Homeless Kiosk App

THE ACES

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Users

The users are homeless / impoverished people who do not have easy access to medical care and need a streamlined experience for access.

People who may not be homeless, but are living in poverty.

Individuals who may need quick access to medical care (may be redundant).

People that are homeless/ in poverty who have a disability or impairment.

People who speak another language that is not English.

People that do not have a lot of experience with digital media.

Focus on teens and pre-teens that don't have access to medical care.

People who don't have food options.

Objectives

The goal of this project is to create an application that provides the functionality necessary to support homeless people with any of their essential needs like medical. As well, another main mission of this project is to make the application accessible to a majority of homeless individuals, regardless if they are non-English speaking or illiterate.
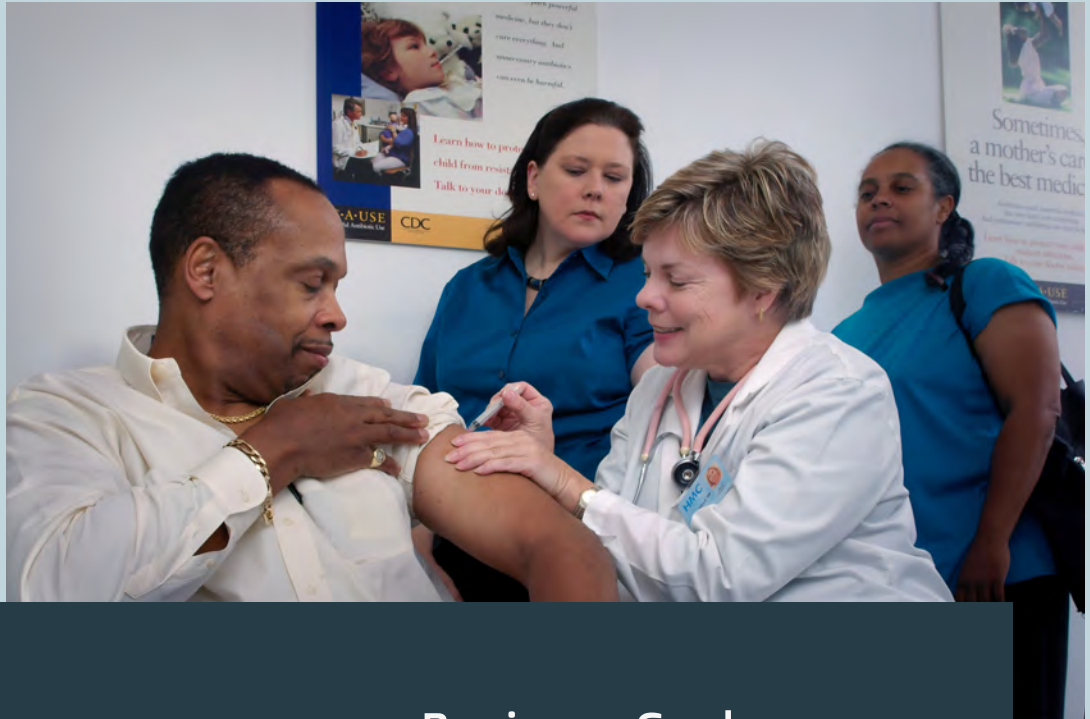
User Goals

Business Goals

Able to access the proper channels to receive assistance (for housing, food, medical, and other essential needs)

A translation or setting for non-English speakers

A simple interface that any novice digital user can approach

Provide a plan of action to help teens and young adults

Application is useable to anyone regardless of impairments

Application accommodates for illiteracy and non-English speakers

Provide assistance and the proper channels for any issue with the userbase may have

Improve the users' lives for the better

Equip users with a plan and skills necessary to leave homelessness

Additional Research

Some additional research was conducted with the intent to learn more about the digital use that homeless people currently have. The "Trends and Friends" research document by Gerard Lemos and Sarah Frankenburg highlights some of the issues homeless and ex-homeless users stated about device usage and internet access. The majority of participants in this study considered themselves to have "passable" skills in navigating the digital landscape. Finally, the participants outlined the most important uses of their digital technology, which were to keep in contact with friends and family and entertainment purposes.

"The Digital Lives of Youth who are Homeless: Implications for Intervention, Policy, & Services" research document, by Anamika Barman-Adhikari, Eric Rice, Laura Onasch-Vera, & Mary Hemler, covers the issues of digital native youths that are impacted by homelessness. One of the main concerns among the homeless youth is that social media provides an outlet for frustrations, and not having that outlet is harmful to them. Another concern is that smartphones have social service applications available to them, so internet access is becoming an essential need for homeless youths to find assistance. Finally, youths reported that these social service apps were "fun" when the interfaces were simple and not cluttered.

Links to Additonal Research

Trends and Friends link:
https://lankellychase.org.uk/wp-content/uploads/2015/01/Trends-and-Friends-2015.pdf

The Digital Lives of Youth who are Homeless: Implications for Intervention, Policy, & Services link:
https://www.homelesshub.ca/sites/default/files/attachments/Ch3-7-MentalHealthBook.pdf

Interview Questions and Answers

Is there assistance for those suffering from withdrawal symptoms or addictions?

The ability to help with drug addiction with this iPad application is a bit out of scope currently, but would appreciate it. Dictation on iOS could be a solution.

Will this be designed with the possibility of illiteracy in mind?

Yes, many homeless people do not read often or do not speak/read English. Would like spanish option

What type of accessibility will you be requiring or should be an option within the kiosk?

Kiosks are temporarily not the goal of this project due to COVID. Should focus on the iPad application

In what ways will MyChart be implemented into the kiosk?

Not a direct priority for the iPad application, but one solution is Piecesconnect.

How do homeless shelters find counselors and psychologists to provide counseling and therapy for the homeless individuals?

Counselors and psychologists have to be certified for documents to be signed off by the government
Very stressful job & hard to find those with these qualifications
Each company/shelter hires these positions, like the Salvation Army

Competitive Analysis
Company 1: United Healthcare

UI Evaluation:
1. Welcoming and professional color scheme
2. Minimal design with lots of empty white space
3. Minimal amount of text throughout all screens
4. Clear hierarchy of text through font, size, and color

UX Evaluation:
Minimal tappable areas on a screen
Multiple levels of detail and explanations if user would like to enquire
Material design used consistently throughout the application; promotes a hierarchy of content
Use of white cards on a gray background to promote contrast
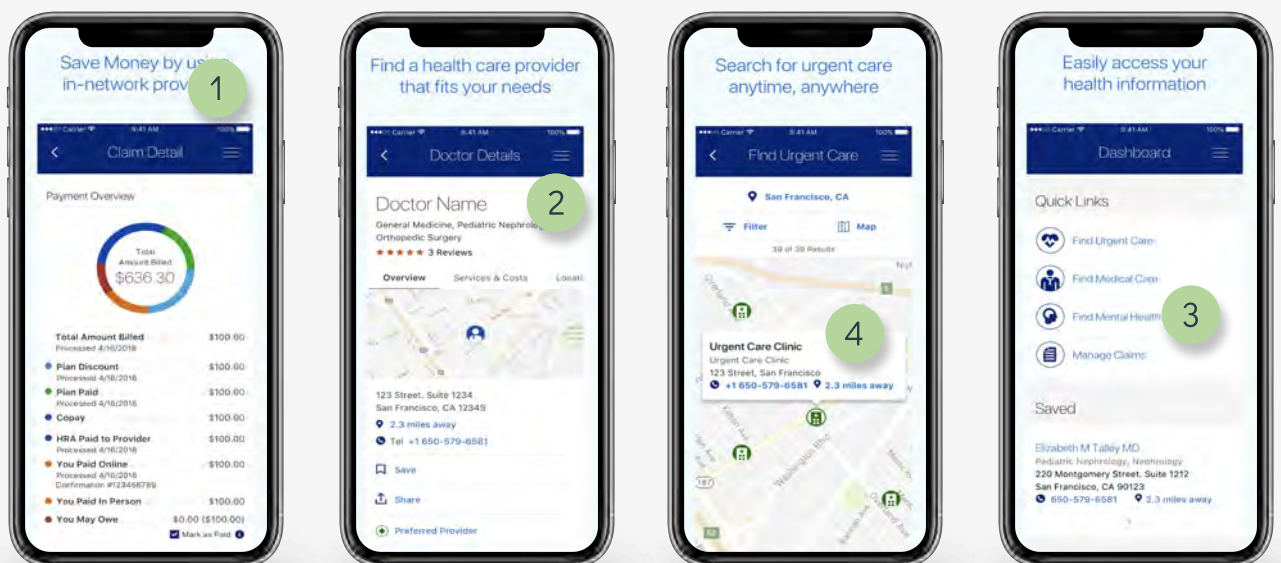
Summary
United Healthcare is a very minimally designed healthcare application where you can find doctors, specialists, or healthcare facilities along with many other features. The layout and hierarchy is consistent and clearly displays information based on level of importance. The use of icons and other graphic design elements further help reinforce where the user is in the process. This would be a very good application to study further regarding design and content.

