

Team Guardian

Process Book

UXDG 330 | Spring 2020

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Guardian

Executive Summary

The Problem

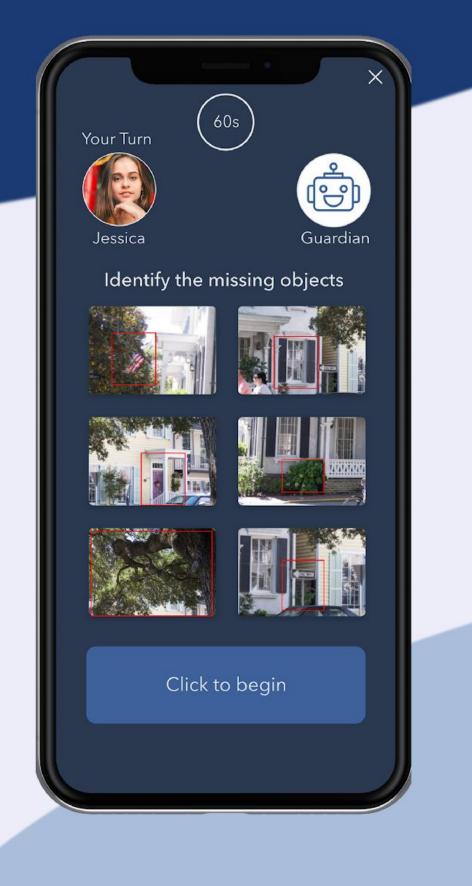
Students who live off-campus are not given the same access to security as those living in university housing, putting them at risk to crime in their neighborhood.

Our Solution

An app designed to build and develop users' level of situational awareness. The app builds the user's cognitive alertness and teaches smart decision-making. Guardian provides training activities that cover every part of situation awareness.

Target Audience

Off-campus students in college towns, approximately ages 18-23



TIP OF THE DAY

ACTIVITIES



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A Profile

Identification

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• • Team Guardian







Kelechi Ogbuaku

Project Lead & Research

UX Junior

Madeline Walz

UI Design & UX Writing

UX Junior

Tang Tantivirun

Research & Wireframes UX Junior





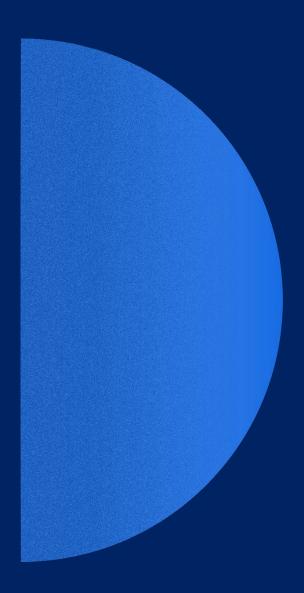
Eric Flatt

Visual & UI Design

UX Junior

01 DISCOVER







Current Situation

Students who live off campus are 15-20 times more likely to experience crime than students who live on campus.

Target Audience

Students who live off-campus.

Students who live in college towns.



Neighborhood Crime: Causes & Influences

The Neighborhood & Its Safety The Police & Neighborhood



The Neighborhood & Its Safety



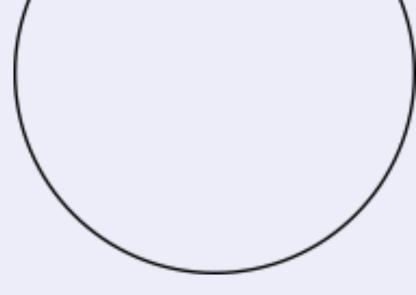
The neighborhood is made up of the community and law enforcement.

Physical disorder and crime are linked in a developmental sequence. (Kelling and Wilson)

Broken Window Theory suggests that "one broken window leads to scores of broken windows."

Violent crime that is concentrated in particular neighborhoods and in more localized areas is known as crime hot spots.

The presence these signals signify the breakdown of neighborhood social control and makes the community become "vulnerable to criminal invasion."



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The Police & The Neighborhood



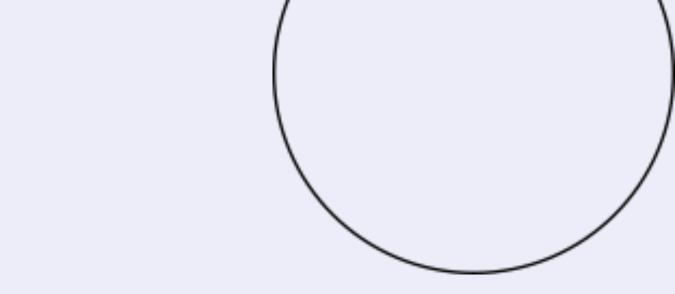
"Neighborhoods with increasing frequencies of disorder may benefit from bolstering partnerships between law enforcement officers, community members, and other local stakeholders with the aim of deterring offending at all levels, and consequently, decreasing indices of disorder and crime."

Community policing strategies include a wide variety of methods to address neighborhood safety.

Evidence suggests that policing aimed at hot spots like problem-oriented policing focuses such as engaging the community as a partner can be more effective.

This calls for the police and community to become partners in addressing problems of disorder and neglect that can eventually lead to a serious crime.

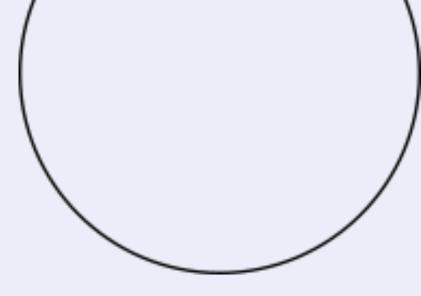
"As links between the police and community are strengthened over time the ensuing partnership will be able to pinpoint and mitigate the underlying causes of crime."



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Key Insights – Secondary Research

- Perceptions of safety are not always shaped by exposure to crime and violence alone, but they are more complex especially in neighborhoods where there is some drug activity, gangs, and disorder.
- The presence of disorder in neighborhoods makes the community become "vulnerable to criminal invasion."
- Neighborhoods with high levels of disorder can benefit from between law enforcement officers, community members, and other local stakeholders.



Competitive Analysis



- Create a radius around your home
- Post video clips
- Get updates from law enforcement

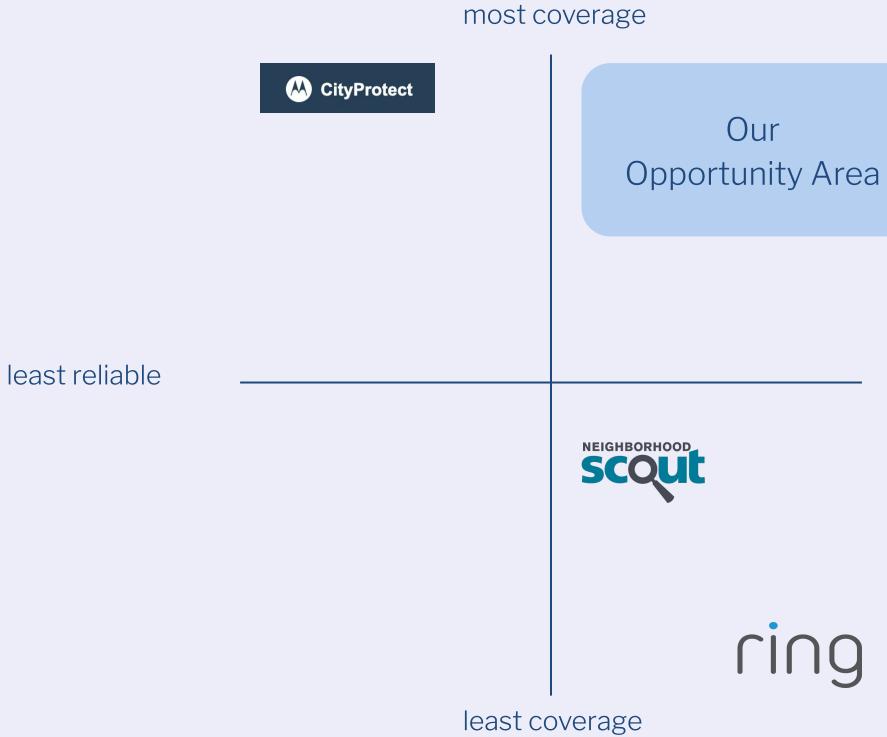


- Custom search feature
- Provides specific location
- Helpful for future homeowners



- Free to use
- Submit a tip to law enforcement agencies
- View information directly from law enforcement agencies

Competitive Analysis App



most reliable

Survey Goals

Understand what influences a user's perception of their neighborhood safety.

Understand how socially connected users are to their neighborhood.

Understand users' motivations that determine their level of personal safety.

Determine if users are most concerned about their safety before, during, and/or after they go out in their neighborhood.

Collect contact information for interviews with users.



"What safety concerns do you have while living off-campus?"

"Trusting the people I live with and being somewhat near a campus building."

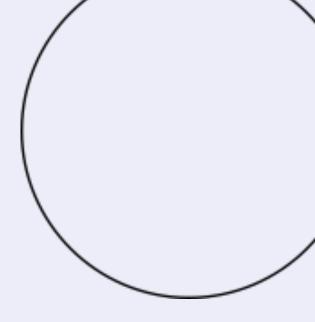
"Overall protection as a female."

"Safety when walking from night classes."

"No quick access 911 buttons off campus that I could use in an emergency."

"There are security measures in place but not as comprehensive as there are for on campus."





"Being followed home"

"Risk of getting assaulted."

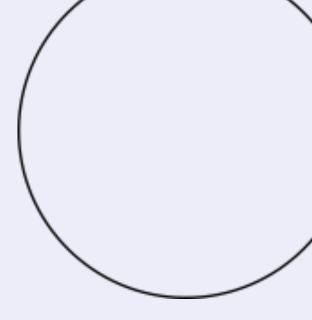
"What additional precautionary measures do you take based on the appearance of the neighborhood?"

"If it seems dangerous, I try to avoid the area altogether by taking an alternative route"

"If it looks sketchy I'll stay more alert or call and talk to someone on the phone while I walk alone at night."

"I just tend to be more aware of my surroundings in certain areas, don't pull out my phone or wallet."

"I avoid certain areas in the evening just because I know it's less safe and also areas with less light."



"If your school provides security services for students living off-campus, have you used it? Why or why not?"

It's unreliable and the safety shuttle service sometimes never	
comes.	

They do not exist, despite living in a high crime area

It's not very convenient or discrete.

I don't understand it

I live too far from campus to use SCAD safe ride

I know there's an app but I don't really know how to use it. Also the limitations aren't super clear and some features aren't publicized.

I tried, they denied me. A man was shot in front of my house across from a school building and I asked if security could follow me home and make sure I got in safe as the murderer was still hiding in the neighborhood. They said no. And continued to reject any requests for easy and quick help.

I'm not sure what they offer

Haven't felt a need to and they take a really long time. If I was in a dangerous situation, I couldn't wait 20 minutes for a SafeRide to pick me up.

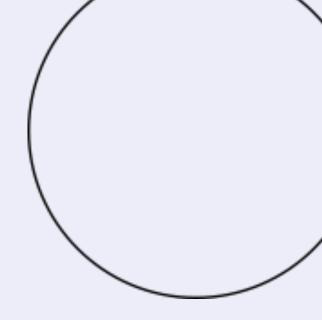
Once but they did not help. My bike broke down and I needed a lift home. I call them but they just laughed at me. Had to call my parents that live 40 min away for help.

Haven't had the need, heard it isn't efficient

I have never needed it.

