

Homeless Shelter App & Responsive Website

Reginald Allen

Project overview



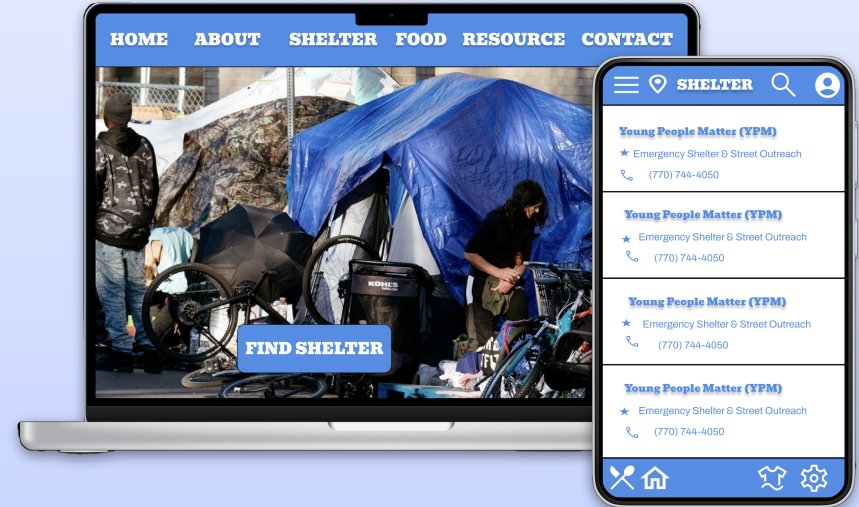
The product:

The app and responsive website was created to help with efforts to eliminate homelessness in America. Allowing these users access to resources



Project duration:

July 2023 to July 2023



Project overview



The problem:

So many people that are homeless are unable to find a warm bed and warm meal. Also they are unable to have access to resources or where to look.



The goal:

The Shelter App help provide assistance, find the right resources for people in need and people who would like to help them find food and shelter all under a simple device.

Project overview



My role:

UX Designer designing the app for available shelters in the local area for people in need.



Responsibilities:

Conducting interviews, paper and digital wireframing, low and high-fidelity prototyping, conducting usability studies, accounting for accessibility, and iterating on designs.

Understanding the user

- User research
- Personas
- Problem statements
- Competitive audit
- Ideation

User research: summary



I conducted interviews and created empathy maps to understand the users I'm designing for their needs. A primary user group identified through research was families, friends, and senior citizens who have fell on hard times.

This user group confirmed initial assumptions homeless people, but research revealed some would find shelter had there have been better access to resources.

Persona 1: John

Problem statement:

John want a way to have access to available shelters, that are safe to visit for his family.



John

Age: 35
Education: Masters Degree
Hometown: Atlanta, GA
Family: Father of two
Occupation: Unemployed

"I just need an opportunity for me and my kids"

Goals

- Find a shelter that is safe and secure for him and his family.

Frustrations

- He has been turned away from shelters before because they were full.

John is a 35-year-old father of two who lost his job due to the pandemic. He has been living in his car with his family for the past few months. He just want a way to have access to available shelters, that are safe for his family.

Persona 2: Sarah

Problem statement:

Sarah would like an accessible app, that has resources, so she can get back on her feet.



Sarah

Age: 25

Education: Bachelors Degree

Hometown: New York, NY

Family: Single

Occupation: Waitress

"Would love a break for now"

Goals

- Find a shelter that is close to her work so she can continue working.

Frustrations

- She has been unable to find a shelter that is close enough to her work.

Sarah is a 25-year-old woman who recently lost her apartment due to financial difficulties. She works at a nearby restaurant and wants to continue working so she can get back on her feet.

