



Essentially Yours



Reproductive & Sexual Health Products Interactive Kiosk

DSGN 100 A4 Final Slide Deck
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01

The Problem

What is the problem?

Accessing reproductive and sexual health products can be difficult.

Many people face barriers to accessing essential reproductive care and sexual health products, such as Plan B, birth control, and hygiene products. These barriers may include stigma around these products, unaffordable costs, limited availability, and inconvenient store hours.

Unawareness of Supportive Resources

People may not always know where to find reliable information or support for sexual health and reproductive care. This lack of awareness can be attributed to the stigmatism surrounding reproductive and sexual health and a general lack of experience accessing sensitive products.





02

User Research



Main Insight

When it comes to accessing reproductive and sexual health products, people highly value **privacy** , **discretion** , and **affordability** .

In order to design a kiosk that people want to use, it is imperative that we create a kiosk design that feels **secure** and **non-judgmental** .

Secondary Research



- About 45% of women experienced **at least one barrier to reproductive healthcare services** in 2021, and nearly 19% reported at least three barriers [1].
- Health kiosks make provision of services and supply of medicines **cheaper , faster** and **easier** [2].
- In a systematic review of studies on types of kiosks and services they provided (37 total in 2020), **none mention reproductive healthcare** [2].

[1] Adler A, Biggs MA, Kaller S, Schroeder R, Ralph L. Changes in the Frequency and Type of Barriers to Reproductive Health Care Between 2017 and 2021. *JAMA Netw Open*. 2023;6(4):e237461. doi:10.1001/jamanetworkopen.2023.7461

[2] Letafat-nejad M, Ebrahimi P, Maleki M, Aryankhesal A. Utilization of integrated health kiosks: A systematic review. *Med J Islam Repub Iran*. 2020 (5 Sep);34:114. <https://doi.org/10.34171/mjiri.34.114>

Competitive Analysis



Wellness Vending Machines

This vending machine dispenses reproductive/sexual health products and is targeted towards accessibility on college campuses. However, they do not explicitly secure the safety and privacy of users and are obscure about locations.

SimpliChek

SimpliChek focuses on providing 24/7, discreet sexual testing for college students and aims to create affordable health products. However, it does not indicate how it protects user privacy and how often it is restocked.



CVS Pharmacy

This vending machine is stocked with convenient, on-the-go necessities not limited to medicine. However, it has very limited locations and was more geared towards dispensing general health care products.



Validation Survey

To validate our idea and better understand people's experiences with accessing reproductive health products and contraceptives, we conducted a survey of

67 respondents



Top Accessibility Barriers

for accessing contraceptives and reproductive health products.

Stigma

35 out of 67 respondents indicated that embarrassment or stigma of purchasing products prevents them from accessing care.

Cost

28 out of 67 respondents indicated that cost of products prevents them from accessing care.

Privacy

22 out of 67 respondents indicated that privacy concerns of purchasing products prevents them from accessing care.





Guerilla Interviews

To gain a deeper perspective of reproductive and contraceptive accessibility struggles, we interviewed community members and professional health advocates.



Key Interview Takeaways

identifying the most important issues for accessing sexual and reproductive health products

Education

Some products have **significant side effects** that people must be aware of before taking them. Offering **support and educational resources** is essential to protecting the health of our users.



Privacy

Stigma can be paralyzing for taking action. Protecting the privacy of our users ensures their **comfortability** .

Safety

Ensure that people are **safely** and **properly** using these products and **encourage** seeking help from medical professionals.



User Personas

To better illustrate *who* we are aiming to serve, we created a primary and secondary **user persona** .

Amanda Windsor



AGE	21
SEX	Female
EDUCATION	3rd year at UC San Diego
MAJOR	Public Health
LOCATION	La Jolla, CA
STATUS	Single, on dating apps
OCCUPATION	Barista (part-time)

“ Finding affordable, private, and quick access to health products shouldn't be so hard —especially on campus.

About Amanda

Amanda's weekdays are packed with classes, part-time work, and studying, **leaving little time for errands**. She's single and often uses dating apps, open to casual or serious connections, and **values the peace of mind that accessible contraceptives provide**. Planning ahead is key for her, but finding private, affordable options for health products after hours is a challenge. Campus resources are convenient but **often closed when she needs them most**, leaving her to compromise on privacy, convenience, and even her health needs.

Core Needs & Goals

- A private place to access contraceptives and period products at any time, any day.
- Low-cost products that accommodate student budget constraints.
- Quick and easy access to essential products.
- Feel confident and independent in managing her health without fear of judgment or discomfort.

Frustrations

- Campus resources for reproductive health products often close early, making them hard to access in an emergency.
- Stores and campus clinics can feel uncomfortable for sensitive purchases.
- Health products are often expensive, which strains her limited budget.
- She sometimes feels judged when buying reproductive health products in public.

Interests

- Fitness 🏃‍♀️
- Coffee ☕
- Health & Wellness 🧘‍♀️
- Concerts 🎵

Values

- Privacy 🚪
- Independence 🧑‍🦯
- Convenience 🕒
- Self-care 🧘‍♀️

Personality

- Empathetic 💕
- Balanced ⚖️
- Practical 🔍
- Self-reliant 🧑‍🦯

Samuel Torres



AGE	19
SEX	Male
EDUCATION	1st year at UC San Diego
MAJOR	Speculative Design
LOCATION	La Jolla, CA
STATUS	In a relationship
OCCUPATION	Freelance Artist

“ I just want to grab what I need and get out without feeling like everyone’s watching me.

About Samuel

Sam recently started college but is already busy with his courses, developing his social life, and his freelance art side-hustle. He values **privacy and convenience**, especially when it comes to purchasing sensitive products. Living on-campus, he finds local pharmacies **inconvenient and often awkward for quick, discreet purchases**. Sam's preference is for a simple, accessible resource that **doesn't require face-to-face interactions**.

Core Needs & Goals

- A private way to directly access sexual health products on campus without feeling judged or exposed.
- An on-campus solution that saves time and eliminates the inconvenience of traveling.
- Low-cost products to accommodate for his tight budget and frequent purchases.
- Feel in control of his health decisions without discomfort of others' perceptions.

Frustrations

- Limited on-campus options, with health services often closed outside typical work hours.
- High prices for products at local stores, which are inconvenient and strain his budget.
- Awkward interactions when purchasing intimate products in-person.

Interests

- Digital Art 🎨
- Adventuring 🗺️
- Reading 📖
- Thrifting 👕

Values

- Privacy 🗝️
- Independence 🏠
- Practicality 🛠️
- Boundaries 🚫

Personality

- Reserved 🧘
- Conscientious 📅
- Practical 🔍
- Self-sufficient 🧑



Our Mission

We aim to design a 24/7 interactive kiosk at UC San Diego to provide students with **private** , **affordable** , and **discreet** access to essential reproductive and sexual health products, **reducing barriers** and **promoting well-being** .



03

Interactive Kiosk

Kiosk Physical Features



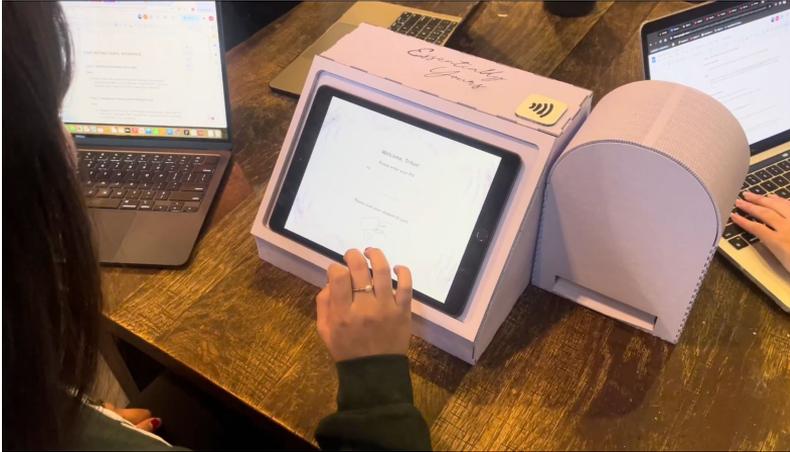
iPad stand that allows users to interact with the physical kiosk



Attached vending machine that has all of the products ready to be dispensed to the user.



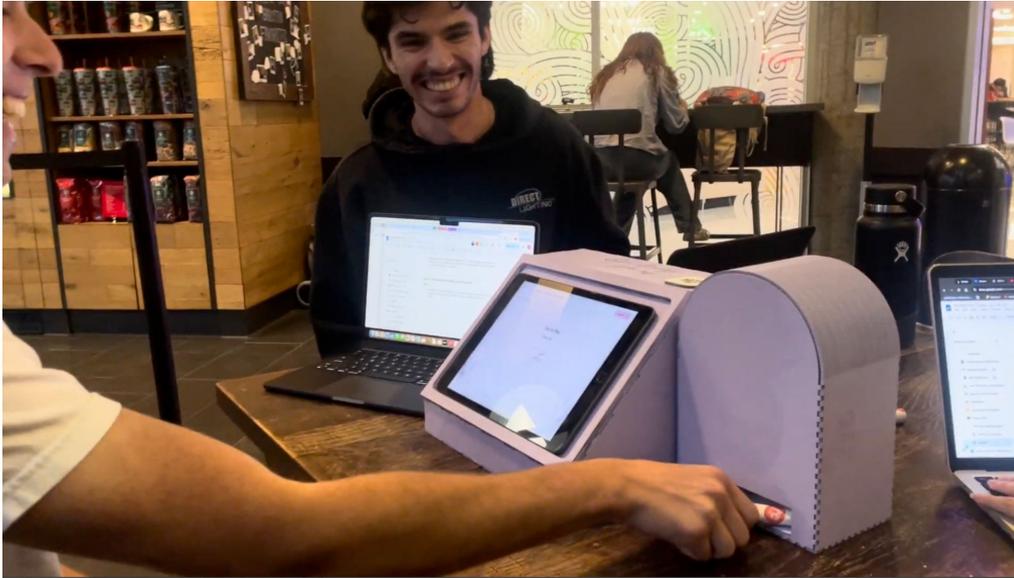
Kiosk Physical Features



User interacting with the interface browsing what products our kiosk has to offer.