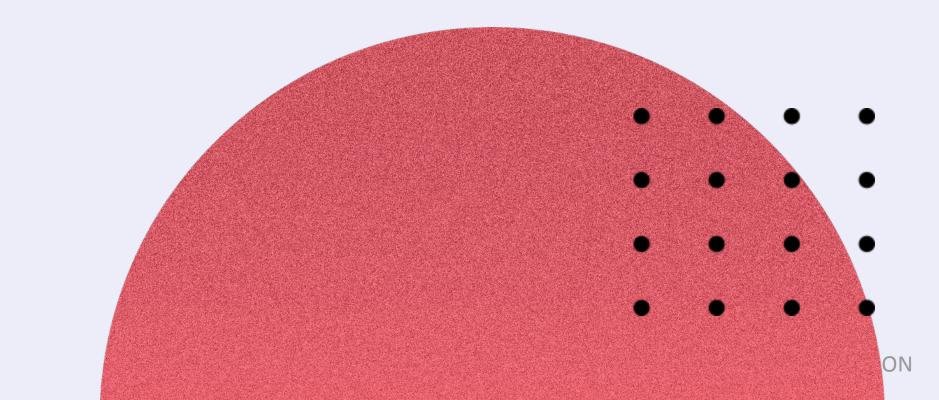
Survey Insights

- Students who live off-campus find security measures provided by campus ineffective and/or unhelpful.
- Of those surveyed, most people who are a victim or witness of a crime do not report it.
- Students living off-campus are concerned about not knowing their neighbors and trusting people they live with.
- Location is a concern for students living in an area where crimes occur more frequently.
- Students living off-campus are more aware of their surroundings.



User Interview Goals

- Understand users' motivations that determine their level of personal safety.
- Understand how socially connected users are to their neighborhood.
- Understand the perspective of users who are outdoor enthusiasts.
- Gather insights on users' limitations when moving around in a suburban mix neighborhood.



User Interview

Tay Tantivirun

Robotics, Cognition, Intelligence (M.Sc.) Ann Arbor, MI

- As a male, he **does not think about safety** a lot and likes to get in thrilling situations.
- In unfamiliar areas, he feels safe riding his bike as long as he keeps moving.
- Believes that **females should be more cautious** of their safety than other demographics
- Neighborhood safety comes down to neighborhood engagement
- "It would be interesting if you could use **Principal Component Analysis (PCA)**, which is a type of machine learning, to make recommendations of neighborhoods to visit based on your preference."



User Interview

Dane Galbraith

UX Design Senior Allentown, PA

- Does not currently use any safety-related products, but would be open to trying one
- Seeing members of his community outside of where they work makes him feel like they know each other better and he is safer around them
- "Everybody judges a book by its cover. I really don't feel unsafe at all like even driving through the areas that aren't as pretty as others like I still feel fine."
- "I think that a majority of danger, or actually dangerous things comes from the fact that there's nobody watching. This I why I feel unsafe at night versus the day."



User Interview

Angela Martin

UX Design Senior Bellevue, WA

- Crime rate influences her perception of safety when in an unfamiliar area
- The appearance of a neighborhood also affects her perception of its safety
- "Pioneer Square has a really high crime rate. I won't walk there alone even during the day."
- "Some areas can't afford to fix up their homes, also probably can't afford to eat, so there is a higher crime rate"



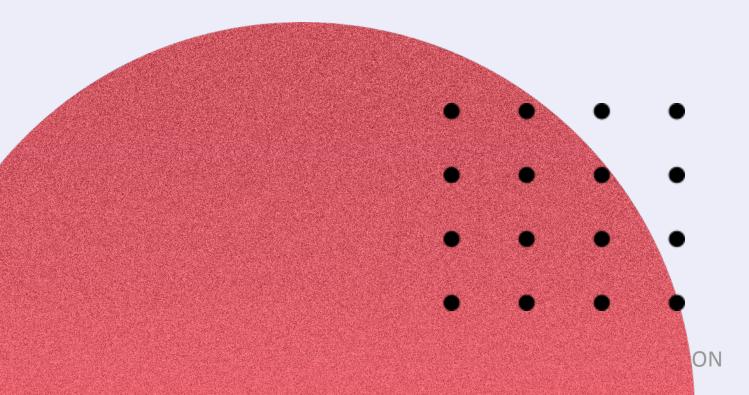
Expert Interview Goals

Learn how the police are currently working with the community.

Explore current police-community relationship.

How effective neighborhood safety methods are in the neighborhood. Understand roles that law enforcement and community play in maintaining neighborhood safety.



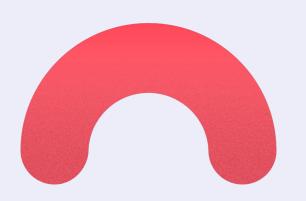


Expert Interview

Captain Cary Hill

Northwest Precinct Captain Savannah, GA

- "A lot of citizens don't think about crime the way the police do."
- The precinct crime prevention strategy includes a data-driven approach and information given by the community.
- It is about the contribution people are making to their neighborhood to keep it safe.





Expert Interview

Corporal William Barnett

Neighborhood Resource Officer Savannah, GA

- "Seeking out and building partnerships in the neighborhood wherever we can."
- There's a psychological aspect when the neighborhood is treated poorly; the criminal gets the message that the community does not care.
- "With students and working young adults being so busy, establishing a relationship with them is quite challenging."

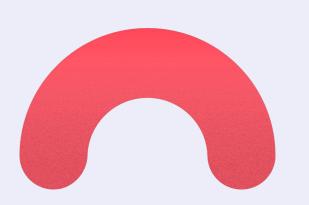




Expert Interview

Nick Fons Police Officer Muskego, WI

- Precinct uses a community-oriented policing philosophy in preventing crime within neighborhoods.
- Patrols use a proactive approach when interacting with the community
- Extremely transparent in providing information about crime to the community.
- Break down every call for service, tally traffic stops and end result.
- "Get people to understand what our role as the police is."



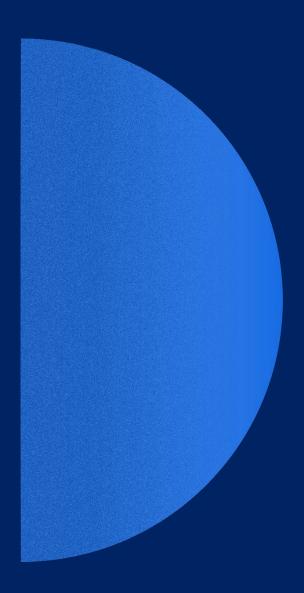


Key Insights – Primary Research

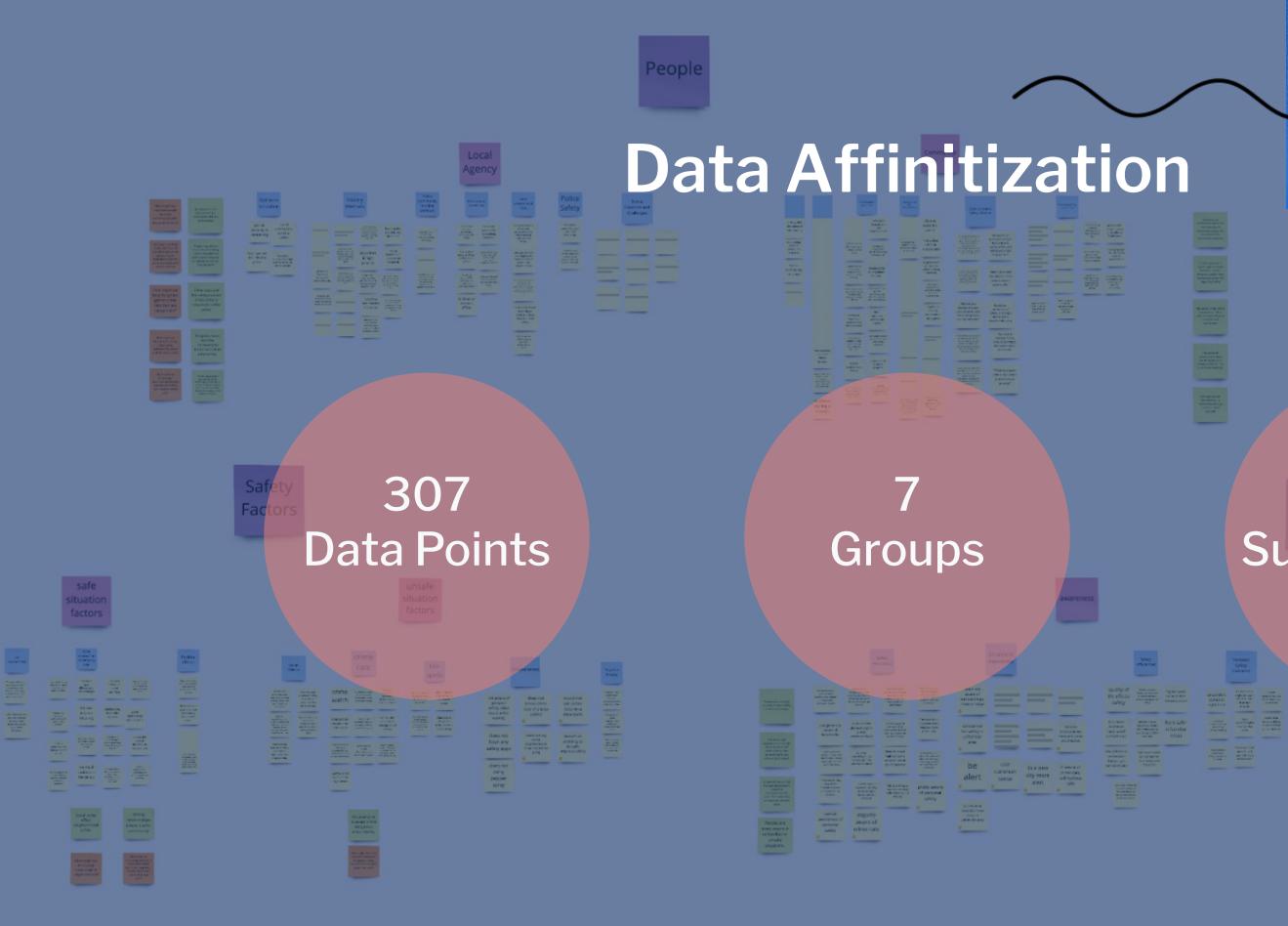
- The first impression a person has of a neighborhood is partly influenced by the upkeep of the neighborhood.
- Strong relationships within the community create a stronger sense of community.
- Not everyone is aware of the dangerous areas that surround them.
- People have common go-to safety measures they take to protect themselves from potential unknown dangers.
- The sense of community fosters social engagement among residents. It also builds trust and reliability within a community.

02 DEFINE













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Insights

People

No motivation for people to share information with law enforcement

People may not see reason in establishing a relationship with law enforcement because of "people not doing it around them"

Crime data and the categorization of crime is important to the police.

The police work with the community to build trust in their relationship.

The local government believes that it's the community's responsibility to take initiatives to keep their community safe by relaying information to the police for support.

nt Developing trust nforcement Creating mutual understanding ce. Taking responsibility hip. Building engagement



Insights

Safety Factors

The first impression a person has of a neighborhood is partly influenced by the upkeep of the neighborhood.

Social order affects neighborhood safety.

Strong relationships create a safer community

Not everyone is aware of the dangerous areas nearby.

Physical appearance

Unawareness

Stronger community relationship



Insights

Safety Methods

Perceptions of safety vary due to low visibility at certain times of day.

Familiarity and appropriate knowledge about an area both make a person feel generally safer and know what to expect.

Crime information has not been generated in a way that favors or interests the user. This is why they are unaware of crime rates.

People are more aware of unfamiliar or unsafe situations.

People have go-to safety measures they take to protect themselves from potential unknown dangers.



Main Findings

An established police-community relationship positively impacts neighborhood safety.

Familiarity and knowledge of an area make a person feel safer and know what to expect.

