

# Michael Tran

DSID 131 - INTERACTION DESIGN

Process Book Spring 2020

Professor Josh Nelson



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## Homelessness

Interaction Design 131 Team 4:  
Daniel Quiros, Alex Benyat & Michael Tran



Ways of Being & Doing



The common pathway of a homeless person who once had a normal life but ended up in a downward spiral

Losing job which can lead into depression

Struggling  
day-by-day  
to sleep  
comfortably

Living on the street and begging for money from bystanders

Working to bounce back and live in apartment or house



## Task Analysis & Pathways



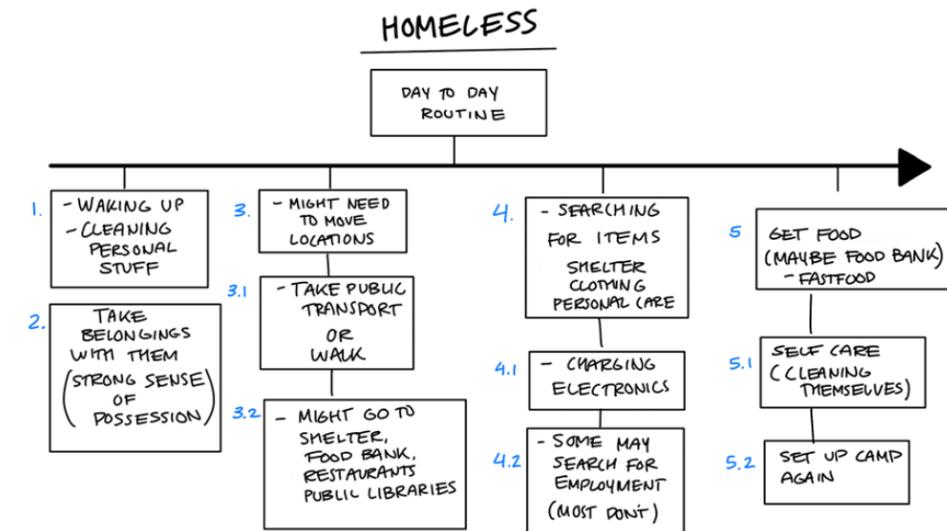
### How do people become homeless?

- 31% job loss
- 20% drugs or alcohol use
- 15% divorce or separation
- 13% an argument with a family member who asked them to leave
- 7% domestic violence
- 10% eviction
- 7% mental health
- 7% physical health or medical condition
- 12% incarceration
- 1% housing restrictions due to probation or parole



### What could prevent homelessness?

- 34% employment assistance
- 31% rental assistance
- 28% drug or alcohol counseling
- 19% mental health services





## Roles & Functions



Family

Some cannot rely on family

Newfound family can be made through homeless communities or deeper connections with past friends



Police

Can tow cars and give out heavy fines that set progress back

Leave unreasonable marks on records

Kicking people out of camps or certain areas



Realtor

Check papers, credit history and records

Ultimately decide if homeless can get housing



Volunteers

Friendly and helpful

Social Interaction

Possibly see these people multiple times through the week

Only take loans from friends



**Interesting Behaviors & Relationships**



**Humble Beginnings**

Many come from strong beginnings but tragedy hits leaving them helpless



**Bonded Through Pain**

Relate and work with other people from similar struggles



**Clean Background**

Try to stay clean as possible to keep homelessness a secret

**Technologies & Touch-points**



**Gov Funded**

Cell Phone Programs provided by City funding. Ex: SF



**Apps**

Not much tech or apps that help, just whatever is already out there such as web browsers.



**Public Access**



# Current and Future Tech

## Relevant Current & Future Technologies

### GiveSafe

Is an organization that distributes quarter-sized "beacons" to homeless people through shelters in Seattle, Washington.

### DoNotPay

Asks a user a series of questions to figure out the best way to help them. The bot then takes that information to draft a claim letter, saving people on legal fees

### SOCIAL IMPACT

- IMPROVE THE QUALITY OF LIFE
- IMPROVE THE QUALITY OF LIFE

### PHILANTHROPY

- IMPROVE THE QUALITY OF LIFE

### HOMELESSNESS

- IMPROVE THE QUALITY OF LIFE

### ASSISTIVE TECHNOLOGY

- IMPROVE THE QUALITY OF LIFE
- IMPROVE THE QUALITY OF LIFE
- IMPROVE THE QUALITY OF LIFE

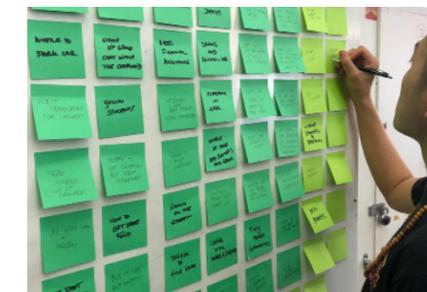
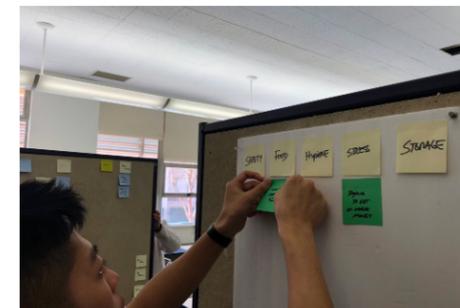
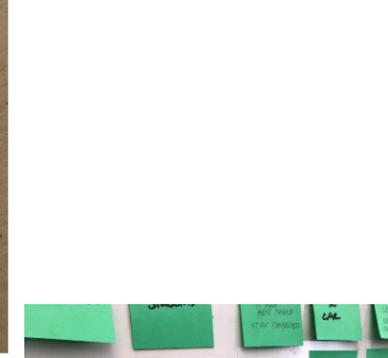
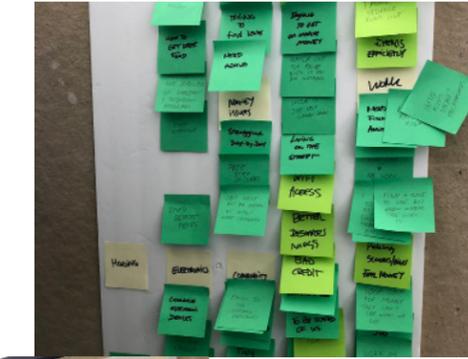
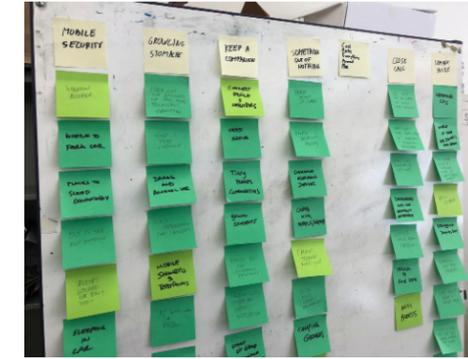
### TELEHEALTH

- IMPROVE THE QUALITY OF LIFE

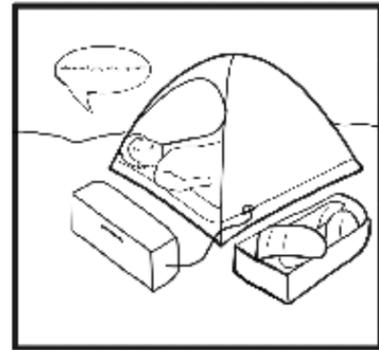
### FOCUS AND PAIN POINTS IDENTIFICATION

- IMPROVE THE QUALITY OF LIFE

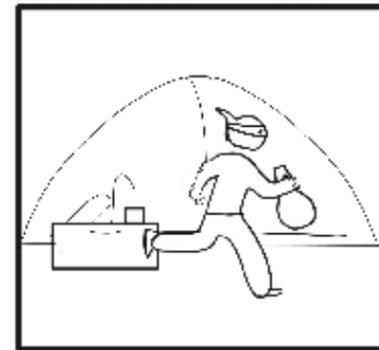
IMPROVE THE QUALITY OF LIFE



# P2 Nascent Review 1



MIKE SLEEPS IN A TENT BECAUSE HE HAS NO MONEY FOR A PLACE AND HAS TO STORE HIS STUFF IN A BOX



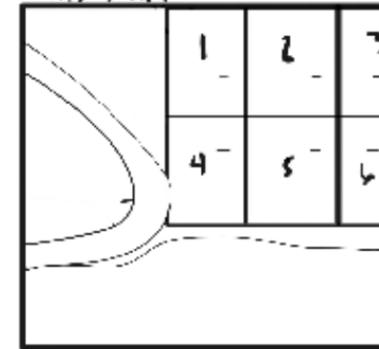
MIKE HAS SLEEPS THERE THINGS THAT BELONG TO HIS STUFF



HE IS FURIOUS WITH HIS STUFF BEING STOLEN



THIS APP FEATURE WILL HELP TO KEEP HIS STUFF SECURE



WHILE SLEEPING COMFORTABLY HE IS ABLE TO RELAXING WHILE STUFF IS IN LOCKER



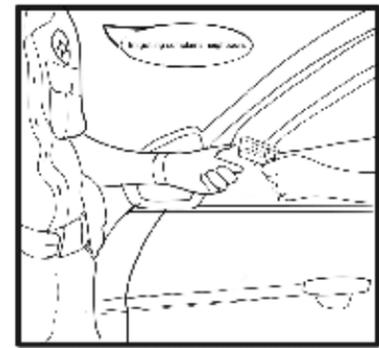
WAKE UP NEXT DAY AND UNLOCKS LOCKER TO GET HIS STUFF



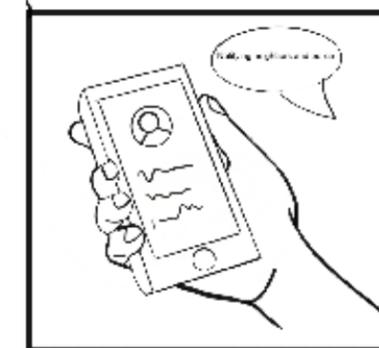
ERIAN HAS NO CHOICE BUT TO SLEEP IN HIS CAR AND CONSTANTLY WORRIED



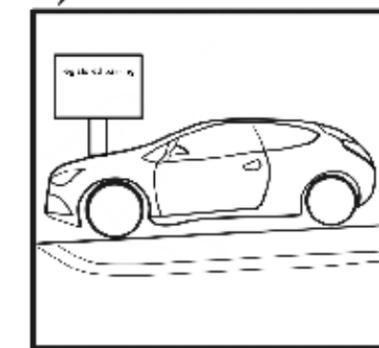
POLICE ARE CALLED IN BY NEIGHBOURS AND GO INVESTIGATE



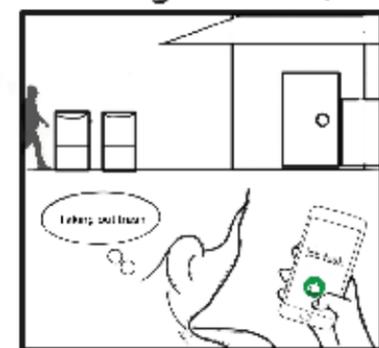
OFFICER ASK FOR ID FROM BRIAN TELLING HE CAN'T STOP IN HIS CAR



THIS NEW APP FEATURE WILL HELP HIS SECURITY NOTIFY NEIGHBOURS IF ITS ABOUT TO BE STOLEN



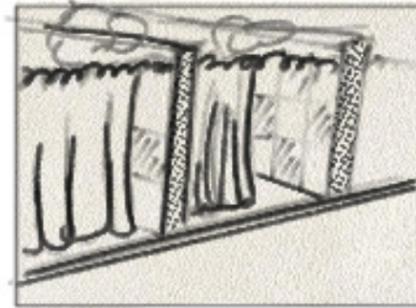
NEIGHBOURS ALLOW THEM TO PARK IN THEIR PROPERTY FOR EXCHANGE FOR A TASK



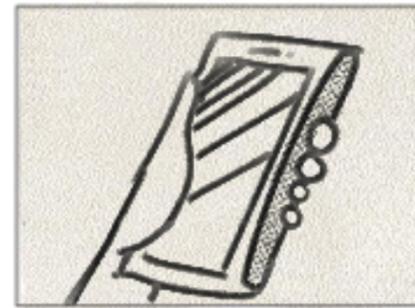
THE APP WILL NOTIFY BRIAN TO DO A TASK FOR MONEY OR SERVICES



END OF DAY  
AND OUT OF 8PM  
READY TO SHOWER



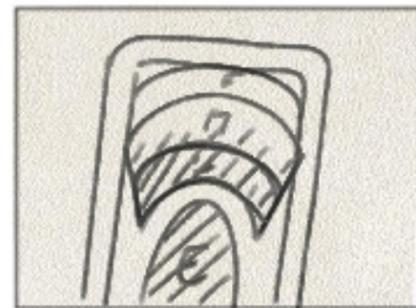
USUALLY SHOWERS  
AT SCHOOL GYM



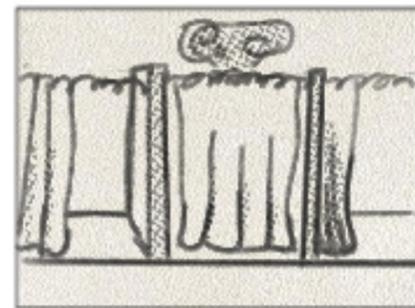
CHECKS PHONE  
TOO SEE HOW BUSY  
GYM IS



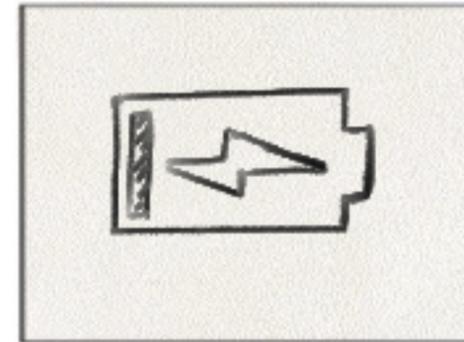
GYM WORKER  
UPDATES OCCUPATION  
LEVELS EVERY 30MIN



LOW TO MED  
OCCUPATION



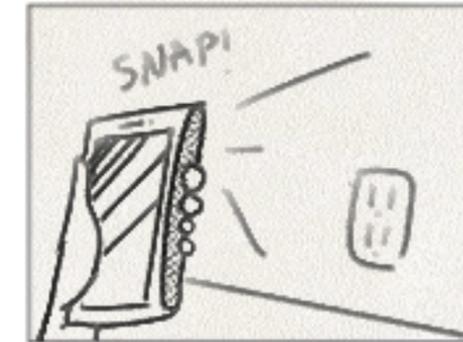
PRIVATE SOLO  
SHOWERS



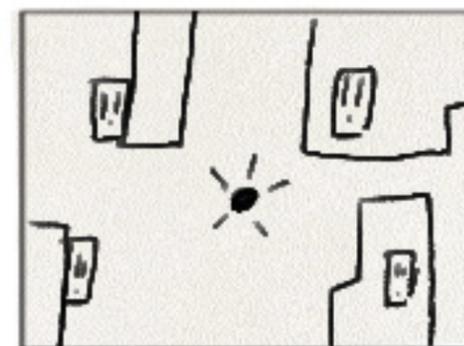
LOW BATTERY!