Competitive Analysis
Company 2: Plushcare: Online Doctor

UI Evaluation:
1. Very simple color scheme and font
2. Material design map function used, full width of the screen
3. Progress/Completion bar at the top of screens
4. Profile images of doctors are displayed next to names

UX Evaluation:
Video chat function inorder to get in contact with doctors

Icons are an important role of visually displaying information

Drop down menu to select the date to schedule an appointment

Header lacks labels, relies on iconography to convey its purpose
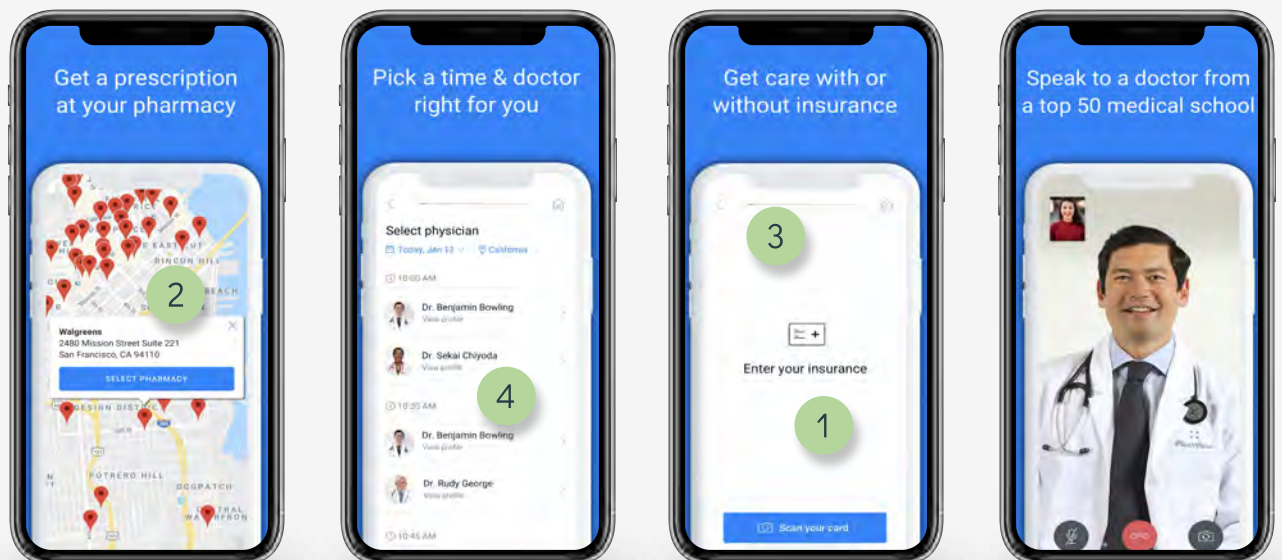
Summary
This application seems to be very minimalistic in design and functionality. Most of the information that is put into the app is done by the medical professional. There are options for important information such as if they have healthcare or not that the user puts in. The use of a mapping feature within the app for nearby pharmacies could be very beneficial to implement into the kiosk.

Competitive Analysis
Company 3: FollowMyHealth

UI Evaluation:

1. Navigation bar at the bottom of the screen
2. Clear hierarchy of information
3. Color scheme is professional but dull and unenergetic
4. Inbox screen is crammed and doesn't have room to breathe

UX Evaluation:

Inbox function allows users to stay within application

Users have the ability to view test and lab results

Users are able to complete billing/financial information within the application

Passcode and TouchID are available to use for sign in

Summary

The use of a navigation bar with icons at the bottom of the screen is used extremely well. The information is laid out well and is in the appropriate categories. There are lots of opportunities to put in and keep track of information that are really useful. Although there are lots of options and customization available users may get confused on how much information is in front of them. Professional application, but could be minimalized and have more personality.

Competitive Analysis
Company 4: Teladoc

UI Evaluation:
1. Log in screen with a registration option at the bottom
2. Very boxed design, with colored lines segmenting content
3. Different colors for different categories/sections the user is in
4. Buttons extend to the width of the screen

UX Evaluation:
Visually pleasing color scheme that displays professionalism and character
No labels on the header, relies on iconography to convey its use
Buttons within each category that lead to information that needs to be filled out
Parents can keep track of multiple people within the application
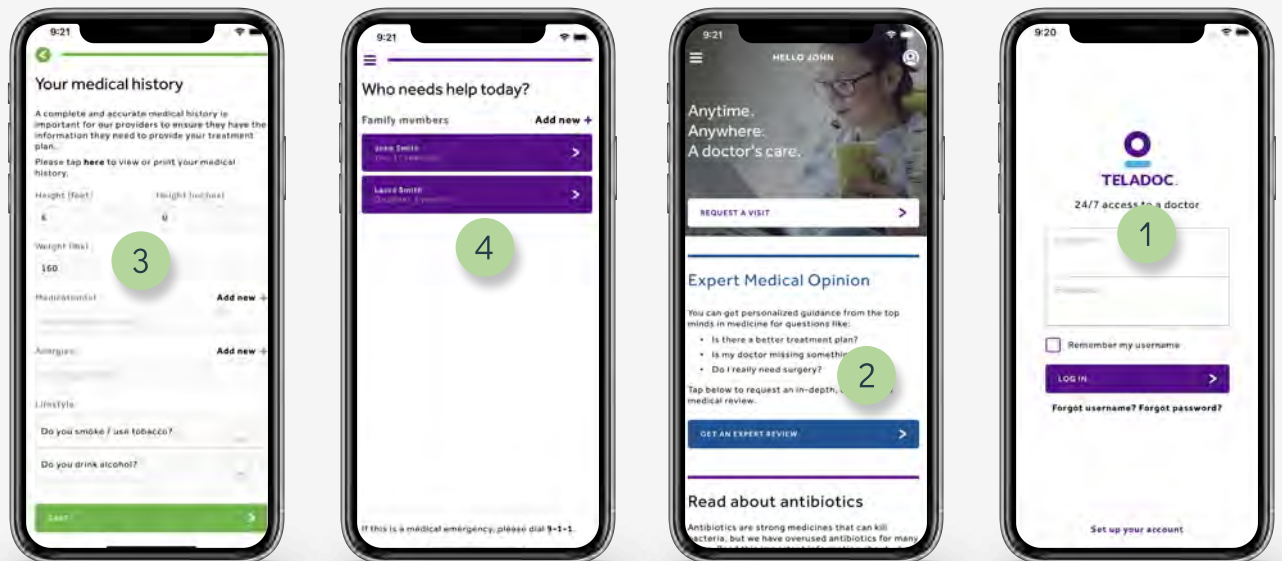
Summary

Teladoc is a very complex yet easy to navigate application. The different colors, fonts, and sizes are used effectively. There are many features within the application that we should reference or use within our own application. Teladoc will be a great reference for ideas and organization. Also teladoc is a service provided as a benefit through employers, health insurance, or other organizations.

Competitive Analysis
Company 5: Healow

UI Evaluation:

1. Circular selection wheel to navigate on home screen
2. Spacing between content seems inconsistent with not enough room to breathe
3. Buttons are not full-width, also tabs blend into the header
4. Icons help to effectively communicate different functions within the app

UX Evaluation:

Fonts and color scheme are cohesive, promote a friendly experience

Facetime like feature to communicate with doctors

Ability to set goals and track them easily

There is a hierarchy, but not enough contrast between fonts, size, and color

Summary

This application seems to be at an odd in between of functionality and visual interest. The application has lots of functionality, but the layout and hierarchy don't properly display all the information. There is a lack of contrast between information that is at the detriment of the user.

User Personas

Name:
Jaime Garcia

Occupation:
None

Demographic:
17
Male
Lives in Peoria
Has a younger brother and elderly mother
His mother is an immigrant that doesn't speak much english
Lives in 1 bedroom apartment with family
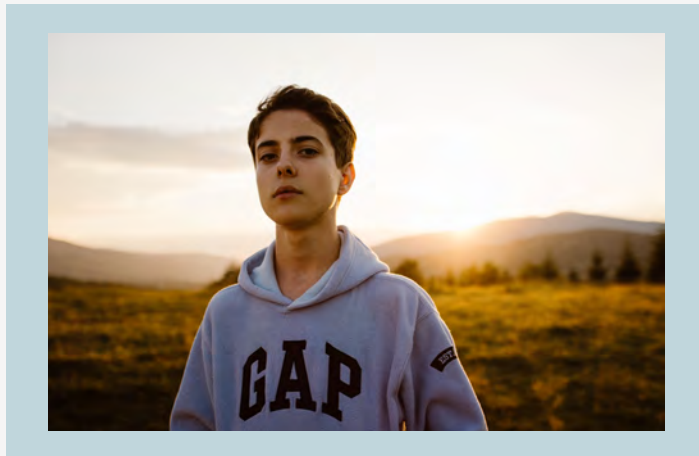
Goals and Needs:
Jaime is the oldest member of his family that speaks english. His little brother is too young to understand how to deal with medical situations and Jaime's mother does not speak english. Jaime needs a place where he can get medical assistance for him or his family that is easily accessible, easy to function, and easy to pick up and learn.

Pain Points:
Jaime does not have much experience with receiving medical coverage, due to the fact that his mother does not speak english and his little brother is not old enough to figure this process out.

User Personas

Name:
Sandy Doo

Occupation:
Works in fast food service

Demographic:
22
Female
Peoria Resident
Lives on friend's couch
Got out of abusive household

Goals and Needs:
Sandy was living in an abusive household and decided to move out. She is currently living on multiple friend's couches and is using the little she earns to help pay for bills. Sandy needs a quick and simple way to access medical care and other essential services.

Pain Points:
Sandy has a lot on her plate to deal with while she looks for a way to get back on her feet. Any type of stress or difficulty at this time would be a turn off, due to current events in her life.

User Personas

Name:
Robert Kewls

Occupation:
None

Demographic:
65
Has been homeless for 8 years
Lives in Peoria
Recently started to feel chest pains as unsure of what it could be

Goals and Needs:
Robert does not have his own place to stay and is moving from shelter to shelter. He is looking for a service that will allow him to get the essentials he needs to get by, as well as a form of medical check up.

Pain Points:
Robert is getting older and struggling to move around as easily. Combined with the recent chest pains, Robert is starting to panic about receiving the medical attention he might need.