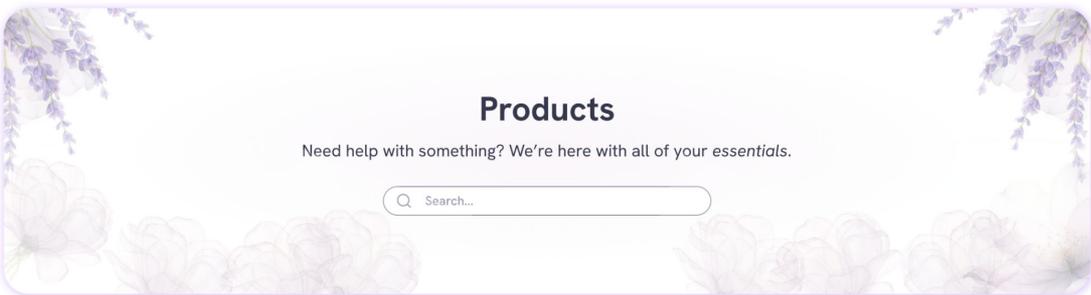
Kiosk Physical Features



User interacting with the “vending machine” side of the kiosk after completing all steps to receive the item.

Kiosk Digital Features

All users, regardless of student status, are able to browse and purchase the offered products.



Filters Safe Sex Menstrual Hygiene Pregnancy Tests Emergency Contraceptives Over-the-Counter Birth Control Free

In stock



New Day® Emergency Contraceptive \$6

Reduces chance of pregnancy after unprotected sex. Not for regular birth control.

In stock



Condom Free

Provides protection against pregnancy and STIs. Available in various sizes.

In stock



Lubricant Free

Enhances comfort during intimate activities. Available in water-based, silicone-based, and hybrid types.

Kiosk Digital Features

Access all of the necessary information for each product on the product's page.



← Back to Products

12 hours ago

New Day® Emergency Contraceptive

Levonorgestrel Tablet, 1.5mg

Product Information & Drug Facts

Please read the following information to learn what you should know.

Description

Used to reduce the chance of pregnancy after unprotected sex if a contraceptive failed or if you are currently not on birth control.

Directions

Take as soon as possible within 72 hours (3 days) after unprotected sex. The sooner you take it, the better it will work.

If you vomit within 2 hours of taking the medication, call a healthcare professional to find out if you should repeat the dose.

Warnings

Allergies: Do not use if you have ever had an allergic reaction to levonorgestrel.

Sexually Transmitted Diseases (STDs) This product does not protect against HIV/AIDS or other STDs.

Do not use this product if you are **already pregnant** (it will not work). Do not use this product for **regular birth control**.

Side effects

While using this product, you may experience the following symptoms:

- Menstrual changes
- Nausea
- Lower stomach (abdominal) pain
- Tiredness
- Headache
- Dizziness
- Breast pain
- Vomiting

Ask a doctor or pharmacist before use if you are:

- Taking **Elavive**® (HIV medication)
- Taking **Ritapar**® (antibiotic treatment)
- Taking medication for **asthma** (asthma)

These products may reduce the effectiveness of levonorgestrel.

Keep out of reach of children

In case of overdose, get medical help or contact a Poison Control center right away.

Other information

- Read the instructions, warnings, and enclosed product leaflet before use.
- Do not use if carton is open or blister seal is broken or missing.
- Store at 20° to 25°C (68° to 77°F).

Active ingredient

Levonorgestrel 1.5 mg

Inactive ingredients

Lactose monohydrate, magnesium stearate, pregelatinized starch, polyvinyl alcohol, titanium dioxide, talc, macrogel/PEG, lactose, croscellose, FD&C red #40 aluminum lake, FD&C yellow #6 aluminum lake, FD&C blue #1 aluminum lake.

Questions or comments?

For more information or to speak with a healthcare professional, call: 1-800-256-7821 (Monday to Friday 12:00pm to 10:00pm PST).

More Products

Condom Free

Provides protection against pregnancy and STDs. Available in various sizes.

Pregnancy Test Free

Detects pregnancy hormones in urine. Provides fast, accurate results for early confirmation.

O-Pill (Over-the-counter birth control) \$16

Over-the-counter birth control pill offering effective pregnancy prevention without a prescription.

In stock

One Tablet, One Dose

New Day™

(Levonorgestrel Tablet)

1.5 mg

Emergency Contraceptive

NDC 16714-809-01

Reduces chance of pregnancy after unprotected sex. Not for regular birth control.

The sooner you take New Day, the more effective it will be.

Take as soon as possible within 72 hours (3 days) after unprotected sex.

New Day will not harm an existing pregnancy.

Contains 1 Tablet of Levonorgestrel 1.5 mg

Buy this product

\$6

Quantity: 1

Note: You can only purchase 2 of this item per day.

I confirm that I have read and understand the product description and drug facts provided.

Buy Product

Kiosk Digital Features

Access all of your items in your cart.

Essentially Yours Products Information and Resources Log Out

Your Cart

To remove an item from your cart, swipe left and click the trash symbol.

Emergency Contraceptive
3mg
\$6

Description
Used to reduce the chance of pregnancy after unprotected sex if a contraceptive failed or if you are currently not on birth control.

- 1 +



Condom
Barrier Contraceptive, Single Packet
Free

Description
Helps reduce the risk of pregnancy and sexually transmitted infections (STIs) when used correctly.

- 1 +

Purchase Summary

x1 New Day® Emergency Contraceptive	\$6
x1 Condom	Free
Total	\$6

[Checkout](#)

Essentially Yours Products Information and Resources Log Out

Product removed from cart.

To undo this action, select the Undo Action button. To remove this message, select the Dismiss button.

[X Dismiss](#)

[↶ Undo Action](#)

Essentially Yours Products Information and Resources Log Out

Your cart is empty.

Suggested Products

 Condom Free Provides protection against pregnancy and STIs. Available in various sizes.	 Pregnancy Test Free Detects pregnancy hormones in urine. Provides fast, accurate results for early confirmation.	 O-Pill (Over-the-counter birth control) \$16 Used for the week before and after your menstrual period to provide an additional level of protection.
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[Browse All Products](#)

Essentially Yours Products Information and Resources Log Out

Access information and health support through the kiosk by securely sending yourself details.



Essentially Yours Products Information and Resources Cart Log Out

Information and Resources

Need help with something? We're here with all of your essentials.

Search...

We Send Resources Directly to You!

If you would like to save any of our resources, please enter your preferred phone number or email and we will send it directly to you. Your information is protected and will not be saved once you log out or finish shopping. Message and data rates may apply.

Phone: (310) 456-7890 Email: jdoe@ucsd.edu

Essentially Yours Products Information and Resources Cart Log Out

Health and Wellness Support at Your Fingertips

We've curated a list of trusted resources to support students in managing their reproductive and sexual health. Use the menu below to explore organizations and services tailored to your care preferences, from medical guidance to emotional support.

Medical Support

Planned Parenthood Health & Wellness

This means getting to know your body and getting regular check-ups, as well as addressing any other issues that might pop up. Planned Parenthood health centers are here for you. Not sure if it's time to make an appointment? We'll help you figure it out. Call or text: 1-800-230-PLAN

Website: <https://www.plannedparenthood.org/learn/health-and-wellness>

Send by Text Send by Email

Reproductive Health Access Project

The Reproductive Health Access Project (RHAP) trains, supports, and mobilizes primary care clinicians to ensure equitable access to sexual and reproductive health care, including abortion. By centering communities most impacted by barriers to care, RHAP fills critical gaps in clinical education and care delivery. Call or text: 1-646-695-6454

Website: <https://www.reproductiveaccess.org/contraception/>

Send by Text Send by Email

Logistical and Emotional Support

Essentially Yours Products Information and Resources Cart Log Out

We Send Resources Directly to You!

If you would like to save any of our resources, please enter your preferred phone number or email and we will send it directly to you. Your information is protected and will not be saved once you log out or finish shopping. Message and data rates may apply.

Phone: 123-456-7890 Email: jdoe@ucsd.edu

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Website: <https://www.plannedparenthood.org/learn/health-and-wellness>

Sent Send by Email

Kiosk Digital Features

Kiosk Digital Features

Easy scanning and contactless payment methods through a physical card scanner.

[← Back to Checkout](#)

Tap to Pay

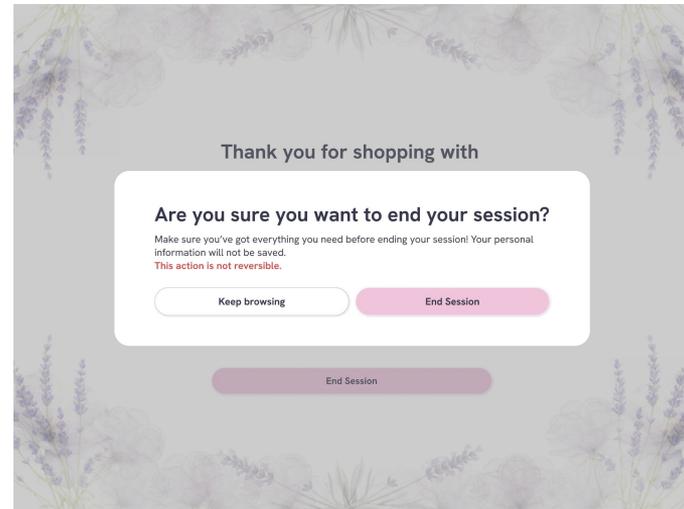
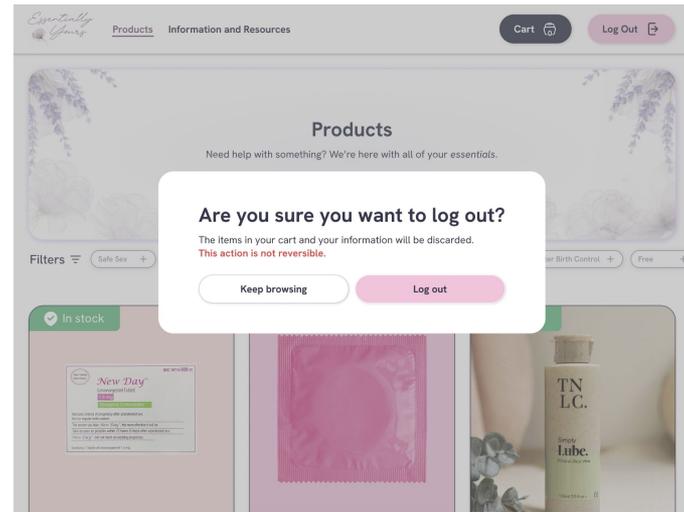
Total: \$6



Kiosk Digital Features

End your session with confidence that your information is safe.