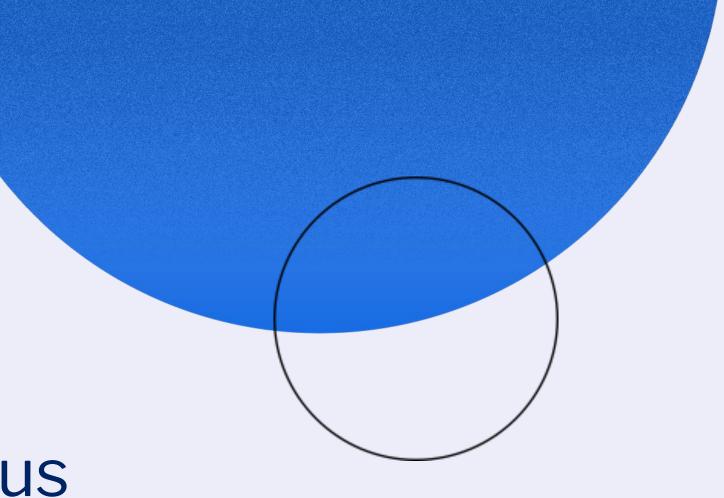
A sense of community fosters social engagement among residents.

If an area seems dangerous, a user will take an alternate route instead.

The precinct crime prevention strategy includes a data-driven approach and information given by the community.

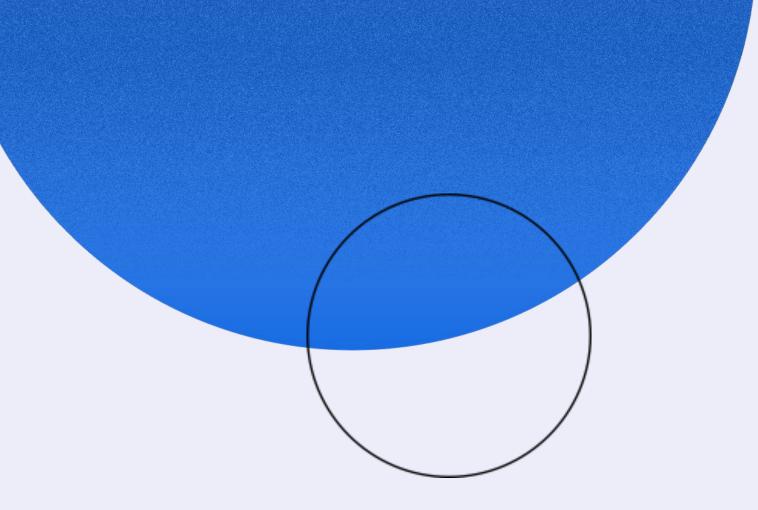


How Might We encourage off-campus students to be more aware of crime in their neighborhoods?



How Might We...

- Strengthen the police-community relationship?
- Build relationships within communities to make them feel safer?
- Properly inform people about their roles in contributing to neighborhood safety?
- Motivate people to share information with law enforcement?



User Persona





Even though I take safety methods, I find myself in dangerous situations where I am being catcalled or followed by a stranger.

Jessica Fuller

Age: 21

Location: The Hue Student Apartments, Savannah, GA Major: Jewelry Design

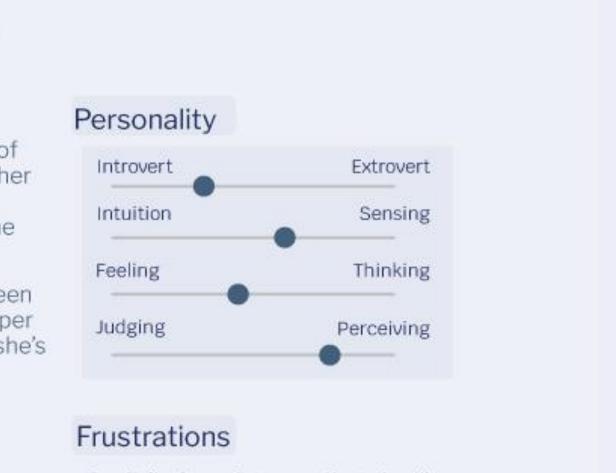
Bio

Jess aims to be a successful jewelry designer. Because of her passion for skill, she takes the extra mile in building her skills. This causes many late nights at Fahm Hall. It's located a block from the Hue, but she's still walking alone most nights.

Many times, she's been followed or catcalled, or she's seen police cars at Yamacraw Village nearby. She carries pepper spray, but she wants an app to help her feel safer while she's walking. She just hasn't found something she likes yet.

Motivations

- -Becoming a successful jewelry designer.
- -Personal safety when walking alone.



- -Can't find a safety app that she likes.
- -Fear of walking back home after work sessions.



User Journey Map

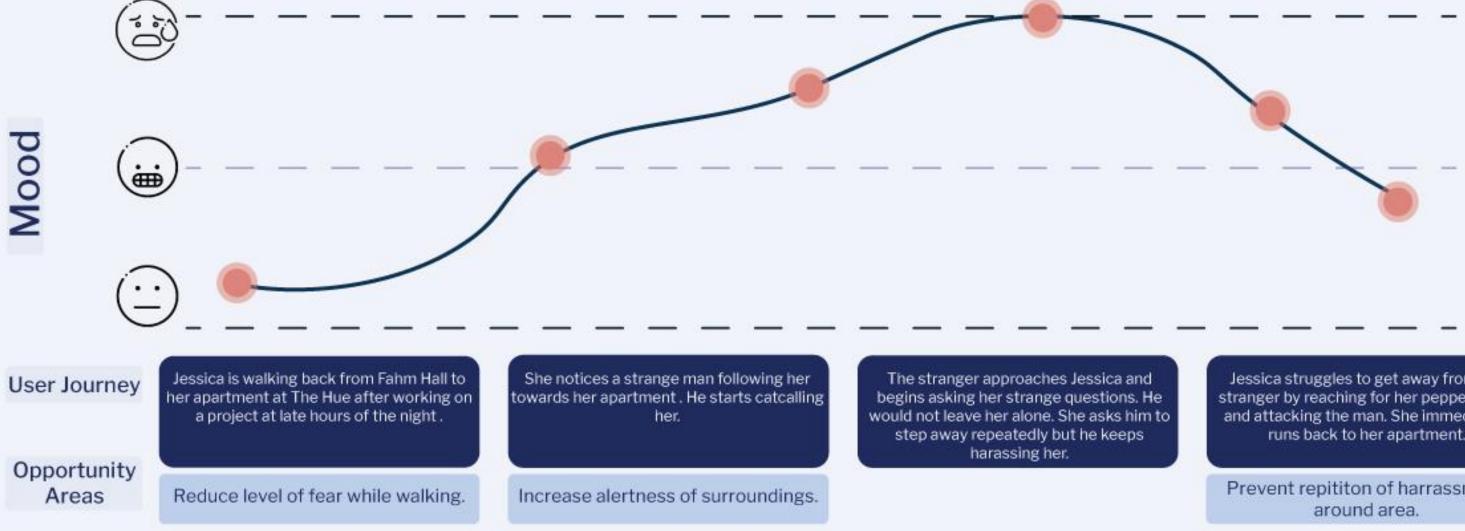


Jessica Fuller

Age: 21 Location: Savannah, GA Major: Jewelry Design

Scenario

Jessica is walking back to her apartment after a late night work session. On her way home, she notices a guy catcalling her and following her towards her apartment.



Goals

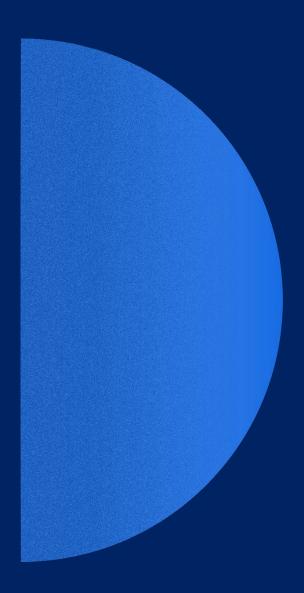
Jessica needs to get to safety and alert law enforcment and her neighbors about her recent incident.

Jessica struggles to get away from the stranger by reaching for her pepper spray and attacking the man. She immediately runs back to her apartment.

Prevent repititon of harrassment

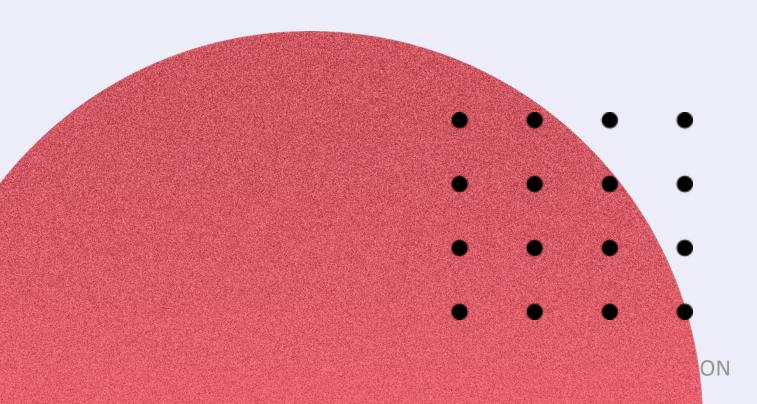
03 DESIGN







Initial Concepts



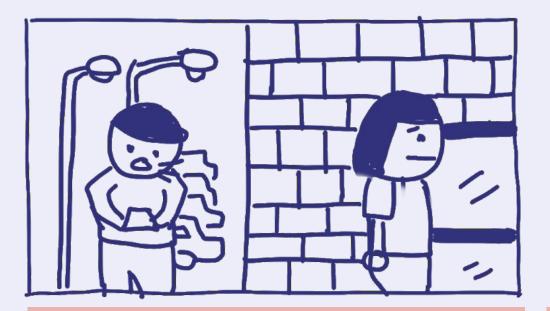
Wearable Concept

Wearable that alerts law enforcement when a user is in a dangerous situation.

Helps users be aware of their surroundings by using object recognition to learn user's surroundings and behaviors.

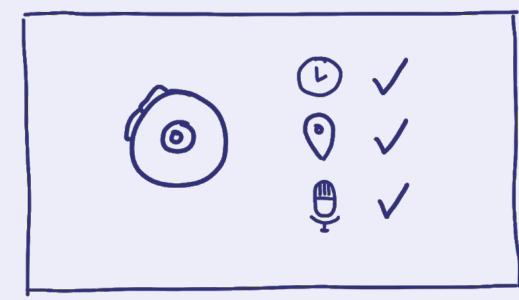
Allows user to report unsafe situations; audio recognition will categorize the situation and location and alert other users in the area taking the same route.







Jessica is walking back from Fahm Hall to her apartment at The Hue after a late night work session. Suddenly, she notices a stranger catcalling and following her to get her attention. She begins to walk faster and presses the button on the wearable device.

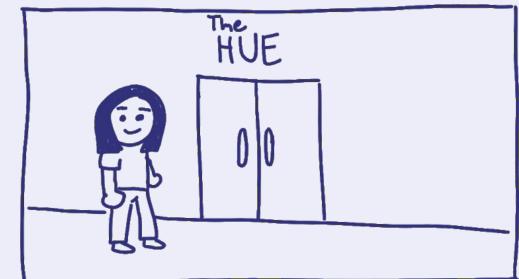


By picking up on words that signify Jessica's situation, the device categorizes the information.



The app alerts other users taking a similar route as her and in the area.

She alerts her device, "I am being catcalled and he is following me." The device picks up Jessica's voice and begins to record and monitor the situation.



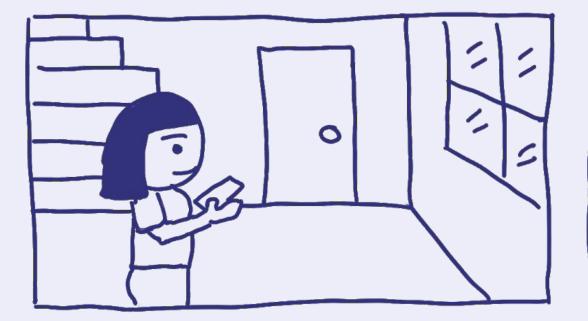
Luckily, she gets home safe and hopes that her report helps others be more aware of their surroundings and watch out for the perpetrator.

Route Safety

A guide that studies and analyzes a user's frequent destinations to inform and educate the user on crime in that area based on their route.

