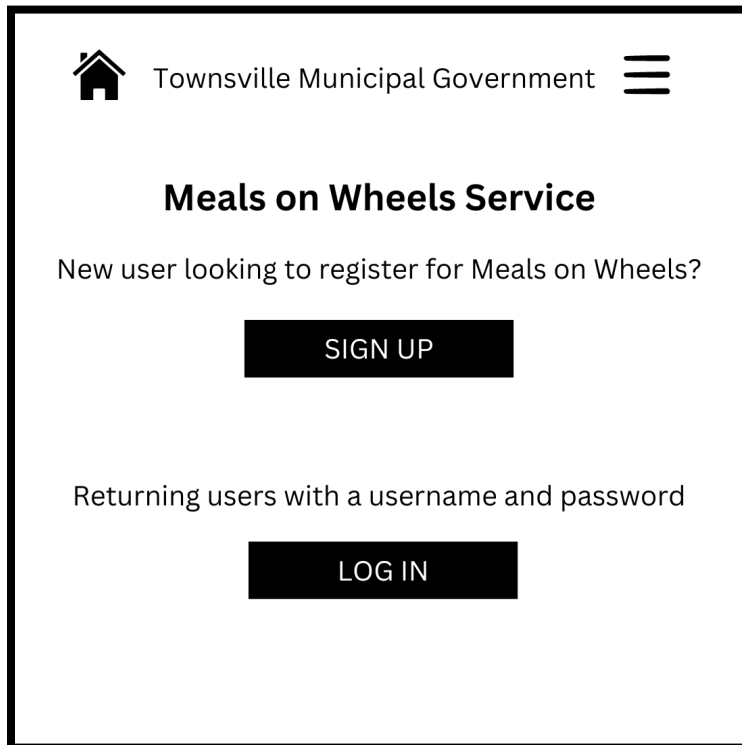




Screen 1: Introduction



 Townsville Municipal Government 

Meals on Wheels Service

New user looking to register for Meals on Wheels?

SIGN UP

Returning users with a username and password

LOG IN

For the first screen, I just wanted to create a simple and understandable interface. Each screen has the "Townsville Municipal Government" heading and the "Meals on Wheels Service" subheading so that users always know exactly what they're applying for and don't lose track of the process if they switch to another tab or site. The Home icon in the top left corner will take users back to the government home page (but ask if they'd like to save their work first) and the hamburger menu on the right side will have the option for users to select a wizard feature to walk them through the signup process or provide accessibility features like voiceovers, an option to save the application and continue later, and it will also have a cancel option if they'd like to abandon the process. These icons appear on every page so the user can turn on the wizard or cancel at any time in the process. Many users of this site may be elderly, so I chose to use large text and large buttons. The buttons will change color when hovered over to employ Dynamic Hinting. In the case that the user is using a touch screen such as an iPad and cannot do a rollover, the "Back" and "Cancel" options will provide failsafes to get back to this main page.

I aimed to keep each screen simple, but I wanted to use some additional text to convey directions. I don't think that some functions are as intuitive for elderly users or infrequent technology users as they are to those who are very familiar with technology, so some text direction may assist them better than visual directions. The user will either create an account to get to the next screen or log in to their existing account with their username and password and also arrive at the next screen.

Screen 2

The screenshot shows a web form for the Townsville Municipal Government's Meals on Wheels Service. At the top left is a house icon, followed by the text 'Townsville Municipal Government'. To the right is a hamburger menu icon. Below the header is the title 'Meals on Wheels Service'. A red speech bubble with the text 'Need Help?' is positioned to the right of the title. The form contains two sections for name entry, each with a red asterisk indicating a required field. The first section is for the 'Name of Person Receiving Service' and the second is for the 'Name of Person filling out this form'. Each section has two input boxes labeled 'First' and 'Last'. Below these is a checkbox labeled 'Check here if you are both the recipient and the person filling out this form'. Underneath is a single input box for 'Relationship to person being served (optional)'. At the bottom are two buttons: 'BACK' and 'NEXT'.

 Townsville Municipal Government 

Meals on Wheels Service



***Name of Person Receiving Service**

First Last

***Name of Person filling out this form**

First Last



Check here if you are both the recipient and the person filling out this form ☐

Relationship to person being served (optional)

BACK **NEXT**

Each screen has roughly the same visual layout for consistency. It's hard to convey with this software, but the screen would be large enough so that the forms, boxes, and text are large so that targets are accessible for users of all types. This design would also be responsive to different devices. The buttons will again employ cursor hinting when hovered over. The user has the option to fill out the name of the person filling out the form as well as the name of the person receiving the service. If the "same person" box is checked, the second field will be automatically filled in with the name of the person in the first field and the relationship field would be grayed out. Alternatively, they would have the option to fill in their name if they're filling it out on behalf of someone else and provide context about their relationship if they wanted, such as a caregiver, sibling, or child. Also, in an attempt to prevent errors, the fields with a red asterisk imply required fields. Many seasoned technology users know this, but it may be less obvious to someone not as familiar with technology. If the user tries to select "Next" without filling out one of the required fields, the application will not let them continue and will give a message that says "Please fill out required fields (*) to continue." After some feedback from my group, some people mentioned that the hamburger menu containing the wizard feature might not be intuitive to some users, so a small dialogue box in the corner will appear to ask the user if they need help and guide them to the wizard.