QUICKLY USE  
APP TO FIND  
NEARBY OUTLETS



OTHER PEOPLE  
MARK OUTLETS  
IN DIFF AREAS



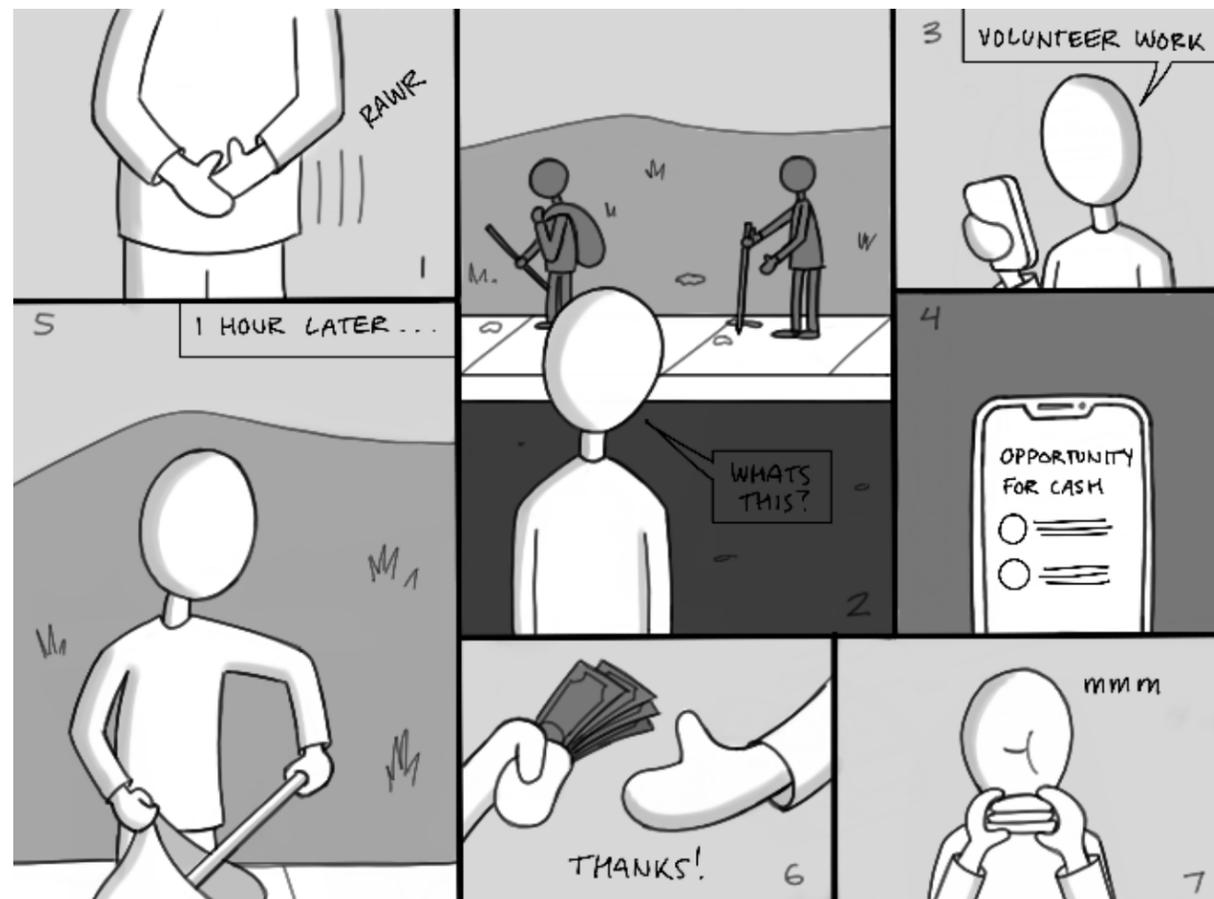
MARKED IN  
DIFF AREAS



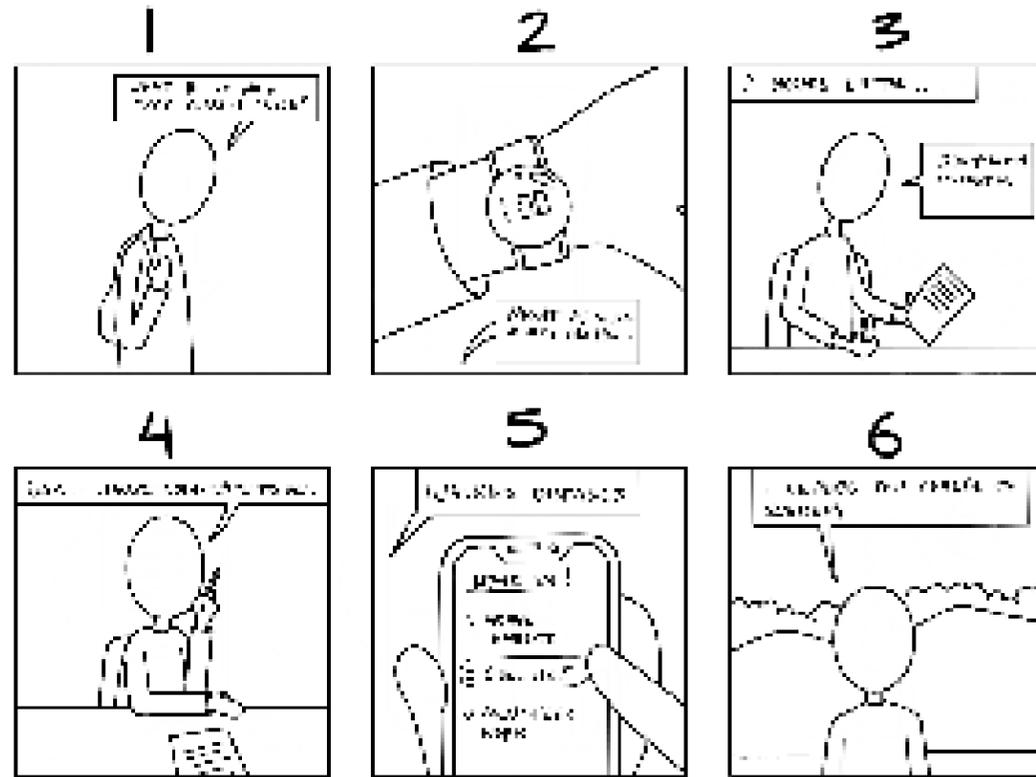
WAIT TO CHARGE



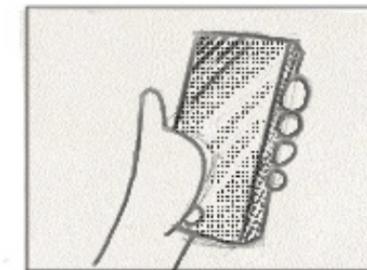
FORM COMMUNITY



## P2 Nascent Review 2



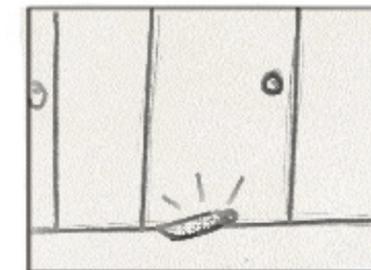
RUNS OUT OF TOOTHPASTE



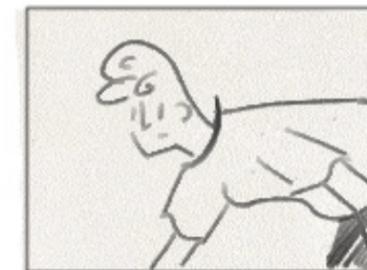
CHECKS APP TO CONNECT WITH OTHER STUDENTS



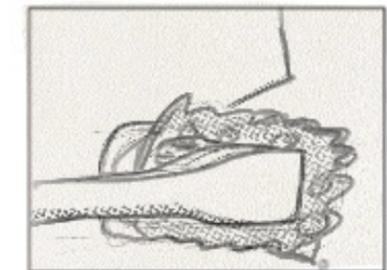
MANY STUDENTS BUY IN BULK TO SAVE MONEY



LEAVE TOOTHPASTE OUTSIDE DORIT



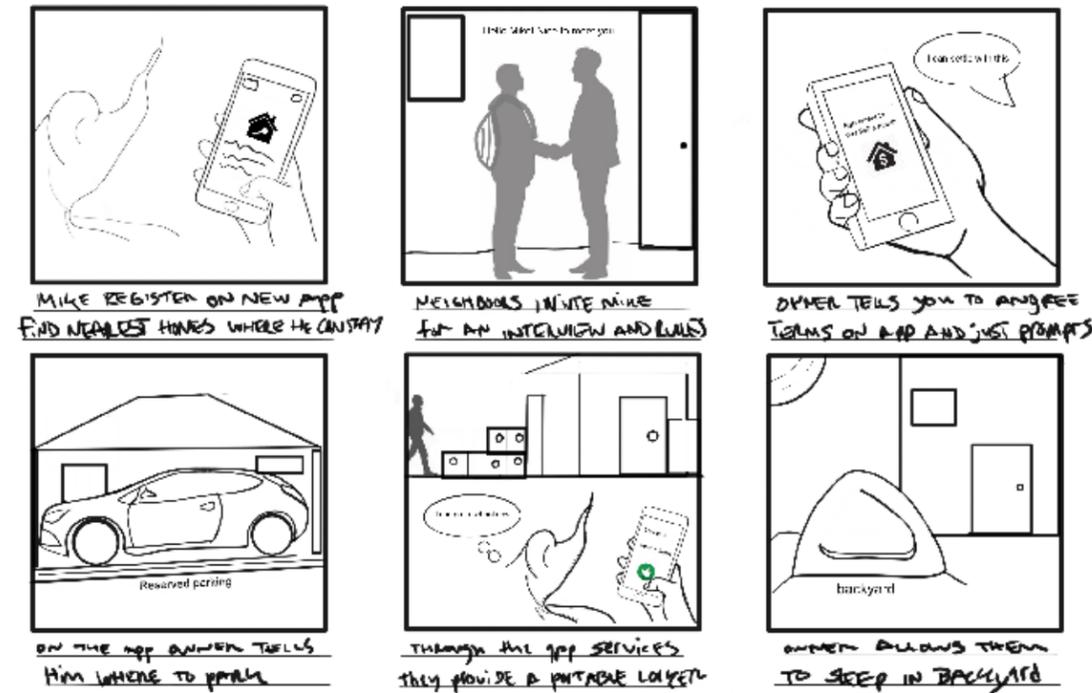
HOMELESS STUDENTS IN NEED ANONYMOUSLY PICK UP



FREE SUPPORT FOR EACH OTHER

## P2 Nascent concept proposal

Deciding to target homeless students living out of cars



problem



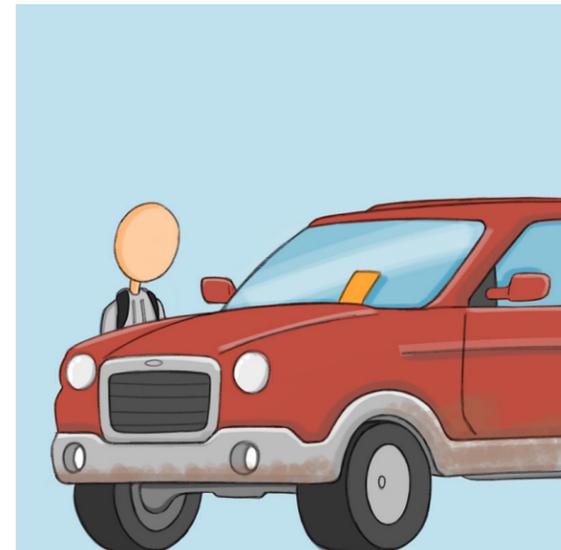
the what

Many homeless students park or stay in unsolicited areas to stay safe

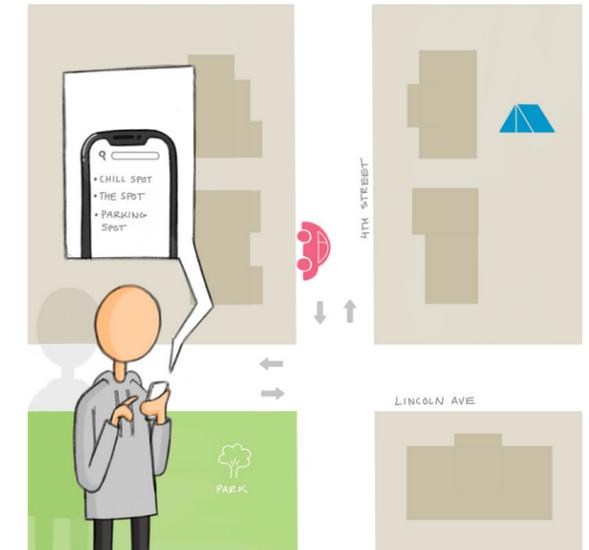
Neighborhoods are not aware of who the car belongs to and call police

Homeless students are stressed to find shelter

Academic standings can be affected as a result



Mike can search for nearby neighbors who are offering parking spots, temporary spots, or living spots.





living and parking spots

OR

Mike can do tasks for homeowner to in exchange for a secure spot

function

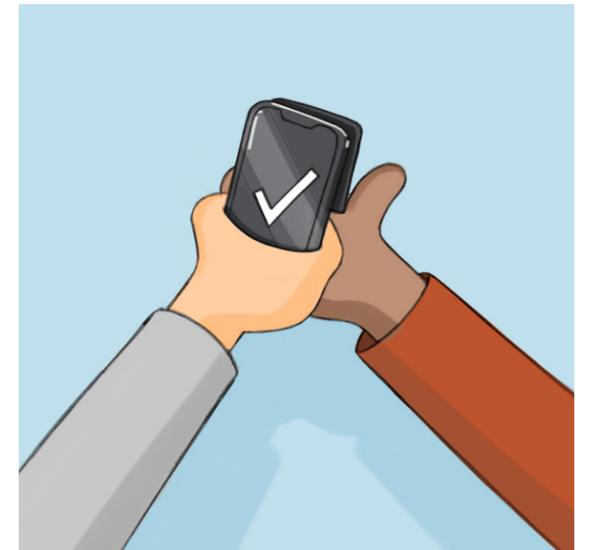


How

Mike contacts the homeowner  
Homeowner reviews Mike's profile  
Mike is trusted to park his car or live in homeowner's spot



Homeowners and Homeless students can connect by scanning their profiles.