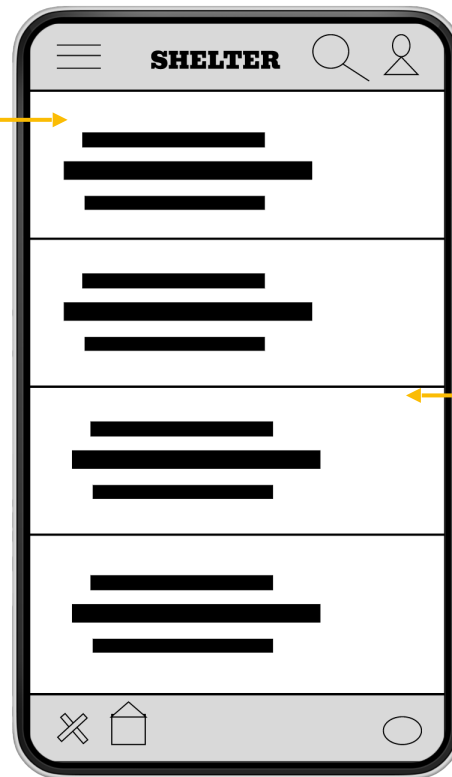
My goals was to see what my competitors were doing, what were their successes and goals. Want to see how we can improve what was already out there.

[illegible]

Digital wireframes

As the initial design phase continued, I made sure to base screen designs on the feedback and findings from the user research.

This is where the shelter location is listed



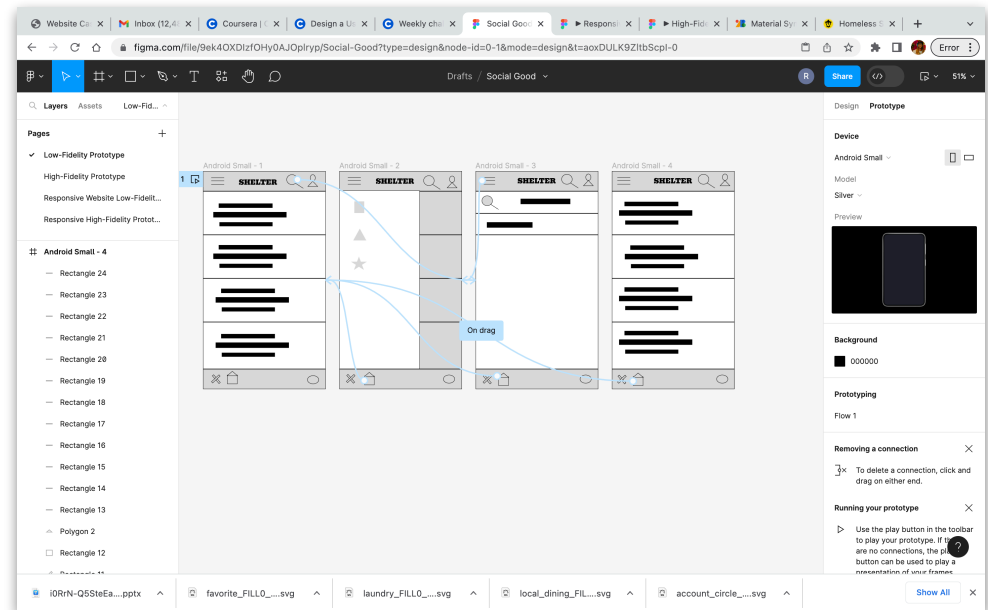
Also contact details would be listed as well with an updated contact number.

Low-fidelity prototype

The low-fidelity prototype connected the primary user flow of the accessible areas in which people in need can easily access, so the usability study with users.

View the Shelter app below

[Low-fidelity prototype](#)



Usability study: parameters



Study type:

Unmoderated usability study



Location:

Australia, remote



Participants:

7 participants



Length:

30-60 minutes

Usability study: findings

Insert a one to two sentence introduction to the findings shared below.