[Link to Figma Prototype](#)





04

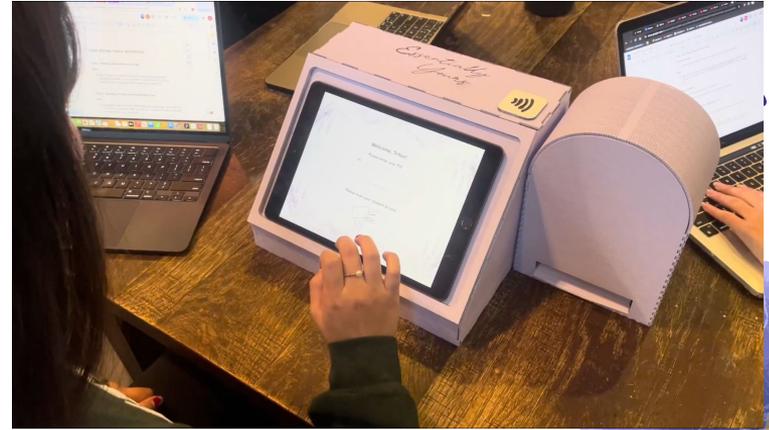
User Testing

Testing Process and Participant Information

Since the hypothetical location of the kiosk is on campus and students are our target audience, all of our interviews were with **current UCSD undergraduate students** .

Participants were given **6 tasks** with varying pre- and post-task questions to learn more about their thoughts. The interviews were conducted in a **semi-structured** fashion.

Our link to the Google Drive folder with our user testing videos can be found [here](#).



Tasks

1. Begin at the idle screen and proceed through the process of identifying whether you're a student or non-student. If you're a student, sign in using your PID or scan your student ID.
2. Navigate to the "Products" section from the home page. Select Plan B and add it to your cart. Then, browse the suggested products and add a second item (e.g., condoms).
3. Navigate to the "Information and Resources" section. Browse the first subsection and send yourself one of the available resources via email.
4. Go to your cart, and remove the second item you added earlier (e.g., condoms). Undo the deletion and proceed to checkout.
5. Complete the purchase process using the "Tap to Pay" feature and proceed to the thank-you screen.
6. From the thank-you screen, tap to return to the idle screen and prepare the kiosk for the next user.

Users Tested:
3

Testing Site

Starbucks at the UCSD Price Center



Significant Issues Revealed

about our digital interface during our 3 user interviews

All 3 users ignored the input fields for their contact information on the Information and Resources page to send themselves resources.

All 3 users did not find the suggested products at the bottom of the Plan B product page.

All 3 users attempted to remove the product from their cart using the “-” button and were unaware of the drag-left to delete functionality.

2 out of 3 users did not select the acknowledgement box before adding a product to the cart or proceeding to checkout.

2 out of 3 users went further than the idle screen after completing their purchase.



How we fixed it

“All 3 users ignored the input fields for their contact information on the Information and Resources page to send themselves resources.”

- Differentiate the section’s visual design from the resources
- Add an error state to the button component that doesn’t become active until you input a valid contact.

We Send Resources Directly to You

If you would like to save any of our resources, please enter your preferred phone number or email and we will send it directly to you! Your information is protected and will not be saved once you log out or finish shopping.
Message and data rates may apply.

Phone: Email:

This is a resource

This is a resource description. It should be about 2-4 lines long. The less, the better. Please do not exclude important details. Just trying to fill up space here. Insert text.

Call or text: [123-456-7890](tel:123-456-7890)

Before validating contact information



We Send Resources Directly to You!

If you would like to save any of our resources, please enter your preferred phone number or email and we will send it directly to you! Your information is protected and will not be saved once you log out or finish shopping.
Message and data rates may apply.

Phone: Email:

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Call or text: [123-456-7890](tel:123-456-7890)

After validating contact information

How we fixed it

“All 3 users attempted to remove the product from their cart using the “-” button and were unaware of the drag-left to delete functionality.”

- Due to time constraints, we were unable to prototype the item disappearing when the quantity becomes 0. This interaction involves complicated usage of variables and conditional statements.
- When the user enters the screen, the top item is animated to show the red trash button when they swipe left. This signifies that the user can interact with the item by dragging it.
- We also added a header “Your Cart” and subheader indicating how to delete the item.

New Day® Emergency Contraceptive
Levonorgestrel Tablet, 1.5mg

 **Description**
Used to reduce the chance of pregnancy after unprotected sex if a contraceptive failed or if you are currently not on birth control.

\$6

- 1 +

Condom
Barrier Contraceptive, Single Packet

 **Description**
Helps reduce the risk of pregnancy and sexually transmitted infections (STIs) when used correctly.

Free

- 1 +



Your Cart
To remove an item from your cart, swipe left and click the trash button.

Emergency Contraceptive
1.5mg

 **Description**
Used to reduce the chance of pregnancy after unprotected sex if a contraceptive failed or if you are currently not on birth control.

\$6

- 1 +



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\$6

- 1 +

Emergency Contraceptive
1.5mg

 **Description**
Used to reduce the chance of pregnancy after unprotected sex if a contraceptive failed or if you are currently not on birth control.

\$6

- 1 +





Product removed from cart.
To undo this action, select the Undo Action button.
To remove this message, select the Dismiss button.

How we fixed it

“2 out of 3 users did not select the acknowledgement box before adding a product to the cart or proceeding to checkout.”

- Before the user checks the acknowledgement box, the “Buy Product” and Cart buttons are greyed out (inactive state).
- If the user tries to click the buttons in an inactive state, the acknowledgement box shakes to draw the users attention and indicate that they must check the box to proceed.

Buy this product

\$6

Quantity: 1 

Note: You can only purchase 2 of this item per day.

I confirm that I have read and understand the product description and drug facts provided.

Buy Product 

Buy this product

\$6

Quantity: 1 

Note: You can only purchase 2 of this item per day.

I confirm that I have read and understand the product description and drug facts provided.

Buy Product 

I confirm that I have read and understand the product description and drug facts provided.

Buy Product 

I confirm that I have read and understand the product description and drug facts provided.

Buy Product 

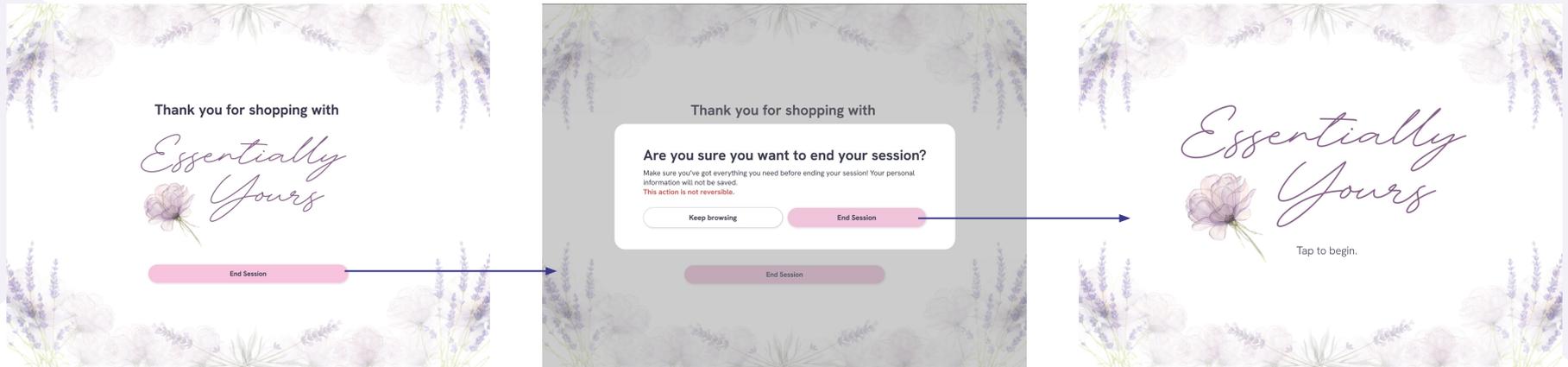
I confirm that I have read and understand the product description and drug facts provided.

Buy Product 

How we fixed it

“2 out of 3 users went further than the idle screen after completing their purchase.”

- Visually differentiated the thank you screen and idle screen by adding a button that opens an overlay popup. From here, users can keep browsing or end the session.
- Foster a stronger sense of confidence that their personal information is protected/not being saved.



How will we fix it?

“All 3 users did not find the suggested products at the bottom of the Plan B product page.”

- Due to time constraints, we were not able to address this issue. Given more time, we would add a scrollbar to the side of the screen or an arrow at the bottom indicating that the screen is scrollable.

The screenshot shows a product page for a condom. The page layout includes a header with the brand name 'Essentially Yours', navigation links for 'Products' and 'Information and Resources', and buttons for 'Cart' and 'Log Out'. Below the header, there is a 'Back to Products' link and a status indicator 'Last restocked 12 hours ago'. The product title is 'Condom Barrier Contraceptive, Single Packet'. The 'Product Information & Drug Facts' section contains a description, directions, warnings, and other information. A red circle highlights the 'Other information' section. To the right, a pink product image is shown with a green 'In stock' badge. A red oval highlights the right edge of the product image area, indicating where a scrollbar would be placed. Below the product image, there is a 'Buy this product' section with a 'Free' price, a quantity selector set to '1', and a checkbox for 'I confirm that I have read and understand the product description and drug facts provided.'

The scrollbar would likely go here.

Alternatively, an animated arrow could go here.

Next steps...

Continue iterating on our high-fidelity prototype based on pain points we identified but did not have time to fix due to time constraints.

Conduct **another round of user testing** to gather feedback about our most recent iteration on our high-fidelity prototype.

Add additional payment methods to accommodate **all payment types** .

Accommodate **different sizes** for products (e.g. tampons, pads, condoms, etc.)

Prototype the **product filters** to be fully functional.

Prototype a user flow for a user who is **not a UC San Diego student or staff** .





05

Conclusion

Contact Information

- Jake Villasenor jrvillasenor@ucsd.edu
- Marisa Kawakami mdkawakami@ucsd.edu
- Emily Nguyen emnoo7@ucsd.edu
- Riley Sether rsether@ucsd.edu

Acknowledgements

We would like to give a huge thank you to the DSGN 100 teaching team and the Makerspace staff for their continued patience and support throughout the development of this project!





06

Process

Materials



Crafted with insight from Dr. Emily Johnson, Renowned Dermatologist

Our Charcoal Detox Cleanser features naturally derived charcoal of the finest quality, infused with natural ingredients with skin-soothing and antioxidant properties to help remove impurities and soothe your skin.

Relevant Product

Each product is designed to complement your skincare routine and provide effective skin care solutions.



Vitamin C Serum \$25
Brightens skin and reduces dark spots.
Supports collagen production.

Moisturizing Body Lotion \$25
Keeps your skin hydrated and soft.
Perfect for all skin types.

Exfoliating Scrub \$25
Gently removes dead skin cells.
Leaves skin feeling smooth and refreshed.

Eye Cream \$25
Reduces dark circles and puffiness.
Keeps your eye area hydrated.

User Review



Amazing Results in Just Weeks!

These are remarkable results, and the Charcoal Detox Cleanser really works! I've noticed my skin is clearer and more hydrated. I've also noticed my skin is softer and smoother. I've also noticed my skin is more hydrated and smoother. I've also noticed my skin is more hydrated and smoother.