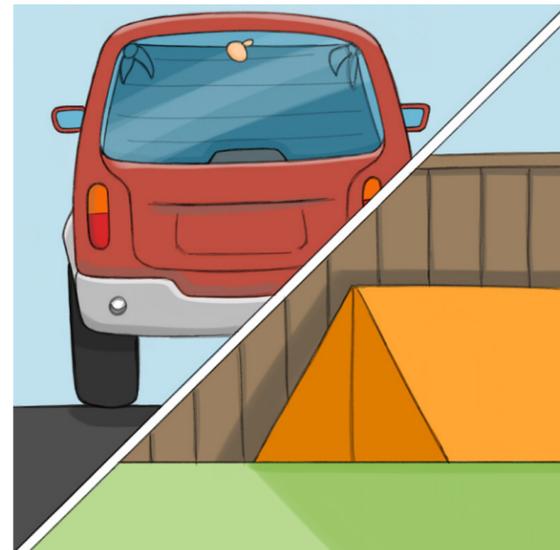


innovation



facts

Creates a way to provide affordable or free living arrangements for homeless students in search of a place to call home.



**13.2%**

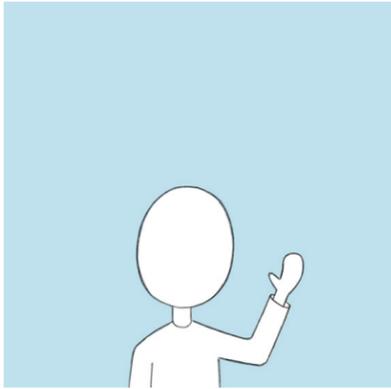
Of SJSU students are homeless

**4300**

SJSU homeless students

**11%**

CSU students are homeless



### Interviewee 1

I would have to park at 24 hour fitness because there would be good foot traffic that can deter crime in open public



City and schools create affordable housing units

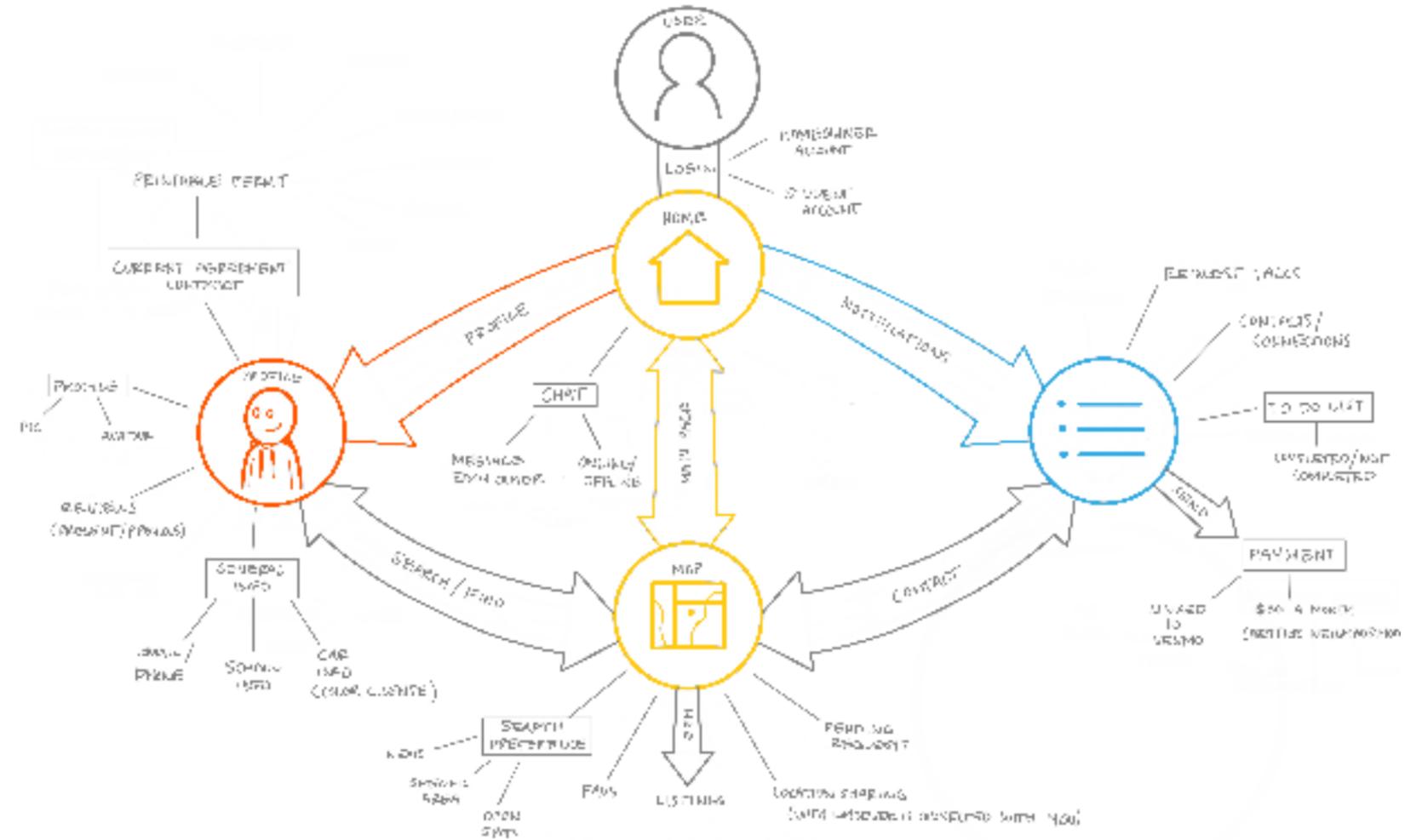
Homeowners could be still influenced by homeless stigma

City can create tiny homes as competition

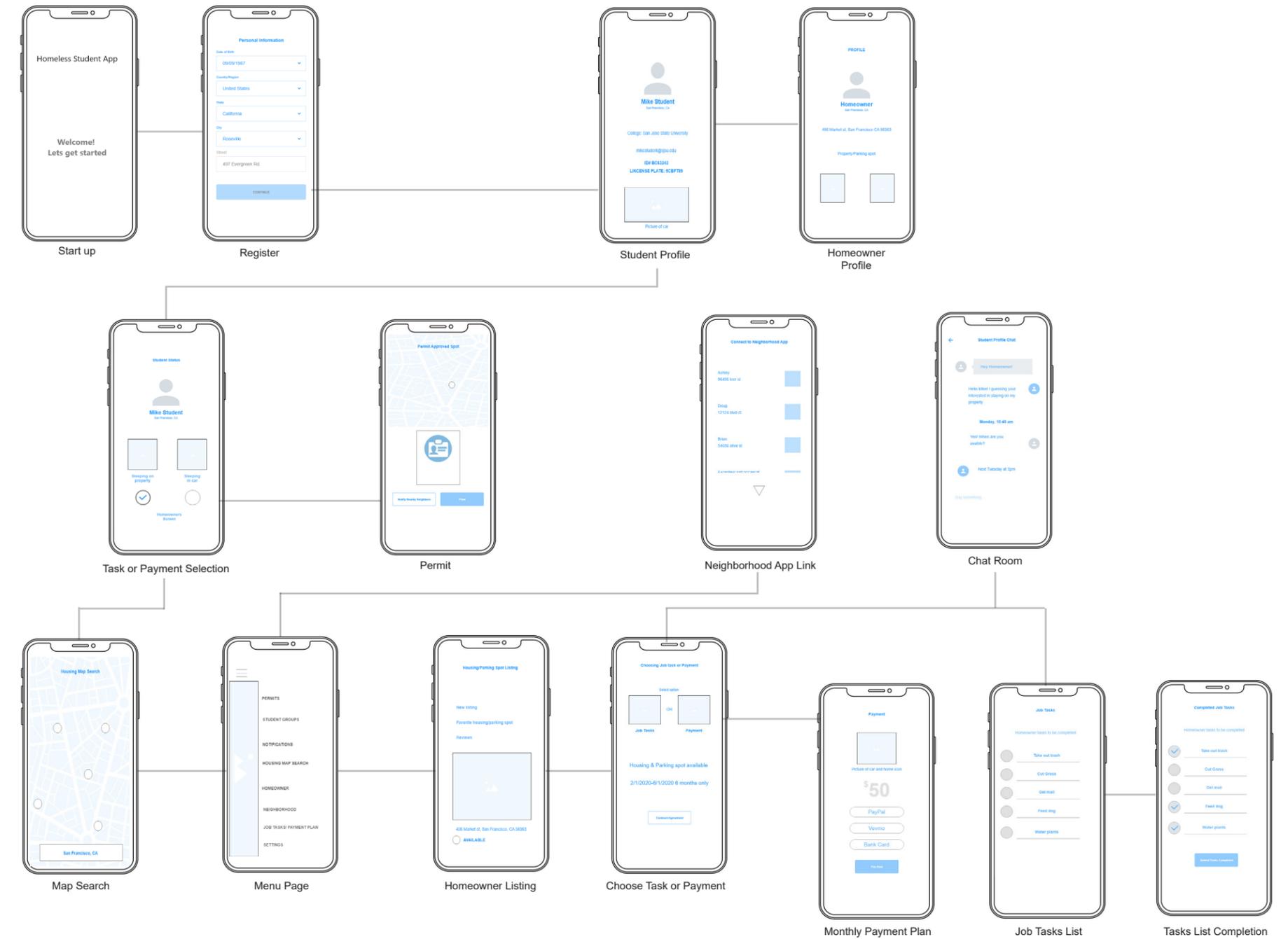
Existing competitive apps

False reviews

## Flow Chart



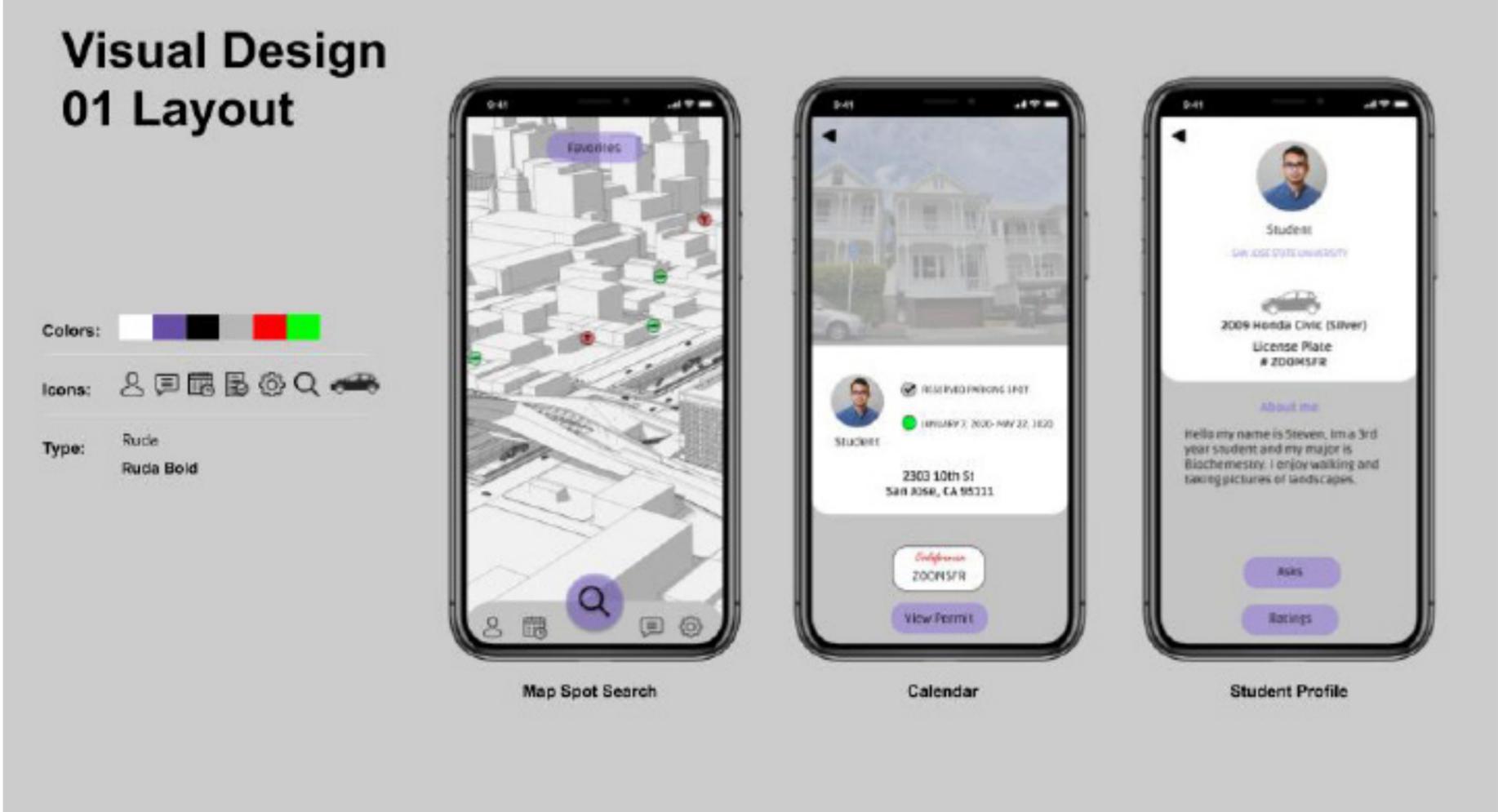
# P2 Wire Flows



# P2 Visual Design Inspiration/ Exploration



# P2 Visual Design 1

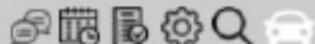


## Visual Design 02 Layout

Colors:

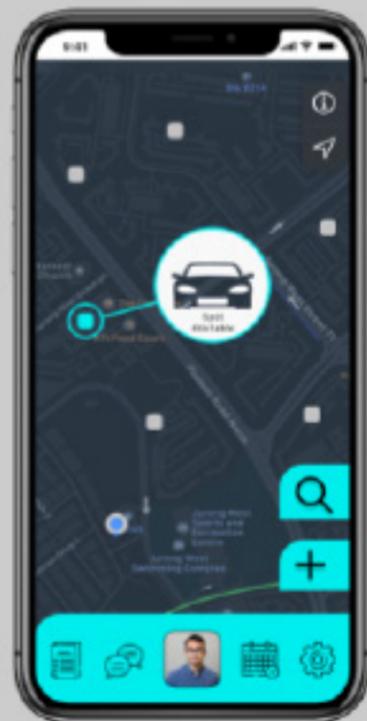


Icons:

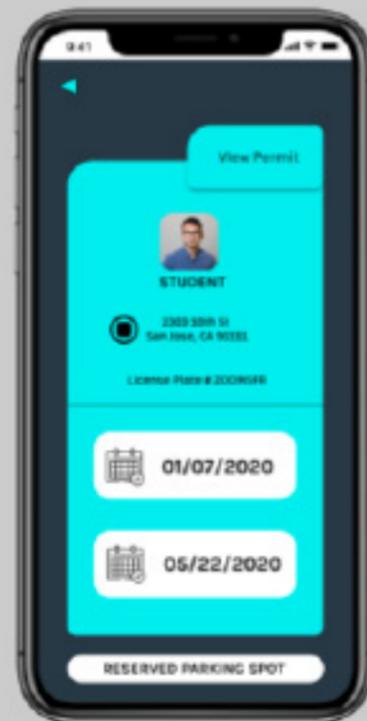


Type:

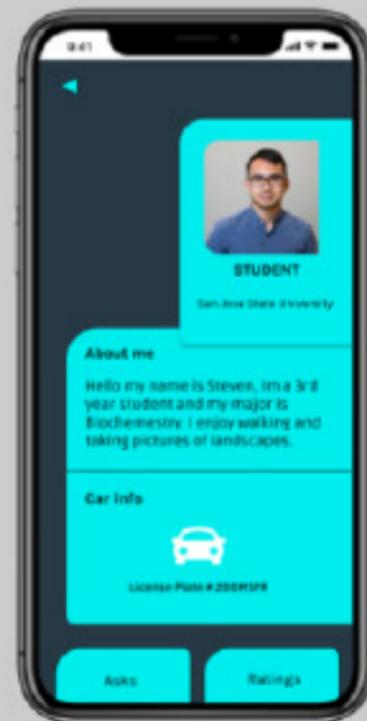
Karla Light  
Karla Bold



Map Spot Search



Calendar



Student Profile

## Visual Design 03 Layout

Colors:

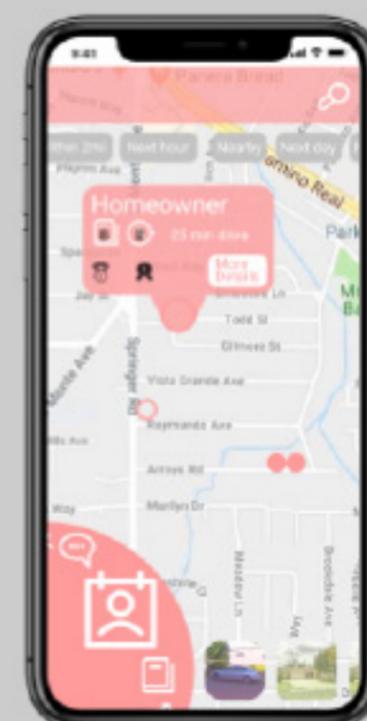


Icons:

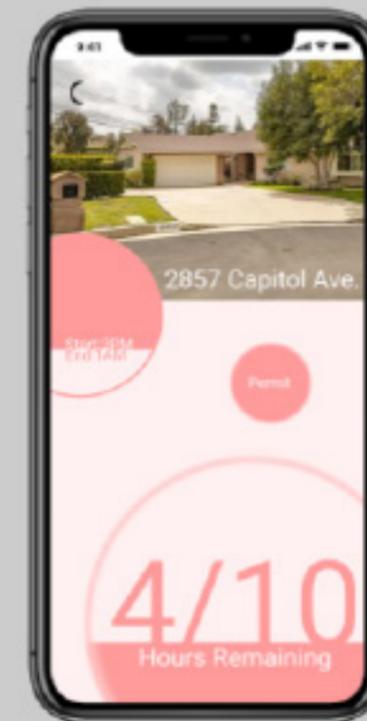


Type:

Roboto Regular



Map Spot Search



Calendar



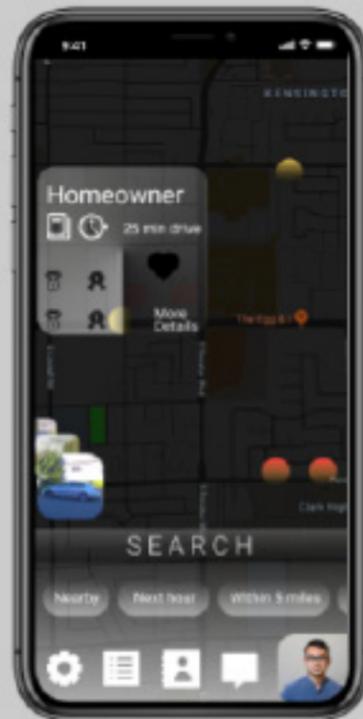
Student Profile

## Visual Design 04 Layout

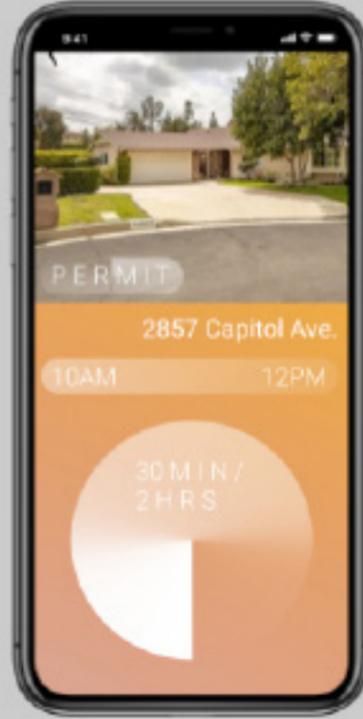
Colors: 

Icons: 

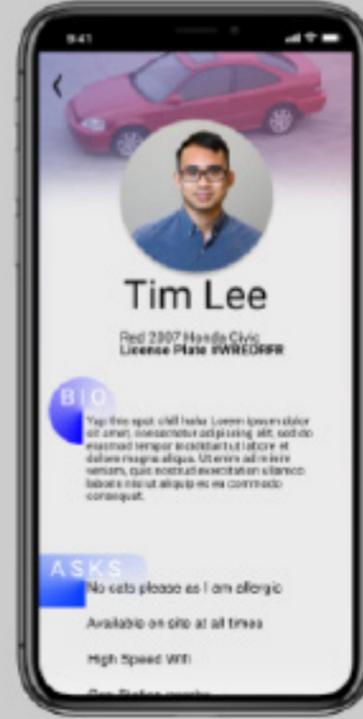
Type: Roboto Regular  
Roboto Light



Map Spot Search



Calendar



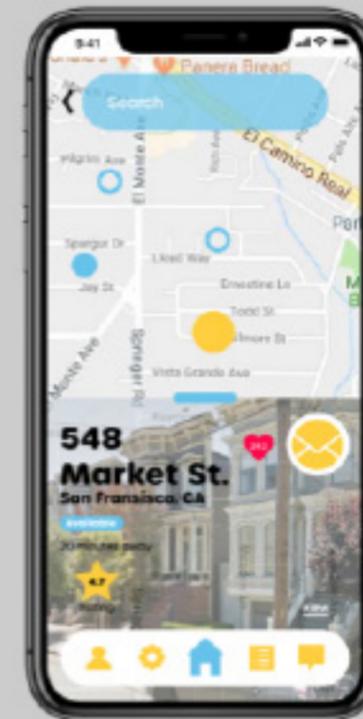
Student Profile

## Visual Design 05 Layout

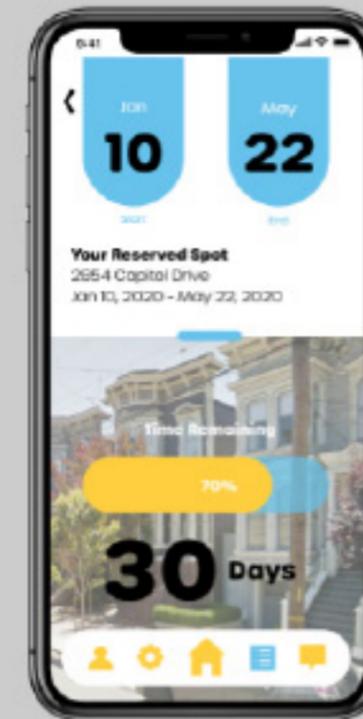
Colors: 

Icons: 

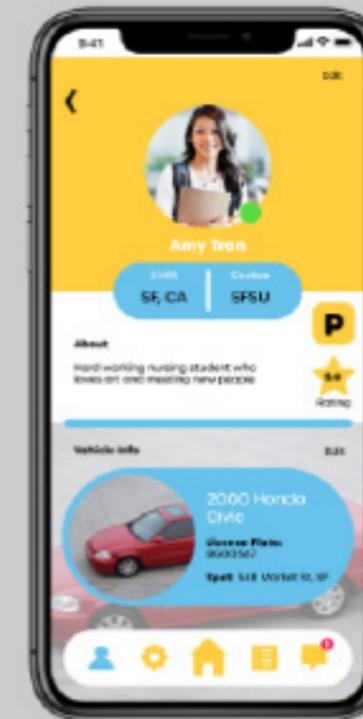
Type: Urbane Rounded Medium  
Urbane Rounded Bold



Map Spot Search



Calendar



Student Profile

# P2 Visual Design 2

## Visual Design 06 Layout

**Colors:** #FF00FF, #0000FF, #FFFFFF, #000000, #808080

**Icons:** Heart, Home, Person, Gear, List, 16

**Type:** Erbeum Regular, Erbeum Bold

The visual design includes three mobile app screens:
 

- Map Spot Search:** A map interface with location pins and a search bar.
- Calendar:** A calendar view showing a reserved spot for May 22nd with a 70% discount.
- Student Profile:** A profile page for Chris Fulton, a 22-year-old student from Santa Cruz, CA, featuring a bio, a rating, and a featured item (1997 Toyota Tacoma).

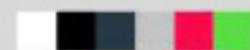
The mood board consists of a grid of images and text labels:
 

- Calm:** Images of a bed, a beach, and a colorful abstract shape.
- Youthful:** Images of a colorful abstract shape, a building, and a person.
- Optimistic:** Images of a sunset, a superhero comic book cover, and a building.
- Nostalgic:** Images of a person in a pink shirt, a colorful Easter egg, and a vintage car.
- Energetic:** Images of a person in a pink shirt, a colorful Easter egg, and a vintage car.
- Wavy:** Images of a person in a pink shirt, a colorful Easter egg, and a vintage car.