1

Finding

Trouble navigating to
homme screen

2

Finding

Understanding the listing
without text

3

Finding

More listing pages needed

Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

Mockups

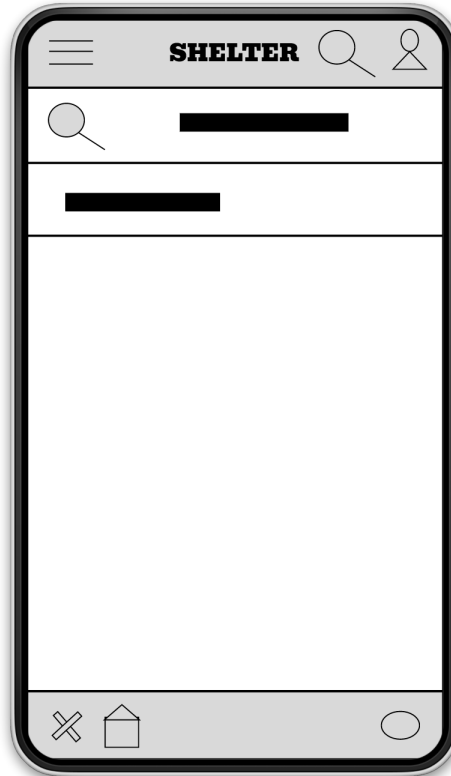
Early designs allowed for some customization but after the usability study, I was able to revise to fit the users needs.



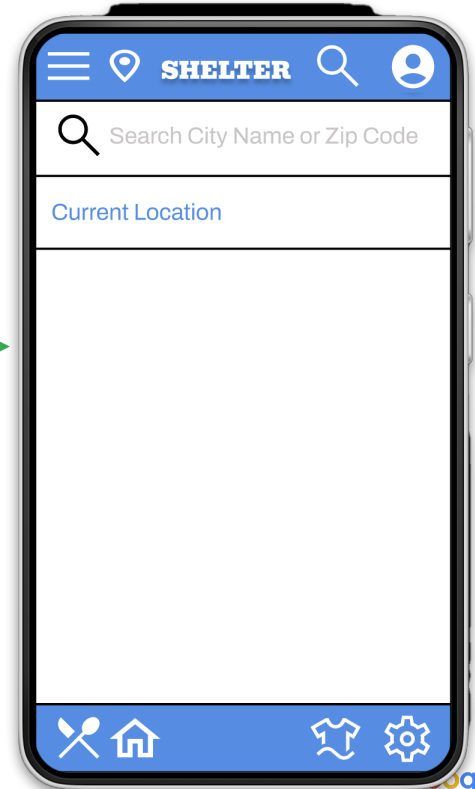
Mockups

The second usability study revealed very little frustration regarding the listings of the resources in which provide more areas in regards to food, clothing and crisis lines.