Al learns the user's frequented destinations (i.e. work, coffee shop) and informs the user on how safe that route is based on crime data. It will also suggest a new safer route if the user's current route is deemed unsafe.

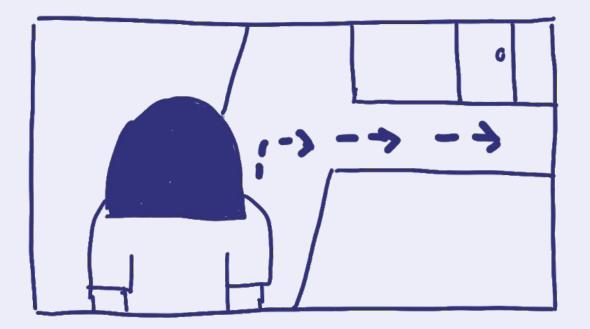






Jessica is on her way to meet a friend at the Foundery Coffee Pub, located a few streets away from her apartment.

She gets an alert from her guide app while walking to the Foundery Coffee Pub.



Her guide briefly analyzes alternate routes to the destination and suggests the safest route to the coffee shop.



The app alerts other users nearby taking a similar route as Jessica and in the area.



The device alerts both Jessica and her friend that there has recently been a home invasion on their routes .

Luckily, she and her friend got there safely. She is excited to catch up with her friend over a nice cup of coffee.

Final Concept

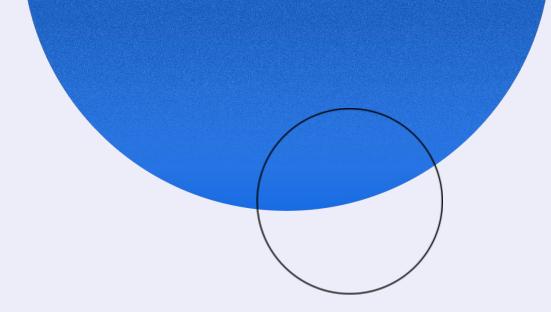
Situational Awareness Training App

The app is designed to help build and develop users' level of situational awareness.

The app builds the user's cognitive alertness and teaches smart decision-making, where Al can suggest plan of action.

The app provides training activities that cuts across each process of situation awareness.

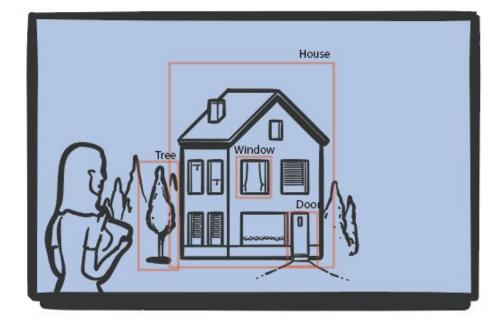
With this app, user's can stay aware while keeping their neighborhood community in the know by reporting threats and sightings they may see in their neighborhood.



Using App to practice situational awareness



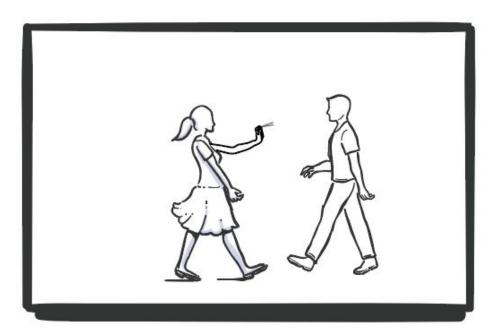
In her spare time, she pulls out her app to practice her situational awareness skills . She aims to reach her daily goal.



Overtime, Jessica has started taking more caution to her surroundings when she moves around her neighborhood. She is able to track her performance with her app.

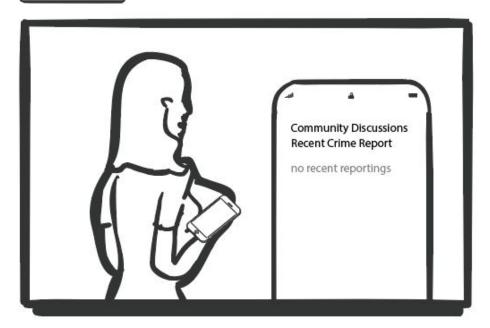


She begins to walk home and is paying attention to her surroundings. While approaching her apartment, she quickly notices a guy following her from a distance.



She immediately pulls out her keys which have her pepper spray so she has them beforehand. As the stranger approaches her, she uses her pepper spray and manages to get away. She hurries into her apartment building.

Current



Jessica works late nights at Fahm Hall. This causes her to walk back to her apartment at late hours of the night as he makes sure to take precautionary methods when walking at night. She checks her app for updates from her neighbors about sightings in the neighborhood.



Jessica makes sure to post about her recent experience in her app. Al picks up on Jessica's incident and classifies her post with the date, time, location, category and crime serverity for her.

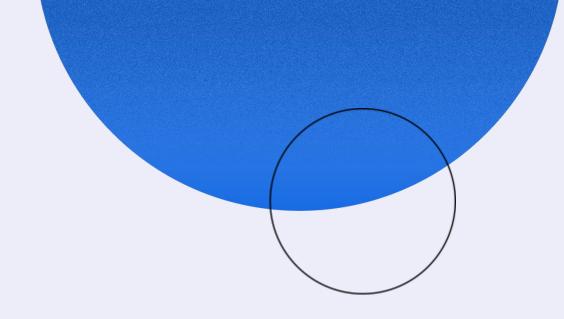
Memory Activity

Decision-making Activity

Crime Reporting

Community Discussions

Improve cognitive responses for better situational awareness.



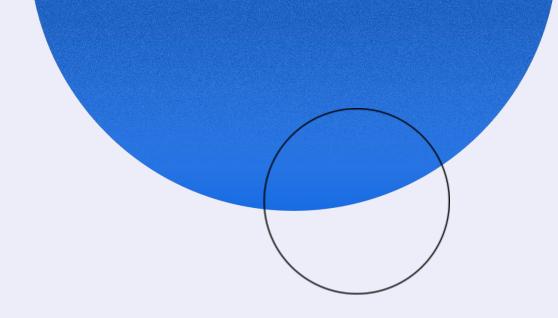
Memory Activity

Decision-making Activity

Crime Reporting

Community Discussions

Improve memory for cognitive alertness.



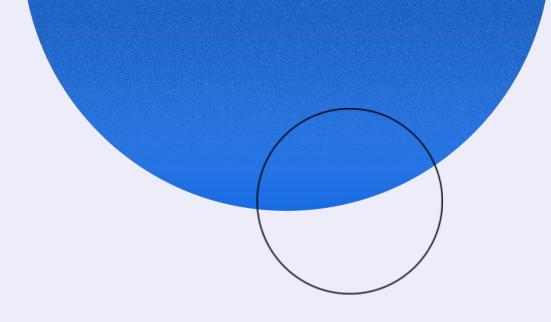
Memory Activity

Decision-making Activity

Crime Reporting

Community Discussions

Practice smart decision-making of action to real-life situations.



by selecting the most effective plan

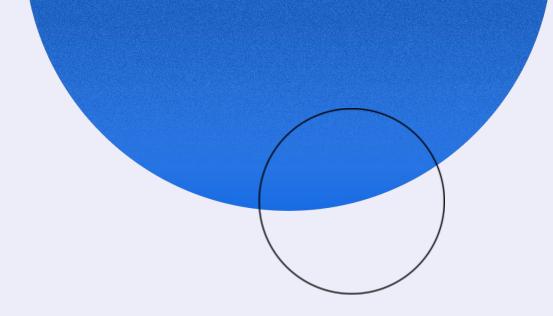
Memory Activity

Decision-making Activity

Crime Reporting

Community Discussions

your community to law enforcement.



Keep you and your community aware by reporting crime sightings and threats in

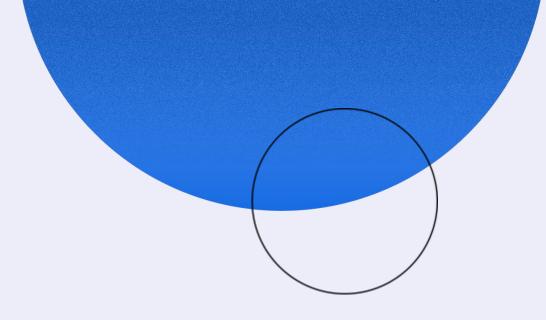
Memory Activity

Decision-making Activity

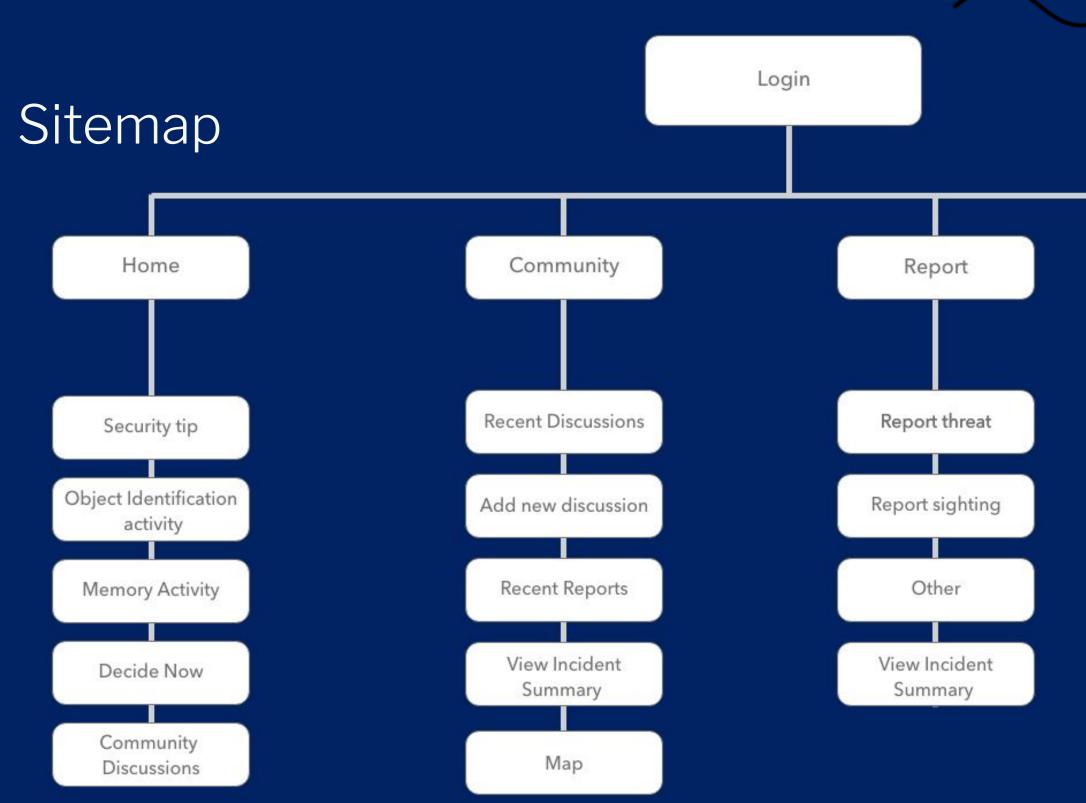
Crime Reporting

Community Discussions

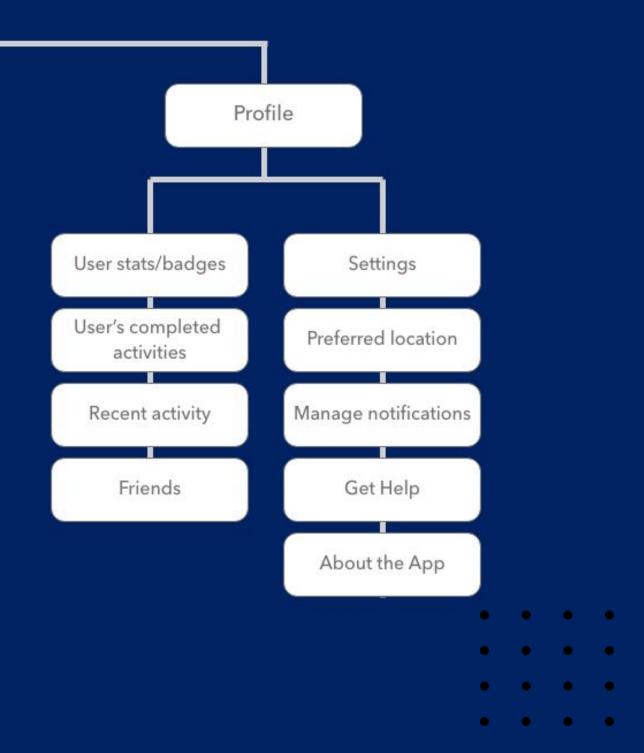
be able to raise concerns or ask questions about the community.

