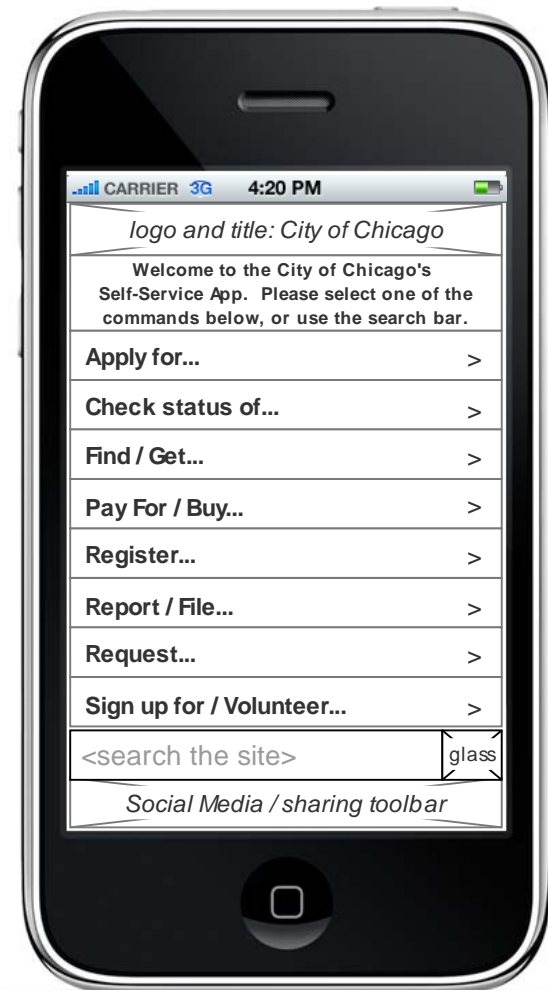


Assignment: Native App Wireframes

For HCI 530: Usability Issues of Handheld Devices

Todd Astroth, DePaul University

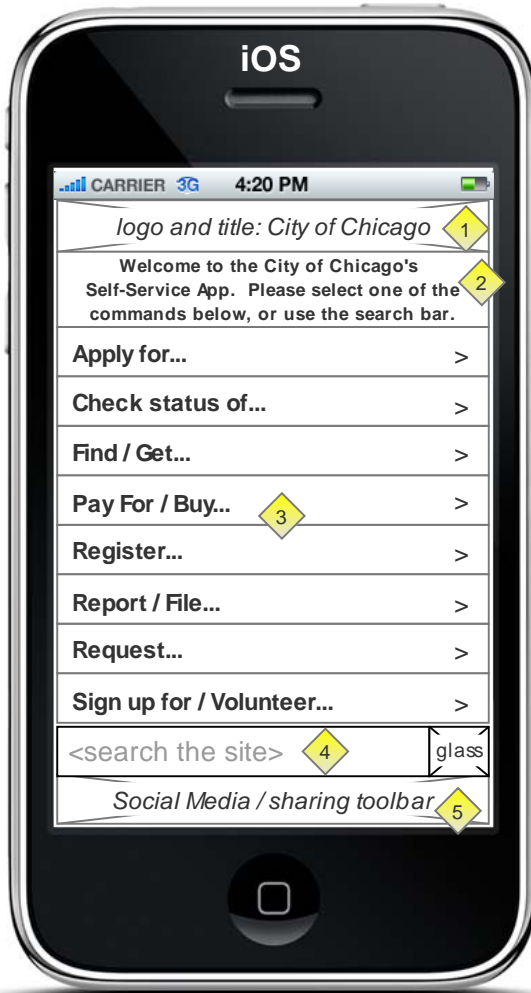


Purpose of the assignment:

Imagine that you are tasked to design an app for www.cityofchicago.org. Develop two scenarios that demonstrate the most important functionality of the site. Design wireframes for these scenarios in iOS and Android.