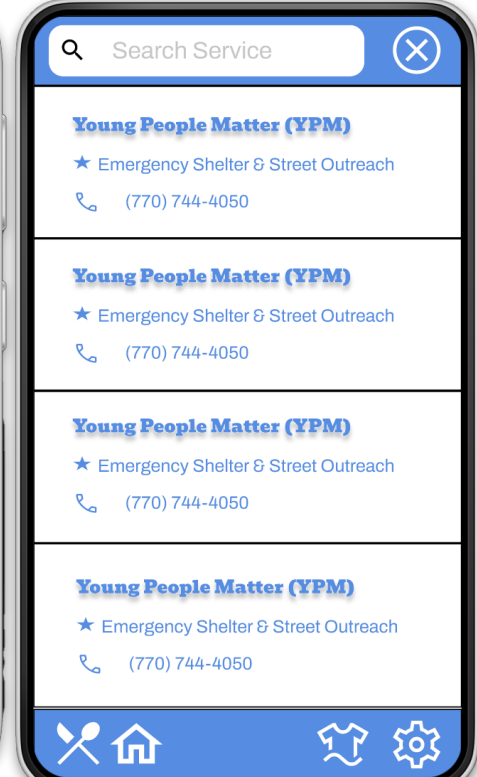
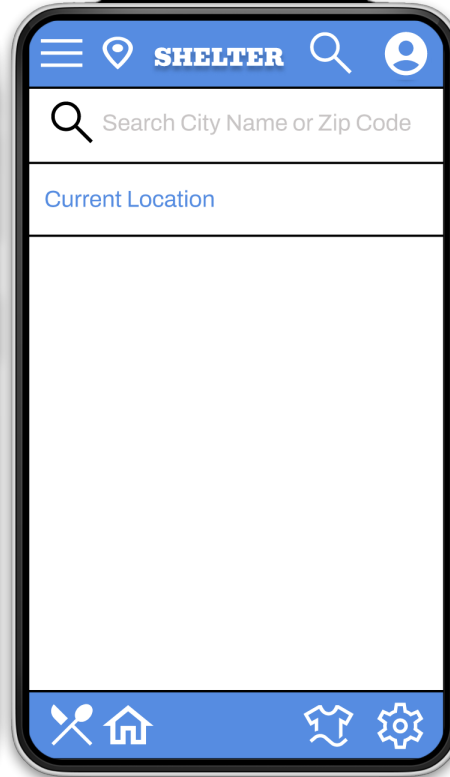
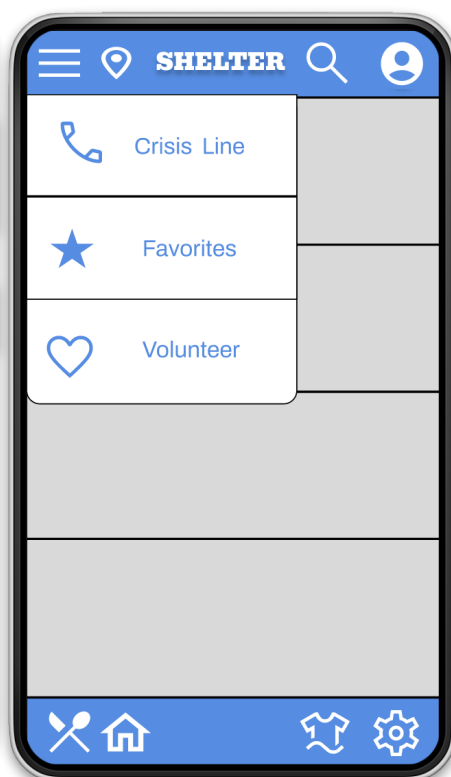
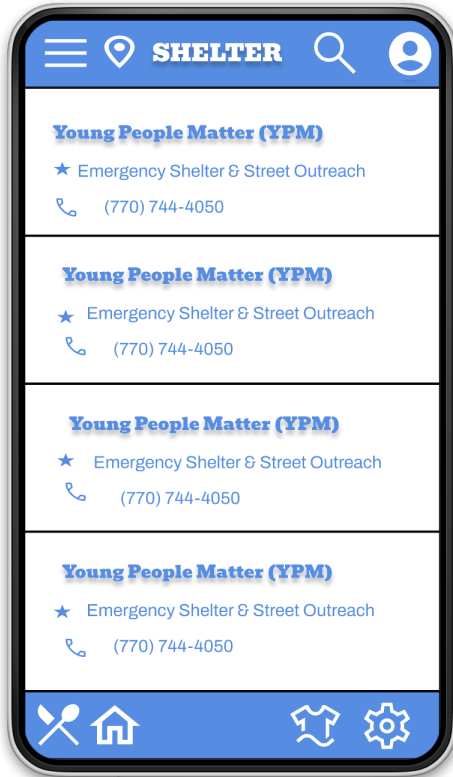
Before usability study