Heart Goals

	Goals	Signals	Metrics
Happiness	Users feel satisfied after using the application. Users feel like their experience is catered to them individually	User satisfaction surveys through nurse User feedback questionnaires	User Surveys Review out of 5 stars Well-being has improved
Engagement	Users keep returning to application Users refer others to the application	Users come back to application to report other issues Spend time exploring all the features the application offers	Analytics implemented Time spent on application
Adoption	Users actively try to access the service/application for their medical needs/inquiries.	Users log on multiple times, even regularly, in order to complete tasks and find information.	Number of times users have used the program over time.
Retention	Users are able to remember how to use the application over time from one session to the next.	Users are able to login repeatedly with no outside help.	Amount of task completed during length of session
Task success	Users complete their selected function efficiently and without trouble	No outside help is needed for a task Tasks are finished efficiently	Function Completeness rate User exit rate Heat Map Users attended appointments

Moodboard
Homeless Healthcare Kiosk App

Typography:

Heading: Raleway
Subtitle: Raleway

Body Text: Didact Gothic

Heading: Verdana
Subtitle: Verdana

Body Text: Verdana

Textures, Patterns, and Photography:

Colors:

Primary
#263C46
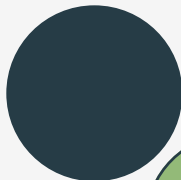
Secondary
#C0D6DC

Accent 2
#E67D49
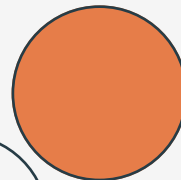
Accent
#93BA78

Background
#F5F5F5
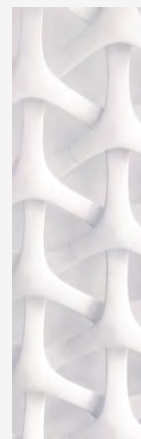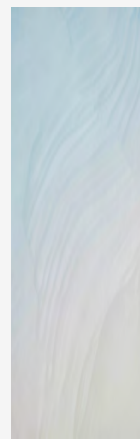
Moodboard
Homeless Healthcare Kiosk App

App Icon:

Iconography:

Illustrations:

Moodboard
Homeless Healthcare Kiosk App

UI Elements:

Profile	First Aid	Foot Care

Profile
First Aid
Foot Care
Prescriptions
Email
Calendar
English

Profile
First Aid
Foot Care
Prescriptions
Email
Calendar
English

< Section Title 🔍 ☰

Tab Tab Tab Tab Tab Tab Tab

Section Title
Selection Item
Selection Item
Selection Item
Selection Item
Selection Item

Infographics:

10
9
8
7
6
5
4
3
2
1

| Mon 5 | Tues 6 | Wed 7 | Thurs 8 | Fri 9 | Sat 10 | Sun 11 |

Medical Data 1
Details

Medical Data 2
Details

Medical Data 3
Details

Medical Data 4
Details

40% 19% 41%

Fri 9

Information Architecture: High Priority

MyChart

Credentials (Full name, email, password)
Portal to either MyChart application or website
Explanation of MyChart (Infographic or something)

Schedule Doctor Appointments

Select Location (Map feature)
Select Doctor
Select Time (Shows available times)
Notes or symptoms (Form field/Multi select)

Schedule Counseling Appointments

Select Location (Map feature)
Select Doctor
Select Time (Shows available times)
Notes or symptoms (Form field/Multi select)

Schedule Dentist Appointments

Select Location (Map feature)
Select Doctor
Select Time (Shows available times)
Notes or symptoms (Form field/Multi select)

Create Email account

Create email name
Create password
Confirm email name and password
Forgot/Reset password

Locate Food

Locate stores that have discounted deals on foods/ cheaper food prices
Locate soup kitchens or services around Peoria that serve food to homeless

Handicap or Disability assistance

Voice to text
Text to voice
Color Blindness setting

Link to public resources

Categorized list of different resources
Summary of source and hyperlink

Information Architecture: Medium Priority

Care-A-Van info

> Graphic that shows the schedule of the Care-A-Van (location, times)
> Explanation on what the Care-A-Van is

Set up ride to Appointments

> Distance to appointment
> Links to public transportation

Translation to Spanish

> Select language upon startup
> Text should be similar size and design in spanish dictation

Resume Builder

> Goes through basic steps of putting a resume together
> External link to google doc templates
> Print function

Receive assistance from nurse

> Large button available on every screen
> Confirmation screen if users need help

Accessibility for illiteracy

> Iconography to explain features
> Text to speech
> Speech to text
> Dictation

Incentive

> Bus Voucher for scheduling
> appointment

Information Architecture: Low Priority

Fingerprint ID

Open to login/sign up page
Once signed up, ask if they would like password saved
Password saved would allow user to login using apple fingerprint scan

Coach Marks

Creates path underneath the header
Function has links to go back to previous pages

Tracking user-attended appointments

Opens up to profile
Infographic which shows statistics about how many appointments
they have attended

Locate everyday living essentials: Toothbrush, deodorant, etc

Locate drive or resource that donates essential needs to homeless people
that show up
Locate coupons to buy essentials at stores

Food Pantry Locator

Map feature
Directions to nearest food pantry

ID Photo/Information

Opens camera feature

User Satisfaction Survey

Questionnaire that rates user satisfaction on a scale (1-10)
Allows users to comment on their rating

Job opening board

Select job search area
Select category of job (labor, etc.)
List of available jobs
Link to application

Journey Map

Phase of journey	Before Kiosk		
Actions What does the customer do?	The User is feeling ill and is looking for a place to get a medical consultation	The user does not have essential resources to live out on the street	User is serarching for opportunities to get back on their feet
Touchpoint What part of the service do they interact with?	Trying to find shelter and food on their own	Not trusting anyone since the "system" has forgotten about them before	Keeping all their belongings in their backpack
Customer Thought What is the customer thinking?	"Getting out of this situation seems hopeless"	"I need to find a place to sleep"	"I can do this on my own"
Customer Feeling What is the customer feeling?	🤕		
Opportunities	Provide help in a patient manner, do not force them to receive help	Treat and talk to individuals as an equal, not in a pity way	Do not overwhelm the individual with too much info or false promises

Journey Map

Phase of journey	During Kiosk		
Actions What does the customer do?	At the Kiosk the User logs into/signs up to their Jump account to receive medical consultation	Set up a plan for the future (set up appointments, put together a resumé)	Locate services that are meant to help homeless people in the nearby area
Touchpoint What part of the service do they interact with?	Allows users to locate services for homeless / impoverished	Finding essential services through Kiosk for immediate help	Have a location for users to routinely check medical history
Customer Thought What is the customer thinking?	"I hope this isn't too hard to use"	"This seems like a lot of things to take in at once"	"I might not be up to date on technology"
Customer Feeling What is the customer feeling?	😐		🙁
Opportunities	Provide essential services like medical care, locations to food shelters, and assistance with the weather / footcare	Put the individual in the public system through MyChart and the creation of an email account	Make the application to the most amount of people possible (translation to Spanish, disability accommodations)

Journey Map

Phase of journey	After Kiosk		
Actions What does the customer do?	Keep coming back to kiosk for routine checkups	Refer other people who may be in need of the service	Attend appointments that were set up via the kiosk
Touchpoint What part of the service do they interact with?	Improve living conditions for users	Opportunity to raise awareness about this kiosk to others	Find rides for their appointments
Customer Thought What is the customer thinking?	"That wasn't as bad as I thought"	"That helped me out quite a bit actually"	"I should tell Bob about this, it could be useful for him"
Customer Feeling What is the customer feeling?		🙂	
Opportunities	Create a positive experience that the kiosk is spread through word of mouth	Run analytics on how many appointments are attended, if users come back to the kiosk	Help users feel less anxious / confident about the next few days

User Flows- MyChart
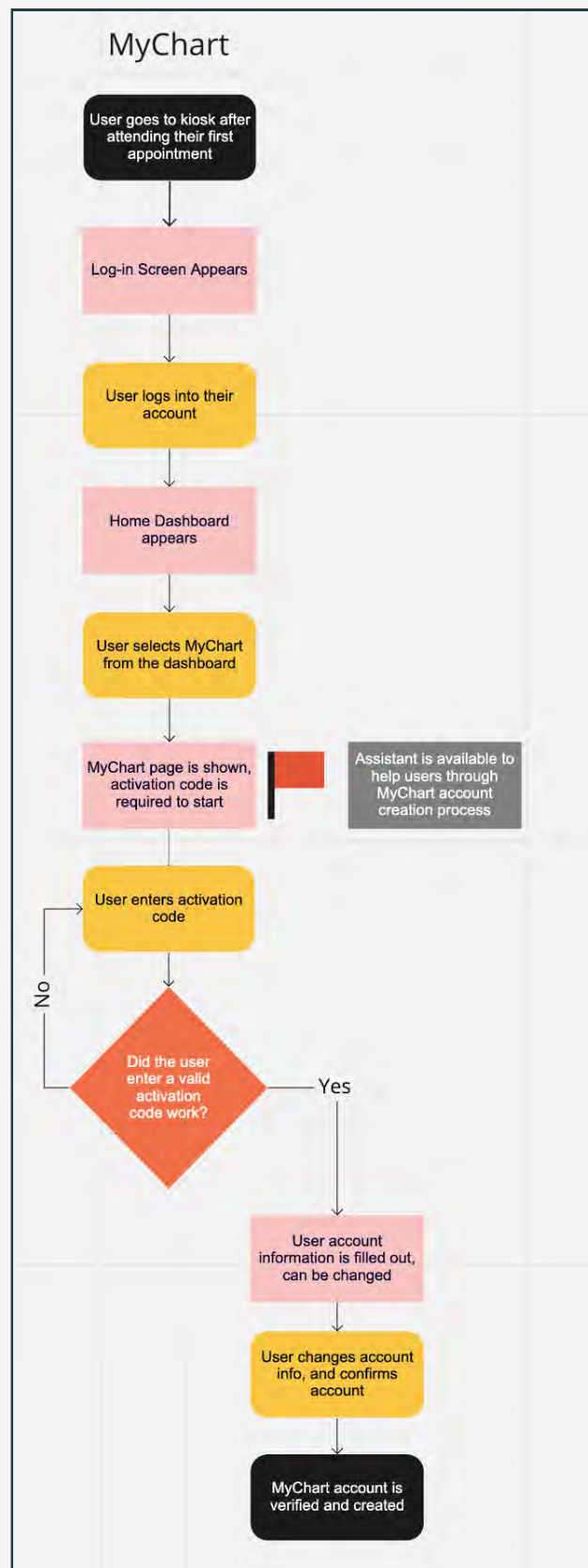
User Flows- Create an Email
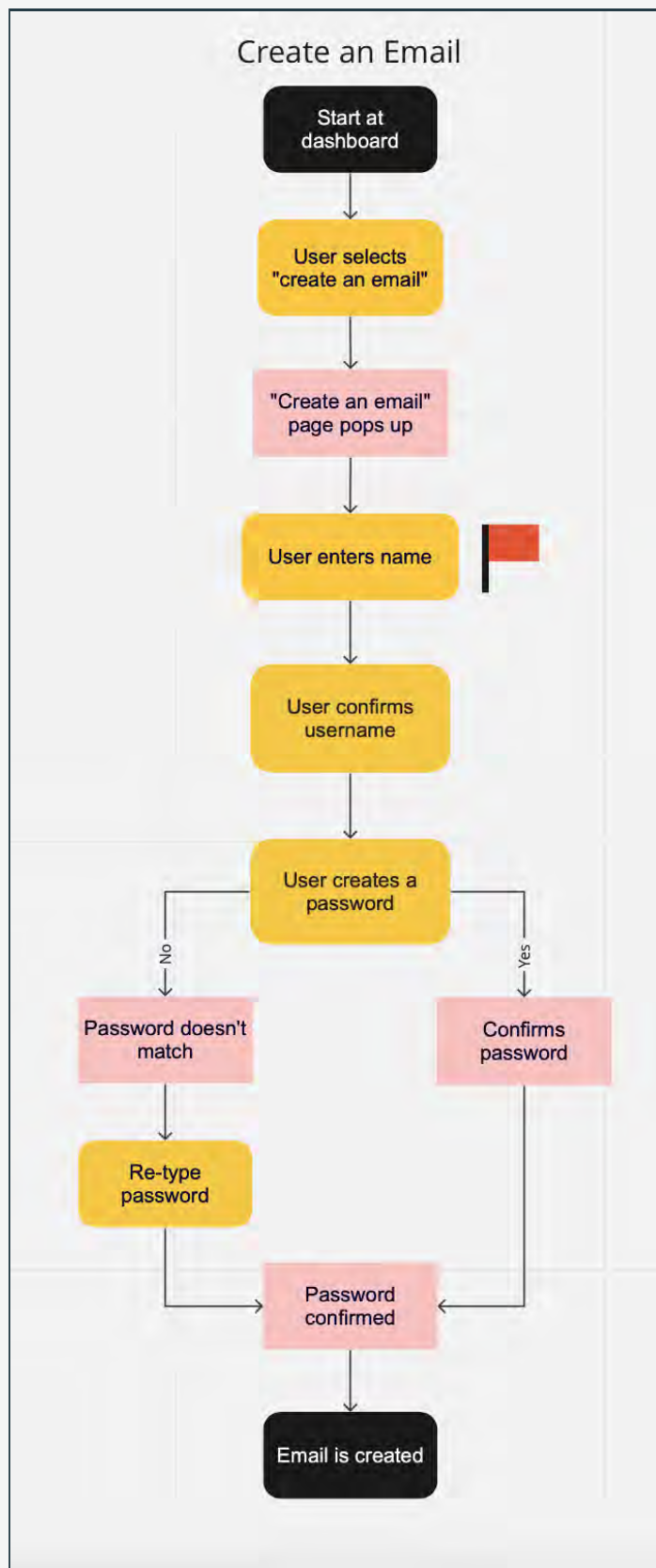
User Flows- Schedule Appointments