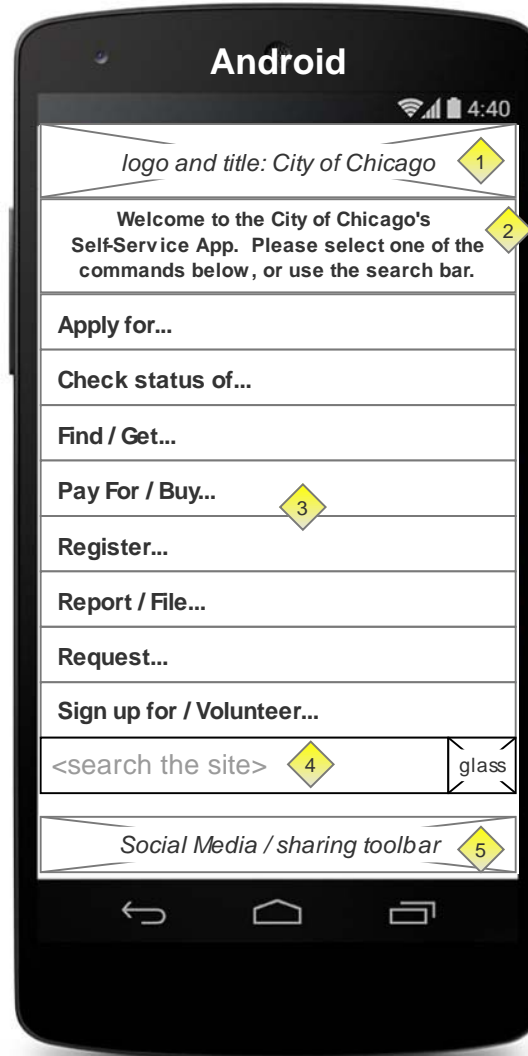
Format of this document:

I first display the Home screens for iOS and Android. This will be the starting point for all scenarios. For complete annotations of screen design, I first start with iOS. I then display the screens for Android, explaining the subtle differences in design from iOS. I chose this order because iOS screens are generally smaller than Android, and it is easier to add padding than it is to shrink assets.



I chose to focus on the "services" functionality, since that is the one thing that is unique to this site. I liked their "English verbage" style of commands to find the desired service, so I carried this list over to the app. Since there are many suboptions, I decided to show these on a new screen when the user clicks a command. I also added "... " to the verbs to indicate there is more on another page. In case the user does not know what "verb" to use, I also included a standard Search bar below the commands. Finally, I included a section for social media in the bottom since social media sharing can be done easily on mobile.

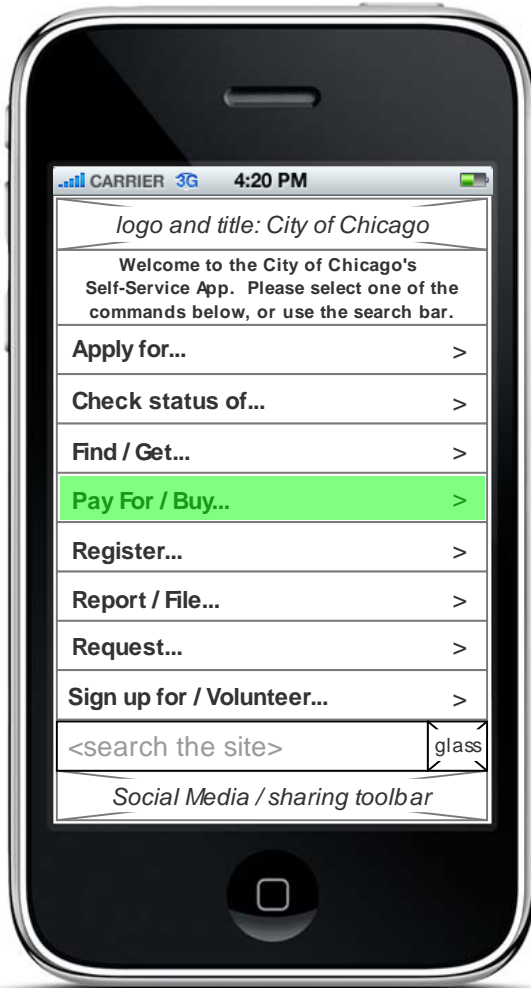
It should be noted that this app, while task-oriented, is not a substitute for Chicago's 311 City Services. Some of the services found within the "verbage" directory are handled by other areas of the site. Therefore, I decided that the main focus of this app should be NAVIGATING the user to the appropriate end page.