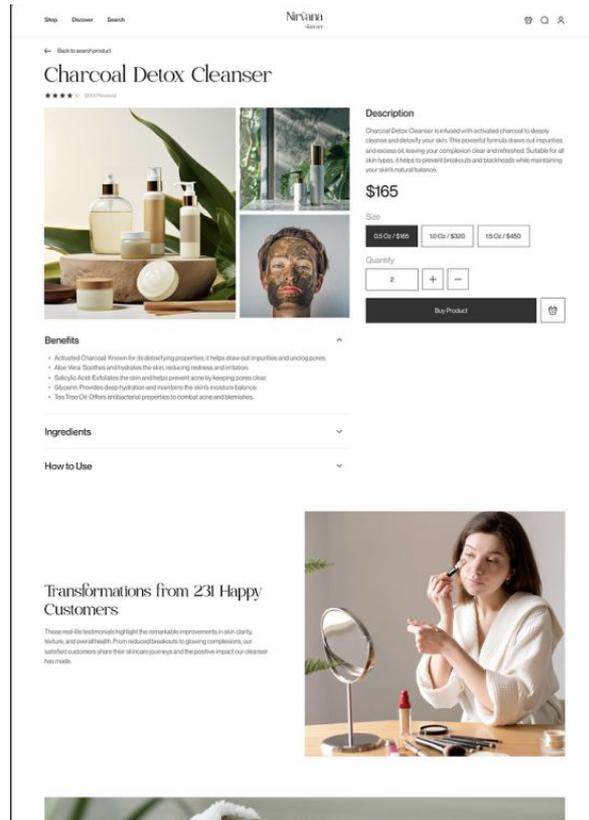
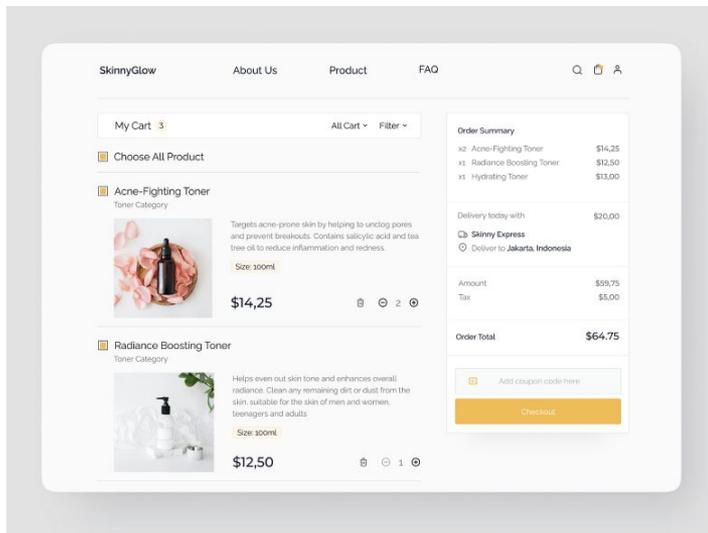
Jessica Lee
March 2024

My Go-To Cleanser!

This is my favorite skin care product, and the Charcoal Detox Cleanser really works! I've noticed my skin is clearer and more hydrated. I've also noticed my skin is softer and smoother. I've also noticed my skin is more hydrated and smoother. I've also noticed my skin is more hydrated and smoother.

Jessica Lee
March 2024

Designs we drew inspiration from, ranging from overall theme and aesthetic to specific tools and sections.



Inspiration for Kiosk

- Minimal
- Private
- Small to fit on table or counter
- Interface with card payment option
- Vending machine support



Main Colors

#856088



#F8C3DD



#9E94B0



Neutral Colors

#36384D



#808080



#A3A3A3



#F2F2F2



#FFFFFF



Accents

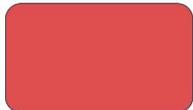
Radial Gradient 1



Radial Gradient 2



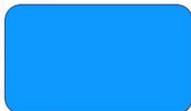
#DF4F4F



#558C84



#0D99FF



Typeface

Aa **Hanken
Grotesk**

AaBbCcDdEeFfGg • 0123456789

Light Regular Medium Semi Bold Bold

Aa *Bulgary
Rose*

AaBbCcDdEeFfGg • 0123456789

Regular

Final Style Guide

Styles

D1 / Display 1

Bulgary Rose - Regular
135px font size

Paragraph 1

Hanken Grotesk - Regular
16px font size

B1/Button 1

Hanken Grotesk - Bold
16px font size

H1 / Headline 1

Hanken Grotesk - Bold
32px font size

Paragraph 2

Hanken Grotesk - Light
16px font size

B2/Button 2

Hanken Grotesk - Medium
12px font size

H2 / Headline 2

Hanken Grotesk - Bold
24px font size

Paragraph 3

Hanken Grotesk - Medium
12px font size

C1/Caption 1

Hanken Grotesk - Regular
12px font size

H3 / Headline 3

Hanken Grotesk - Bold
20px font size

C2/Caption 2

Hanken Grotesk - Regular
8px font size

Shadows

X: 1, Y: 1, Blur: 10, Opacity: 25%
Colors vary



X: 0, Y: 4, Blur: 4, Opacity: 25%
#36384D



Logos

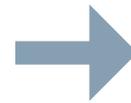
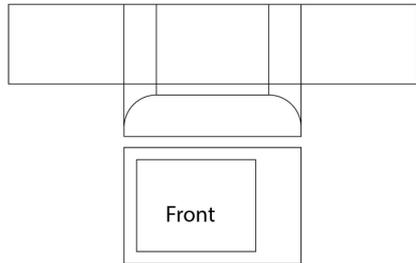
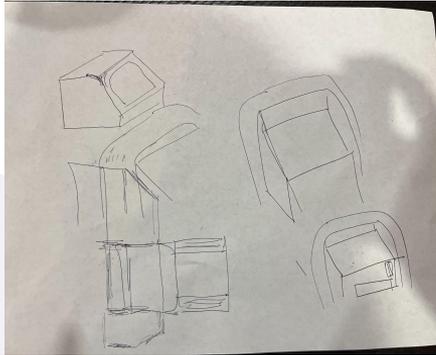
*Essentially
Yours*



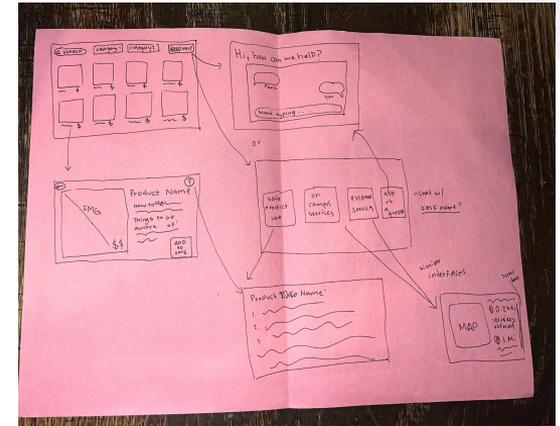
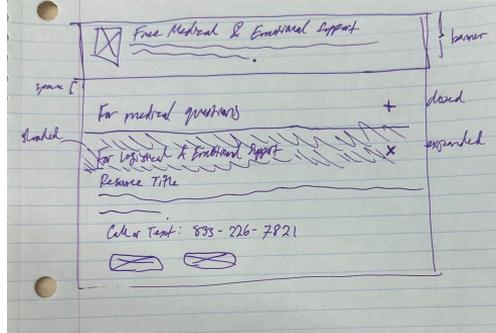
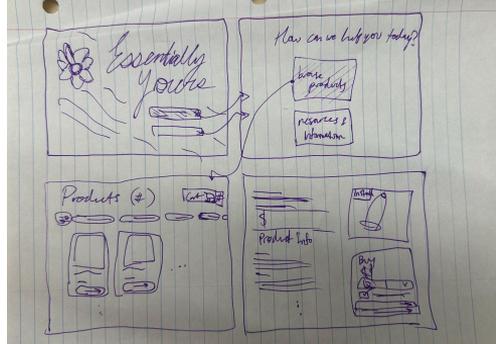
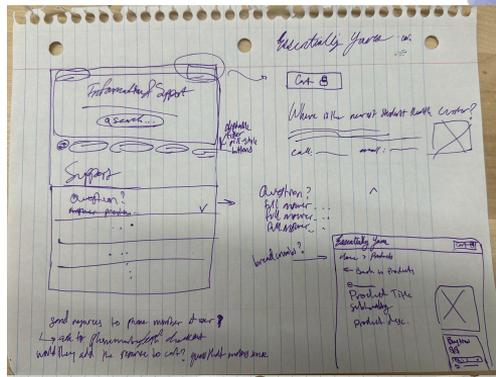
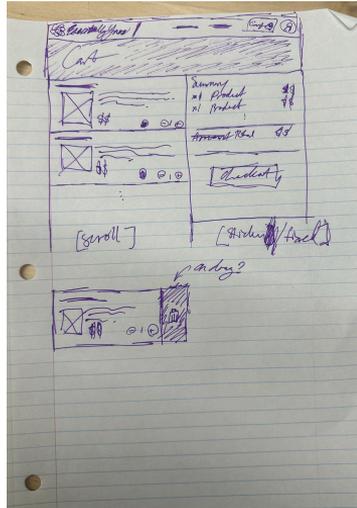
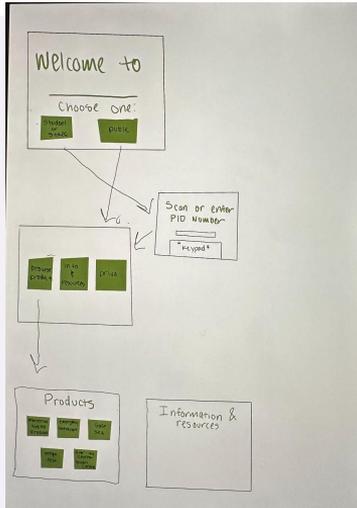
The background features several decorative elements: a purple flower with a yellow center and green leaf in the top right; a cluster of dark blue dots in the top left; a purple iris-like flower with yellow stamens on the left; a cluster of dark blue dots in the bottom left; and a purple flower with a yellow center in the bottom center. The text is centered on the right side of the page.

Paper Sketches and Prototypes

Paper Prototype: Physical Kiosk



Sketches: Digital Interface



The background features a light purple and white color scheme with decorative elements. There are three purple flowers: one at the top center, one on the left side, and one at the bottom center. Additionally, there are three clusters of blue dots of varying sizes scattered across the background. The text 'User Flow Ideation' is positioned on the right side of the image.