Schedule Appointments

Start at dashboard

User selects schedule appointments

User decides on what type appointment to schedule

Doctors appointment

Counseling appointment

Dentist Appointment

User decides if they want in person or virtual

In person

Select Location

Online

Select date/time of appointment

Select doctor/counselor/dentist(Filter/Title of doctor

Select symptoms/type and notes for the doctor

Confirm appointment details

Receives bus voucher

User schedules an appointment

User Flows- Find Local Resources

Find Local Resources

Start at dashboard

↓

User selects "Local Resources" page

↓

Select desired resource

── Financial Resources ──→   ── Identification Resources ──→

Financial Resources Page

↓

Select Financial Resource

- Get Your Stimulus Check → Redirects to an Illinois government page
- Apply for relief → Redirects to an Illinois government page

Identification Resources Page

↓

Select Identification Resource

- Get a copy of your Birth Certificate → Redirects to Peoriacounty.org birth certificate site
- Get an I.D. → Redirects to Illinois DMV website

User Flows- Find Food/Shelters

Find Food/Shelters

Wireframes- MyChart

MyChart ⚙

Activation Code required ❓

Please type your activation code in the boxes below:

[ ] [ ] [ ] [ ]

Verify

Don't remember your **activation code?** Tap the button below

Find activation code

Never set up an **appointment** for your code? Tap the button below

Set up appointment

Home | MyChart | Email | Appointment | Food/Shelter | Resources
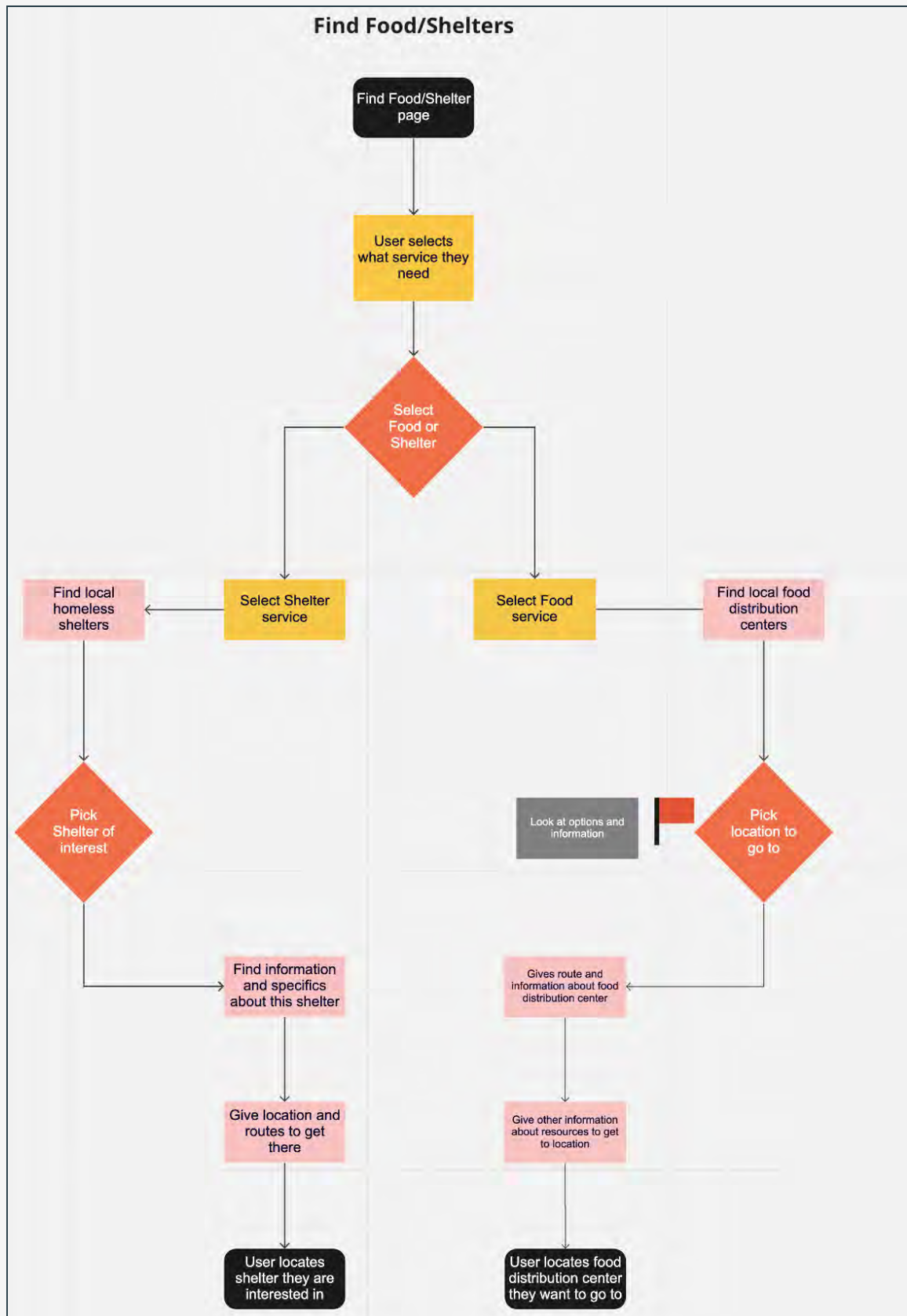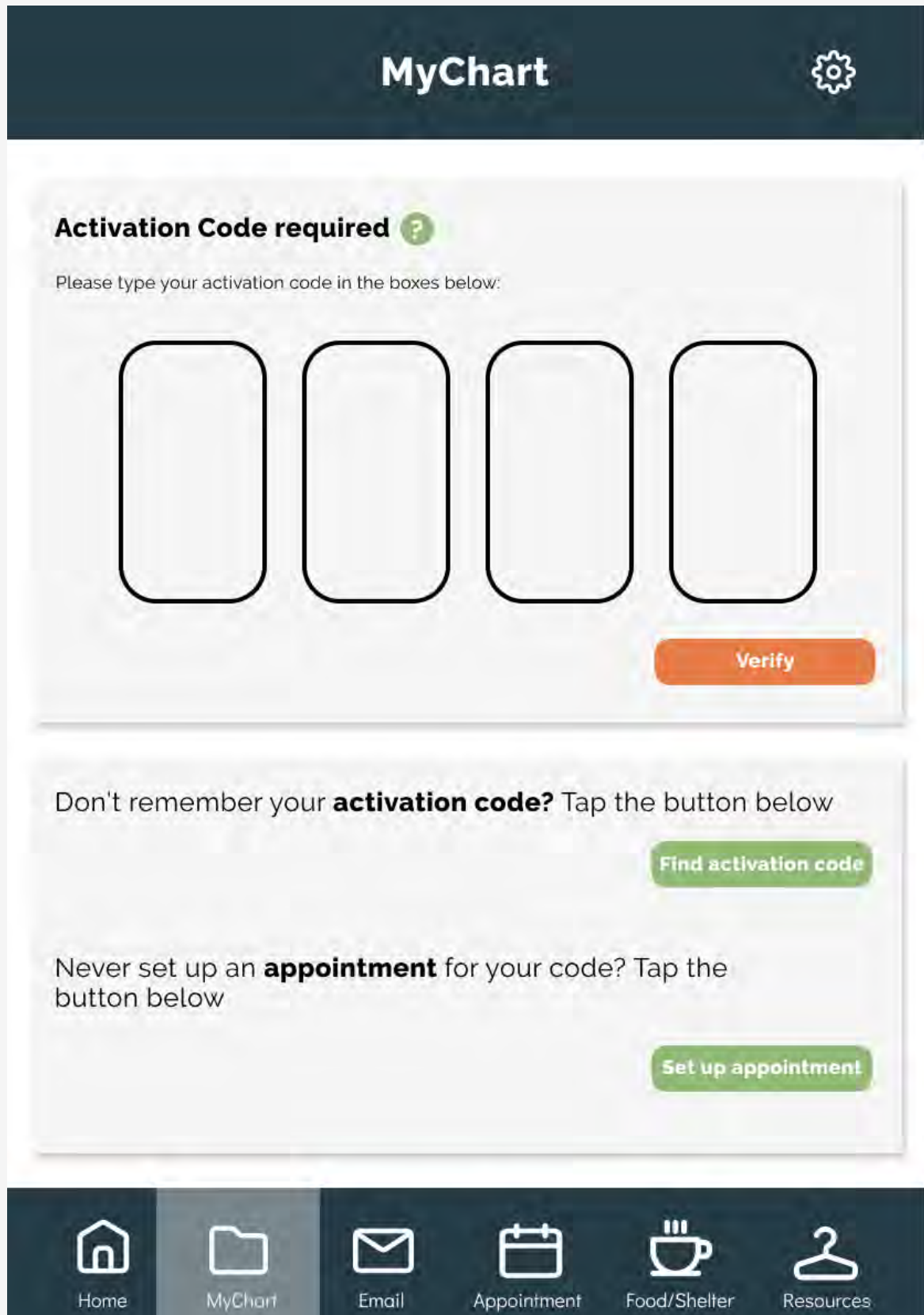
Wireframes- MyChart