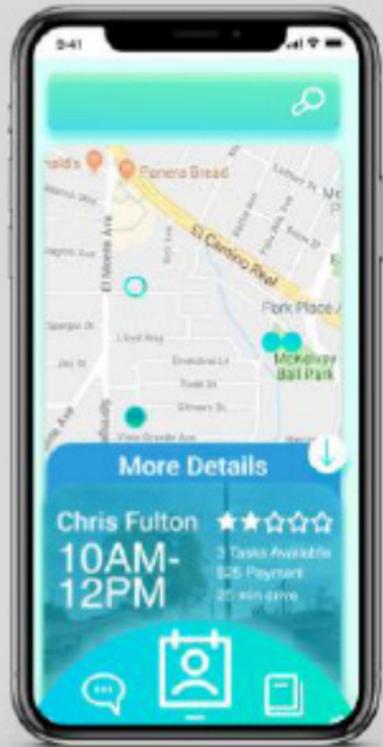
## Map Spot Search



1

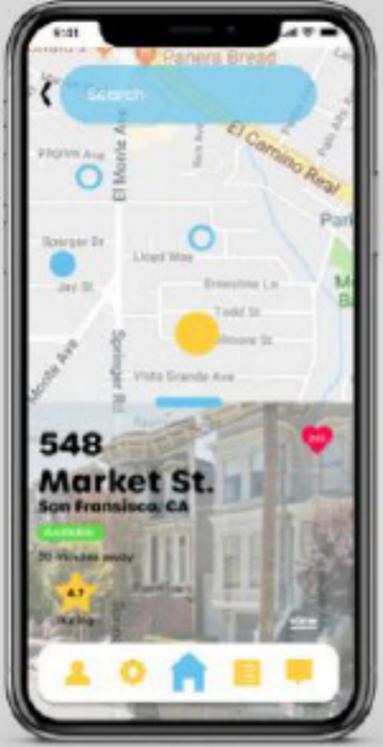

 Segoe UI 12 pt  
 Segoe UI 14 pt  

 Segoe UI 24 pt



2

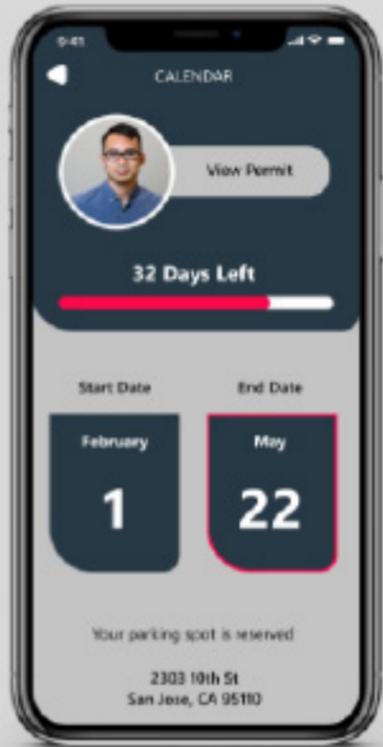

 Roboto 10pt  
 Roboto 14pt  
**Roboto 14pt Bold**  
**Roboto 21pt**



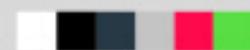
3


**Urbane Rounded Bold**  
 Urbane Rounded Reg

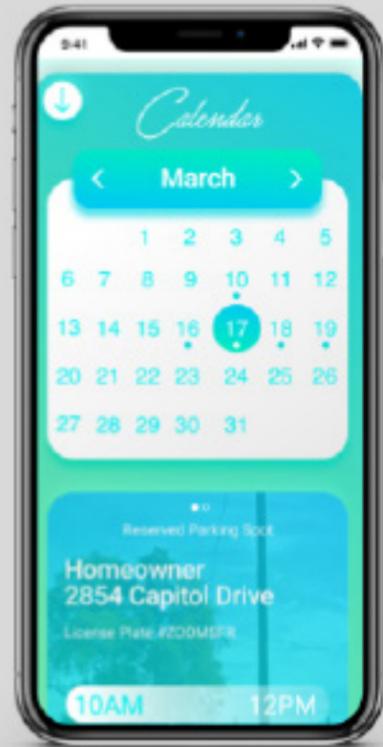
## Calendar



1

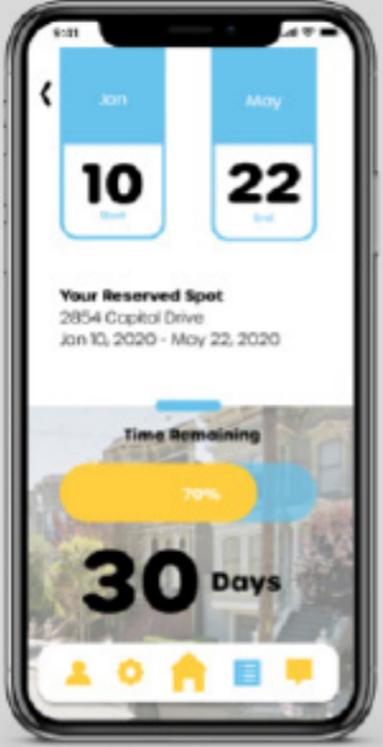

 Segoe UI 12 pt  
 Segoe UI 14 pt  

 Segoe UI 24 pt



2

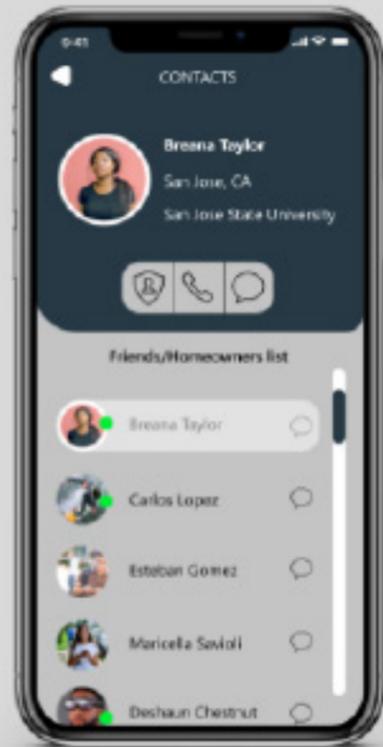

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**Roboto 14pt Bold**



3

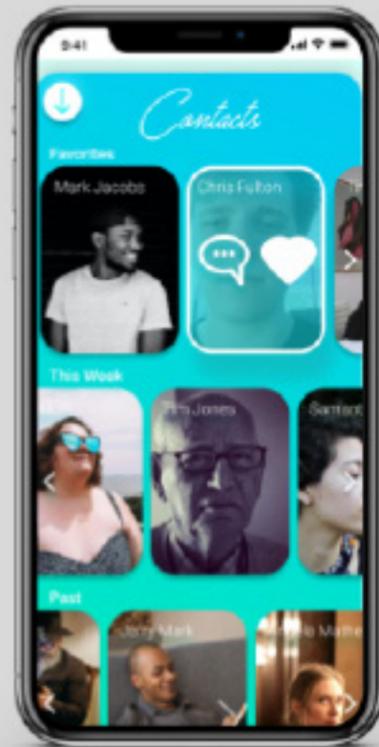

**Urbane Rounded Bold**  
 Urbane Rounded Reg

## Contacts



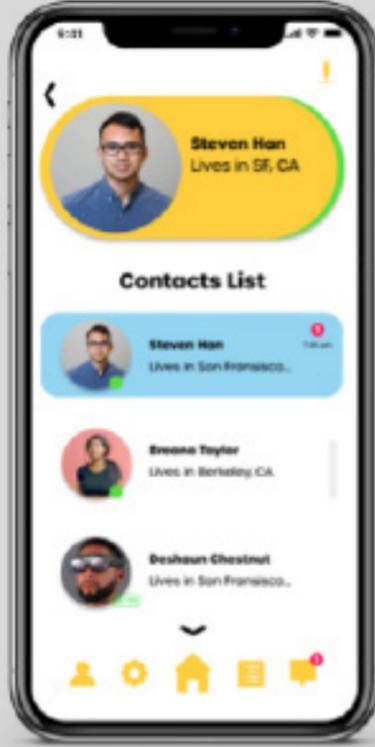
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 Segoe UI 12 pt  
 Segoe UI 14 pt  
 Segoe UI 24 pt



2

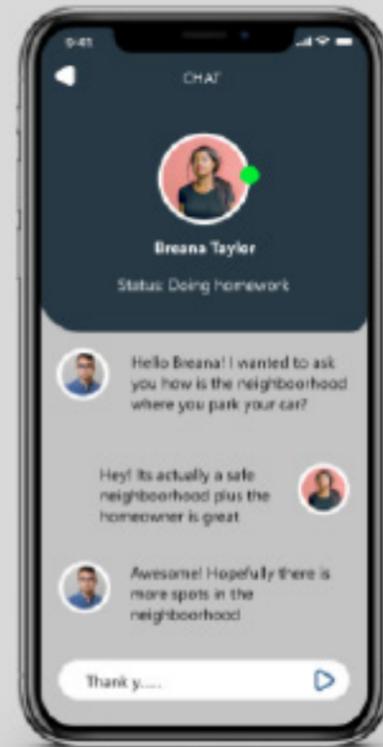

 Roboto 10pt  
**Roboto 10pt Bold**



3

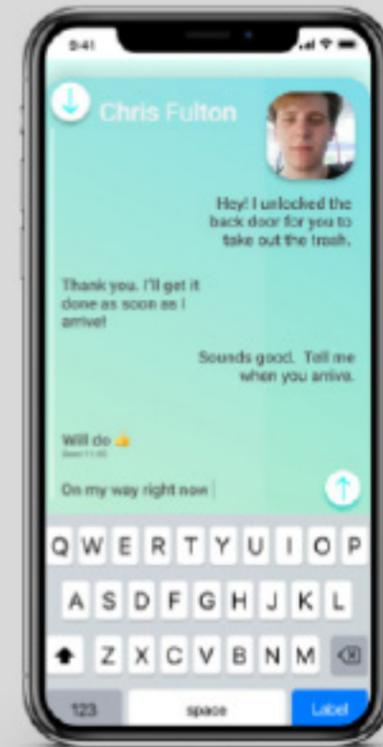

**Urbane Rounded Bold**  
 Urbane Rounded Reg

## Chat



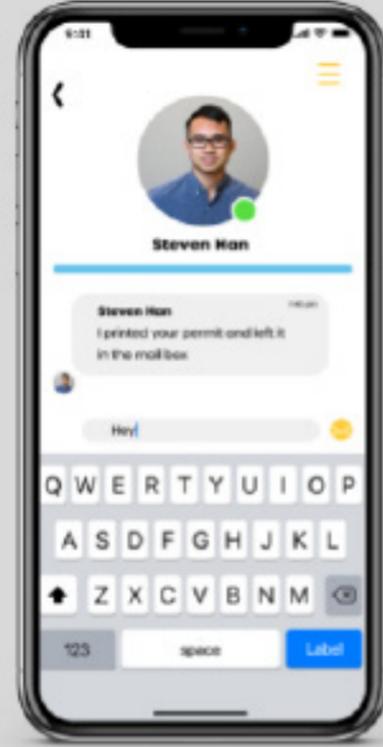
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 Segoe UI 12 pt  
 Segoe UI 14 pt  
 Segoe UI 24 pt



2

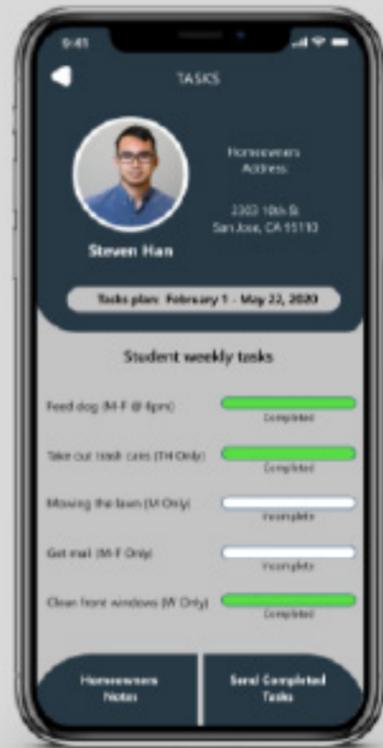

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**Roboto 14pt Bold**



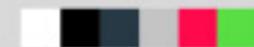
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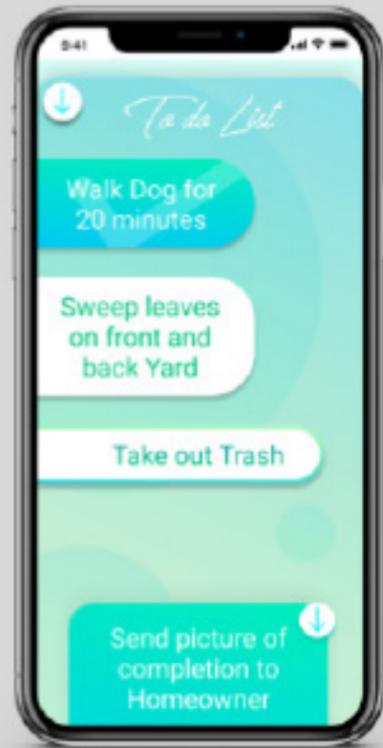

**Urbane Rounded Bold**  
 Urbane Rounded Reg

## Tasks



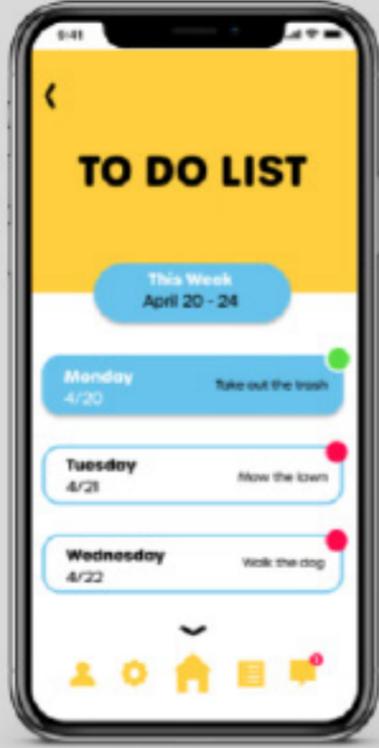
1


  
 Segoe UI 12 pt  
 Segoe UI 14 pt  
 Segoe UI 24 pt



2

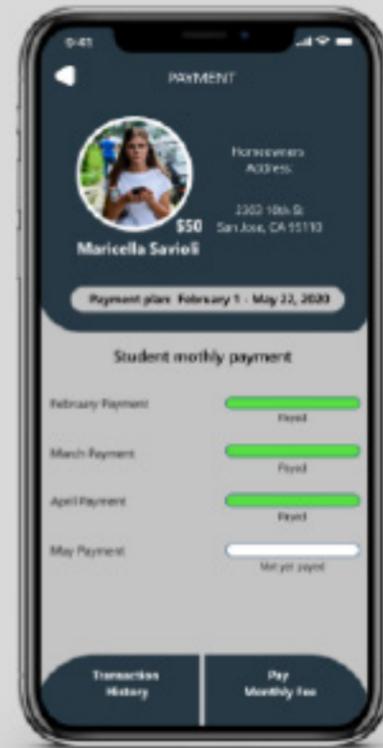

  
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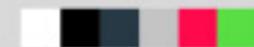
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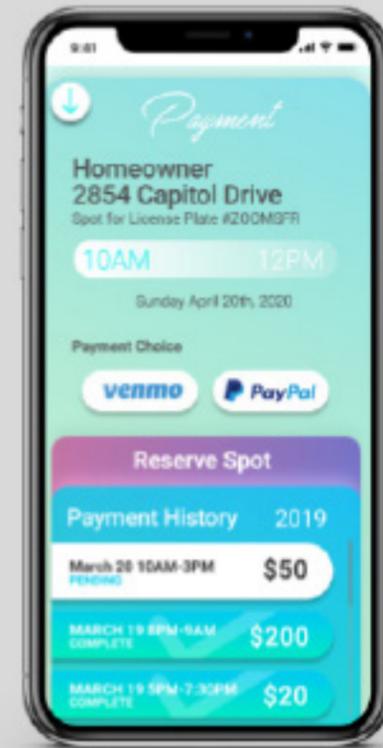

  
 Urbane Rounded Bold  
 Urbane Rounded Reg

## Payment



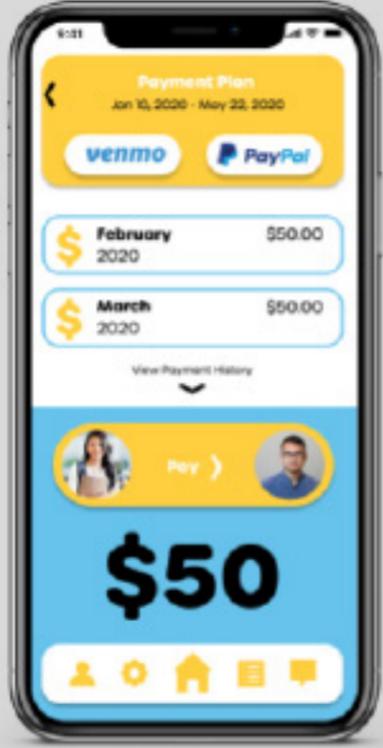
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 Segoe UI 12 pt  
 Segoe UI 14 pt  
 Segoe UI 24 pt



2

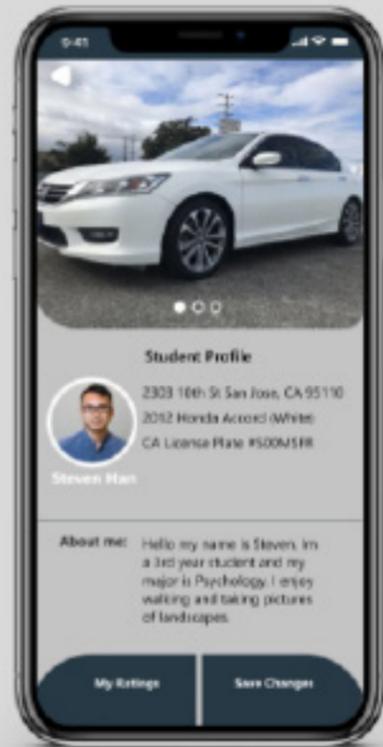

  
 Roboto 10pt  
 Roboto 10pt Bold  
 Roboto 14pt  
 Roboto 14pt Bold



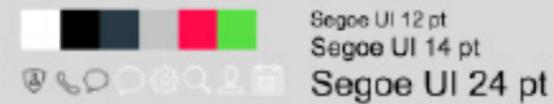
3


  
 Urbane Rounded Bold  
 Urbane Rounded Reg

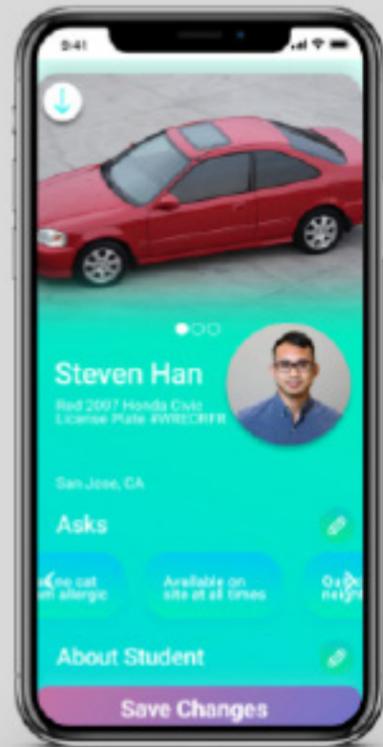
## Student Profile



1



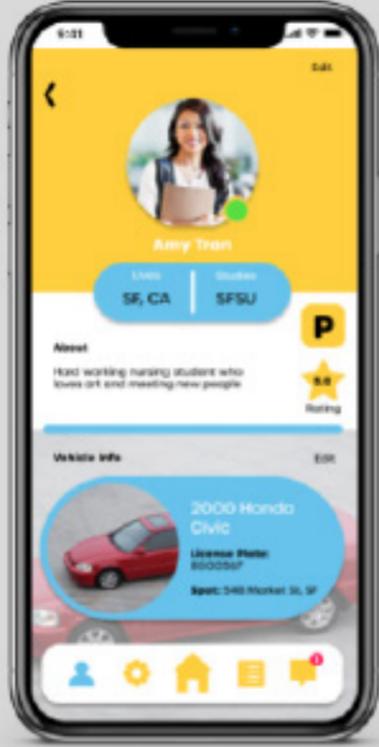
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 Segoe UI 24 pt