User Flow Ideation

User Flow Ideation

getting a feel for how it'll work

User Flow Ideation

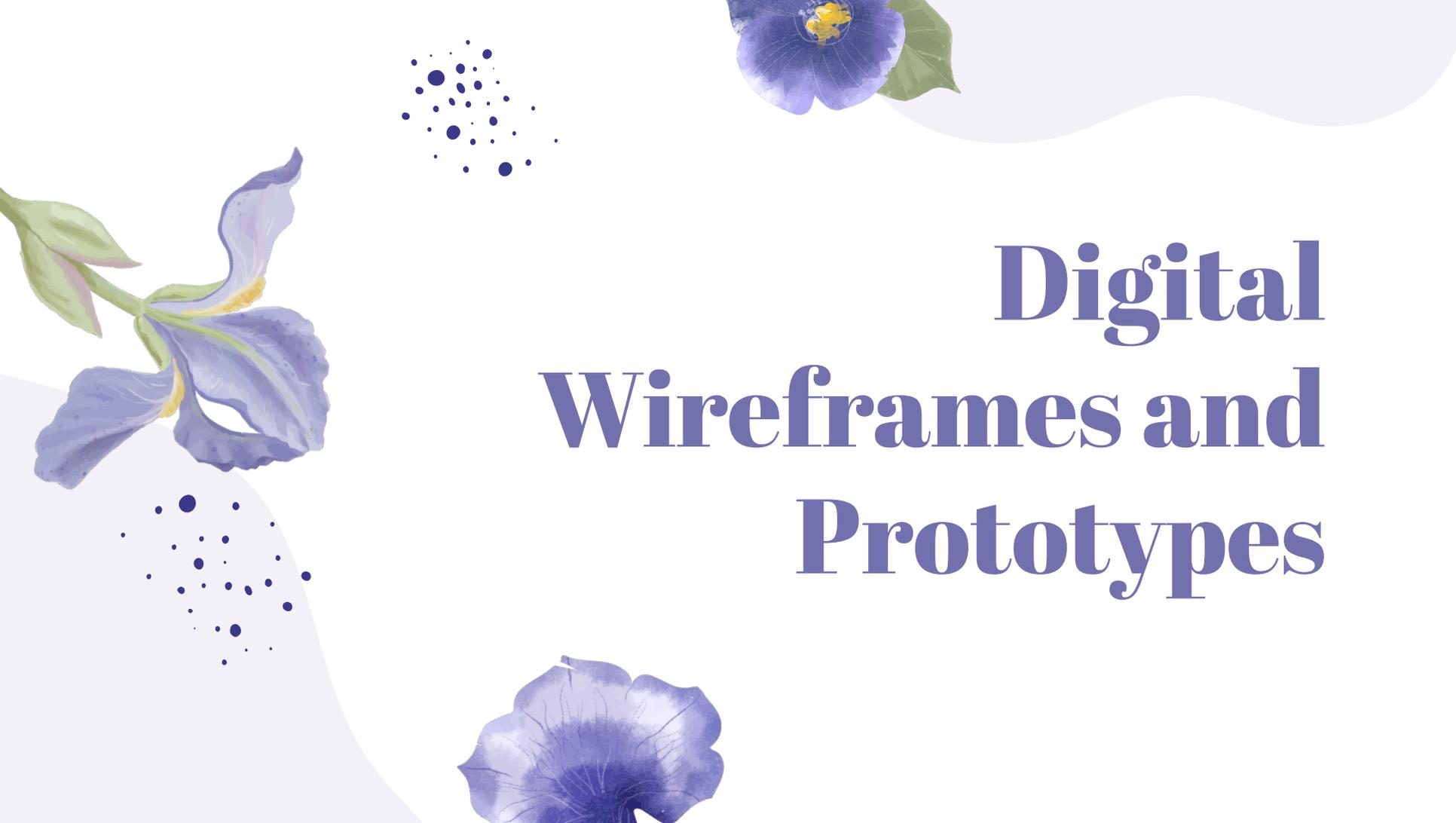
1. Idle screen
 - Tap to start
2. Student or non-student
 - User indicates if they are a student or not
3. Student sign in
 - User enters their PID (8 digit code followed by A) or scans their student ID card on a physical card scanner
 - Non-students skip this screen and go directly to the home page.
4. Home page
 - Navigation bar on all pages starting here (logo, "Products", "Information and Resources", cart button, logout button)
 - If the user clicks the logout button anytime throughout the prototype, an overlay modal popup will appear where they can log out (deleting their information) or go back to browsing.
 - 2 main options on this page
 - "Browse products"
 - "Information and Resources"
5. Information and resources
 - Users can input their phone number and/or email address at the top of this section. Users can click "Send as Text" or "Send as Email" buttons under each resource to send themselves resources if they wish. If they don't want to do that, they can contact the resources on their own device (information is listed).
 - Each section has a header and subsections, where the users can browse relevant resources/information regarding the subsection's subject matter.
 - For prototyping purposes, only input actual resource information (total of 2 resources) under a subsection of the first section. The rest are placeholder values
6. Products
 - Kiosk offers the following products, free unless otherwise specified: plan B pills (\$8), condoms, lubricant, tampons, diva cups, pads, pregnancy tests,  OTC birth control (\$16 for 3 month supply)
 - There are filters that users can click, but not functional
 - The only products with actual dedicated pages are the plan B pill and condoms.
7. Plan B
 - A page with the following information about this product
 - Image (with indicator for in-stock or not)

- Price, quantity (max 2), check box acknowledgement that they read the product info + drug facts, buy now button or add to cart button.
 - Clicking buy now takes directly to the cart with that item
 - Clicking add to cart button keeps them on the same page but adds the item to the cart.
 - Product information and drug facts
 - Suggested products based on what the user is currently viewing.
 - E.g. for this page, put the  birth control, condoms, and pregnancy tests.
8. Condom
 - A page with the following information about this product
 - Image (with indicator for in-stock or not)
 - Price, quantity (max 2), check box acknowledgement that they read the product info + drug facts, buy now button or add to cart button.
 - Clicking buy now takes directly to the cart with that item
 - Clicking add to cart button keeps them on the same page but adds the item to the cart.
 - Product information and drug facts
 - Suggested products based on what the user is currently viewing.
 - E.g. for this page, put lubricant, plan B, and pregnancy tests.
 9. Checkout page - items in cart
 - Right column has a list of products that are in the user's cart
 - Users can increment or decrement that value ($0 < x \leq 2$ items)
 - To remove an item, users can drag the item to the left to show a delete button. If the user does not take action, it reverts back to normal state. If the user presses the delete button again, a notice that the item has been deleted replaces the item. The user can dismiss this message and it will disappear entirely (1 item in cart being deleted navigates to the empty cart screen) or undo the action to bring the item back.
 - Left column has a purchase summary with the cost of each item (if applicable, "Free" otherwise) and the total price with a checkout button
 10. Checkout page - empty cart
 - A notice at the top saying "Your cart is empty," and offering 3 suggested products with a "Browse all products" button beneath
 11. Payment page
 - kiosk is "Tap to Pay" only (time constraints, sorry)
 - Also says the total and a little graphic that shows a hand holding a card over a "wireless" icon that is to the right of the screen on the physical kiosk.

12. Thank you page

- "Thank you for shopping with Essentially Yours"
- Tapping this screen takes back to the beginning of the idle screen.

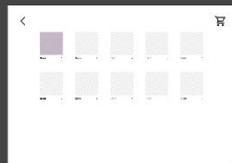


The background features a white base with light purple wavy shapes. There are three purple flowers: one at the top center, one on the left side, and one at the bottom center. Scattered blue dots of various sizes are located in the top-left and bottom-left areas.

Digital Wireframes and Prototypes

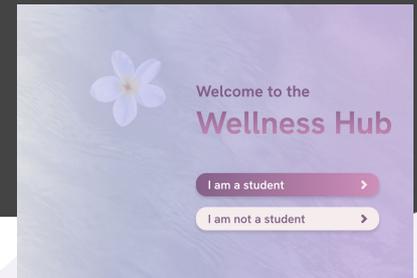
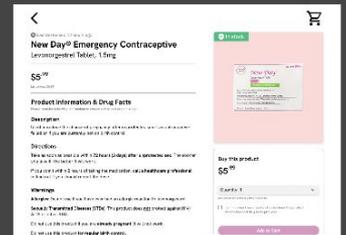
Low-Fidelity Wireframes

the very early stages...