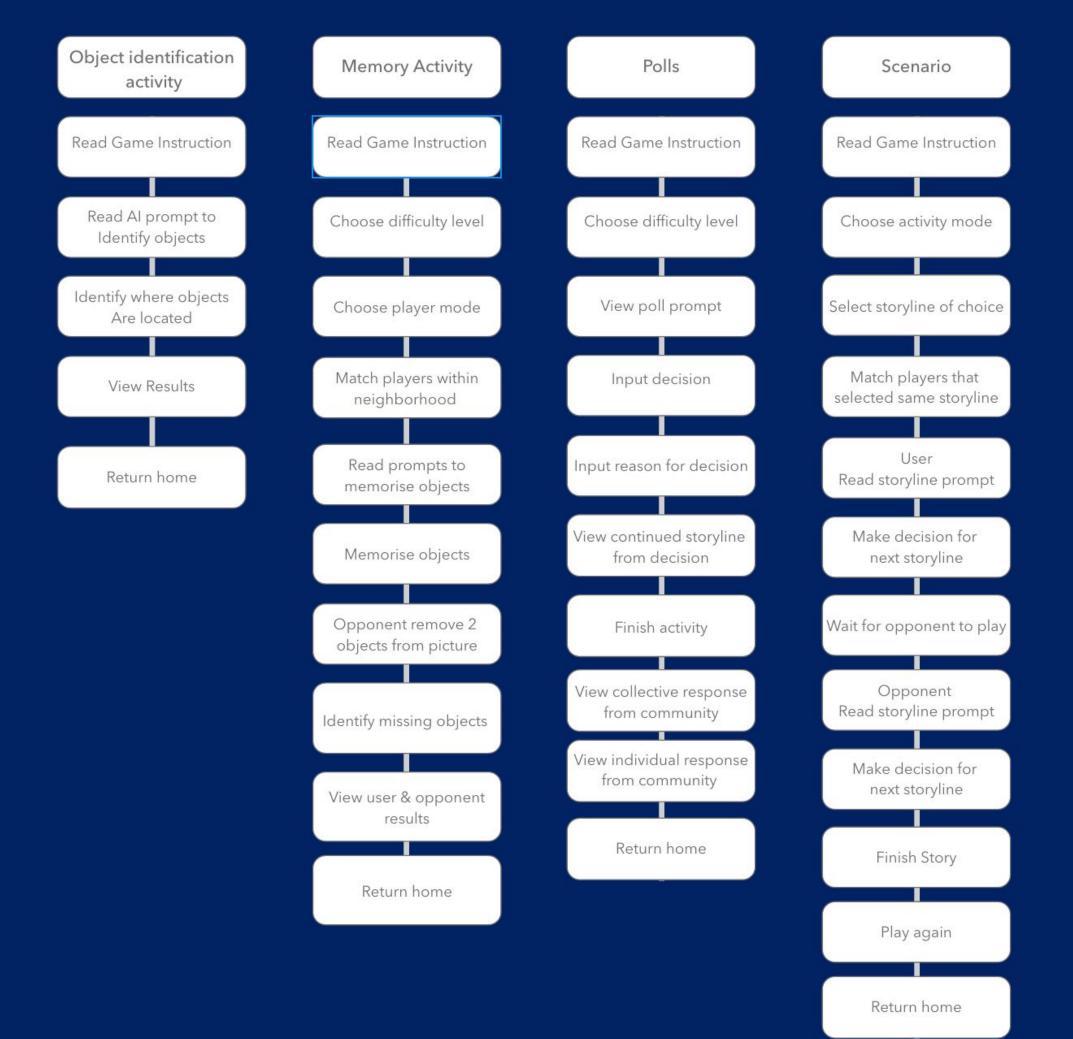


Stay engaged with your community and





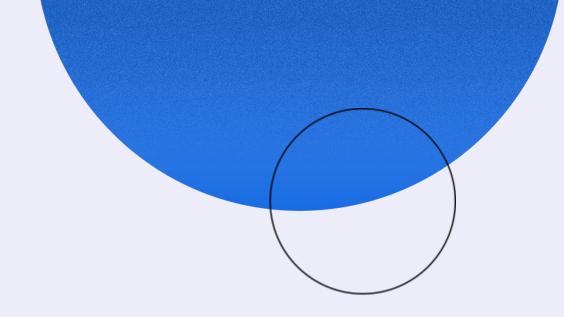




Task Analysis: Training Activities

User Testing Questions

Is the flow of interaction understood by the user? Is the app navigation clearly understood? How can we ensure user interaction within the app? Are users willing to practice situational awareness training ? How do we build this system to fit the user's routine? How can we ensure continual use of the app?



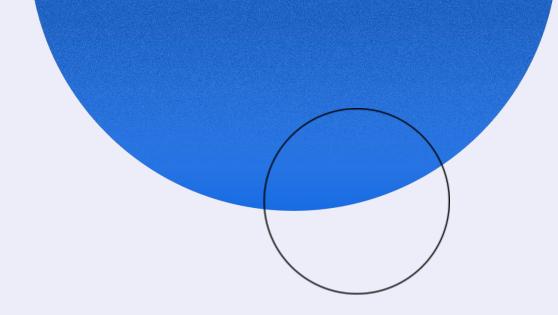
User Testing Low-fi | Mid-fi | Hi-fi

Methods

SUS Questionnaire Heuristic Evaluation

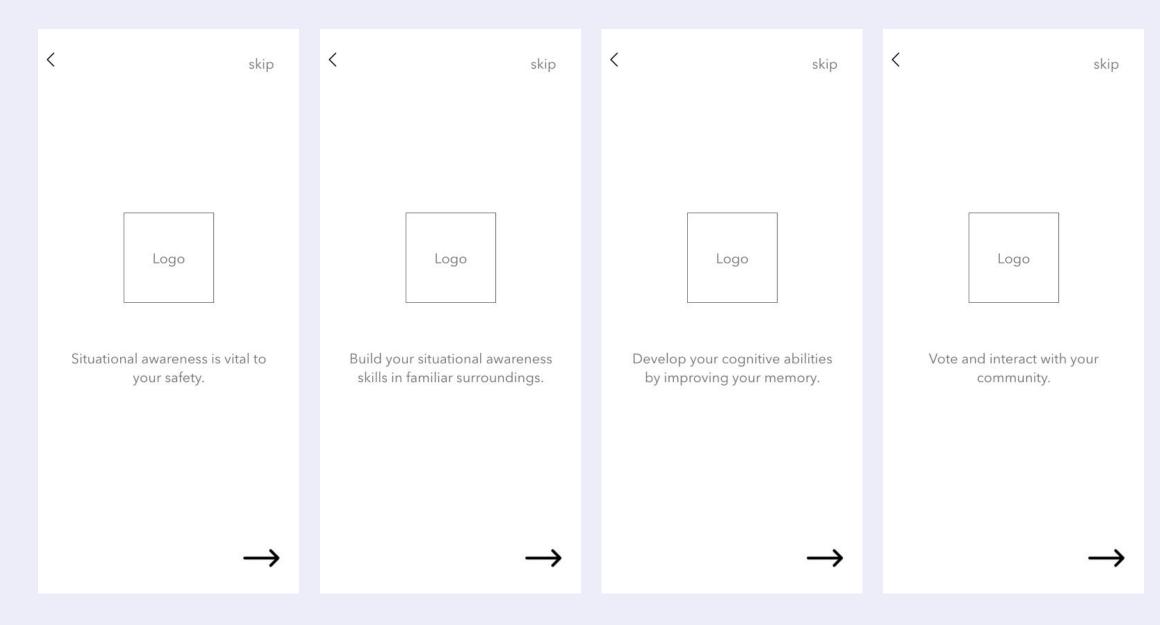
Participants

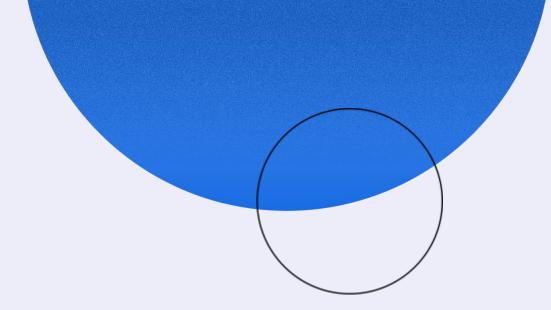
7 total users 2 experts Off-campus students who are aware of their personal safety. Off-campus students who do not take any safety precautionary methods



