

Public Housing Communication

Researching effective methods through iterative design.



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Overview

The Yesler Terrace Community became Seattle's first publicly subsidized housing community in 1940. As Yesler is currently undergoing redevelopment, increasing from 561 units to 1,100 units, the Seattle Housing Authority (SHA) became concerned with the current and future communication within the community.

Design Questions

1. How can we increase resident- service provider communication?
2. How can we effectively use the space to meet both the needs of the residents and service providers?

Methods



Literature Review
Competitive Analysis



Field Studies
Interviews
Focus Group



Usability Testing
Guerrilla Study
WoZ Testing

Limitations



Unreliable Access to
Wi-Fi & Technology



Language Barriers

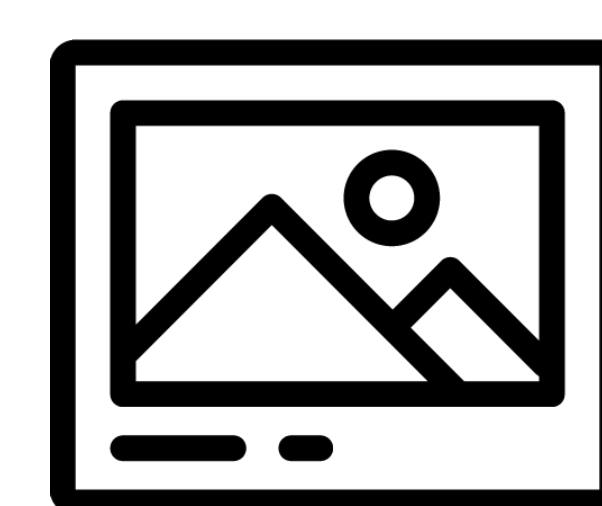


Restricted Access
to Buildings

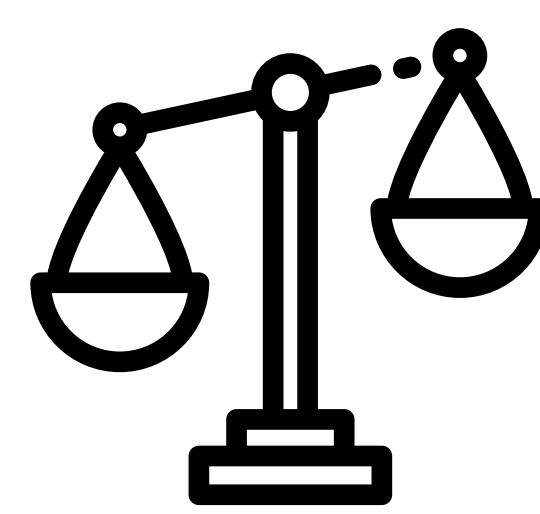
Recommendations



Layered Interaction
Designing informative displays with
an optional secondary level of interaction.



Engaging Content
Using lucid media that pertains
to the intended audience.



Value for Users
Ensuring that the content contains
useful relevant information.

Findings



Interactivity

Residents displayed caution when interacting, this may be attributed to fear of breaking the technology.



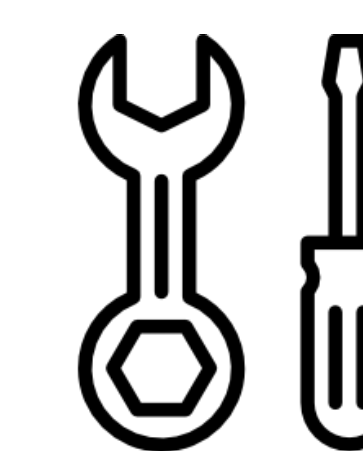
Content & Organization

Residents value information presented in images, categories, and real time.



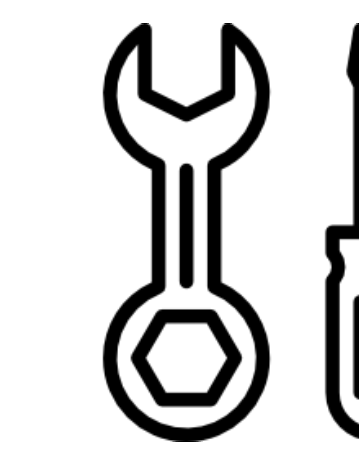
Community Identity

High value is placed on identity from both residents and service providers



Concept Outcome

Our design concept effectively facilitated communication of events and programs to residents



Platform & Maintenance

A small screen can be less visible and subject to damage or stolen as expressed by residents.