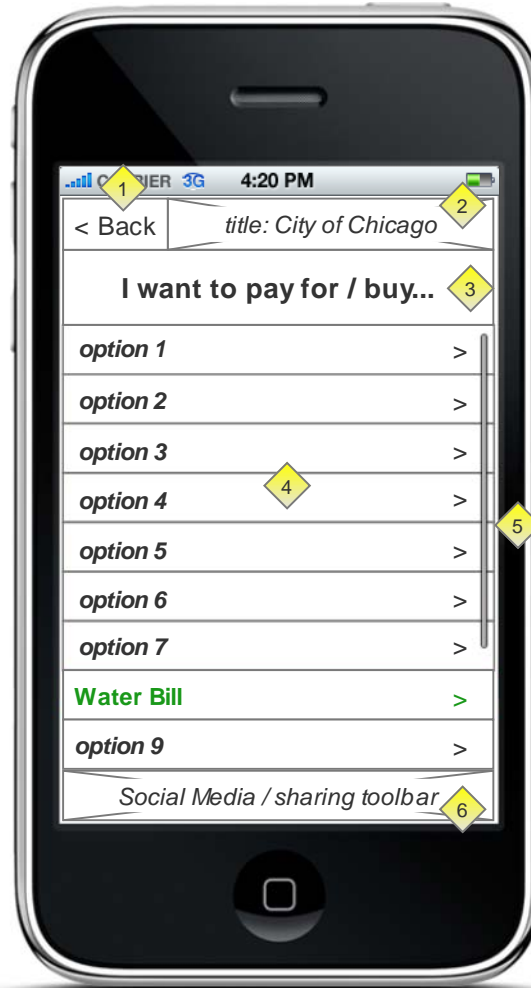
I am an advocate for consistency, so I kept the structure of the app Home page the same as the iOS version. I did make some subtle changes though, including:
 a.) I added more padding to the sections and buttons, since there is more room to work with.
 b.) I removed the ">" arrows from the buttons in order to follow more closely to the Android standard look. I thought about keeping these arrows in for consistency, but I could not find any apps for Android that used these arrows.

Annotations (same for both platforms):

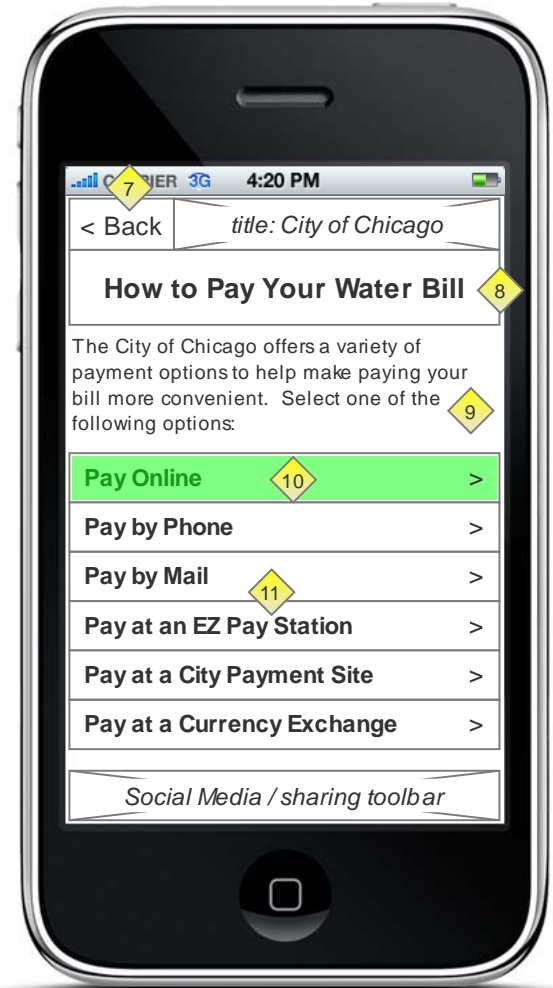
- 1.) Contains the city seal and "City of Chicago" text/font from the website.
- 2.) Welcome Text which explains the purpose of the app.
- 3.) Clickable menu option area. Click an option to go to a screen with more options.
- 4.) Standard Search term bar with "magnifying lens" button.
- 5.) Social media area. Includes a strip of clickable icons that link to websites in browser.