Low-fi

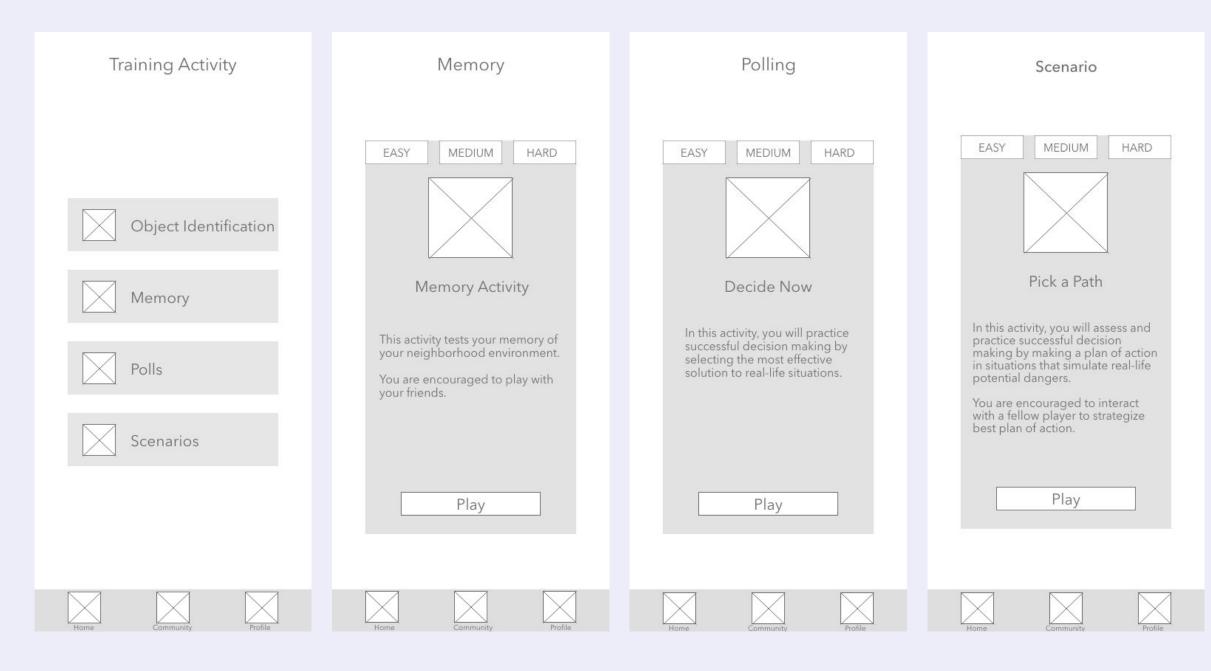
Onboarding

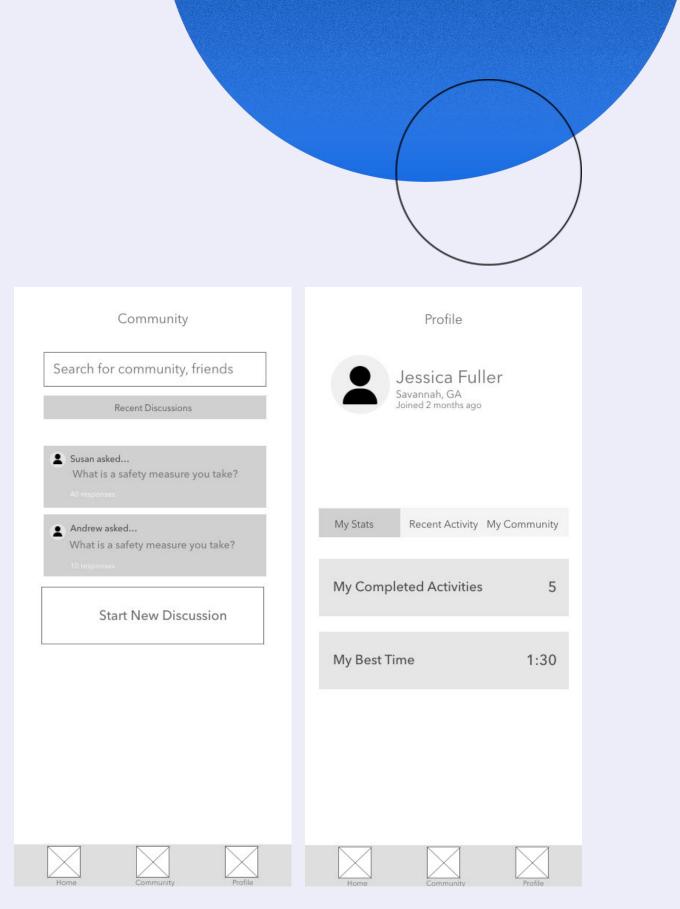




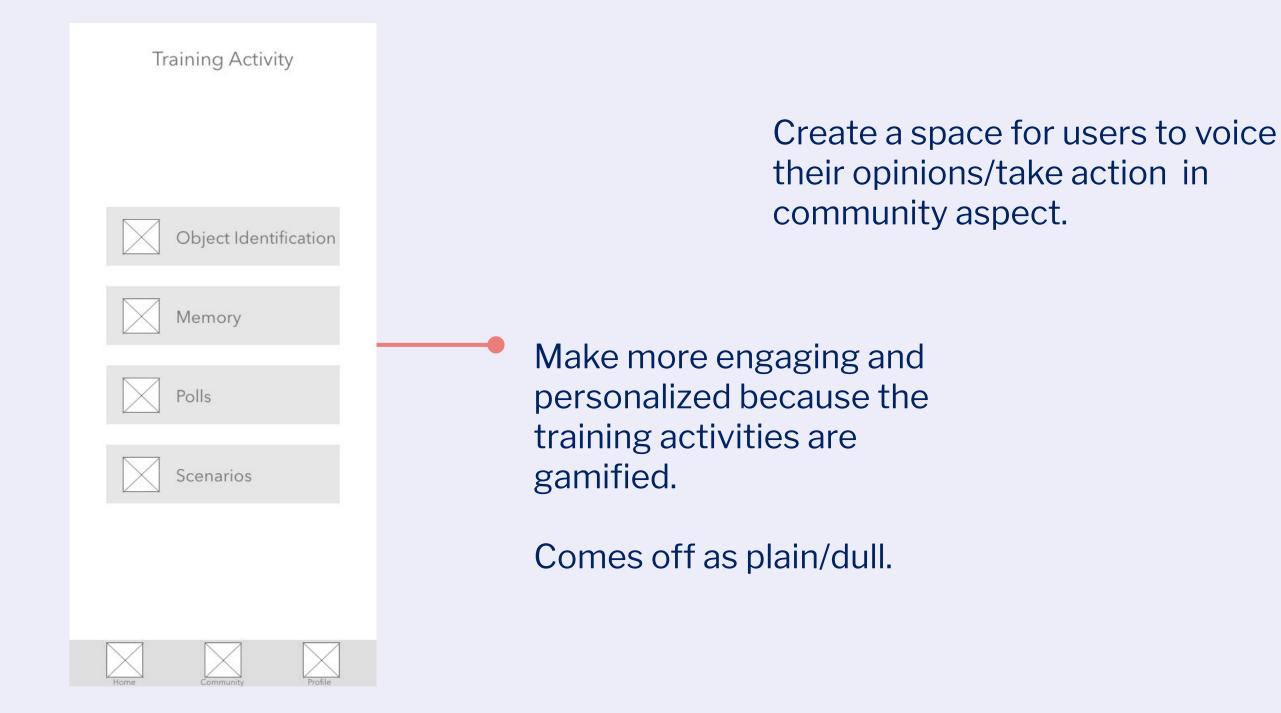
Low-fi

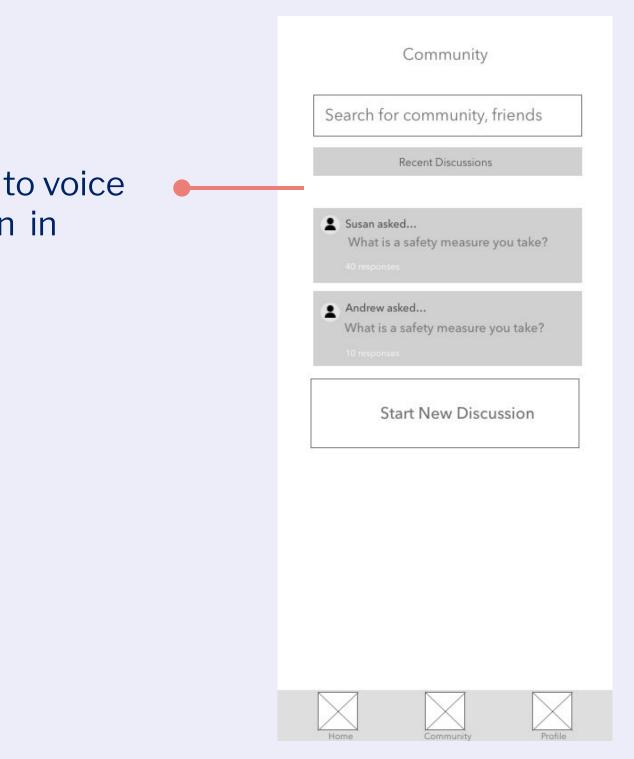
Main Screens





Feedback



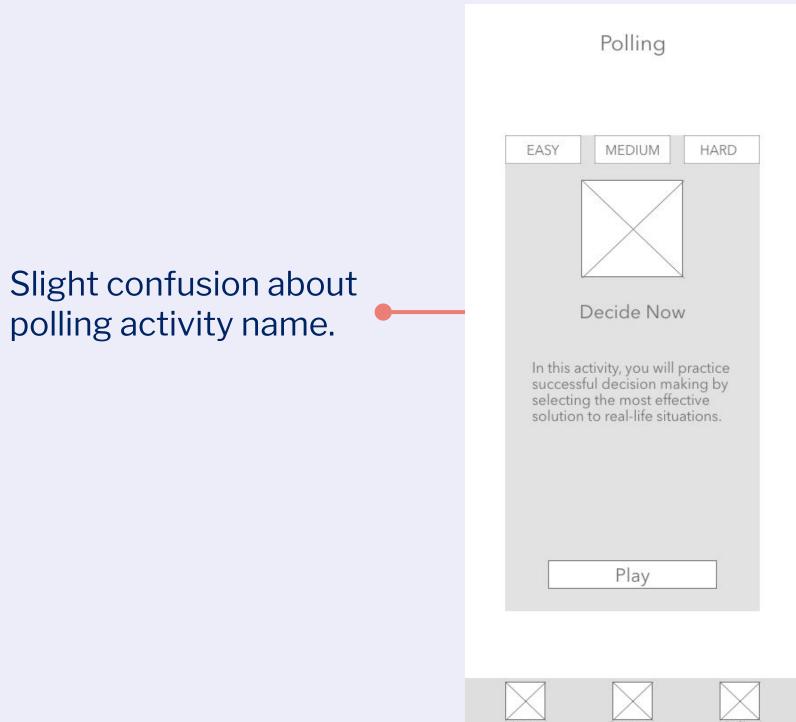


Feedback

Profile			
Ă	Jessica Fuller Savannah, GA Joined 2 months ago		
My Stats	Recent Activity My C		
My Comple	eted Activities	5	
My Best Ti	me	1:30	
\square			

polling activity name.

Include a brief description for each user stats.



Lo-Fi Testing Insights

Object identification activity design,"helps increase my familiarity with my neighborhood."

Suggestion to include timer for memory activity.

Improve on flow of information when navigating through through profile.

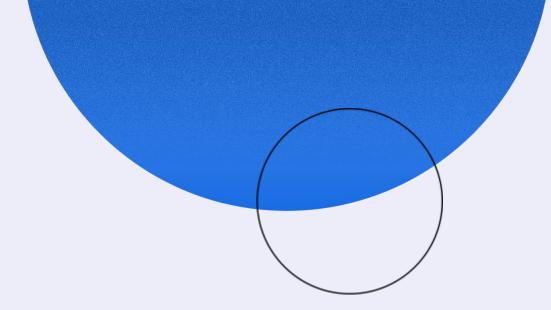
Suggestions to create polls for the community to voice their opinions on matters in the community.

Users lean towards multiplayer activity.



S.U.S Result for Lo-Fi Testing

10 questions Likert Scale: 1-5, Strongly Disagree - Strongly Agree Result Total: 57.5



User Testing

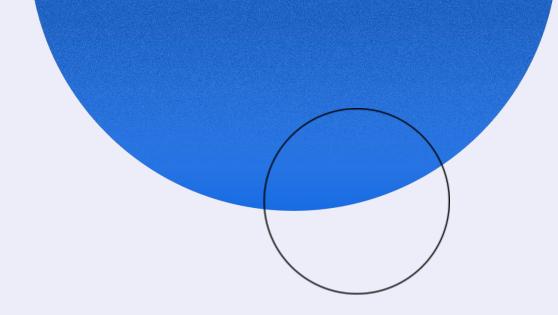
Low-fi | Mid-fi | Hi-fi

Methods

SUS Questionnaire Heuristic Evaluation

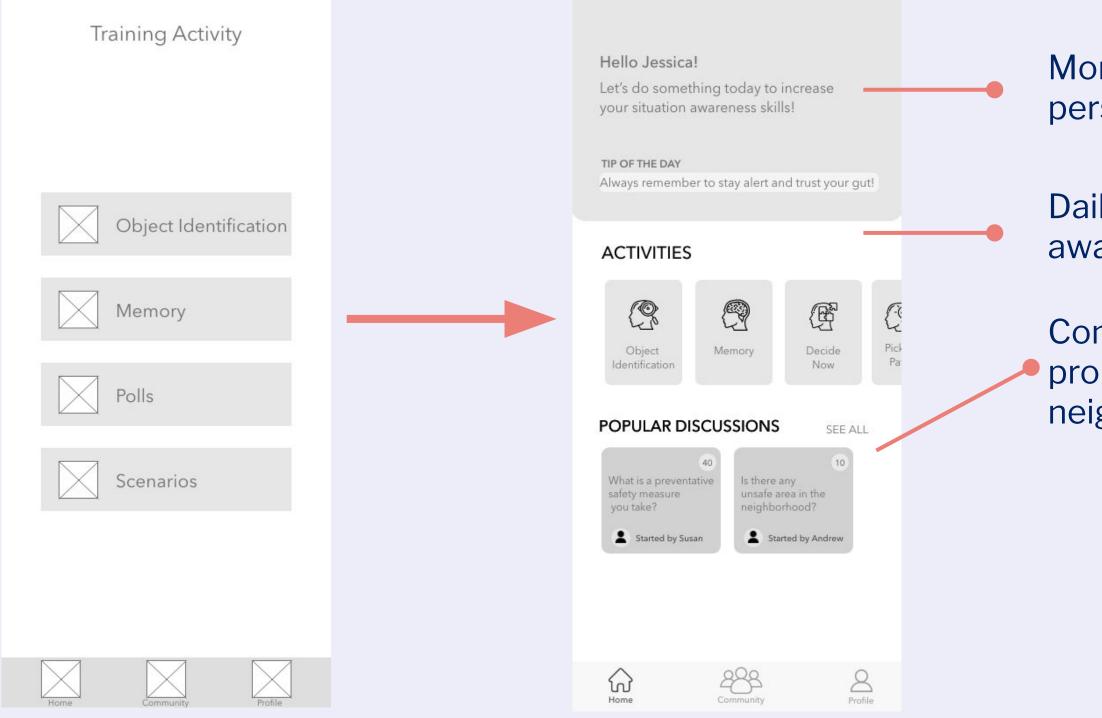
Participants

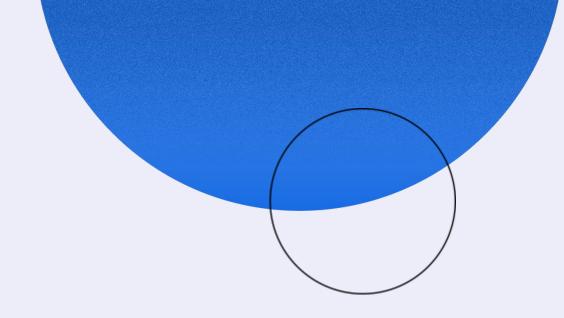
7 total users 2 experts Off-campus students who are aware of their personal safety. Off-campus students who do not take any safety precautionary methods



What changed?