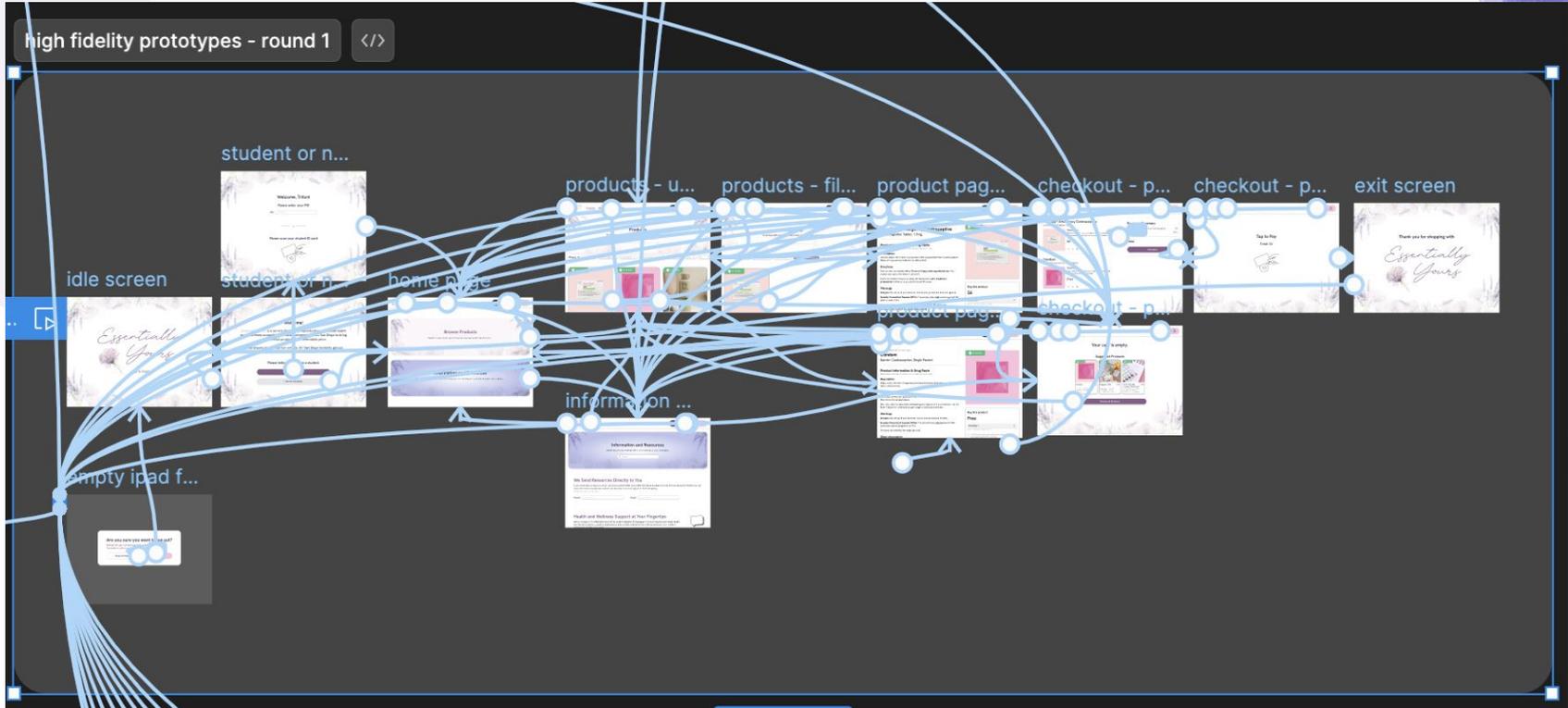
Mid Fidelity Screens

before pivoting our visual design direction



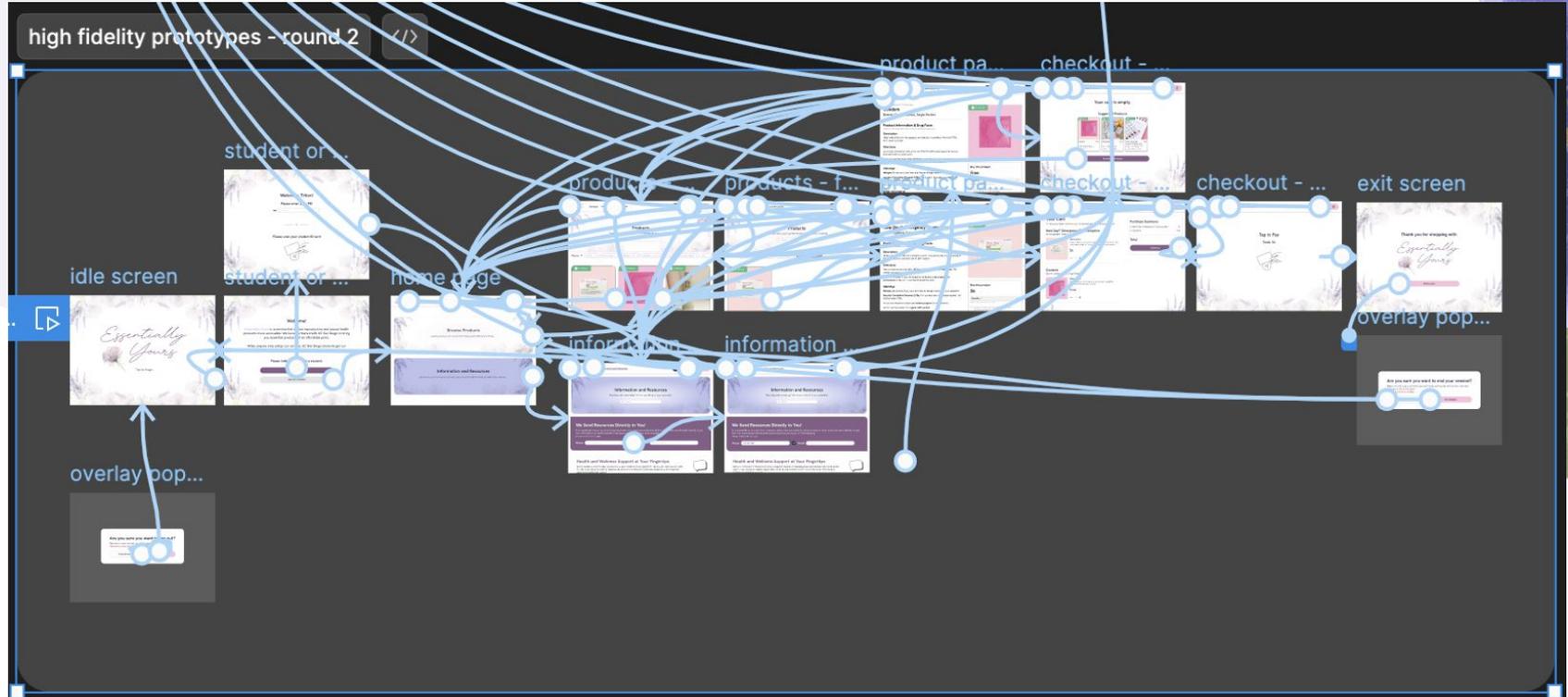
High-Fidelity Interactions - 1

used for user testing



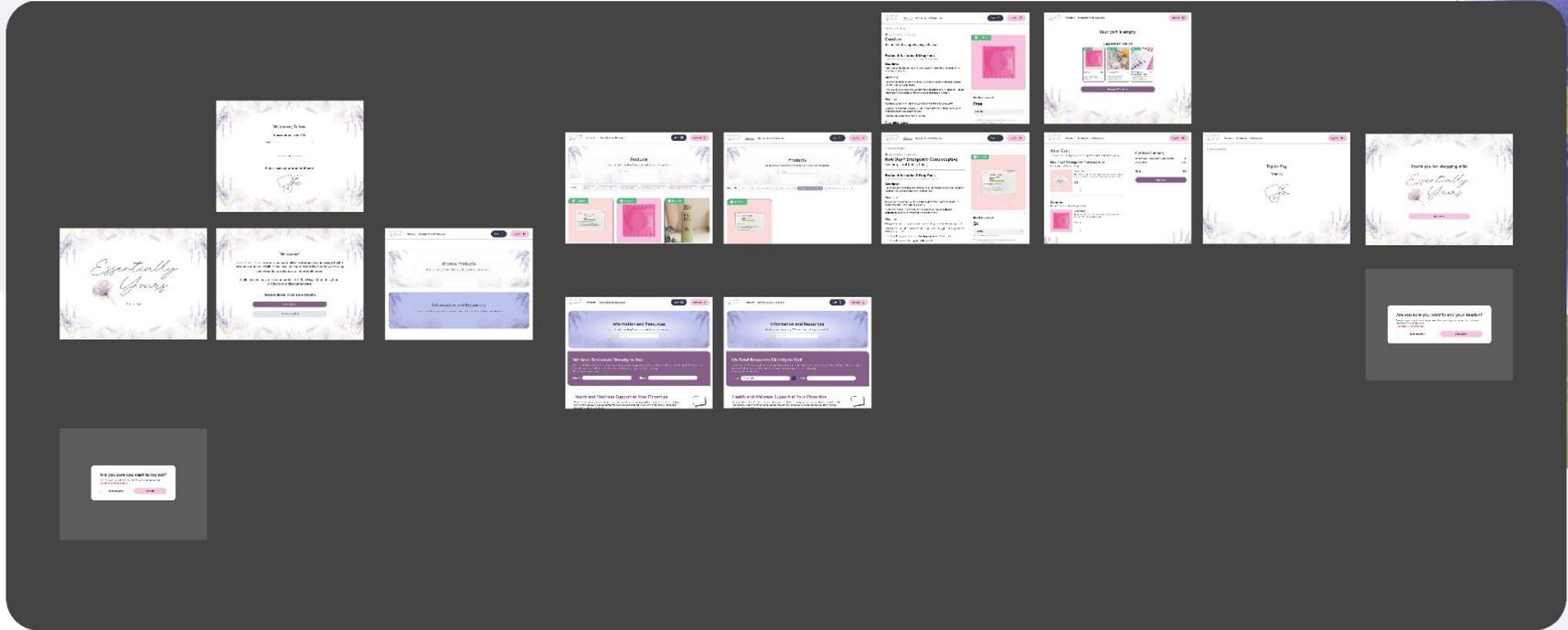
High-Fidelity Interactions - 2

designed after user testing based on identified issues



Final High-Fidelity Designs

excluding the interactions

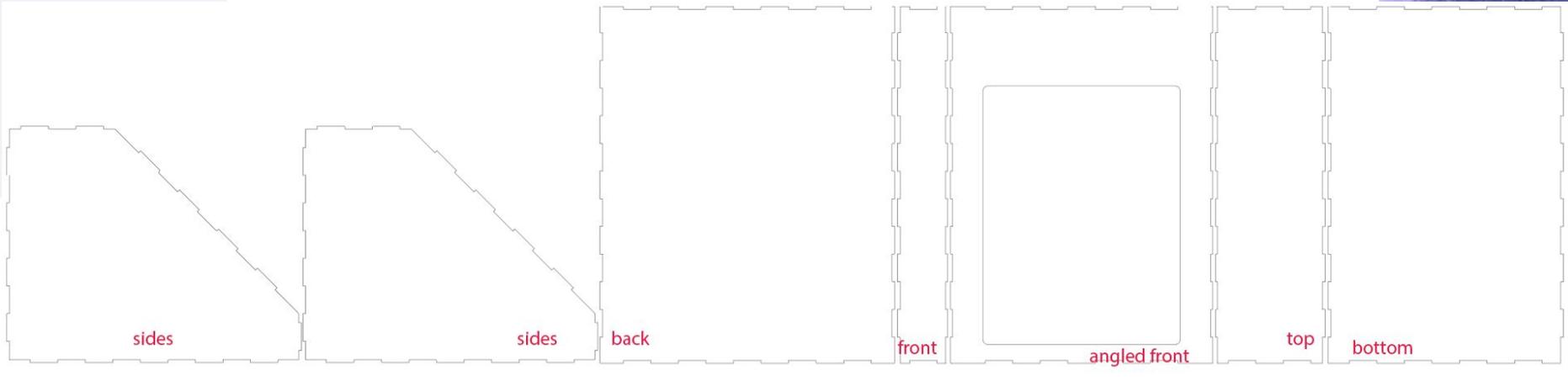


The background features several decorative elements: a purple flower with a yellow center and green leaves at the top center; a cluster of dark blue dots of varying sizes in the upper left; a purple iris-like flower with yellow accents and green leaves on the left side; a cluster of dark blue dots in the lower left; and a purple flower at the bottom center. The text is centered on the right side of the page.