MyChart ⚙

Create MyChart account ❓

Some information has already been filled out based on your account details

First name   Last name

Email address

Password

Confirm password

+1   Mobile phone number

Birth Month   Day   Year

By clicking "Continue" you agree to the Terms
and Privacy Policy

Continue

🏠 Home   📁 MyChart   ✉ Email   📅 Appointment   ☕ Food/Shelter   🧥 Resources

Wireframes- MyChart

MyChart

⚙

MyChart account created successfully!

Positive Illustration or animation as a
confirmation

Go to MyChart

Home | MyChart | Email | Appointment | Food/Shelter | Resources
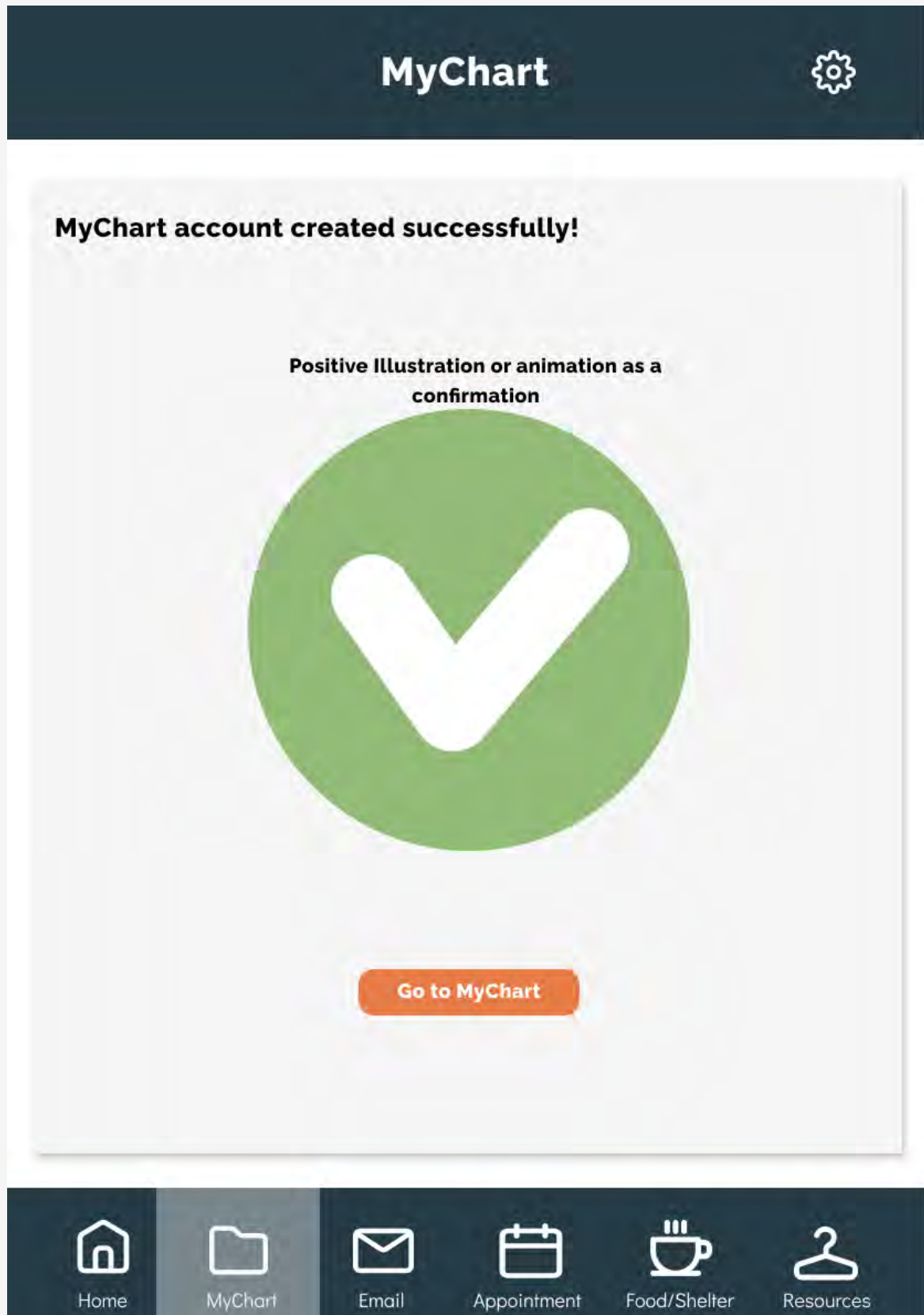
Wireframes- Create an Email

Home Dashboard   ⚙

Good Morning Bob!

Welcoming illustration here

Here is what you have coming up:

Monday 29	Tuesday 30	Wednesday 31	Thursday 01	Friday 02
		① Dr. Smith 1:30PM		

OSF MyChart Login

OSF MyChart Username

Password

Forgot Username?   Forgot Password?

Sign in

Sign up

Gmail login

Gmail Username

Password

Forgot Username?   Forgot Password?

