcome screen). Additionally, guest login was possible for users without connected accounts or UCards.

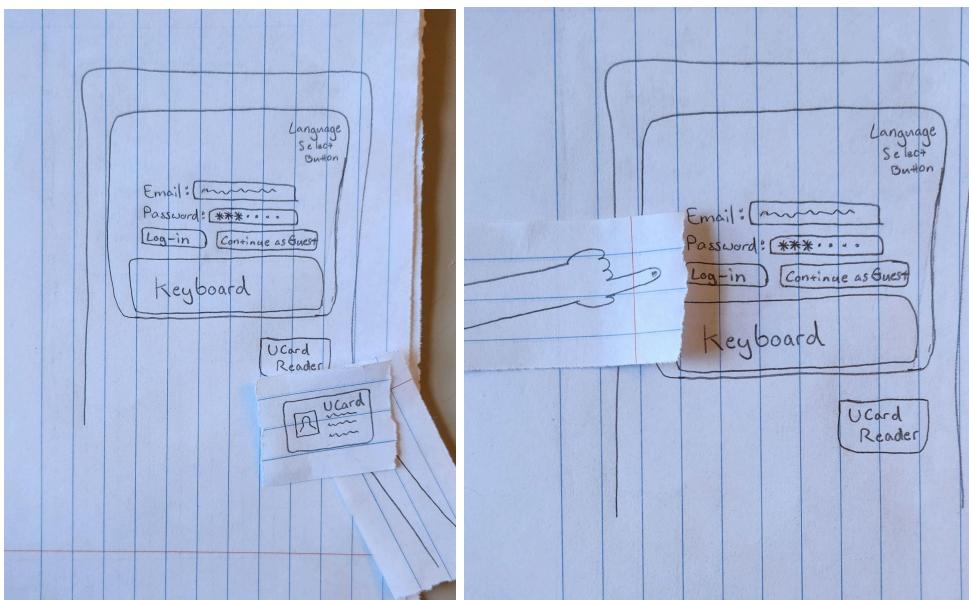
QA was supported directly with access to a FAQ, Recent Community Posts, or questions asked on that account. Either would bring users to the same screen, but sorted as necessary based on selection. An interactive map was also supported directly, centered on the location around the kiosk itself, showing users where they were on the map, and showing ratings given through the app, but not allowing kiosk users to rate through the kiosk itself. For access to the other features (tasks) of our app and website, a QR code would be displayed on the main screen after logging in, which would link directly to a web page directing to a download for the app and linking to the website.

Overall, I learned that the project is very task/feature heavy, relying mostly on instant access and portability, i.e. a smart-phone app. The strength and weakness of the kiosk was the same - it was limited with what it could achieve. It wouldn't make sense to include a chat task or question posting task, as users shouldn't be incentivized to do long actions there so it was not clogged up for long by a single person. It also didn't make sense to show much of the area outside of its relative surroundings or allow rating from the kiosk itself, since this would require traveling from some place to a kiosk to rate it - which doesn't really make sense. However, by limiting the features for the kiosk, it made it much more streamlined, offering only what was necessary right at that moment to any potential user, and still allowing access to full features through the QR code if needed on the go.

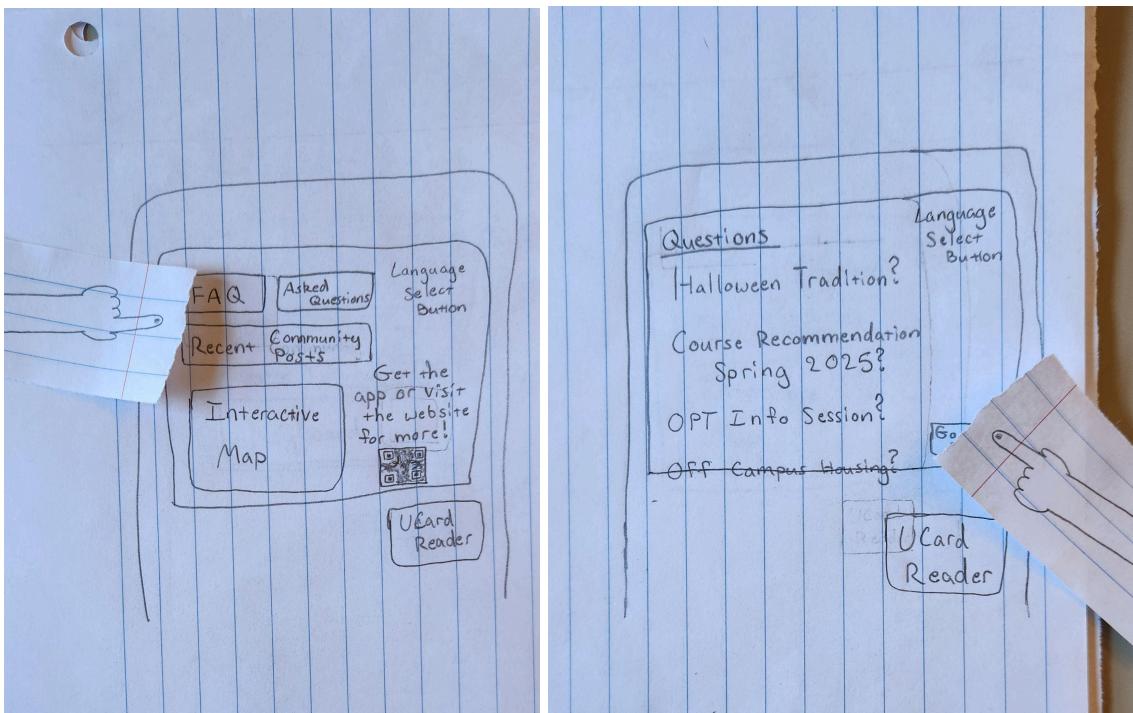
Welcome Screen:



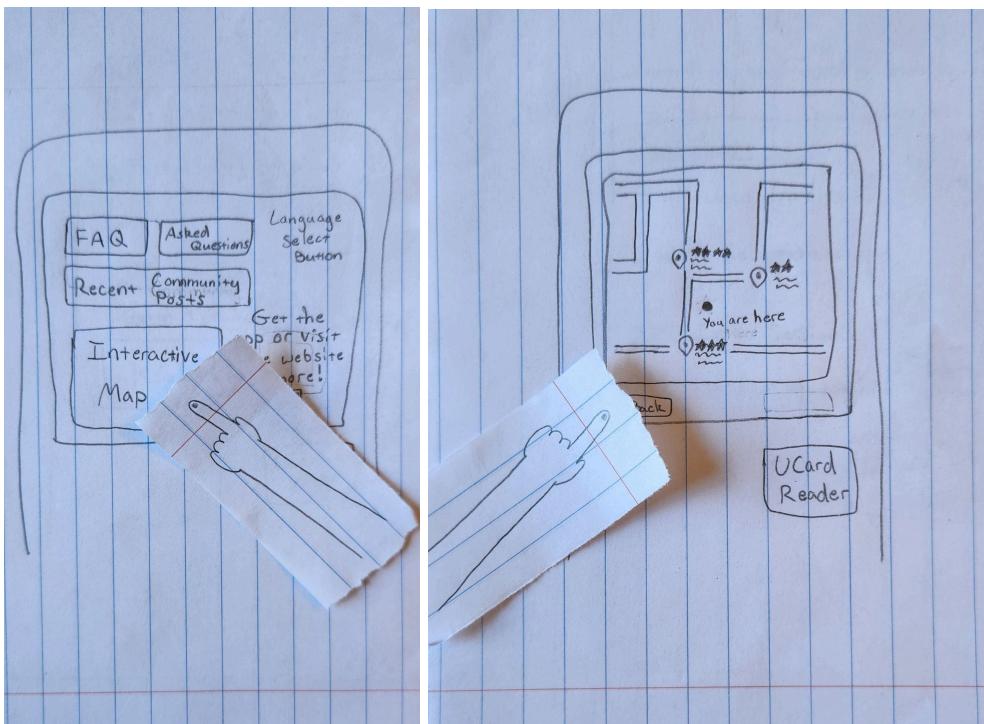
Login:



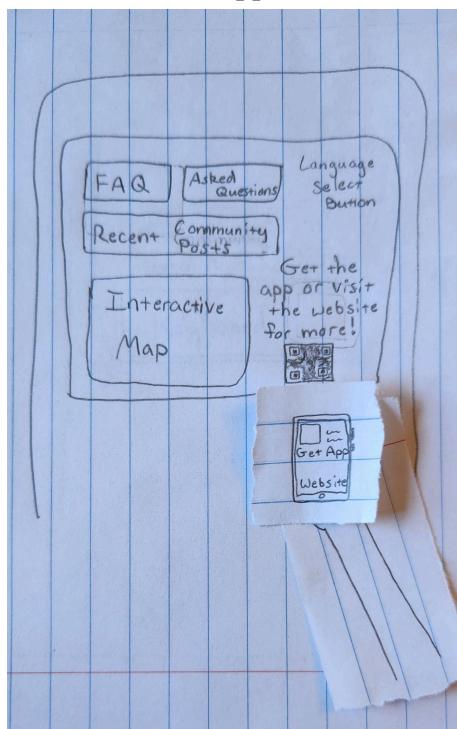
Question Board:



Interactive Map:



QR Code link to App & Website:



III. Participation

1. **Jadyn**: Created the web prototype with 3 tasks
2. **Anna**: Wrote all 4 tasks
3. **Yuhan**: Created the App prototype with 3 tasks
4. **Carey**: Created the Kiosk prototype with 2 tasks and 1 additional functionality