Screen 3

 Townsville Municipal Government 

Meals on Wheels Service

***Enter Birthday of Person Receiving Service**

00

00

0000

DayMonthYear

***Is the person receiving the service disabled?**

YES

NO



If yes is selected, you will be prompted to enter additional documentation on the next screen.

BACK

NEXT

Again the page layout is consistent, the buttons employ cursor hinting, required fields are marked, and the icons allow for users to change course if they want. The user will enter the birthday of the person receiving the service. The gray numbers give the user an example of the format the application is looking for, such as a four-digit year. If the user does not put the information in this format, the "Next" button will not allow them to continue and will give a message to put it in a certain format congruent with the one provided and will highlight the field that is filled out incorrectly. In the next step, the user will select whether or not the person receiving the service is disabled. There is a text direction below that warns the user that if they select yes, they will need to provide documentation. This gives them an opportunity to be prepared for the coming screen. If the user selects no, they will simply skip the documentation screen.

Screen 3.5

 Townsville Municipal Government 

Meals on Wheels Service

***Provide Documentation for Disability**

ATTACH

 OR

CANCEL

Formats accepted: PDF, JPG, PNG, or TIFF

Check here if you intend to mail the
required documents using US Mail to 1234
Address St., Cincinnati, OH 45219

BACK

NEXT

If the user selects yes to disability, this screen will appear and prompt the user to add documentation. The user can click "Back" or "Cancel" if they did not mean to select this option and it will take them to the previous screen. A message below indicates which file formats the application accepts. The user can also turn on the wizard here if they need guidance for attaching a file. Once a file in the correct format is attached, the user will be able to select "Next." If the file is not attached correctly or is a format that is not accepted, a prompt will appear that will not allow the user to continue. To bypass the digital attachment, the user must check the box that says they intend to mail their documentation to continue with the process. Mailing might be a more appropriate option for users that do not have access to scanning documents.

Screen 4

 Townsville Municipal Government 

Meals on Wheels Service

***Please choose a meal plan (Check 1 box only)**

☐ 3 meals per day (breakfast, lunch, and dinner)

☐ 2 meals per day (lunch and dinner)

☐ 1 meal per day (dinner only)

***Please choose days of service (Check as many boxes as desired)**



<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MON	TUES	WEDS	THURS	FRI	SAT	SUN

BACK

NEXT

The same conventions of the previous screens are present. The user will select the meal plan they wish to receive and text descriptions provide context for what they're selecting. Again, the size of this will be larger in the actual application so it won't seem so crowded. Then the user will check which days they want to receive their meals. I think these two options would be helpful to see together on the same screen rather than on separate screens so the user can decide what is best for their schedule or even compare it to their calendar. The application will not allow the user to select more than one box in the first field. This page could be further modified to include the type of foods in the meal plans using hover hints.

Screen 5

 Townsville Municipal Government 

Meals on Wheels Service

***Contact Information for Person Receiving Service**

Telephone or cell # Email Address



***Preferred Method of Contact (Choose as many boxes as desired)**

☐ ☐ ☐

CALL TEXT EMAIL

In the next step, the user will enter their contact information, both their telephone number and email address. Again, the grayed out text gives an example of the format of the information for the user and will not allow the user to continue if it's not in this format. Then the user will select how they prefer to be contacted. They will receive communication via all the methods that they select.

Screen 6

 Townsville Municipal Government 

Meals on Wheels Service

***Address information for person receiving service**

House or property # Street name with suffix



City State Zip Code

***Additional information about accessing the property**

Type of property, gate or access code, hostile pets, etc.

Lastly, the user will input their address, which again employs all of the conventions from the previous screens including grayed out text examples, text directions, required fields, and cursor hinting. When they are choosing their state, the user will select from a dropdown menu of states with the two character abbreviation so that the user doesn't have to worry about the correct format. They will provide information about their property in the comment box with no character limit or can write "none."

Screen 7

 Townsville Municipal Government 

Meals on Wheels Service

Please Review Information (Choose "Back" to edit)

Name of person receiving service
Name of person filling out form [same] [relationship]
Birthday
Disabled [yes or no] [documentation attached]
Meal plan selected [1, 2, or 3 meals]
Days selected [ex. Mon, Weds, Fri]
Telephone or cell #
Email address
Preferred contact method [ex. call]
Address
Property access information

[BACK](#)[SUBMIT MEAL PLAN](#)

The final screen will provide the user with a generated summary of all the information that they've provided for the application. The brackets imply if they've selected an additional option or filled out an optional field and will show the information they provided. This allows the users to review everything they've put in one more time before submitting or allow them to move back to change something. Once the user feels confident about the information they've entered, they will click the green SUBMIT MEAL PLAN button. The color distinguishes the button as the final step so that users will not think there is another step in the process. Once they've submitted, there will be a thank you and confirmation page affirming that the application has been submitted. From there, the user can return home or exit out of the website.