2



Roboto 10pt  
**Roboto 14pt Bold**

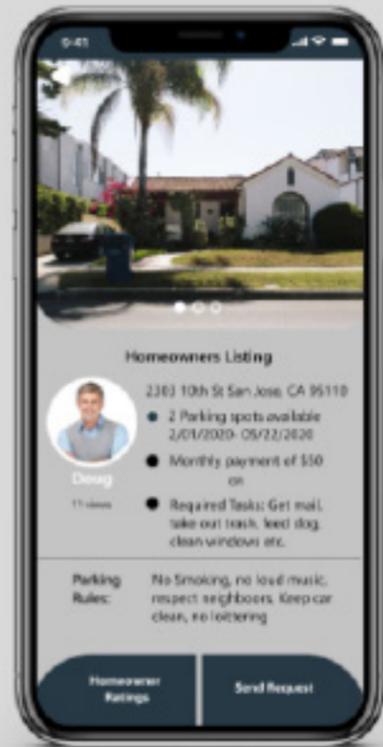


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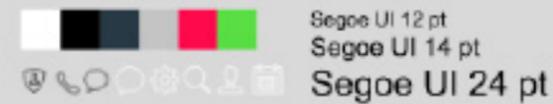


**Urbane Rounded Bold**  
 Urbane Rounded Reg

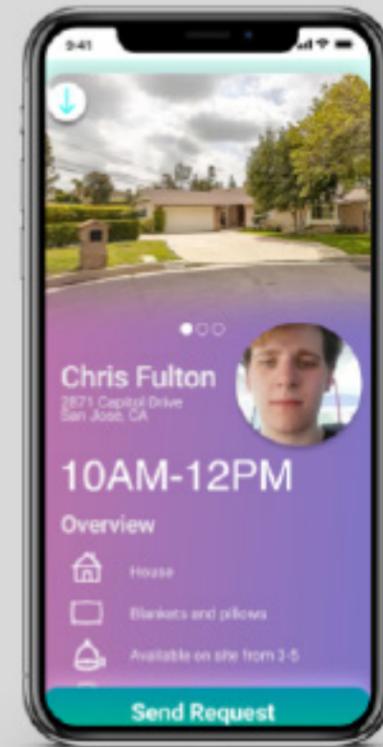
## Homeowner Listing



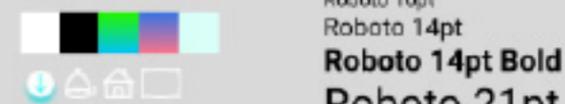
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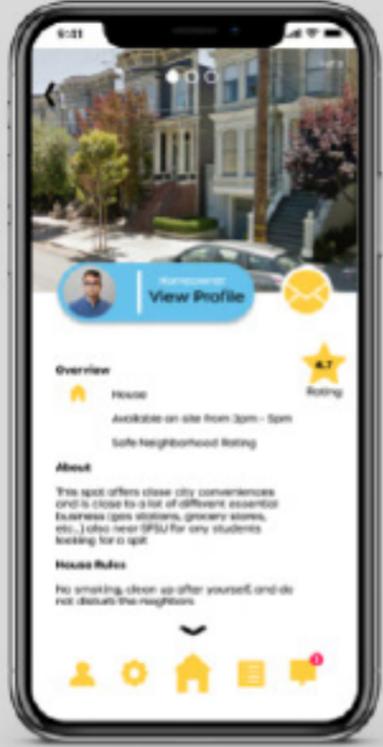
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 Segoe UI 14 pt  
 Segoe UI 24 pt



2



Roboto 10pt  
 Roboto 14pt  
**Roboto 14pt Bold**  
 Roboto 21pt

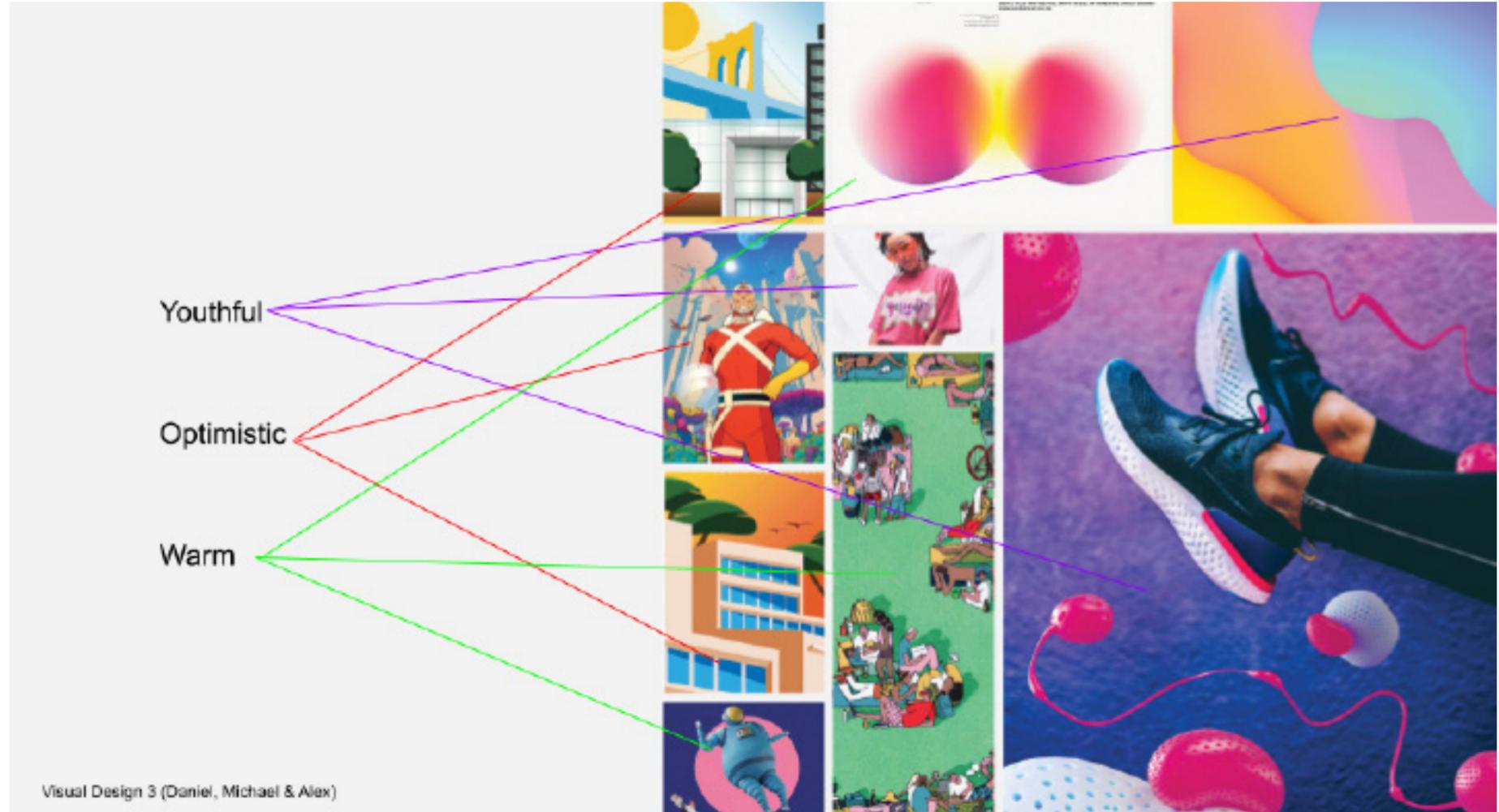
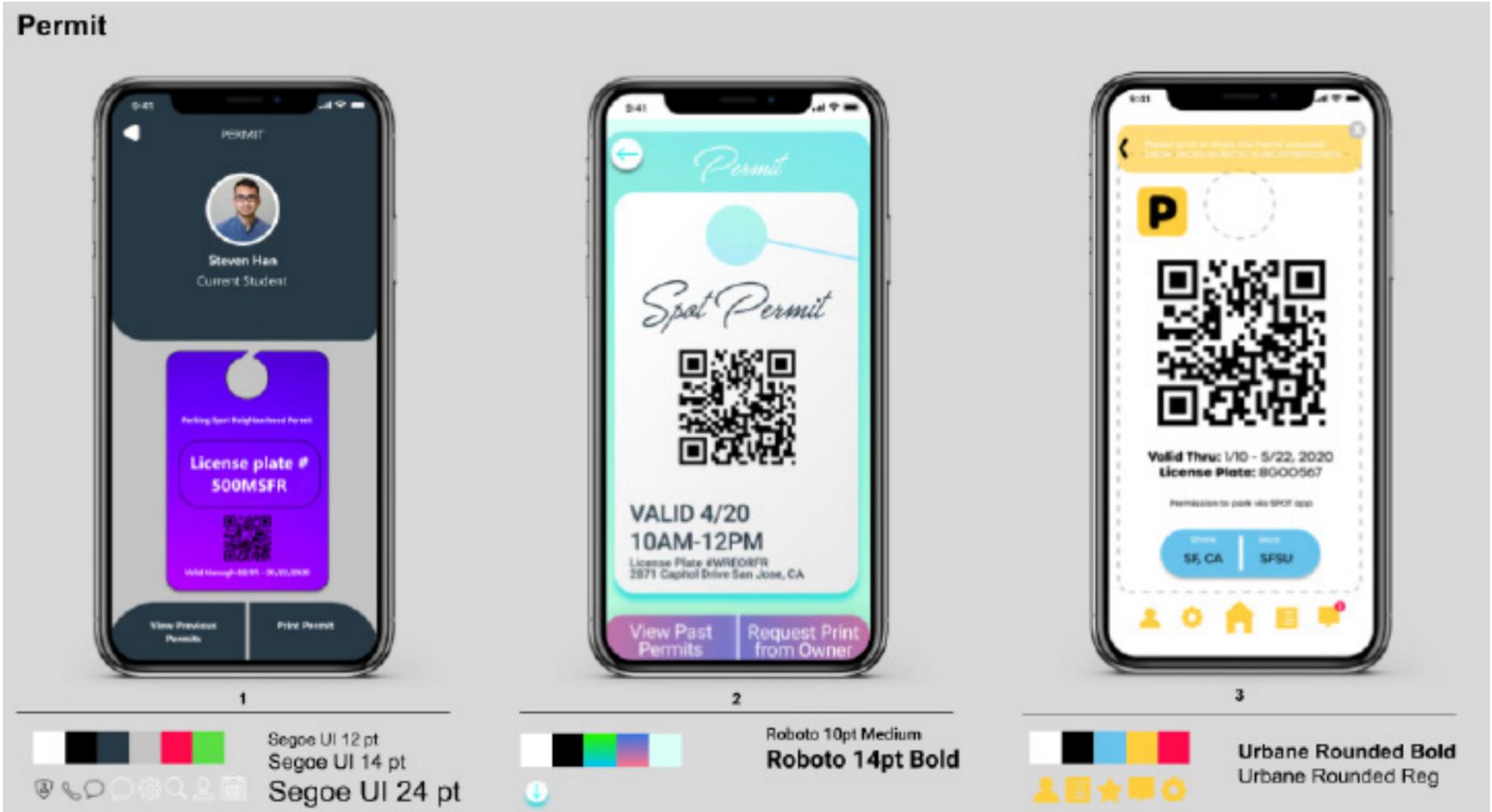