User taps "Pay For / Buy."



User taps "Water Bill."



User taps "Pay Online."

Explanation of this Scenario:

The City of Chicago website is all about "options", and this extends to paying your water bill. Inspired by Android and iOS "Settings" menus, I found the best way to organize all these options is by having subpages with a "Back" button at the top to navigate to the previous page. The existing web page for how to pay your water bill offers 6 options, so I also organized those options into a more condensed submenu. The user can then tap on whichever payment method they like to view more information.

Annotations:

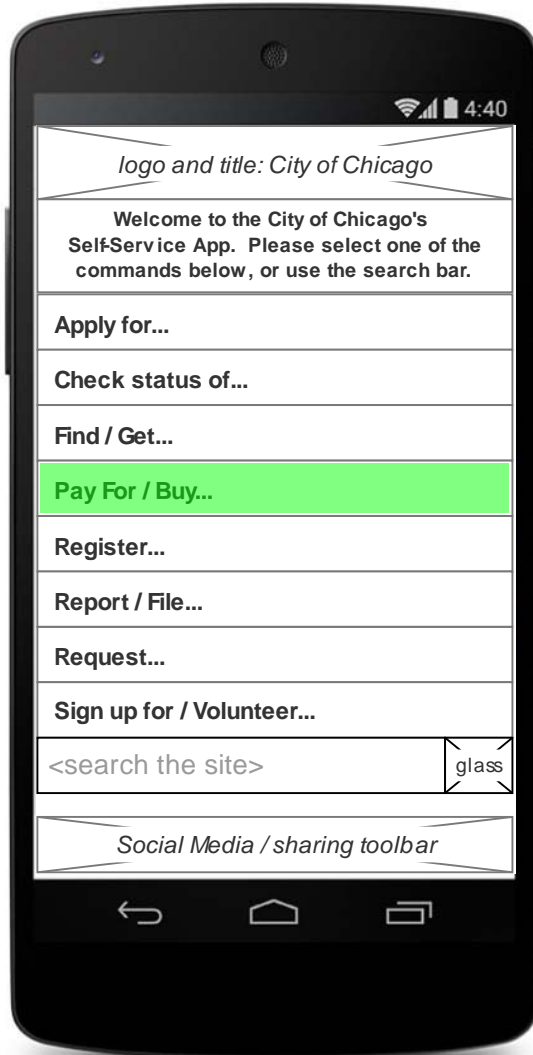
- 1.) "Back" button goes to Home screen.
- 2.) To make room for the "Back" button, the Chicago logo/seal has been removed.
- 3.) Page title matches the clicked command from Home page.
- 4.) Options presented are in ABC order.
- 5.) Floating scroll bar (disappears when stationary)
- 6.) Social media pinned to footer, since this is the primary means of promotion/advertising.

Annotations:

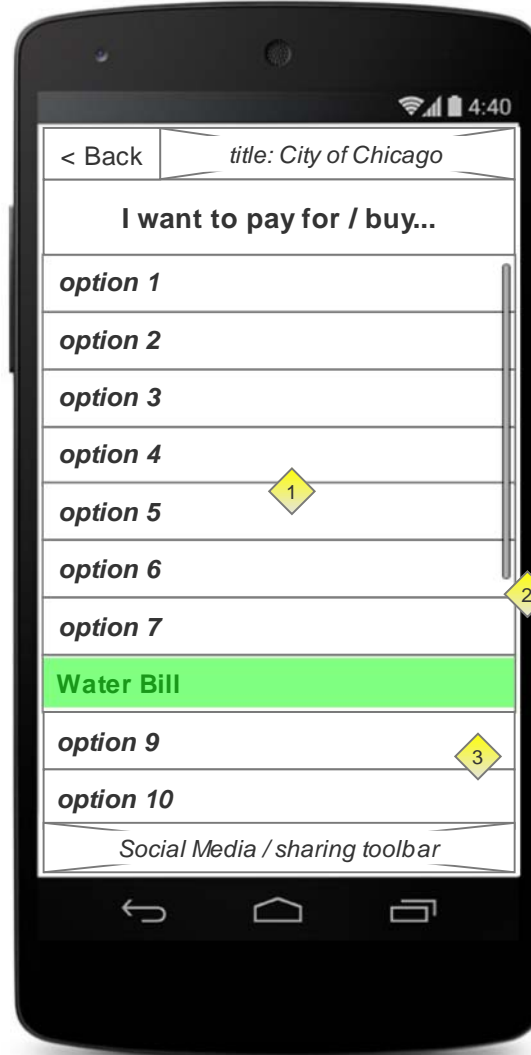
- 7.) "Back" button goes to "I want to pay for" page.
- 8.) Title of the page displays a complete request.
- 9.) A straight-forward explanation of how to pay for your bill (text taken from website).
- 10.) Clicking "Pay Online" opens up a browser since the online payment system is separate and requires a login/account.
- 11.) Clicking other options shows subpages with textual information taken from the existing website.