We improved the user's activity home.



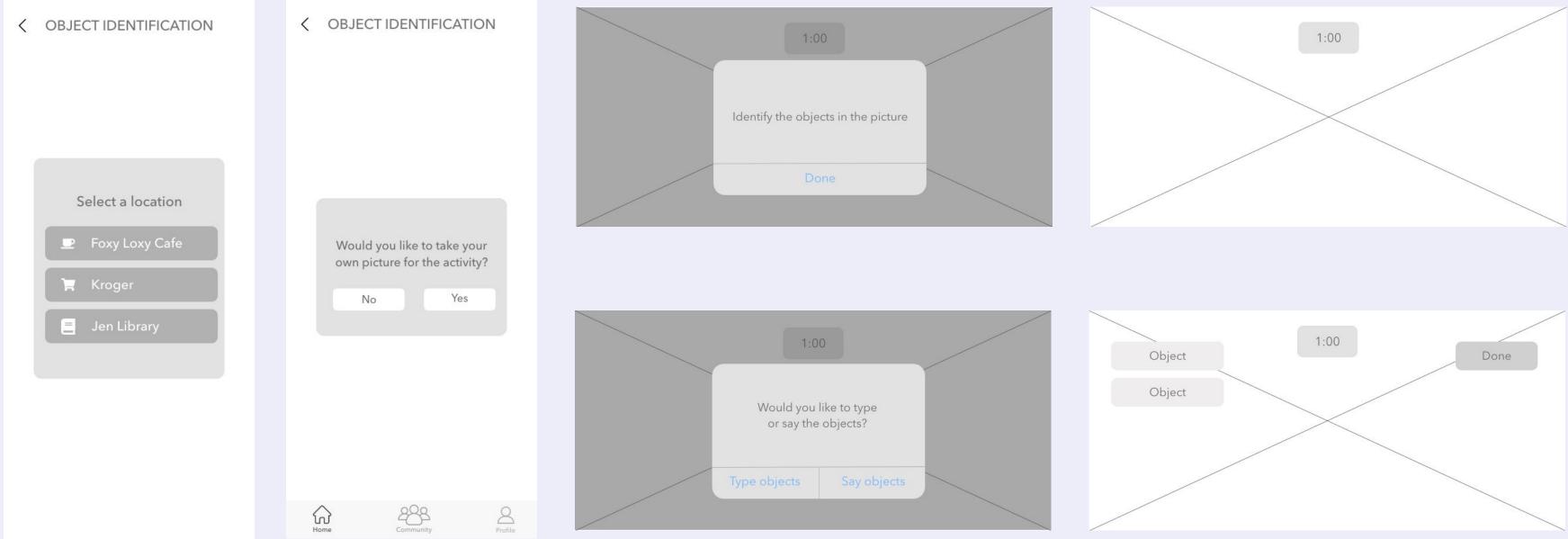


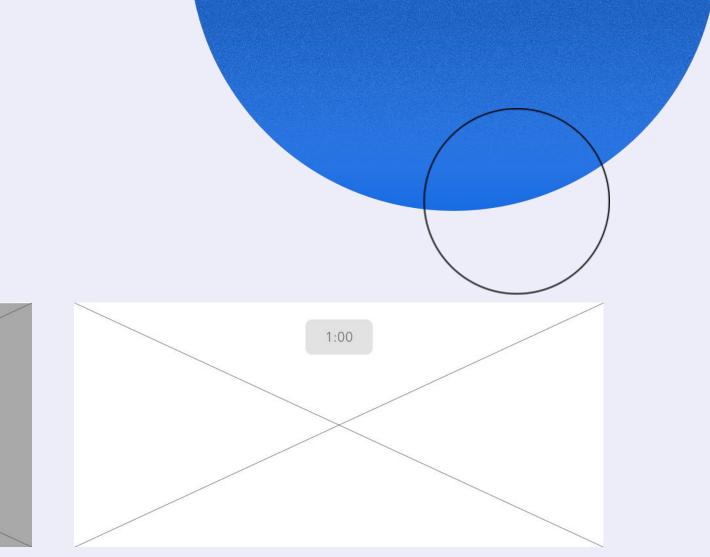
More engaging and personalised activity home

Daily security tip to encourage awareness.

Community discussions to promote interaction among neighbors.

Object Identification





Memory Activity

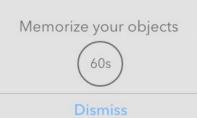




Jessica



×













Jessica















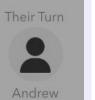
×

Andrew



Your opponent is removing 2 objects

(18s)



 \times





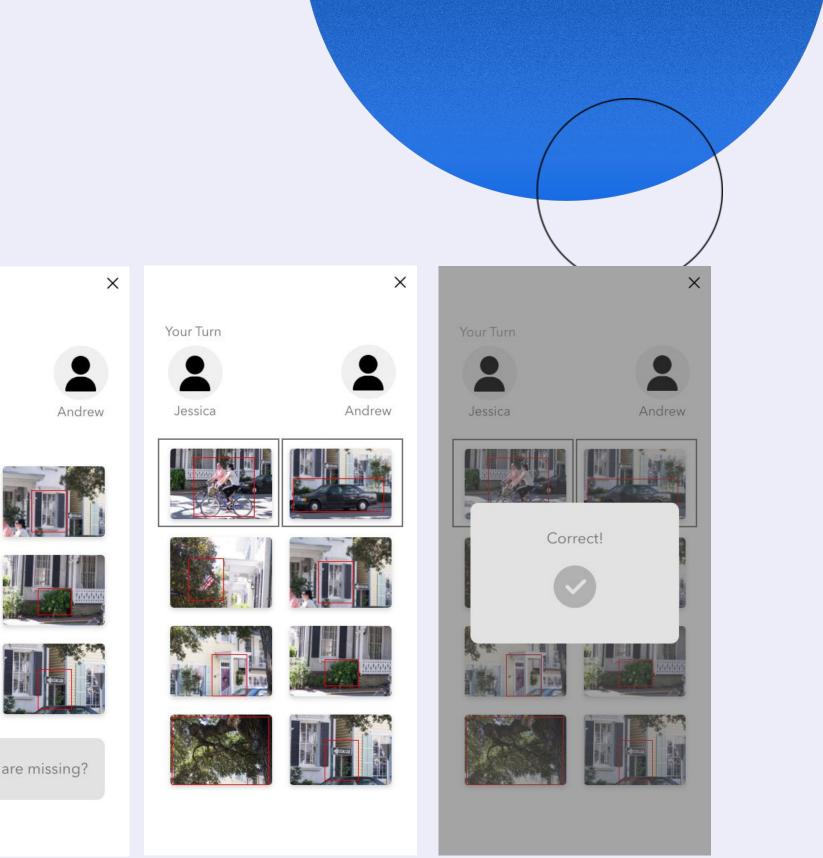
Jessica











Which objects are missing?

Polling Activity

1:00

No Threat

Because you selected that this situation is a THREAT , how would you respond in this situation?	
Type your response	
Suggested Plan of Action	

Х

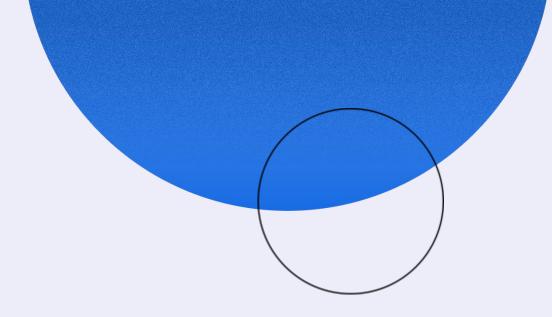
Finish

∧ Swipe up to see scenario

Becaus	e you selected that	t
	ation is a THREAT,	
	sted Plan of Action	
to eliminate c where his bic walking alone	on, Raj should've made sure listractions while walking to ycle was parked. When a at night, you should scan atching from a distance or red vehicles.	
Remember 1	īo!	
Scan for peo	ple watching from a distanc	e.
Scan for peo	ole sitting in parked vehicle	S
If you see sus police.	picious activity, call your loo	sal
_	_	
	Close	

Swipe up to see scenario

You	r Communit	y's Respon		
Raj's Errand Run				
	Not a threat	Threat 60%		
	See individua	reasoning		
Мо	Morning Robbery			
	Not a threat	Threat 80%		
	See individua	reasoning		
Suspicious Vehicle				
	Not a threat	Threat 40%		
	See individua	reasoning		
	Return to	home		





Feedback

Situation awareness is vital to your safety.

G

Improve your situation awareness with your community from the safety of your home.

iet Started

Situation awareness refers to your perception of elements and events around your environment.

It's the foundation for successful decision-making across a range of situations.

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;©; √ √

Build your situation awareness skills in familiar surroundings.

0

Develop your cognitive abilities by improving your memory.

Logo doesn't communicate design concept Mostly skipped. Consider revising & reducing text.



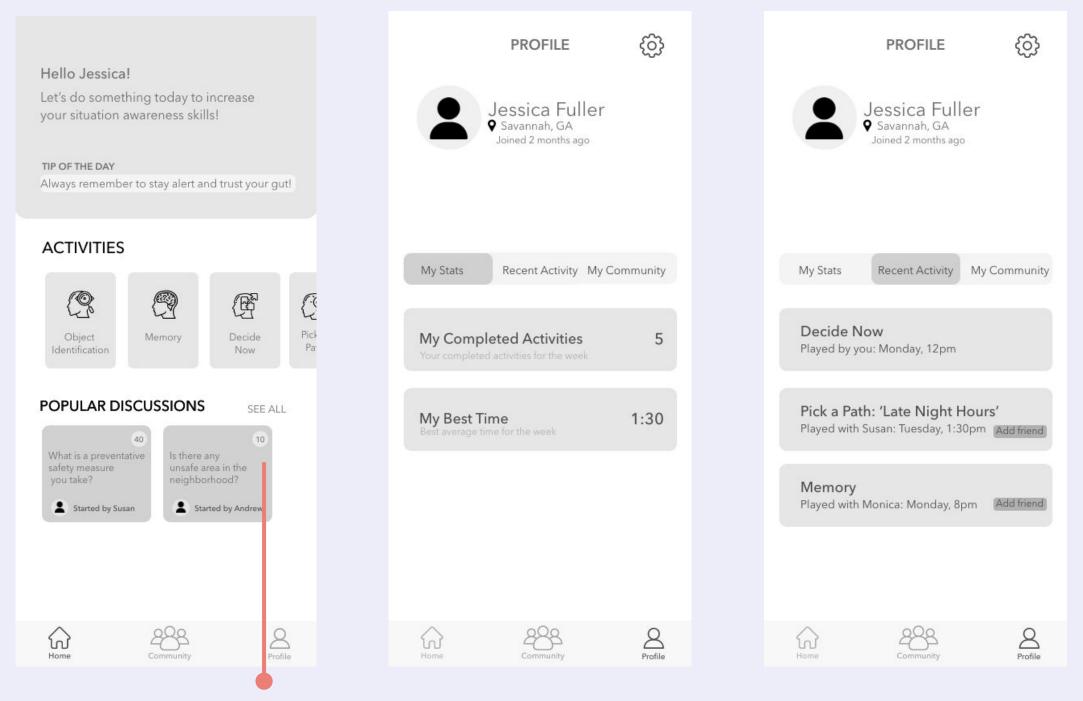


Interact with your community through awareness-based activities.