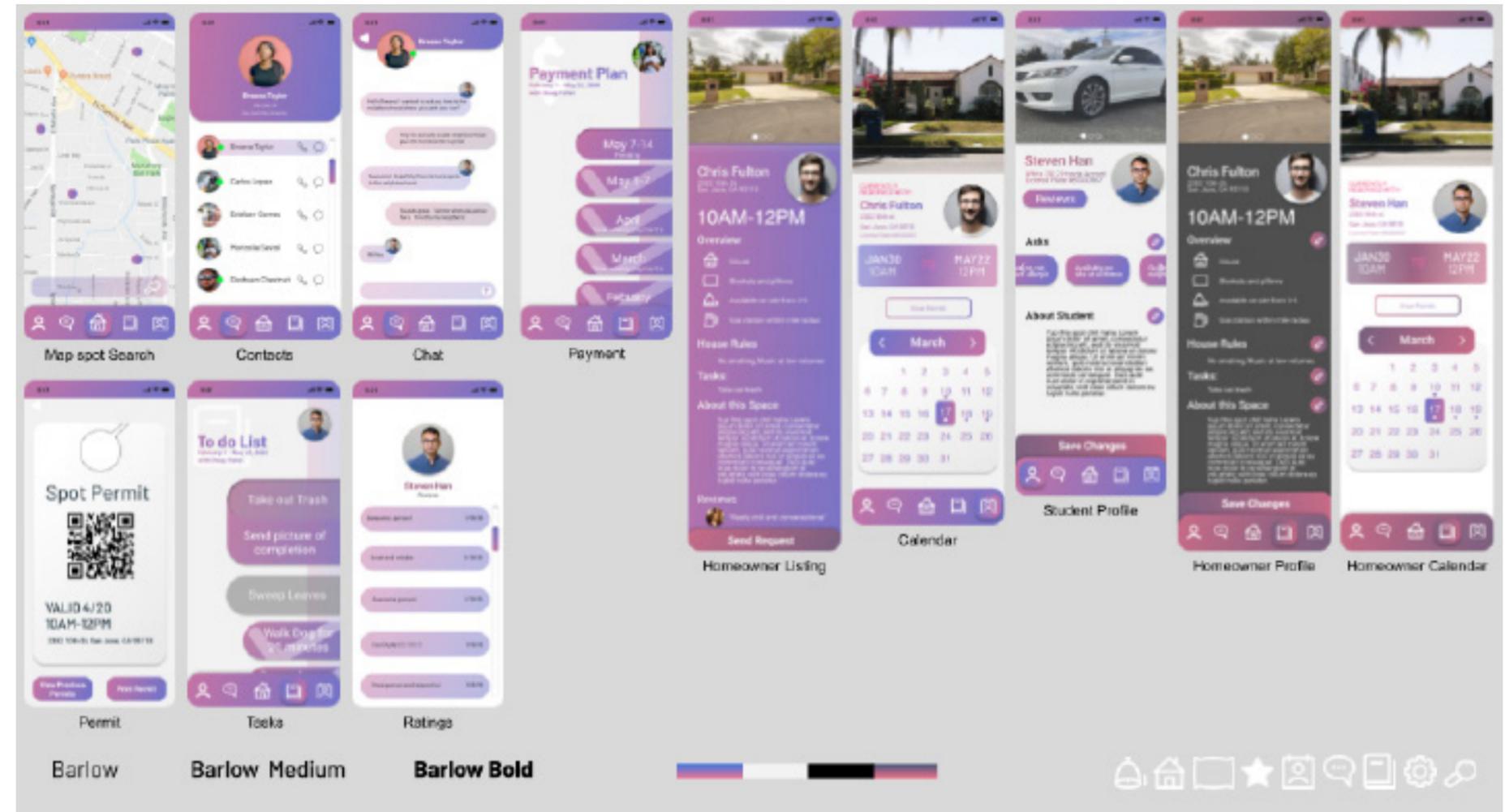
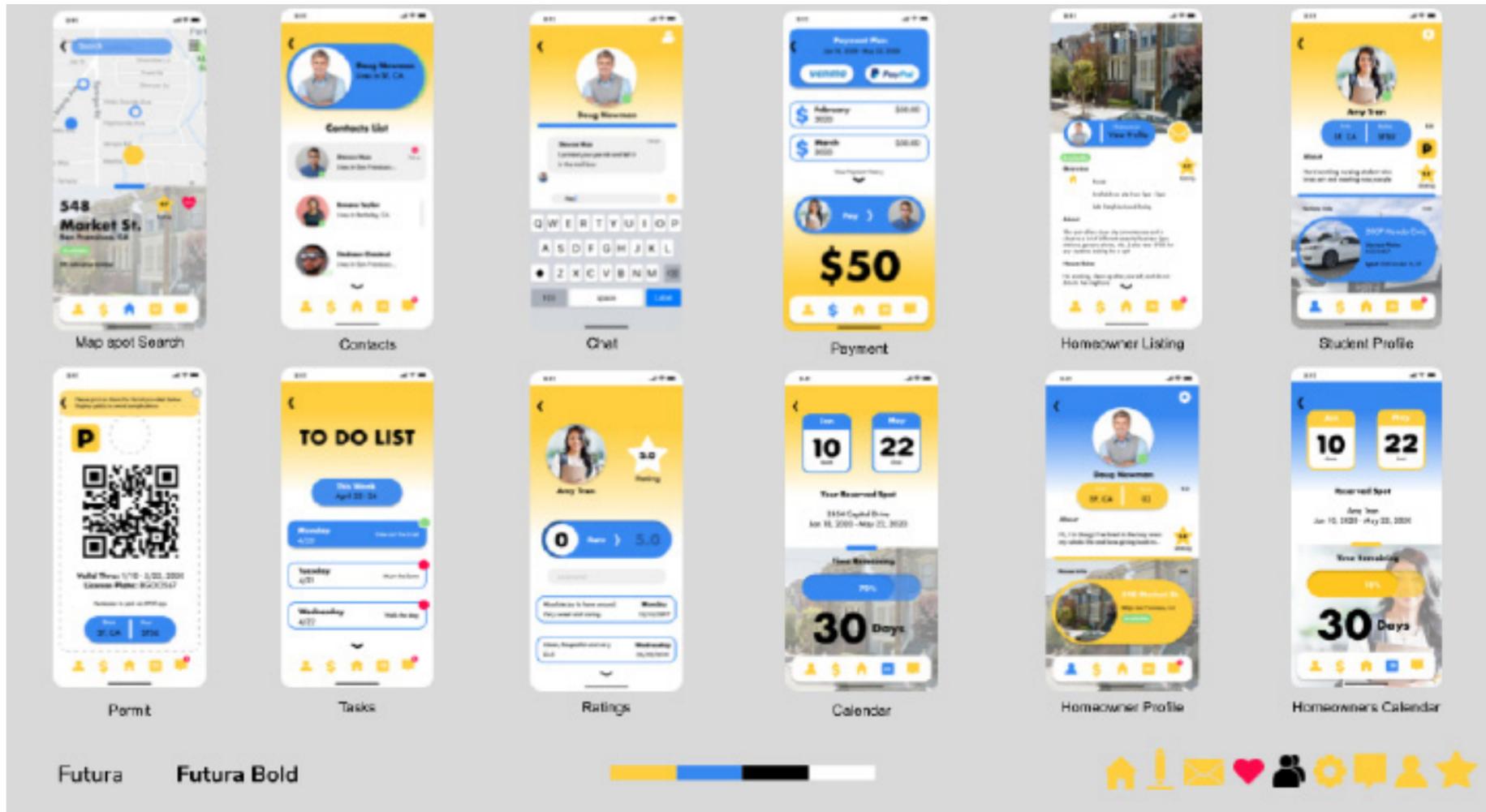
3



**Urbane Rounded Bold**  
 Urbane Rounded Reg

# P2 Visual Design 3

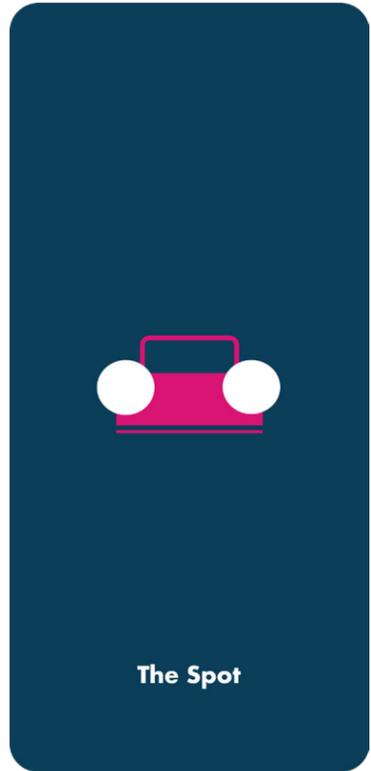




# P2 Final Design

## Problem

Many homeless students park or stay in unsolicited areas to stay safe  
Neighborhoods are not aware of who the car belongs to and call police  
Homeless students are stressed to find shelter



## Aesthetic

#0B3E59

#49BDE4

#D91474

**Futura Bold**  
Futura Medium



Icons: IOS Glyph



## Interview

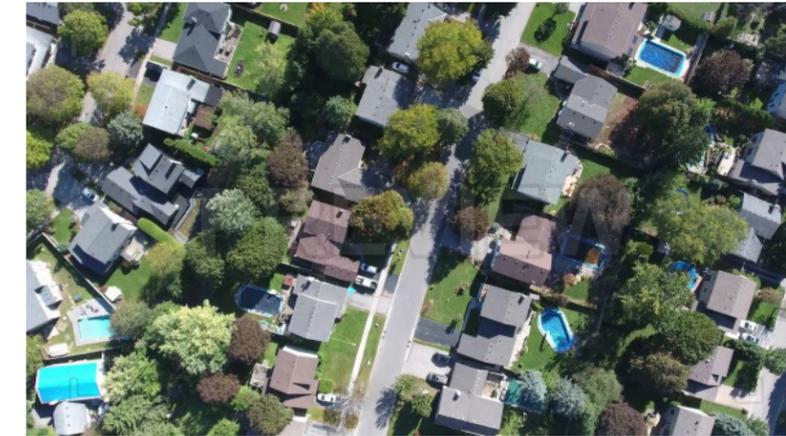
"I had Super Sport (24 Hour Fitness Subscription) so I was in East and South Bay. **I had to go to a lot of locations.**

"He (police officer) dropped me off at McDonald's and **I had to improvise**

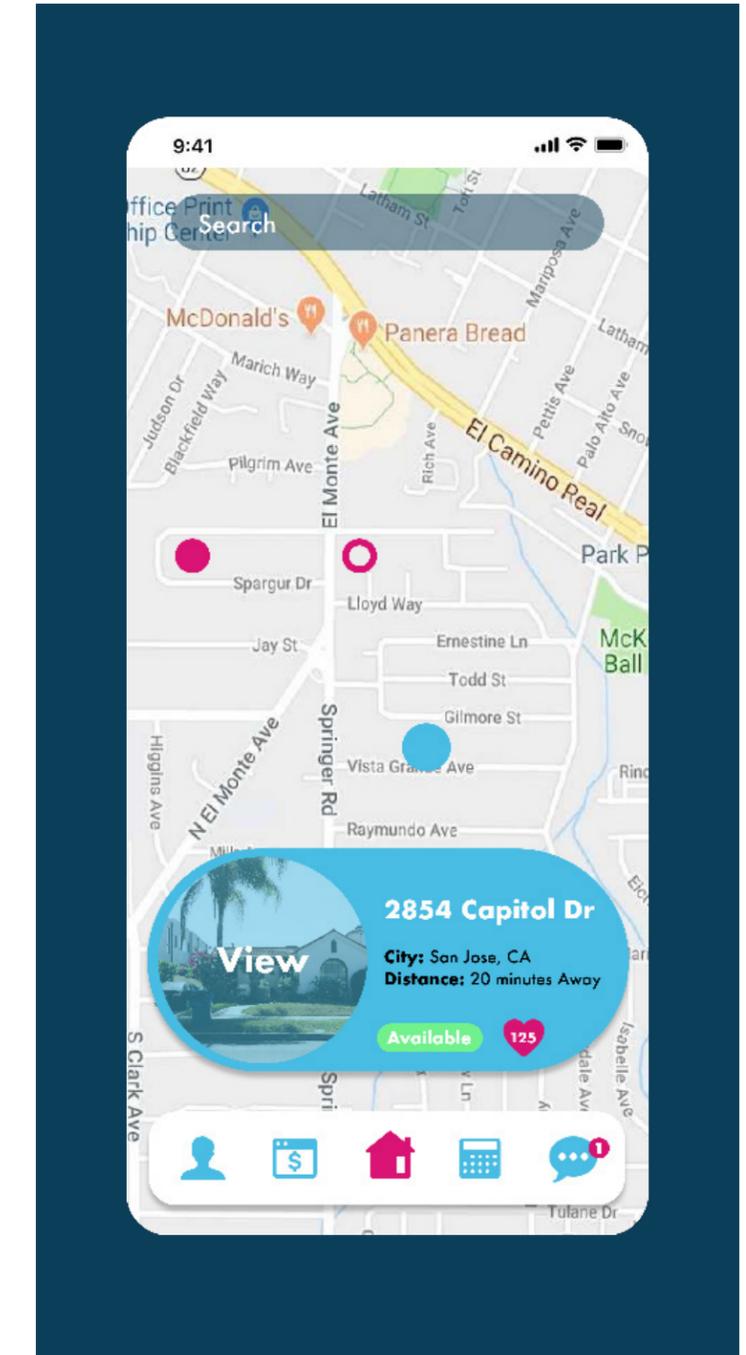
"Now I'm in a stable spot so the **narrative has changed**"

## Features

### Home



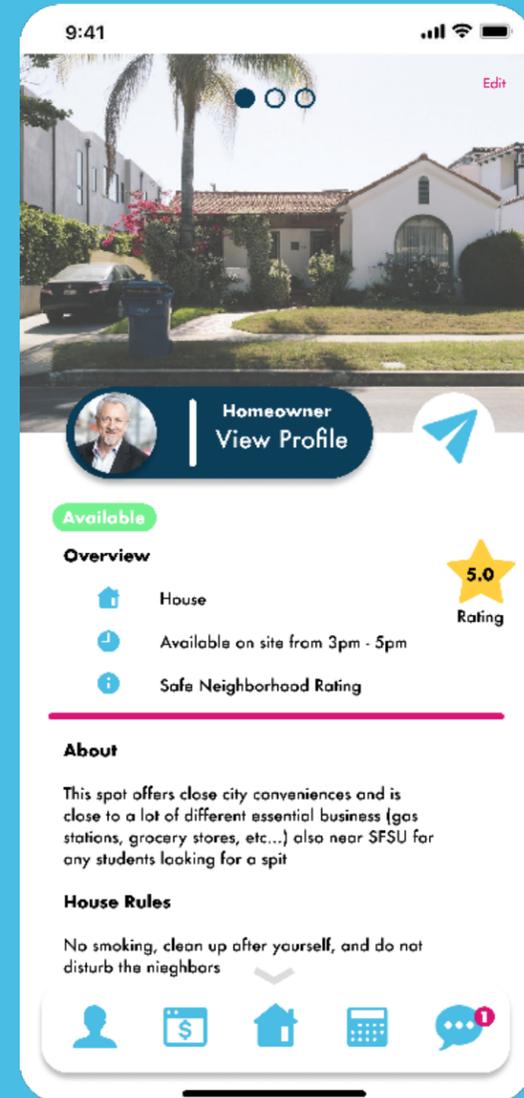
**Home:** Vacant and Occupied spots listed by homeowners can be viewed on the map page which also serves as the home page.



## Listings



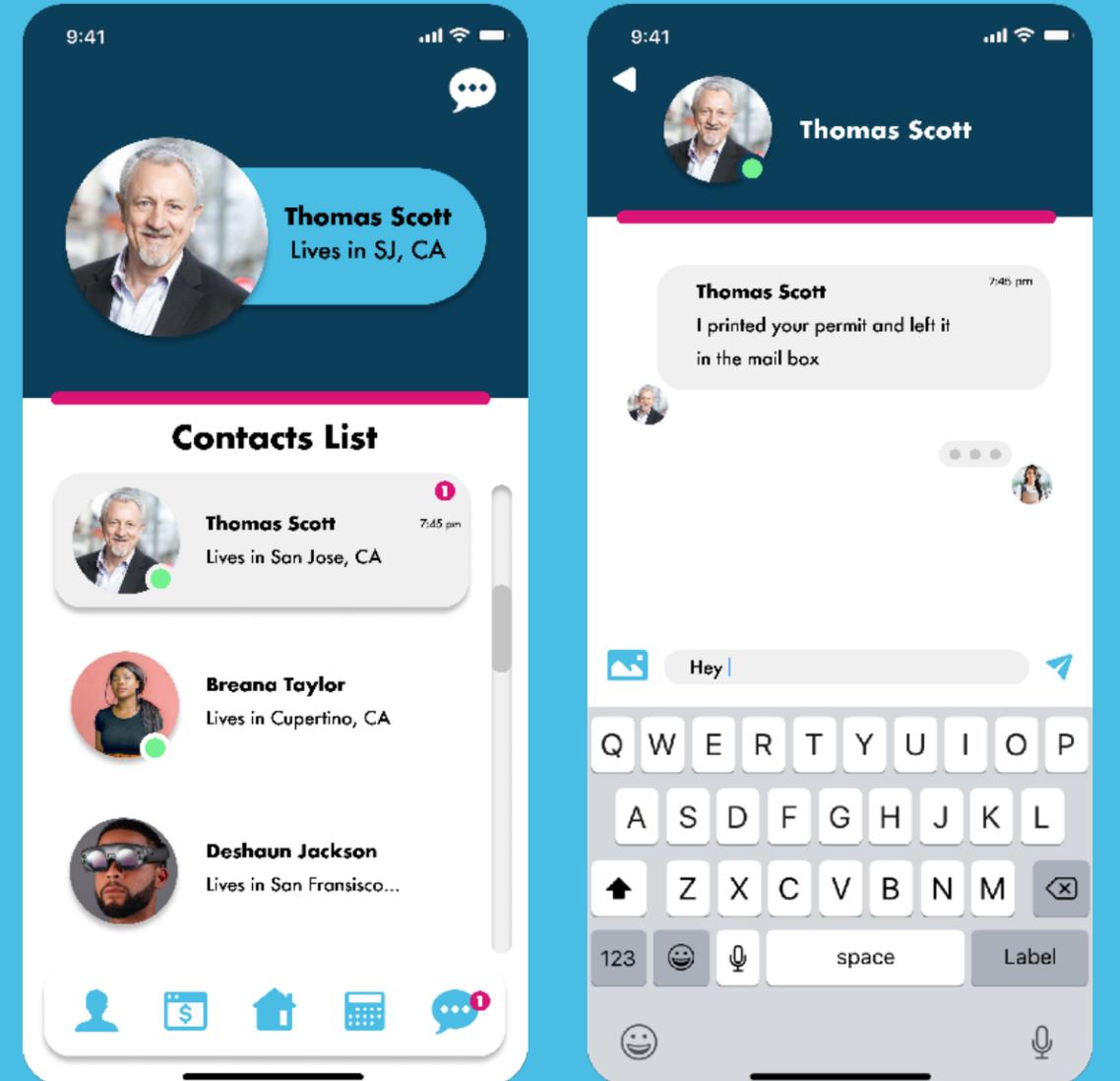
**Listing:** Shows detail information about the house and what is being offered for the spot.