Scenario 1: Using the service directory list, pay your water bill online (Android).

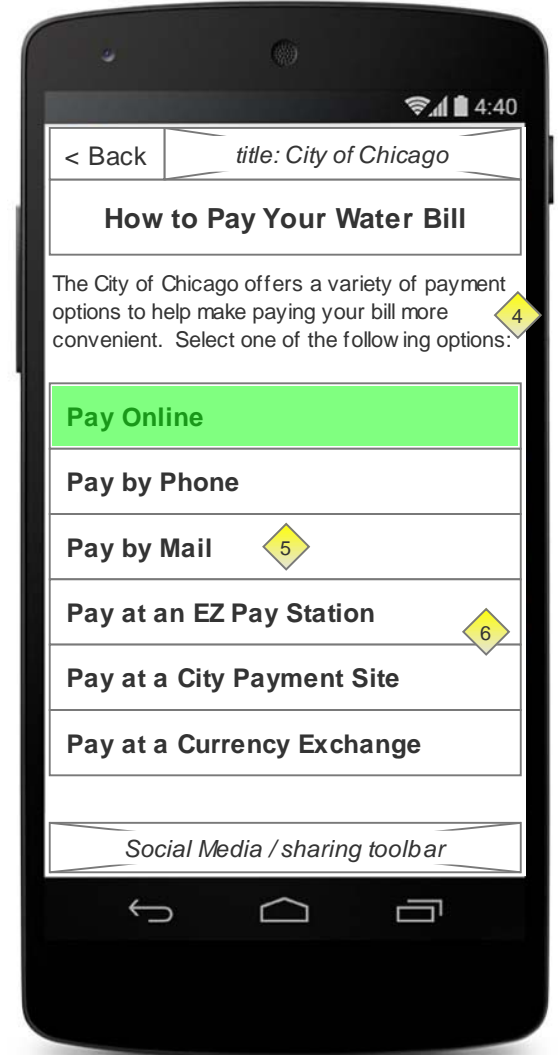
Todd Astroth, DePaul University



User taps "Pay For / Buy."



User taps "Water Bill."



User taps "Pay Online."

Explanation of this Scenario:

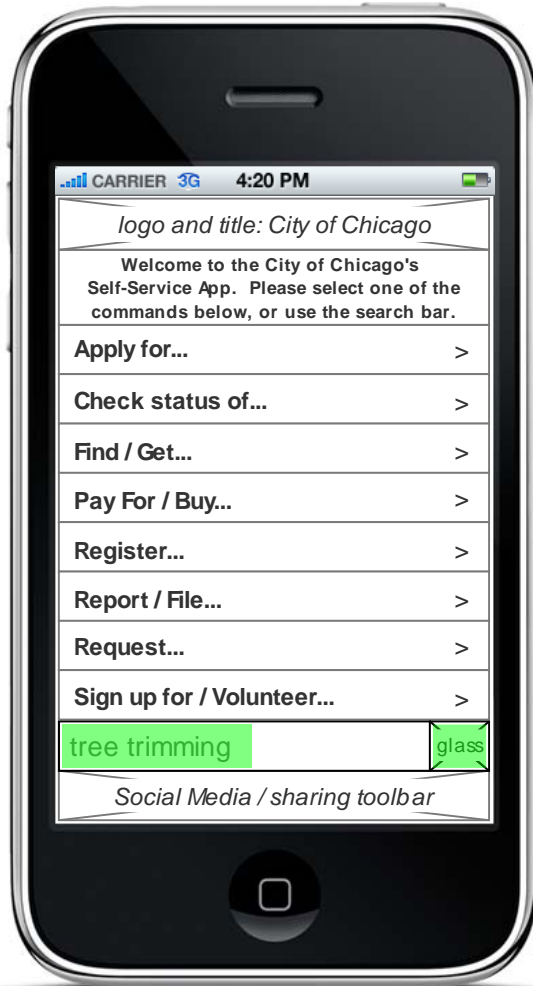
The Android version is very similar to the iOS version for this use case. As with the Home screen, I just added some extra padding to the buttons, increased font sizes, and removed the ">" icons from buttons.