Sign in

Sign up

Home   MyChart   Email   Appointment   Food/Shelter   Resources

Wireframes- Create an Email

Wireframes- Create an Email

Wireframes- Create an Email

Wireframes- Create an Email
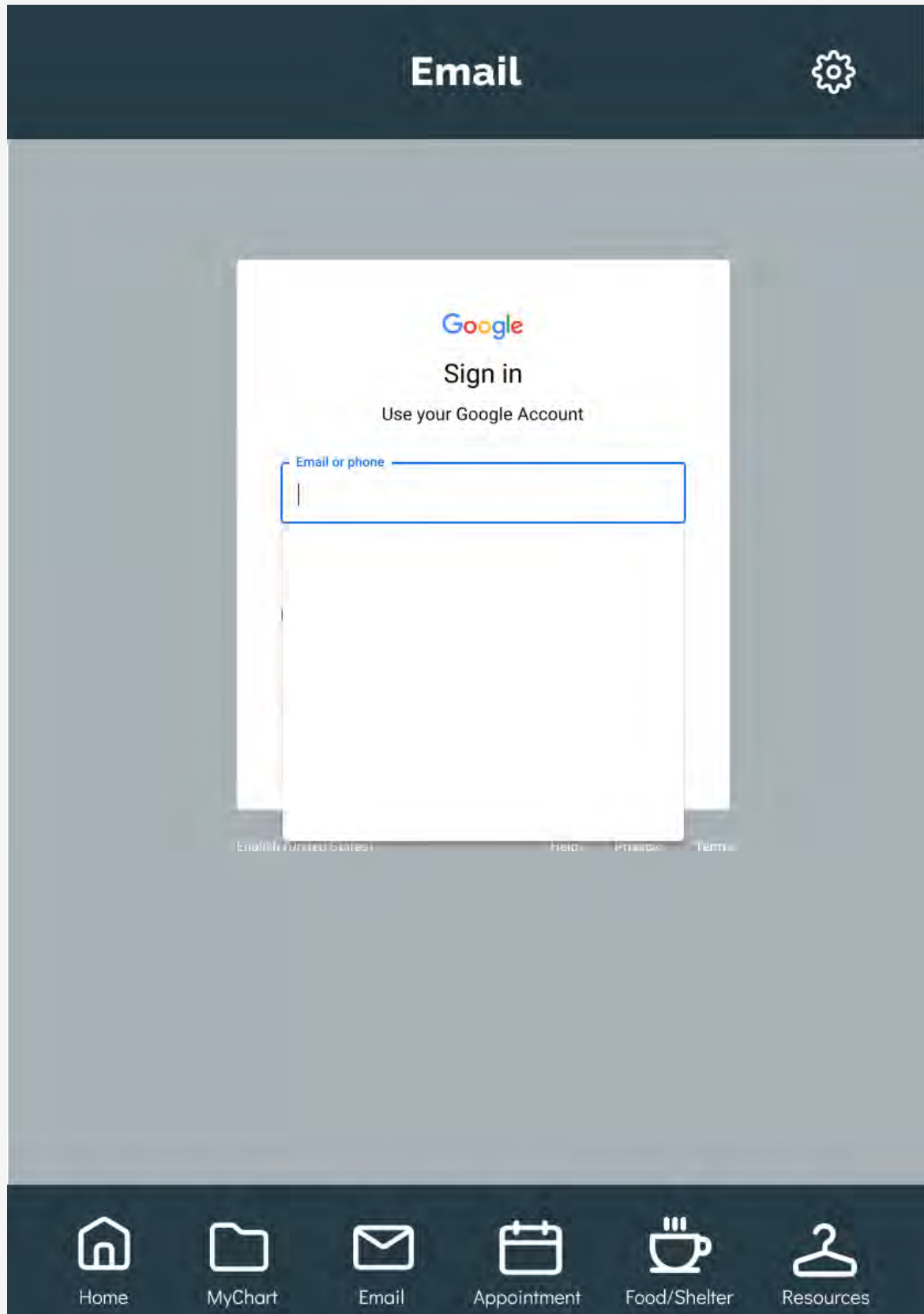
Wireframes- Schedule Appointments
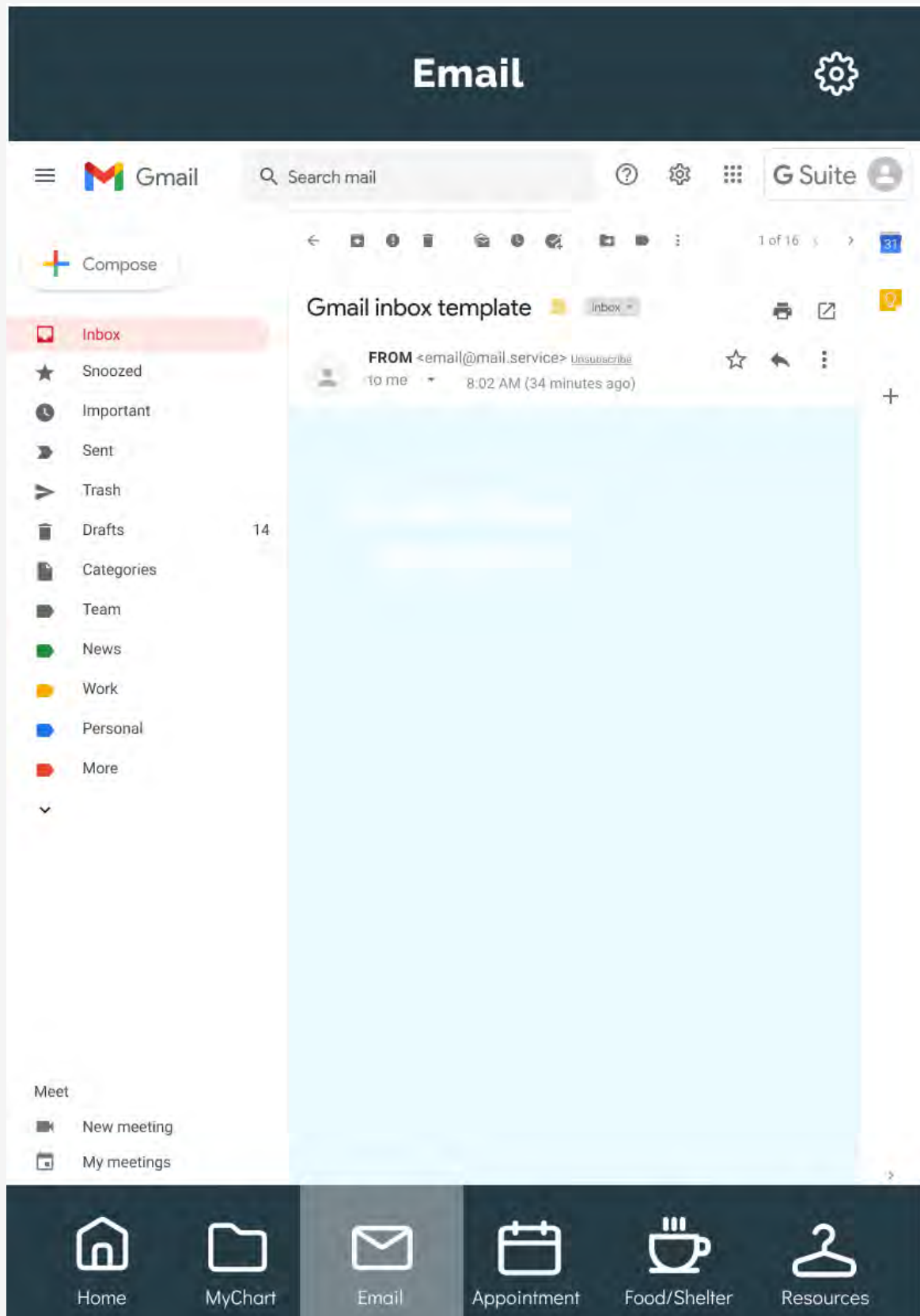
Wireframes- Schedule Appointments (Virtual)

Appointments

Doctor Counseling Dentist

○ In-Person ◉ Online

Select a date and time

March 23 2021

March

S	M	T	W	Th	F	S
		1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	(23)	24	25	26	27
28	29	30	31			

Available doctors

○ Doctor Name, Title ○

○ Doctor Name, Title ◉

Select symptoms

Other notes or symptoms for the doctor

tap to start typing

Confirm appointment

Wireframes- Find Local Resources

Find Local Resources ⚙

Identification Resources

Through here you can get things like a state I.D. if you do not already have one. You can also get a copy of your birth certificate if you have lost or misplaced it.

Financial Resources

Through here you can find how you can receive and cash your stimulus check(s) and how you can obtain financial relief as needed.

Home | MyChart | Email | Appointments | Food/Shelter | Resources

Wireframes- Find Local Resources

Identification Resources ⚙

Get A State I.D.

Fill out a form that is connected with the Peoria County DMV (Department of Motor Vehicals) with as much required personal information as is required. Then learn what the next steps you should take to recieve your State I.D. and other information about it.

Get A Copy Of Your Birth Certificate

If you have lost or misplaced your birth certificate for any reason, you can fill out your information with the form here and learn what the next steps are that you should take in order to recieve the physical copy.

Home   MyChart   Email   Appointments   Food/Shelter   Resources

Wireframes- Find Local Resources

Financial Resources ⚙

Get Your Stimulus Check

If you have been unable to recieve and/or cash your 2020/2021 COVID-19 Stimulus Checks, use this form to enter your information to help you learn how you can recieve your check and deposit or cash it as needed.

Apply For Relief

Apply for financial relief.

Home   MyChart   Email   Appointments   Food/Shelter   Resources

Wireframes- Find Local Resources

Personal Information Form ⚙️

Recieving 3rd party assistance for filling out this form

Before filling out this form, please indicate if you are recieving help from a nurse or other person working at the shelter you are currently at. Click the corresponding button below that dictates whether or not you are recieving assistance, then click "continue to form".

I am recieving 3rd party assistance

I am NOT recieving 3rd party assistance

Continue To Form ->

Save   Continue

🏠 Home   📁 MyChart   M Email   📅 Appointments   ☕ Food/Shelter   🛠️ Resources

Wireframes- Find Local Resources

Personal Information Form ⚙

All of the information below must be filled out before continuing on to the next step. If you cannot fill it out completely, click "Save" to save your progress so far and contact someone working at the shelter you are at to learn how you can recieve the remaining information that you need in order to complete this form.

First Name

Middle Name

Last Name

Date Of Birth (MM/DD/YYYY)

Social Security Number
(XXX - XX - XXXX)

Last / Most Recent Location Of Permanent Residence

Street Address

Apartment / Suite Number
(If Applicable)

City

State

Zip Code

Save   Continue

Home   MyChart   Email   Appointments   Food/Shelter   Resources

Wireframes- Find Food/Shelter

Wireframes- Find Food/Shelter

Wireframes- Find Food/Shelter

Wireframes- Find Food/Shelter

Wireframes: Additional Thoughts

After some research, we will have an option that switches the typography to a dslyexia-friendly font (Verdana)

The settings button will not take the user to a separate page, rather it will be a collapsable menu that contains accessibility settings.

> This allows users to change accessibility settings at anytime throughout the application

We will want to include animations and/or illustrations on our confirmation/success screens instead of a checkmark.

We will have a pop-up description page for each of our main functions that will describe what the function can do.

High Fidelity Designs- Home Screen

High Fidelity Designs- MyChart

High Fidelity Designs- MyChart

High Fidelity Designs- MyChart

High Fidelity Designs- Email

< Back

Email

Create Gmail Account

Some information has already been filled out based on your account details

First name   Last name

Email address

Password

Confirm password

+ 1   Mobile phone number

Birth Month   Day   Year

By clicking "Continue" you agree to the Terms
and Privacy Policy

Create Email Account

Already have an account? Sign in

Need
Assistance?

Home   MyChart   Email   Appointments   Food/Shelter   Resources

High Fidelity Designs- Email

High Fidelity Designs- Email

High Fidelity Designs- Appointments

High Fidelity Designs- Appointments

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High Fidelity Designs- Appointments