After usability study



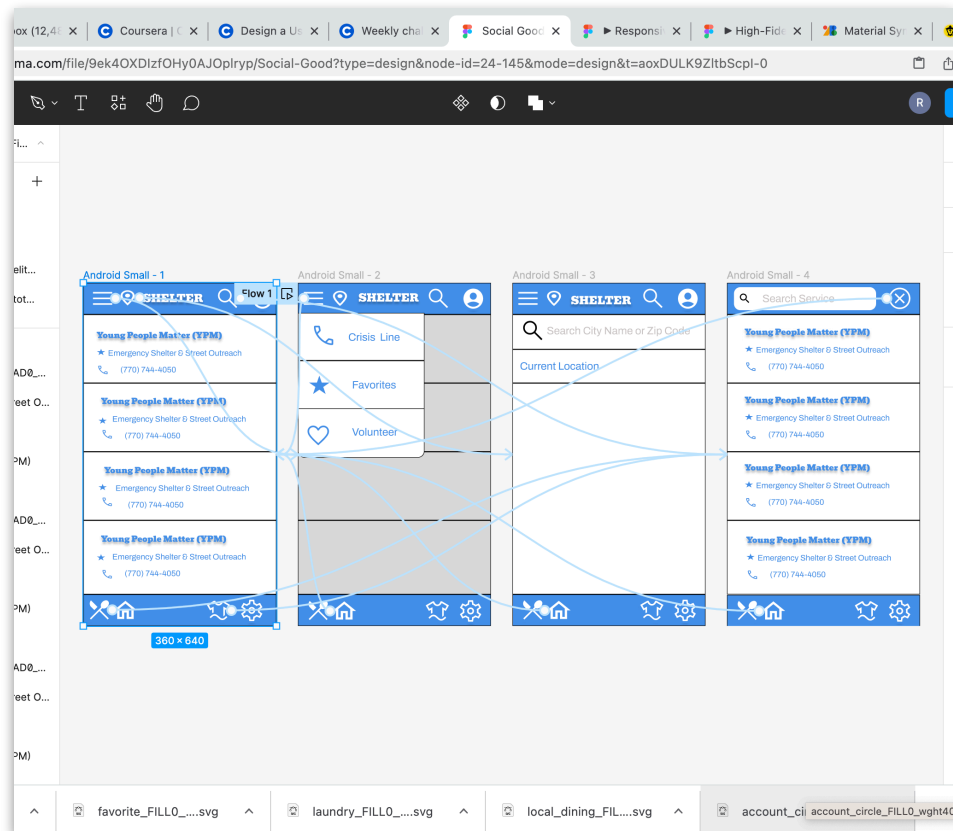
Mockups



High-fidelity prototype

The final high-fidelity prototype presented cleaner user flow for the shelter app.

[High-fidelity prototype](#)



Accessibility considerations

1

May need more features reflecting the other resources.

2

Having a way to provide a listing in which homeless or misplaced residents can have access to free mobile devices.

3

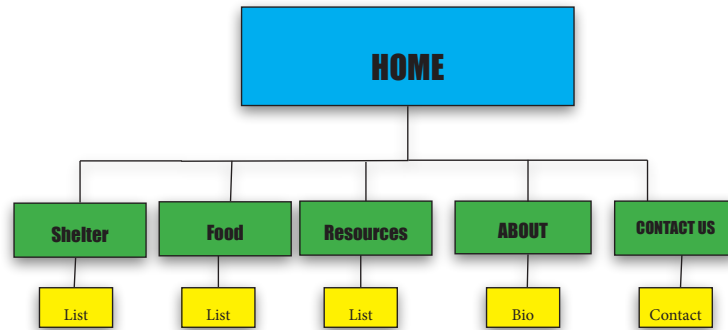
Provide hotspots for wifi use like recreation centers, parks, etc.