## Chat and Contacts

**Chat:** Users can chat with one another user and add people to their contacts list.

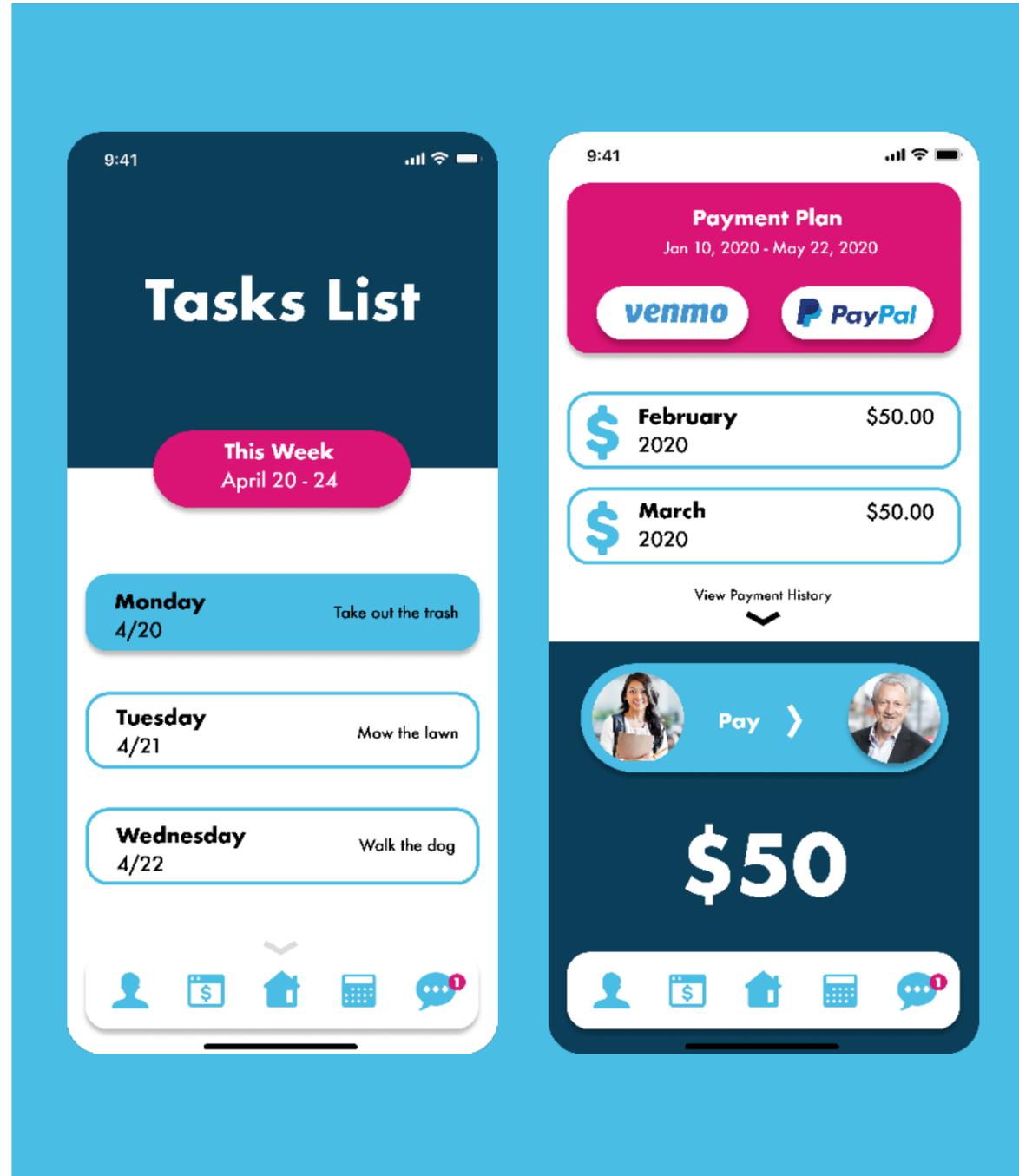
**Contacts:** List of previous interactions between users.



## Tasks and Payment

**Tasks:** User can complete small tasks that are given by the homeowner.

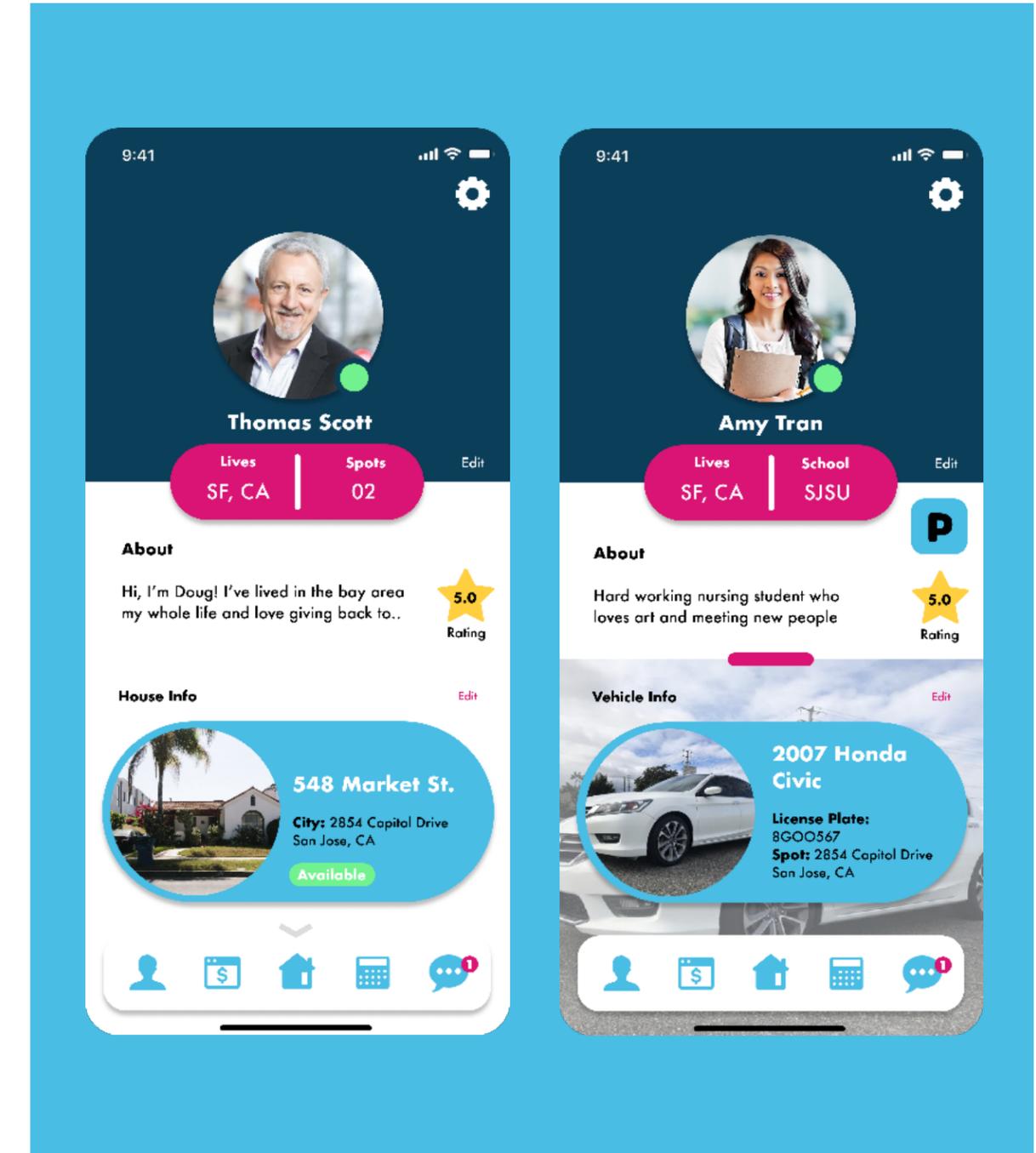
**Payment:** User pays a small monthly fee to the homeowner to park in their spot.



## Student and Homeowner Profiles

**Student:** Shows bio, vehicle info, permit page, and ratings page.

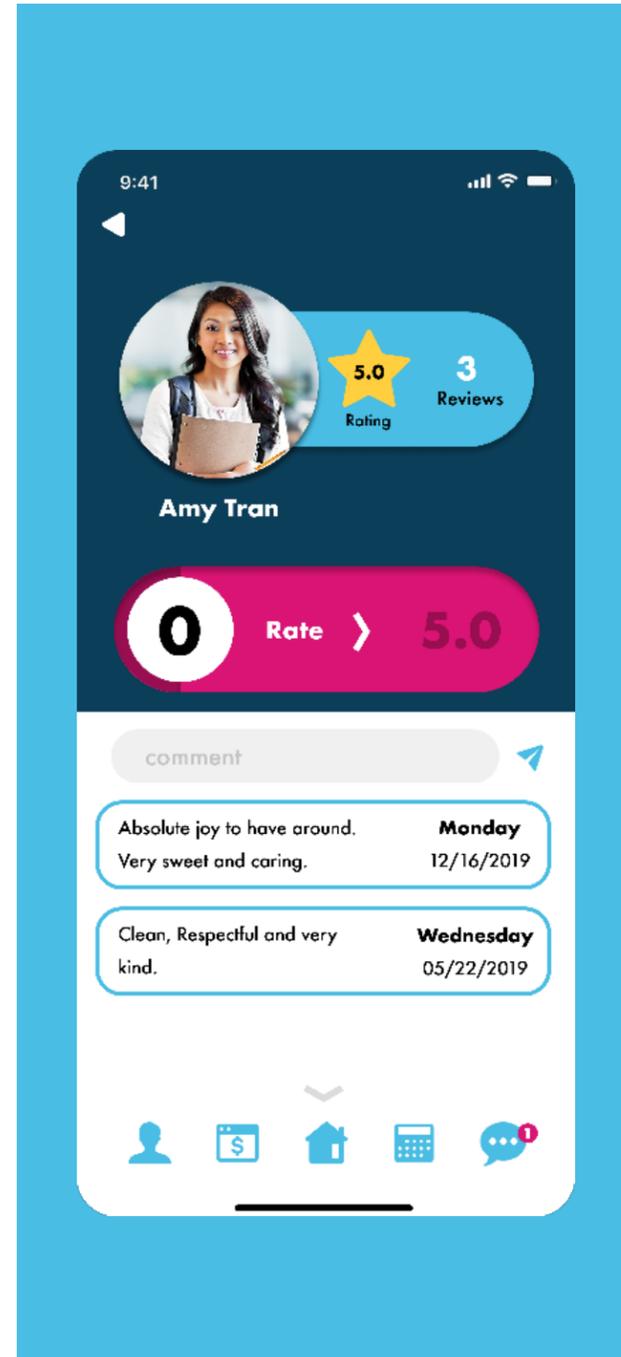
**Homeowner:** Shows bio, house info, and ratings page.



## Ratings



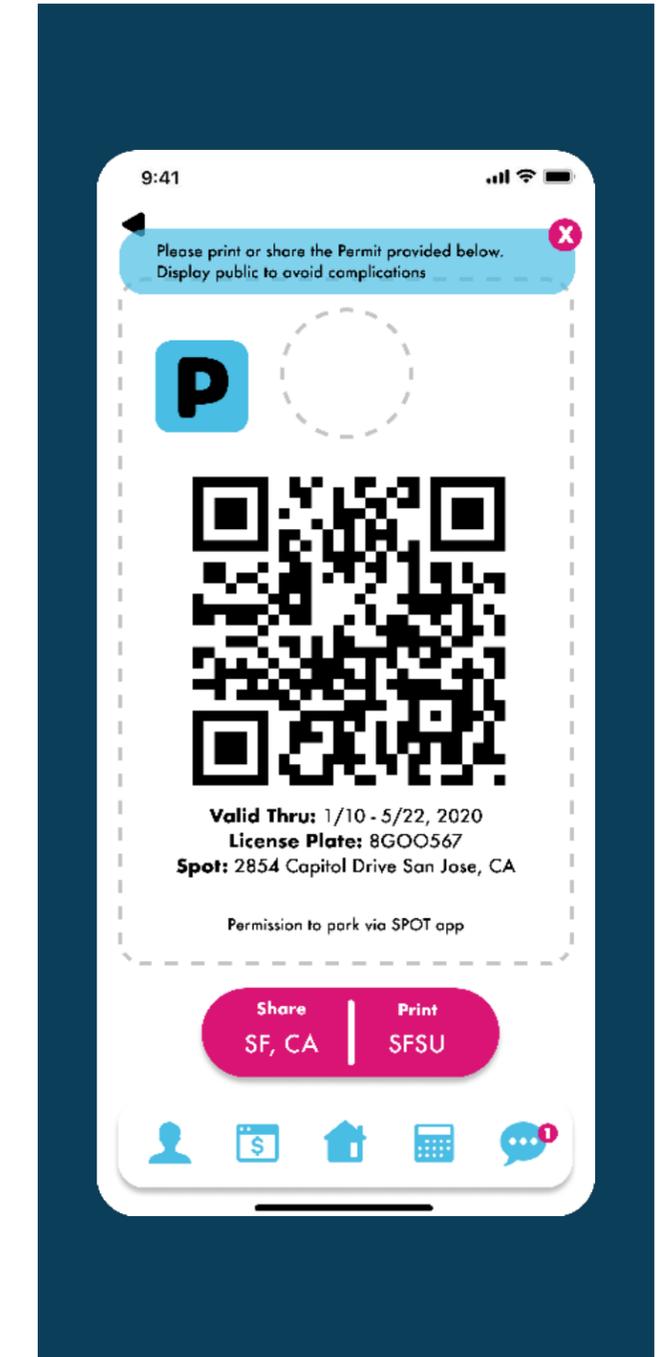
**Rating:** A way to see the past and current performance of a user. Leave a review or comment about the person.



## Permit



**Permit:** A digital permit is created and contains all information about the spot. This permit can be viewed, and shared digitally as well as printed.



# Contacts List