High Fidelity Designs- Food/Shelter
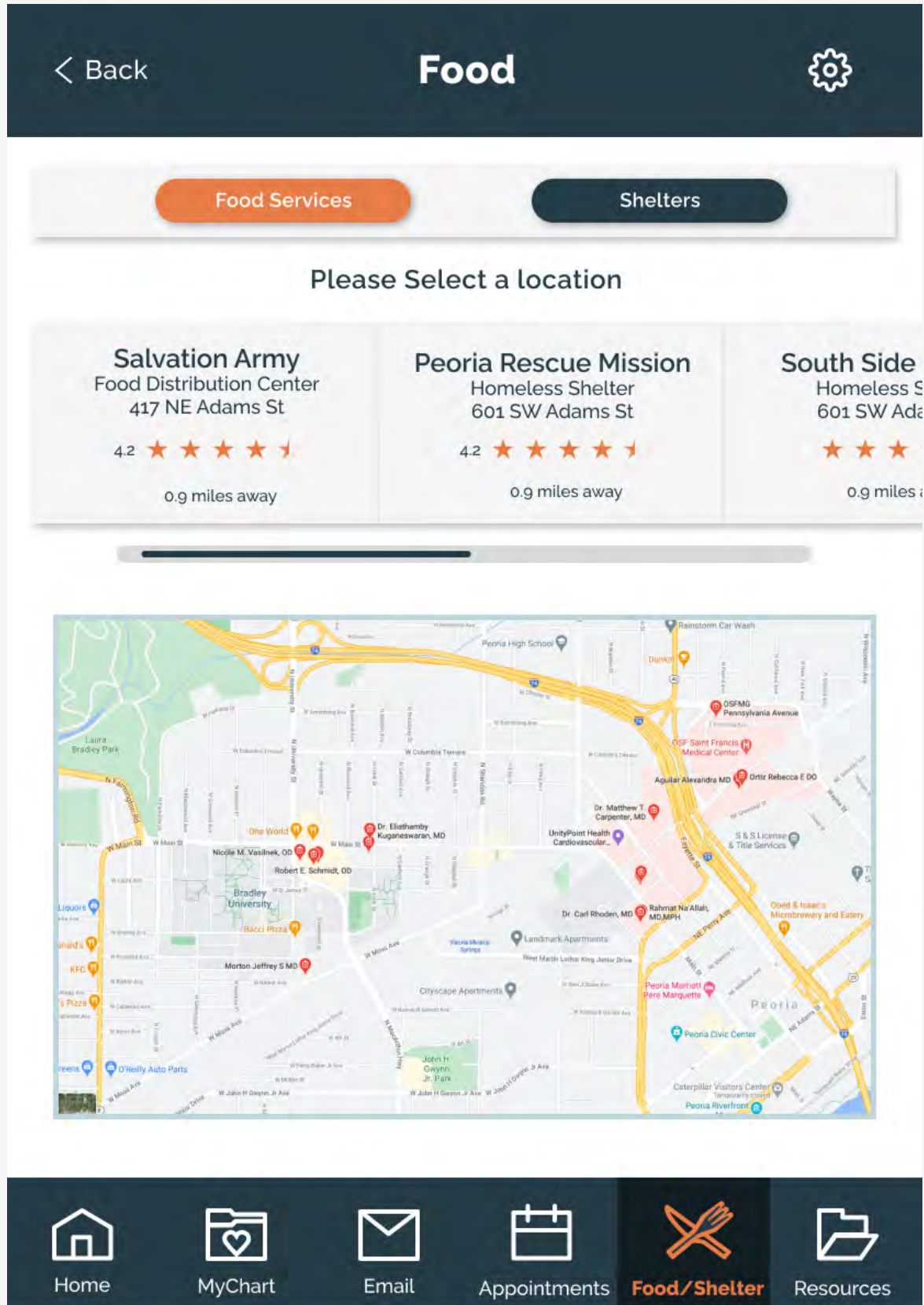
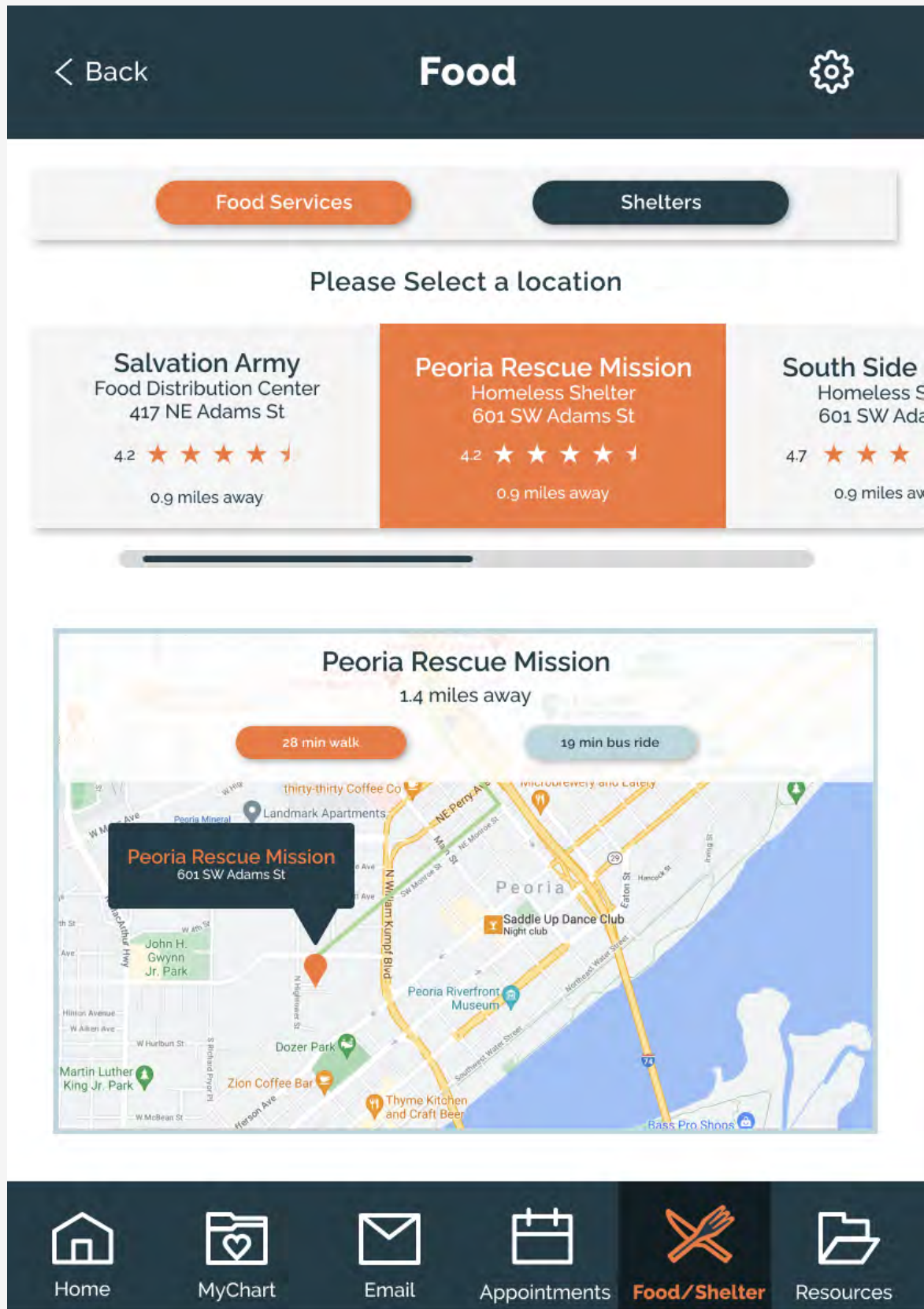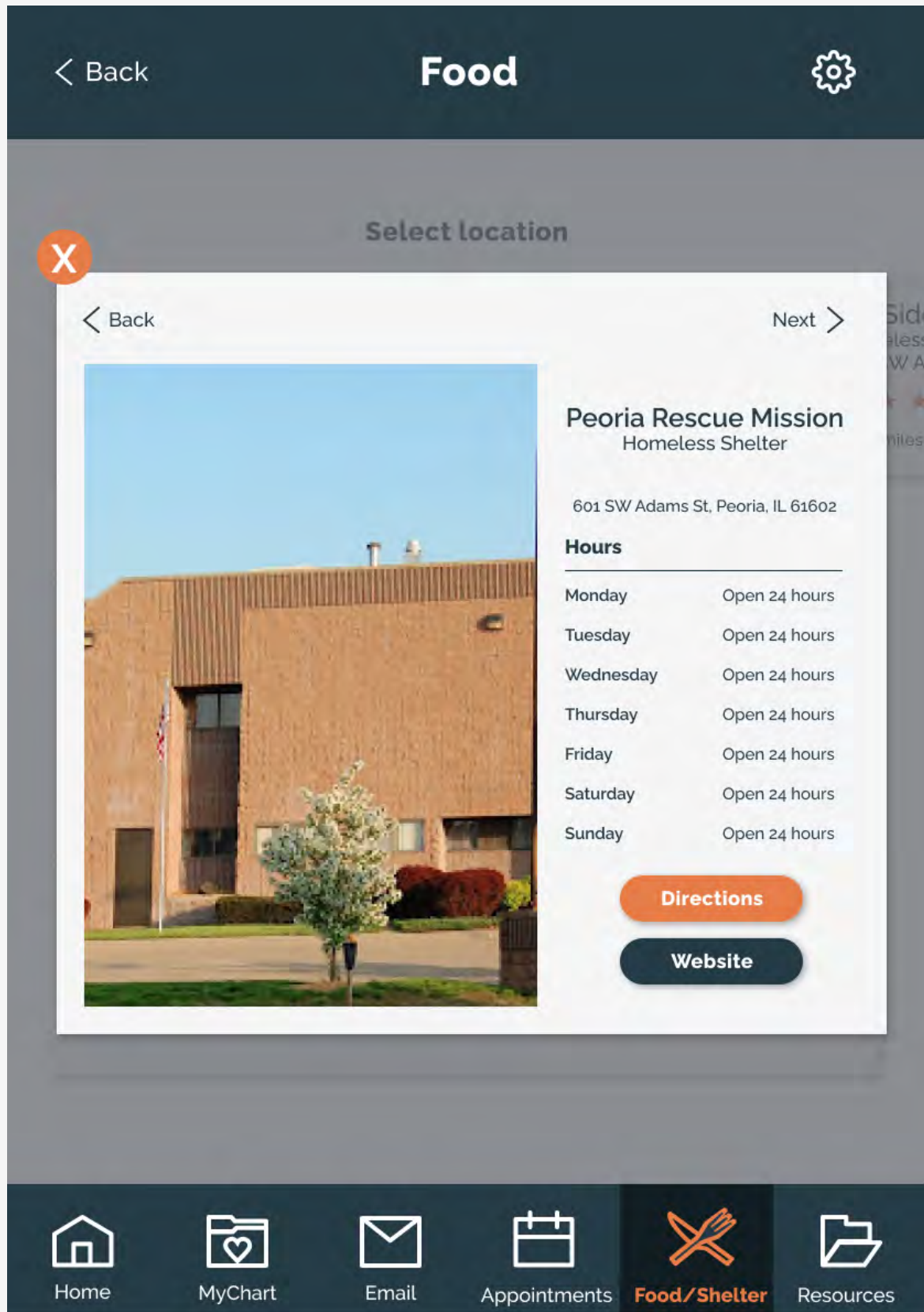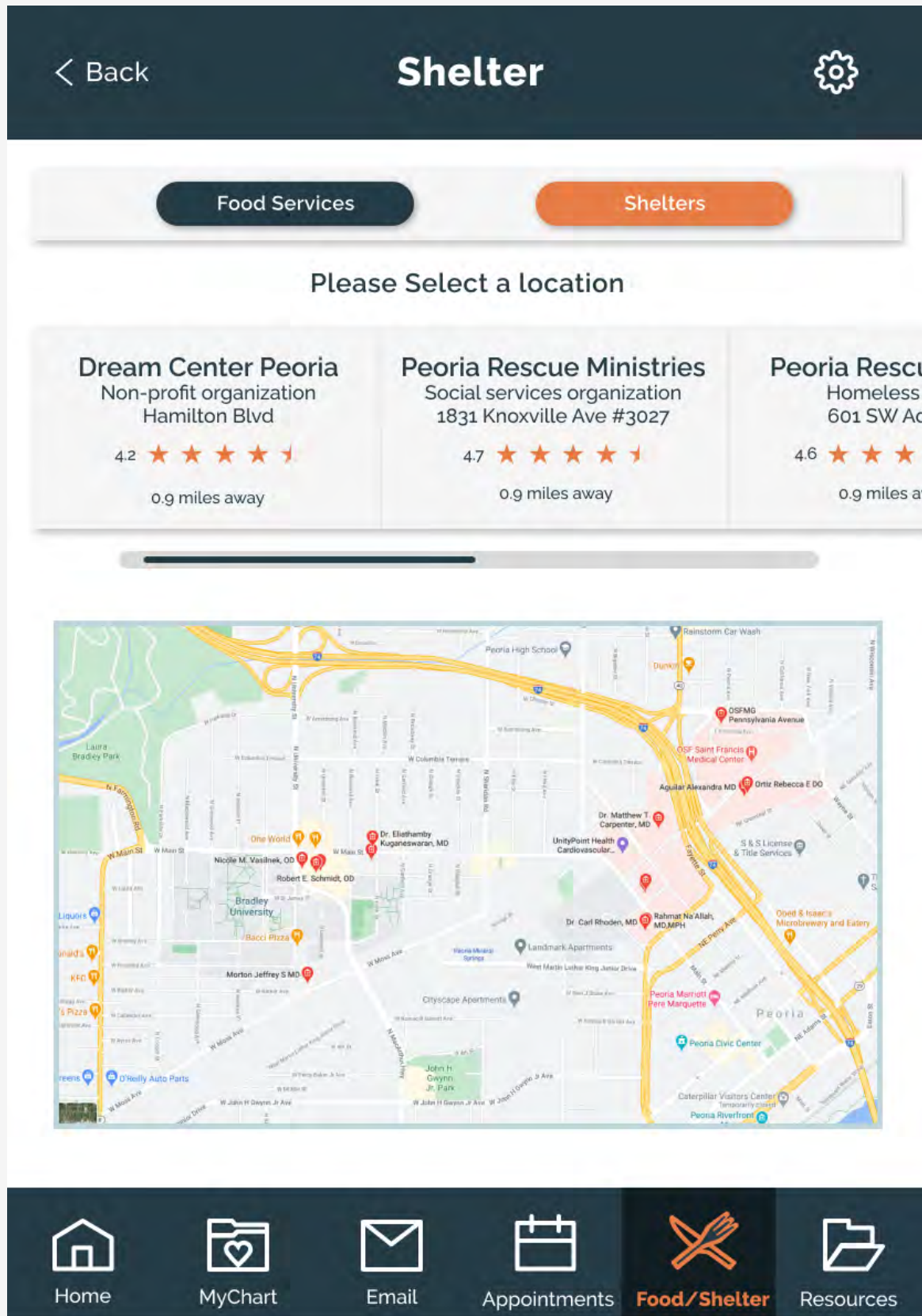# High Fidelity Designs- Food/Shelter