Annotations (differences from iOS):

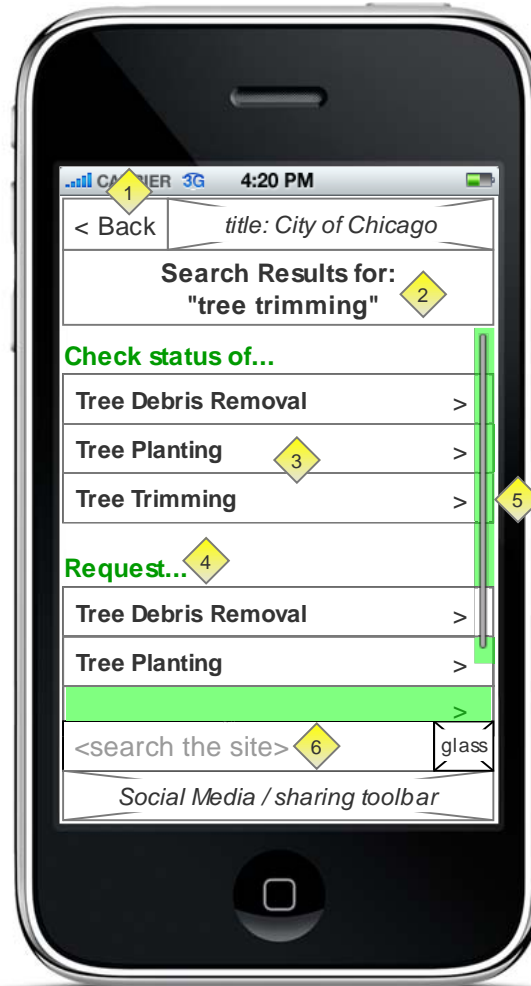
- 1.) Option buttons are taller, and font is larger.
- 2.) Both iOS and Android use a floating scroll bar which disappears when there is no movement.
- 3.) ">" are not present, in keeping with Android design trend.

Annotations (differences from iOS):

- 4.) The explanation text is larger.
- 5.) Option buttons are taller, and font is larger.
- 6.) ">" are not present, in keeping with Android design trend.



User enters "tree trimming" into the Search box and taps the Search button (magnifying lens).



User scrolls down and taps "Tree Trimming" under the "Request..." subheader.



User taps "Get Started Online" to be taken to the 311 Service Request system.

Explanation of this Scenario:

If the user has the subject of their desired request in mind, they can search for that term rather than using the grouped menu options. However, in order to better organize the search results, the Search Results screen is grouped by verb. This helps the user choose the correct action to match their entered search subject. On the "Request Tree Trimming" page, I kept the page similar to the original web page since there is only one action to perform.

Annotations:

- 1.) "Back" goes to Home page.
- 2.) User-entered search string goes on a new line.
- 3.) Search results are grouped by verb and sorted by ABC.
- 4.) The verbs are a different color to call attention to them, since they might be overlooked.
- 5.) Floating scroll bar.
- 6.) Search term is removed since it appears in the header. (This makes it more obvious that the user can do another search.)