Laser Cutting Files

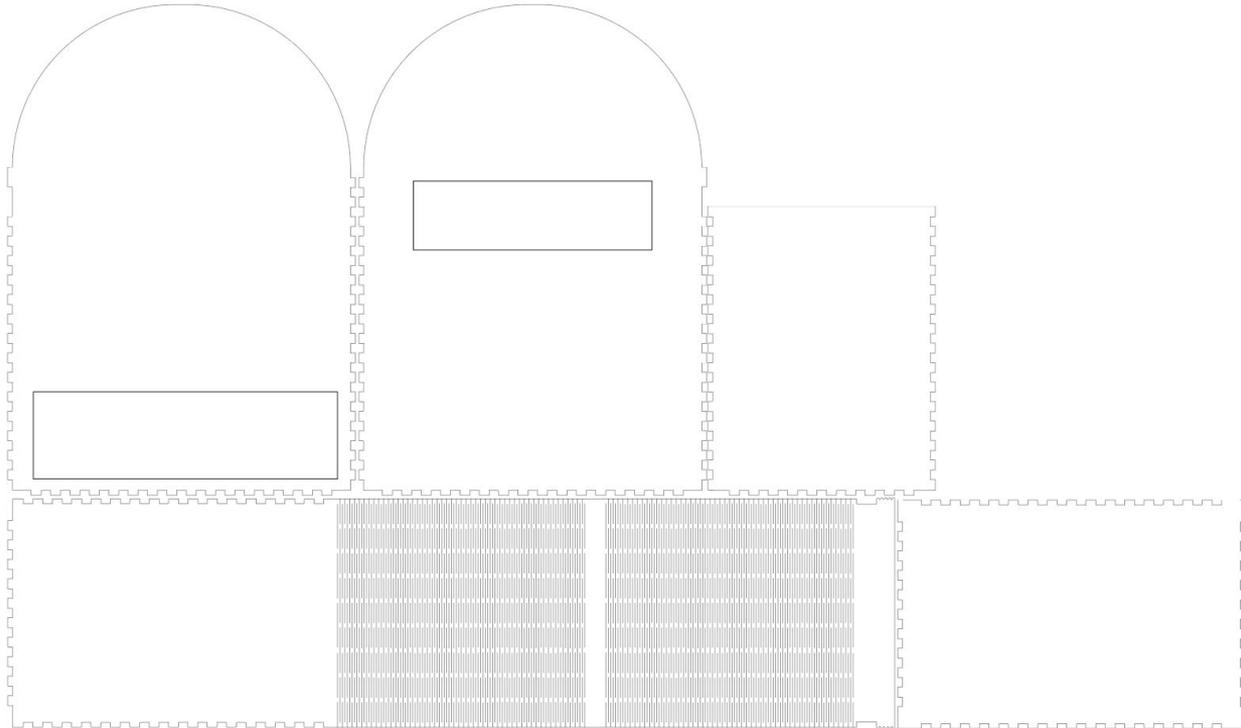
Laser Cutting File

main kiosk body



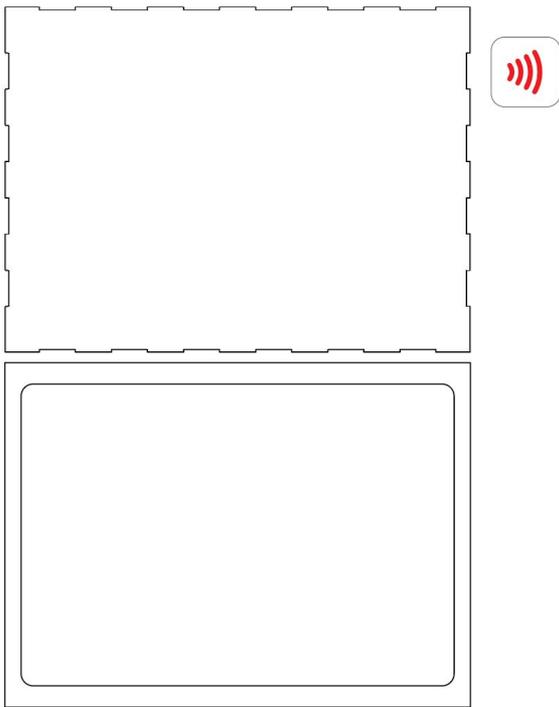
Laser Cutting File

vending machine component



Laser Cutting File

device frame + tap to scan



Laser Cutting File

engraved logo

*Essentially
Yours*

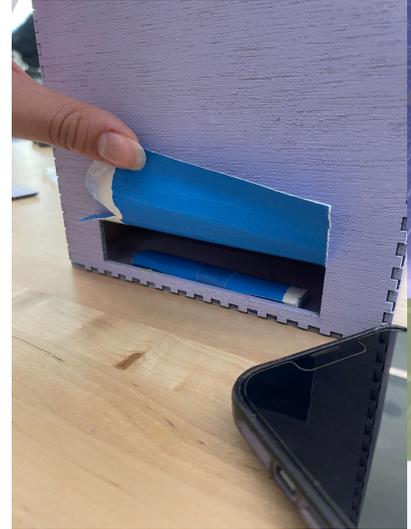
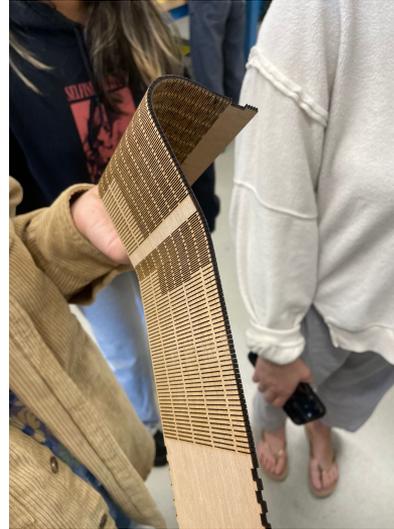
A solid black silhouette of a flower with five petals and a stem with three leaves, positioned to the left of the word 'Yours' in the cursive logo.

The background features several decorative elements: a purple iris-like flower on the left, a purple flower with a yellow center at the top, and a purple flower at the bottom. There are also clusters of dark blue dots in the upper left and lower left areas, and light purple wavy shapes at the top and bottom edges.

Building the Kiosk

Building the Kiosk

documenting the process





Final Interactive Kiosk





Constructed Kiosk





Storyboards

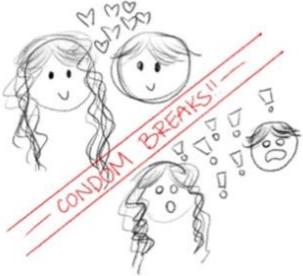


Storyboard - 1

"accidents happen"

Sarah is having a romantic night with her boyfriend. The night escalates - and as they finish... they find out the

CONDOM BROKE!!



They must pick up a Plan B! BUT it's 1am and nothing is open! To be most effective Sarah must take it tonight!!



Together they search what other options are available, since they know Sarah needs to take it ASAP!! They find the Plan C kiosk and quickly go to the closest one!



Using the kiosk they are able to get their plan B that night even when most businesses were closed!

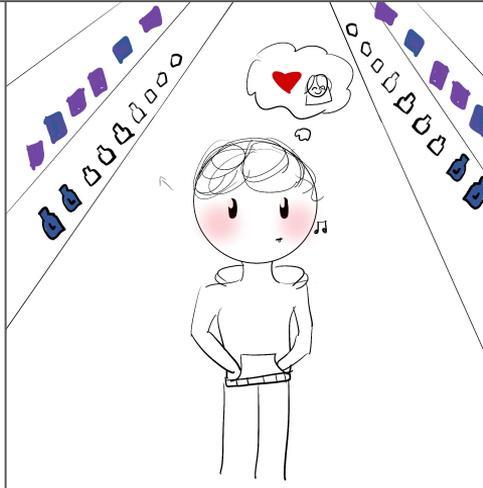


Storyboard - 2

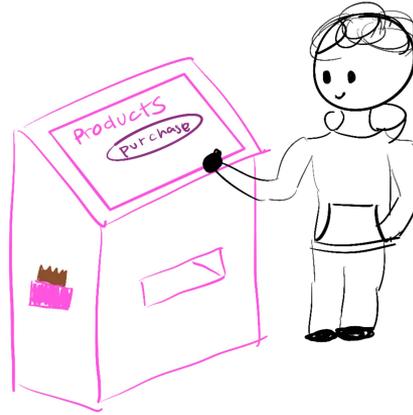
"i know, but how?"



Samuel has been interested in participating in safe and enjoyable sex with his girlfriend.



He knows which stores carry the products he is needs, but feels too embarrassed to purchase them at a store.



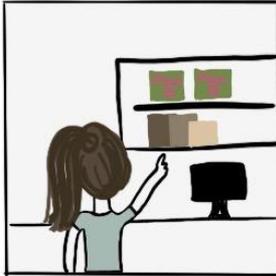
Samuel visits his nearest kiosk to discreetly buy the products without facing any embarrassment. They even provide bags so you can discreetly carry your products after dispensing them.



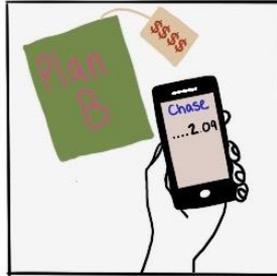
Samuel and his girlfriend are able to enjoy themselves while being safe.

Storyboard - 3

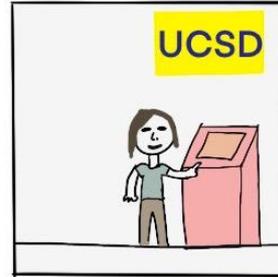
"plan B to get plan B"



Oh no!! The condom broke and I need to get a plan B to avoid getting pregnant!!



Gosh it's so expensive. I can't afford it I have 2 dollars in my account!!!!



Maybe I can check the health kiosk if they have what I need and see if I qualify for a reduced price.

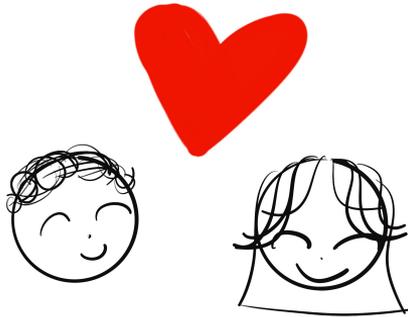


Good thing there is the health kiosks on campus where I can get the products I need for free!!



Storyboard - 4

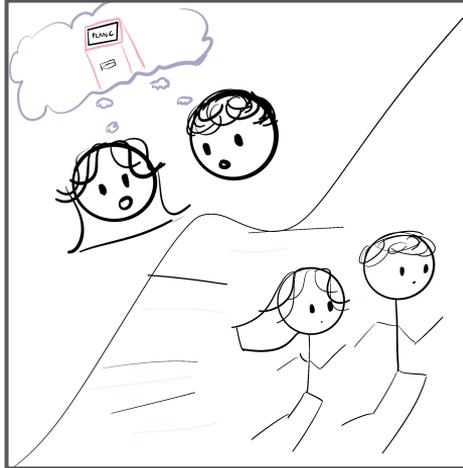
"better safe than sorry"



Samuel and his girlfriend, Jen, have recently become sexually intimate with each other for the first time. Samuel needs to wear a condom because both of them are uncomfortable having unprotected sex.



A moment of passion is interrupted by the lack of condoms in Samuel's room. It's nighttime and all of the pharmacies near or on campus are closed, but even if they weren't, Samuel feels embarrassed buying sexual products.