Responsive Design

- Information architecture
- Responsive design

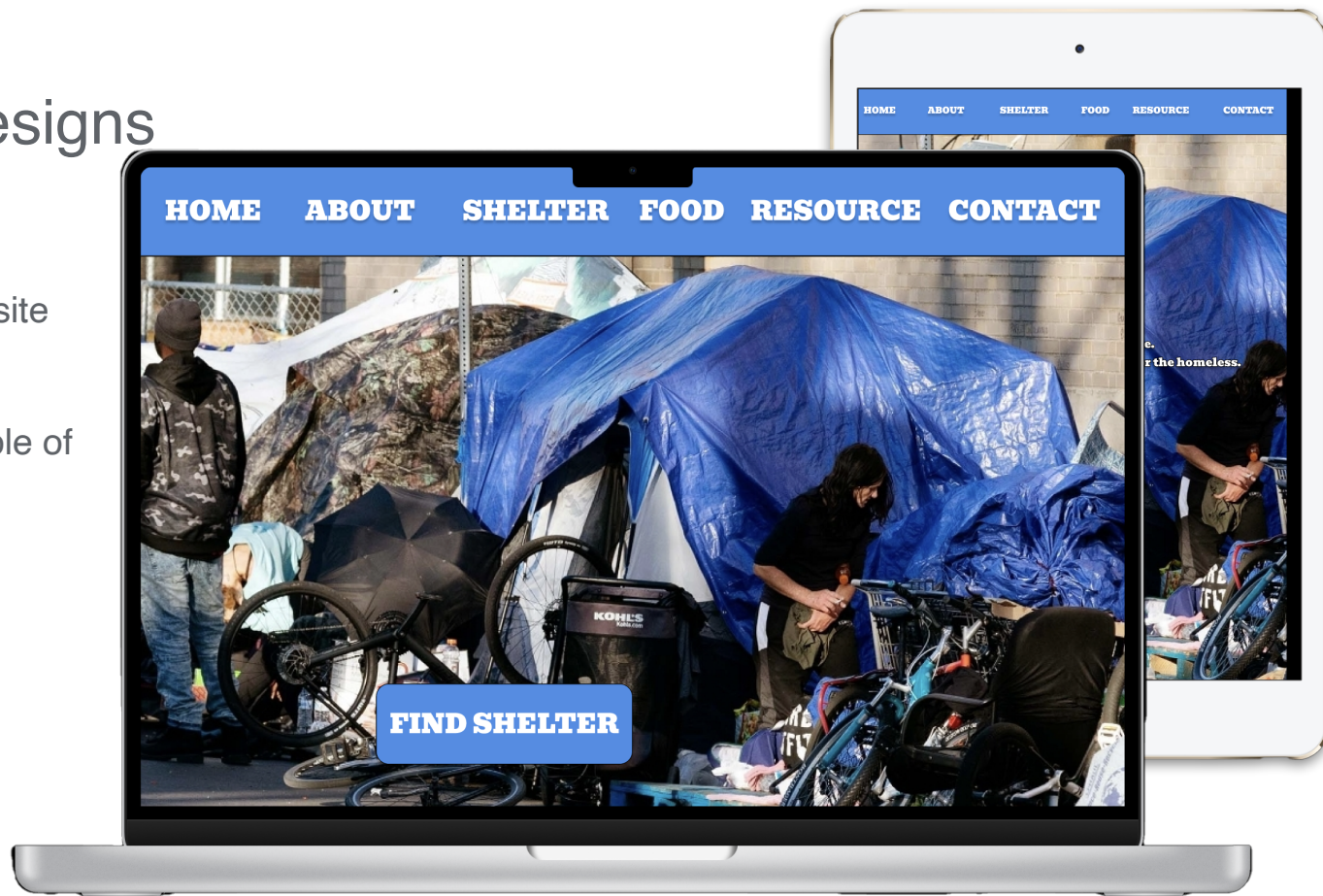
Sitemap

Our sitemap showcases the simplicity user flow of the website. Making it as easily accessible as it is for mobile devices.



Responsive designs

Making sure the Shelter site is fully accessible on all devices, this is an example of how we incorporate responsive design.



Going forward

- Takeaways
- Next steps

Takeaways



Impact:

Ux designers can help improve experiences for homeless individuals by developing mobile products that solve or alleviate a problem space for those who are in need.



What I learned:

User Experience can be a great asset that can impact many lives in regards to social good. Another reason why UX can affect so many improving a better way of life just by working together as a team.

Next steps

1

UX designers can help homeless people recover by redesigning homeless shelters to feel more like home and help families be healthy and happy.

2

Next steps would be how we can advertise the app to make more people aware of ways this can help the homeless.

3

Make adjustments and working on how we can make it even more accessible to the people who need it the most.

Let's connect!



I really appreciate you taking the time to review my case study. Please don't hesitate to reach me with the contact details below.

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