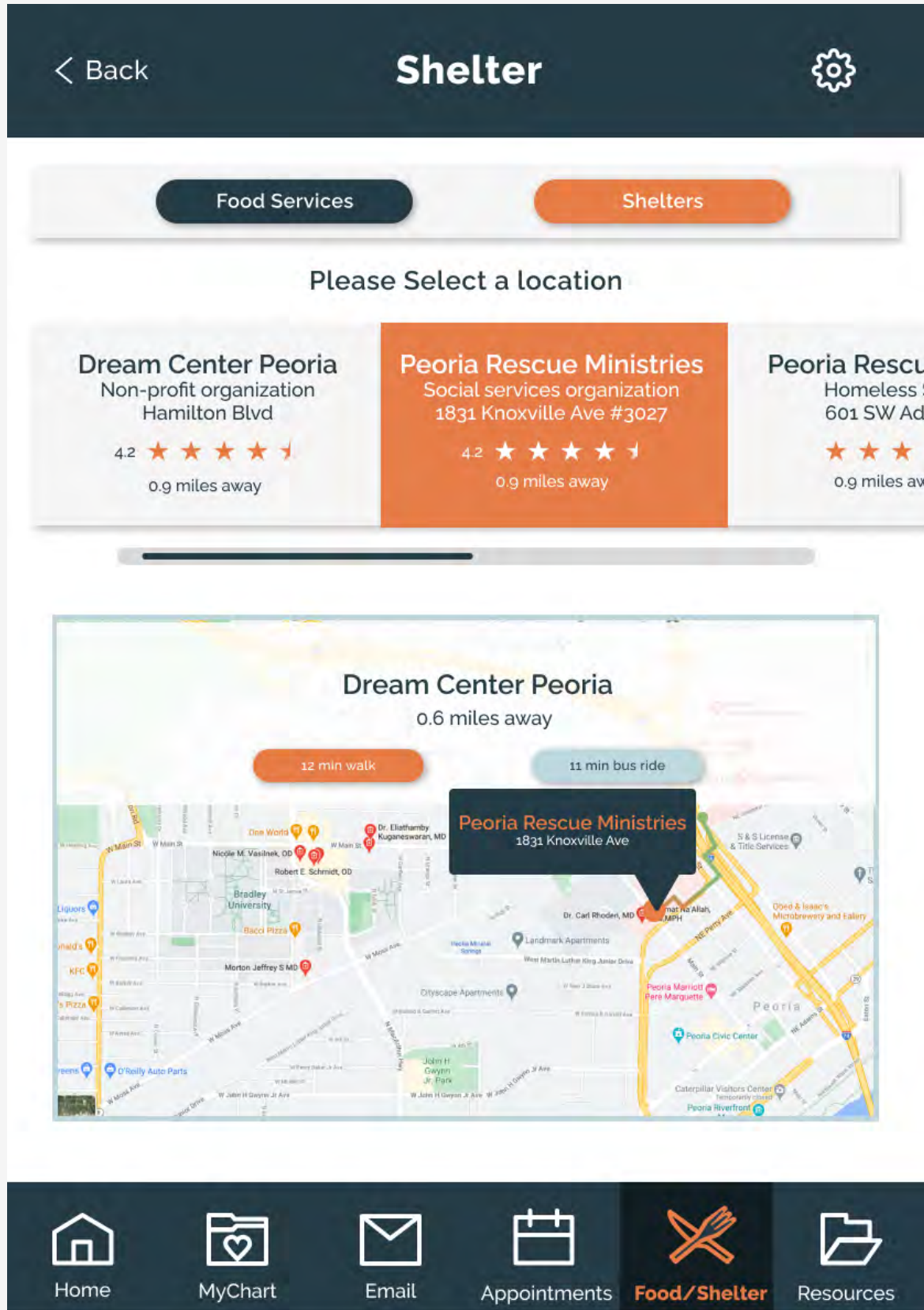# High Fidelity Designs- Food/Shelter

High Fidelity Designs- Food/Shelter

High Fidelity Designs- Food/Shelter

High Fidelity Designs- Food/Shelter

High Fidelity Designs- Resources

High Fidelity Designs- Resources

Find Local Resources

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Identification Resources

Through here you can get things like a state I.D. if you do not already have one. You can also get a copy of your birth certificate if you have lost or misplaced it.

See Identification Resources >

Financial Resources

Through here you can find out how you can receive and deposit and/or cash your stimulus check(s) as well as how you can obtain financial relief as needed.

See Financial Resources >

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High Fidelity Designs- Resources

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Get A State I.D.

Fill out a form that is connected with the Peoria County DMV (Department of Motor Vehicals) with as much personal information as is required. Then learn what the next steps you should take to recieve your State I.D. are and other information about the process.

Get An I.D. >

Get A Copy Of Your Birth Certificate

If you have lost or misplaced your birth certificate for any reason, you can fill out a form that can be accessed by clicking below and learn what the next steps are that you should take in order to recieve the physical copy.

Get Your Birth Certificate >

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Financial Resources

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Get Your Stimulus Check

Through here you can get things like a state I.D. if you do not already have one. You can also get a copy of your birth certificate if you have lost or misplaced it.

Get Your Stimulus Check >

Apply For Relief

Through here you can find out how you can receive and deposit and/or cash your stimulus check(s) as well as how you can obtain financial relief as needed.

Apply For Relief >

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High Fidelity Designs- Resources

Personal Information Form

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Recieving 3rd party assistance for filling out this form

Before filling out this form, please indicate if you are recieving help from a nurse or other person working at the shelter you are currently at. Click the corresponding button below that dictates whether or not you are recieving assistance, then click "continue to form".

I am receiving 3rd party assistance

I am NOT receiving 3rd party assistance

Continue To Form >

Save   Continue

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Personal Information Form

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All of the information below must be filled out before continuing on to the next step. If you cannot fill it out completely, click "Save" to save your progress so far and contact someone working at the shelter you are at to learn how you can recieve the remaining information that you need in order to complete this form.

First Name*

Middle Name

Last Name*

Date Of Birth (MM/DD/YYYY)*

Social Security Number*
Last Four Digits (XXXX)

Last / Most Recent Location Of Permanent Residence

Street Address*

Apartment / Suite Number   **City***   **State***

Zip Code*

Save   Submit

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User Testing Summary

Overall, the user testing went successfully! Both user testers were easily able to navigate and complete our 5 tasks, which associate with functions in the bottom navigation bar. In specific, the task that involved the scheduling an appointment received comments about how user friendly it felt. The account creation for both MyChart and email was received with positive feedback, but the required fields weren't as easily understood as expected. There were a few questions about the MyChart activation code, which should have an explanation page for it. The food and shelter tasks were easily breezed through, without any feedback about the flow. For the public resources, one of the user testers gave lots of feedback about the Personal Information Form. One of the points of feedback was removing the need for the whole Social Security Number when the last 4 digits are plenty. Outside of tasks, the home dashboard was hardly ever used in both user tests. The changes we would like to implement based on these user tests are:

Only ask for the 4 digits of the SSN

Make the asterisks for required fields more noticeable

Ensure all buttons were properly linked

Prototype Link

https://www.figma.com/proto/zjRO782l3oK5dmkY9jAUB5/The-Aces-Document?page-id=364%3A151&node-id=367%3A170&viewport=311%2C295%2C0.07209302484989166&scaling=scale-down