Jen tells Samuel about the Plan C kiosk she found the other day that dispenses reproductive and sexual health products at little-to-no cost! They run to the nearby kiosk to go pick up condoms.



Samuel & Jen use the kiosk to get the condoms they need so they can continue where they left off. Thanks Plan C!



User Testing



User testing questions & tasks

Flow 1: Starting Interaction and Login

Task:

- Begin at the idle screen and proceed through the process of identifying whether you're a student or non-student. If you're a student, sign in using your PID or scan your student ID.

Post-task questions:

- Was it clear how to start the kiosk interaction?
 - Did you encounter any issues with the student sign-in process?
-

Flow 2: Browsing Products and Adding to Cart

Pre-task question:

- What kind of information or features do you expect while browsing products in this kiosk?

Task:

- Navigate to the "Products" section from the home page. Select Plan B and add it to your cart. Then, browse the suggested products and add a second item (e.g., condoms).

Post-task questions:

- Was it easy to locate and add products to your cart?
- Were the suggested products useful or relevant to your selection?

Flow 3: Accessing Information and Resources

Pre-task question:

- If you wanted to look up resources for reproductive or sexual health, how would you expect this kiosk to help?

Task:

- Navigate to the "Information and Resources" section. Browse the first subsection and send yourself one of the available resources via email.

Post-task questions:

- Was it clear how to browse and send resources?
 - Did the interface feel intuitive and informative for finding relevant information?
-

Flow 4: Cart Management and Checkout

Pre-task question:

- What do you think managing items in a cart should feel like on a kiosk like this?

Task 1:

- Go to your cart, and remove the second item you added earlier (e.g., condoms). Undo the deletion and proceed to checkout.

Task 2:

- Complete the purchase process using the "Tap to Pay" feature and proceed to the thank-you screen.

Post-task questions:

- How easy was it to modify the items in your cart?
- Did the checkout process meet your expectations?

User testing questions & tasks

Flow 5: Returning to Idle Screen

Pre-task question:

- What do you expect the process of ending your session and resetting the kiosk to look like?

Task:

- From the thank-you screen, tap to return to the idle screen and prepare the kiosk for the next user.

Post-task question:

- Was it clear how to return to the idle screen? Did you feel confident your session was properly closed?
-

Additional Insights

Optional Follow-Up Questions (Overall):

- Were there any steps in the process that felt unclear or frustrating?
- How would you describe the overall experience of interacting with this kiosk?

User testing #1

Flow testing questions and tasks



User testing findings

- Based on the users interaction, they suggest that 'add to cart' should show all the items in the cart.
- 'Proceed to checkout' button should also appear

Flow 1: Starting Interaction and Login

Pre-task question:

- What would you expect the process of signing in to look like for this kiosk?

Task:

- Begin at the idle screen and proceed through the process of identifying whether you're a student or non-student. If you're a student, sign in using your PID or scan your student ID.
 - Signed in by typinh

Post-task questions:

- Was it clear how to start the kiosk interaction?
 - Yeah
- Did you encounter any issues with the student sign-in process?
 - No

Flow 2: Browsing Products and Adding to Cart

Pre-task question:

- What kind of information or features do you expect while browsing products in this kiosk?
 - A clear logical progression of tabs or buttons -> that one button leads to another. Easy to use and intuitive.

Task:

- Navigate to the "Products" section from the home page. Select Plan B and add it to your cart. Then, browse the suggested products and add a second item (e.g., condoms).
 - Scrolls to add products, Plan B was generic so overlooked it the first time, added items easily.

Post-task questions:

- Was it easy to locate and add products to your cart?
 - Yes
- Were the suggested products useful or relevant to your selection?
 - Not asked

Flow 3: Accessing Information and Resources

Pre-task question:

- If you wanted to look up resources for reproductive or sexual health, how would you expect this kiosk to help?
 - Tab or page for information

Task:

- Navigate to the "Information and Resources" section. Browse the first subsection and send yourself one of the available resources via email.
 - Found and sent really fast!

Post-task questions:

- Was it clear how to browse and send resources?
 - Yes
- Did the interface feel intuitive and informative for finding relevant information?
 - Yes, having it in a separate tab was helpful, easy to navigate, self-explanatory
- How to fill out information -> believes it was user error, not design flaw

Flow 4: Cart Management and Checkout

Pre-task question:

- What do you think managing items in a cart should feel like on a kiosk like this?
 - Clear, add to cart should bring all the items in the cart to show up. Proceed to checkout button should show up too

Task 1:

- Go to your cart, update the quantity of Plan B to two, and remove the second item you added earlier (e.g., condoms). Undo the deletion and proceed to checkout.
 - '-' didn't make it leave the cart

Task 2:

- Complete the purchase process using the "Tap to Pay" feature and proceed to the thank-you screen.
 - Was easy

User testing #2

- o Sign in via typing id

Post-task questions:

- Was it clear how to start the kiosk interaction?
 - o Yes, simple
- Did you encounter any issues with the student sign-in process?
 - o No issues just the Ipad tapping not working lol

Flow 2: Browsing Products and Adding to Cart

Pre-task question:

- What kind of information or features do you expect while browsing products in this kiosk?
 - o Looks like it gives sexual health products; menstrual products, contraceptives, plan b

Task:

- Navigate to the "Products" section from the home page. Select Plan B and add it to your cart. Then, browse the suggested products and add a second item (e.g., condoms).
 - o Haha doesn't know the generic plan b either, easily added to cart, couldn't find suggested products.

Post-task questions:

- Was it easy to locate and add products to your cart?
 - o Yes
- Were the suggested products useful or relevant to your selection?
 - o Didn't know where the suggested products were, didn't know they could scroll. Needs a scrolling bar or an arrow to indicate scrollability.

Flow Testing questions and tasks

Flow 3: Accessing Information and Resources

Pre-task question:

- If you wanted to look up resources for reproductive or sexual health, how would you expect this kiosk to help?
 - o Tell them what websites or organizations they could go to, relevant phone numbers or qr codes.

Task:

- Navigate to the "Information and Resources" section. Browse the first subsection and send yourself one of the available resources via email.
 - o Easily found tab and sent themselves the information

Post-task questions:

- Was it clear how to browse and send resources?
 - o Yes, def
- Did the interface feel intuitive and informative for finding relevant information?
 - o Really like the loading animation
- How to make it more intuitive or obvious -> making it larger to emphasize hierarchy.

Flow 4: Cart Management and Checkout

Pre-task question:

- What do you think managing items in a cart should feel like on a kiosk like this?
 - o Amazon's checkout. Simple and intuitive. Would want it not to feel commercialized or forced.

Task 1:

- Go to your cart, update the quantity of Plan B to two, and remove the second item you added earlier (e.g., condoms). Undo the deletion and proceed to checkout.
 - o Easily did it but wondered if there should be an undo button.

Task 2:

- Complete the purchase process using the "Tap to Pay" feature and proceed to the thank-you screen.
 - o Easily completed

Post-task questions:

- How easy was it to modify the items in your cart?
 - o Easy but confused about the undo aspect. If it goes to zero expects it to leave cart. Didn't know about the slide to undo
 - o ^ Makes sense but didn't think of it
 - o Brief popup that says swipe to delete
- Did the checkout process meet your expectations?
 - o Yes

Flow 5: Returning to Idle Screen

Pre-task question:

- What do you expect the process of ending your session and resetting the kiosk to look like?
 - o Expect it to have a done / return to main menu button.

Task:

- From the thank-you screen, tap to return to the idle screen and prepare the kiosk for the next user.
 - o Went all the way through to new user

- Was it clear how to return to the idle screen? Did you feel confident your session was properly closed?
 - o Not really no text that says tap to conclude, but it makes sense
 - o Yes felt confident, but a more prominent thank you would help

Additional Insights

Optional Follow-Up Questions (Overall):

- Were there any steps in the process that felt unclear or frustrating?
 - o Just a few steps where he didn't know what to do. Maybe some sort of signage or indication would've helped
- How would you describe the overall experience of interacting with this kiosk?
 - o Overall was intuitive and simple. Liked the feedback, overall good experience.

User testing #3

Flow 2: Browsing Products and Adding to Cart

Pre-task question:

- What kind of information or features do you expect while browsing products in this kiosk?
 - Not quite sure

Task:

- Navigate to the "Products" section from the home page. Select Plan B and add it to your cart. Then, browse the suggested products and add a second item (e.g., condoms).
 - Went to products, had trouble finding plan B again nobody knows the generic name xD, Didn't add to cart the first time, didn't add it to the cart the second time
 - Adding the second item not from suggested products, just from the home page

Post-task questions:

- Was it easy to locate and add products to your cart?
 - Yes it was easy but wasn't familiar with the names for generic Plan B
- Were the suggested products useful or relevant to your selection?

Flow 3: Accessing Information and Resources

Pre-task question:

- If you wanted to look up resources for reproductive or sexual health, how would you expect this kiosk to help?
 - Wants it to be informative, FAQ

Task:

- Navigate to the "Information and Resources" section. Browse the first subsection and send yourself one of the available resources via email.
 - Skipped filling in the email as well

Post-task questions:

- Was it clear how to browse and send resources?
 - It was clear. Maybe put it in each section
- Did the interface feel intuitive and informative for finding relevant information?
 - Yes

Flow 4: Cart Management and Checkout

Pre-task question:

- What do you think managing items in a cart should feel like on a kiosk like this?
 - Should be like other apps. Should have delete, remove, etc

Task 1:

- Go to your cart, and remove the second item you added earlier (e.g., condoms). Undo the deletion and proceed to checkout.

Task 2:

- Complete the purchase process using the "Tap to Pay" feature and proceed to the thank-you screen.

Post-task questions:

- How easy was it to modify the items in your cart?
 - Super easy
 - Different users could do the swiping, it was fine though
- Did the checkout process meet your expectations?
 - Yes

Flow 5: Returning to Idle Screen

Pre-task question:

- What do you expect the process of ending your session and resetting the kiosk to be like?
 - Reset to the starting screen

Task:

- From the thank-you screen, tap to return to the idle screen and prepare the kiosk for the next user.

Post-task question:

- Was it clear how to return to the idle screen? Did you feel confident your session was properly closed?
 - Yes it was clear, felt confident

Additional Insights

Optional Follow-Up Questions (Overall):

- Were there any steps in the process that felt unclear or frustrating?

- Only with the tasks -> didn't know medical terms for Plan B tablet
- How would you describe the overall experience of interacting with this kiosk?
 - Straight to the point, intuitive

The background features a white surface with a light purple wave-like shape on the right side. Three purple flowers with green leaves are positioned around the text: one at the top center, one on the left side, and one at the bottom right. There are also two clusters of small dark blue dots, one in the top right and one in the bottom left.

Thank you!