Annotations:

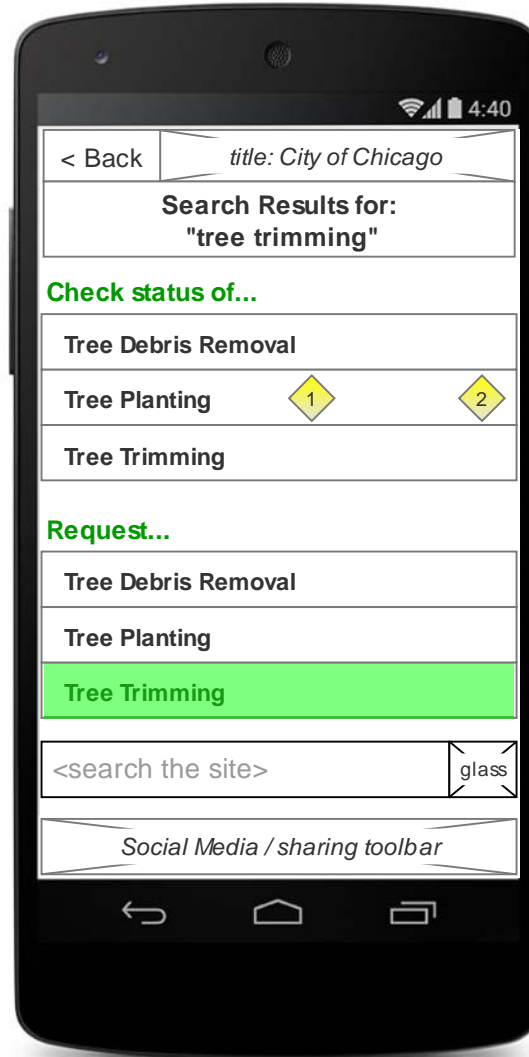
- 7.) "Back" goes to Search results page.
- 8.) Title includes verb plus object.
- 9.) This text should be short, as to not to push the "Get Started Online" button too far down.
- 10.) I kept the same labelling for the button as used on the website, since this needs to open the browser to finish this task in the 311 System.

Scenario 2: Using the Search feature, file a service request for tree trimming (Android).

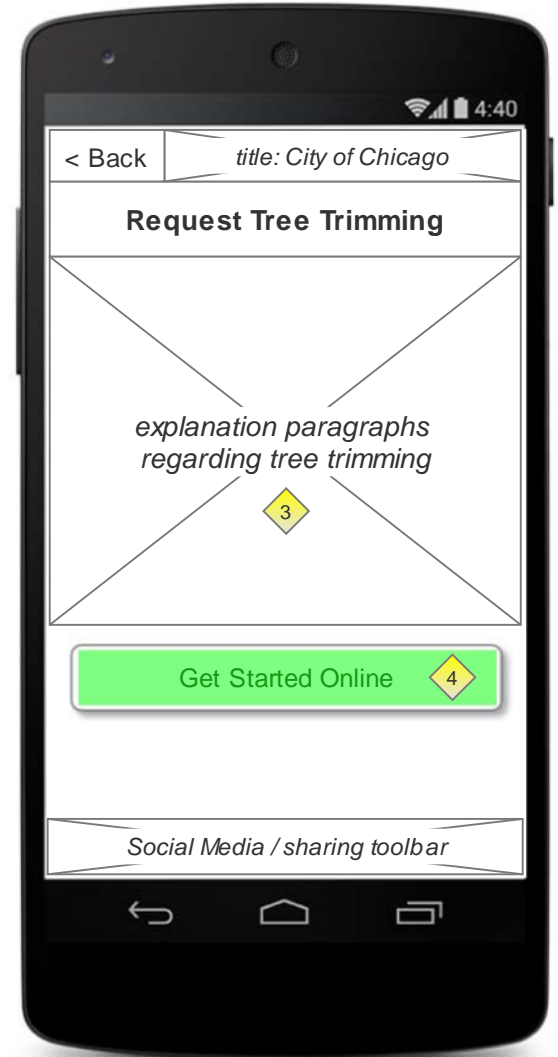
Todd Astroth, DePaul University



User taps "Pay For / Buy."



User taps "Water Bill."



User taps "Pay Online."

Explanation of this Scenario:

The Android version is very similar to the iOS version for this use case. As with the Home screen, I just added some extra padding to the buttons, increased font sizes, and removed the ">" icons from buttons.

Annotations (differences from iOS):

- 1.) Option buttons are taller, and font is larger.
- 2.) ">" are not present, in keeping with Android design trend.

Annotations (differences from iOS):

- 3.) The explanation text area is larger (but would still display the same text as in iOS).
- 4.) Button is longer, for more tappable area.