Sign up

skip

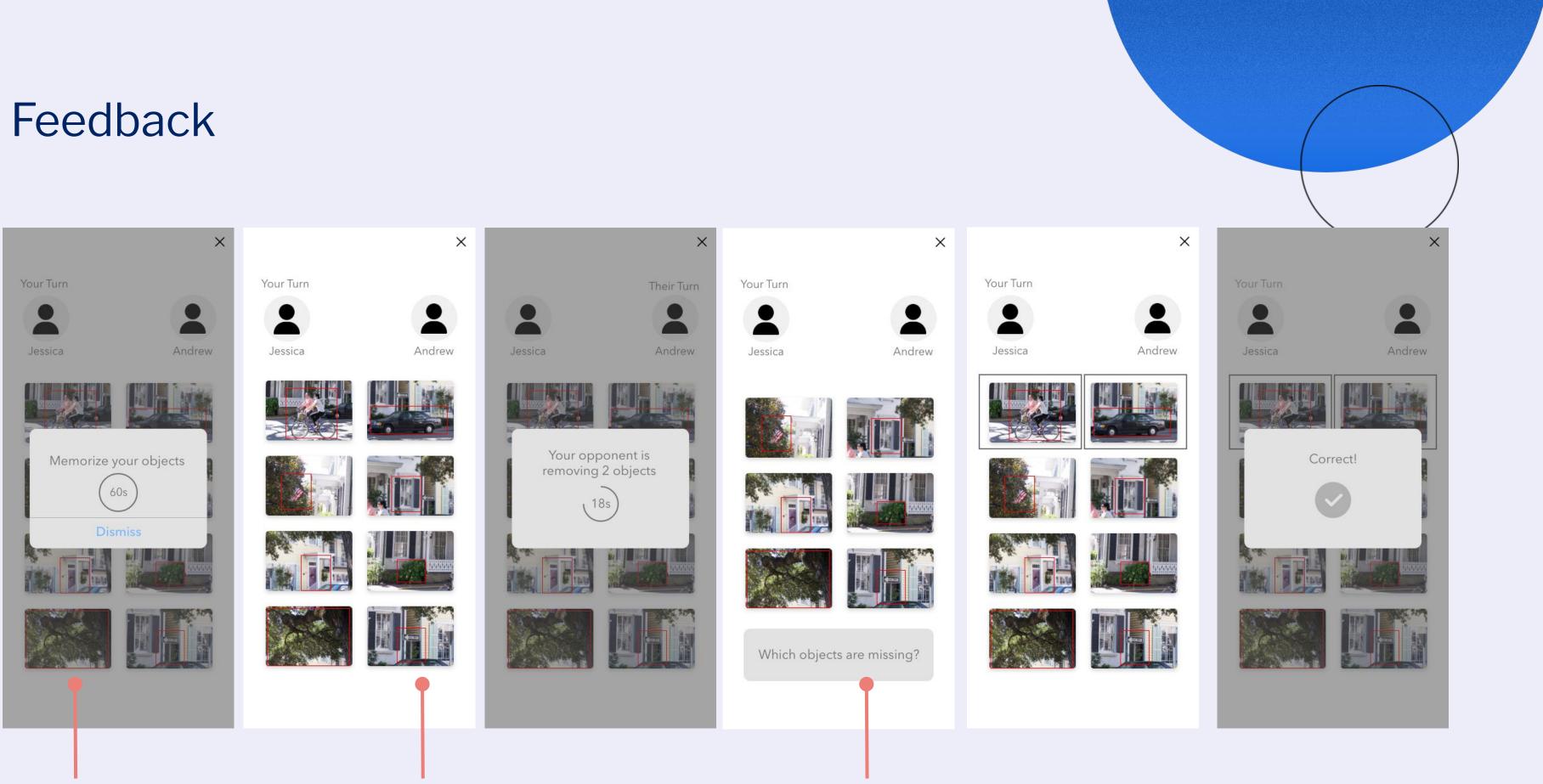
Feedback



Consider making words instead of numbers to reduce confusion.

	PROFILE	ණ
	Jessica Ful Savannah, GA Joined 2 months ago	
My Stats	Recent Activity	My Community
1	Susan Geoff Last seen today, 10am	
	Monica Walter Last seen Monday, 9pm	
	Andrew Hall Last seen today, 12:05pr	n
	Amy King Last seen Friday, 10am	
₩ Home	282 Community	Profile
)	

New neighbor ID misunderstood



Other images for less repetitive training

Suggested a visible timer while user plays the activity

Unclear button for user to begin object identification

Expert Testing



Cap. Cary Hill Northwest Precinct Captain Savannah, GA



Lt. Retzer Northwest Precinct Captain Savannah, GA

WHY?

activity.

Professional experience with situation awareness training. Accuracy of real-life situation prompts used in polling

Expert Feedback

Hello Jessica!

Let's do something today to increase your situation awareness skills!

TIP OF THE DAY

Always remember to stay alert and trust your gut!

ACTIVITIES

W Home

P Ē Ð C Pick Memory Object Decide Par Identification Now POPULAR DISCUSSIONS SEE ALL 40 10 What is a preventative Is there any safety measure unsafe area in the you take? neighborhood? Started by Susan Started by Andrew

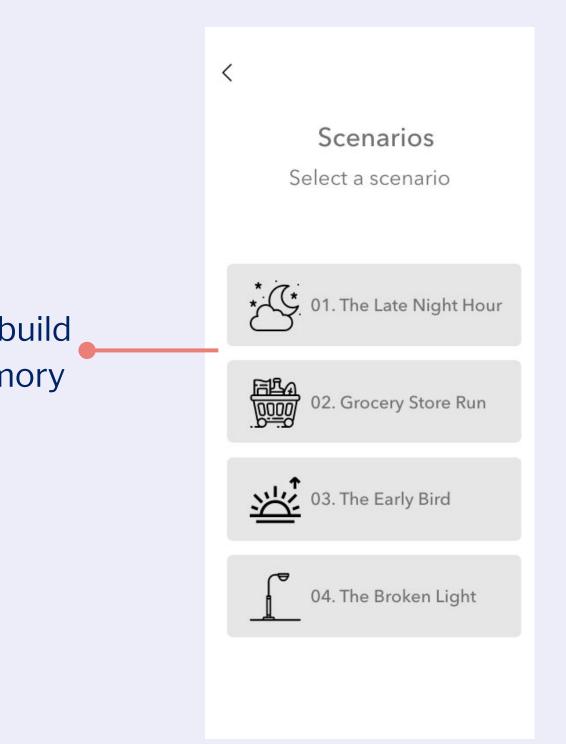
Community

Profile

System to re-inforce security tip for conscious memorization

Suggested asking user to rebuild parts of story for better memory

Taking action to report is an important aspect of personal safety



Mid-Fi Testing Insights

Enjoyed preliminary information and described as "interesting."

Navigation of the app is clear and the app does what the user expects.

Enjoyed feature where app uses pictures from the user's neighborhood in the activities.

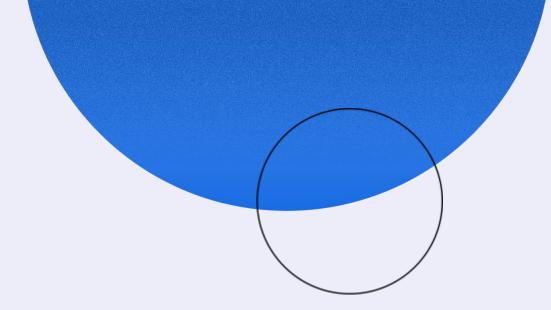
Confused about community page as the user thought it was for them to create polls and get the community's opinion.

Users said they would app when first moving to the neighborhood, but would not use the app all the time.



S.U.S Result For Mid-Fi Testing

10 questions Likert Scale: 1-5, Strongly Disagree - Strongly Agree Result Total: 83.3



What changed?

Hello Jessica!

Let's do something today to increase your situation awareness skills!

TIP OF THE DAY

ACTIVITIES

Q

Object

Identification

POPULAR DISCUSSIONS

What is a preventative

Started by Susan

safety measure

you take?

6

Home

40

Always remember to stay alert and trust your gut!

Ø

Memory

Is there any unsafe area in the

neighborhood?

Started by Andrew

F

Decide

Now

SEE ALL

8

Profile

10

Pick

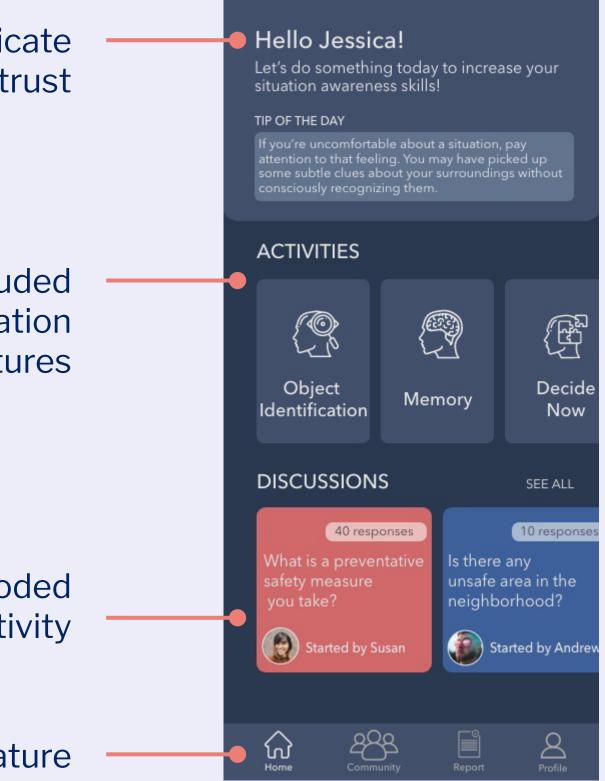
Pa

Dark color palette to communicate security and trust

Scenario activity was excluded due to insufficient situation prompts & bulk of features

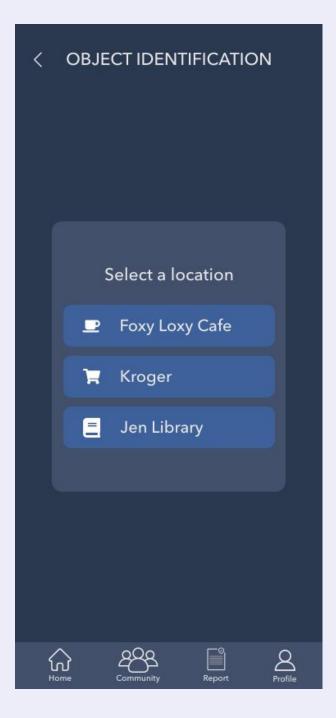
Discussion posts are color-coded based on recent activity

New crime reporting feature



What changed?

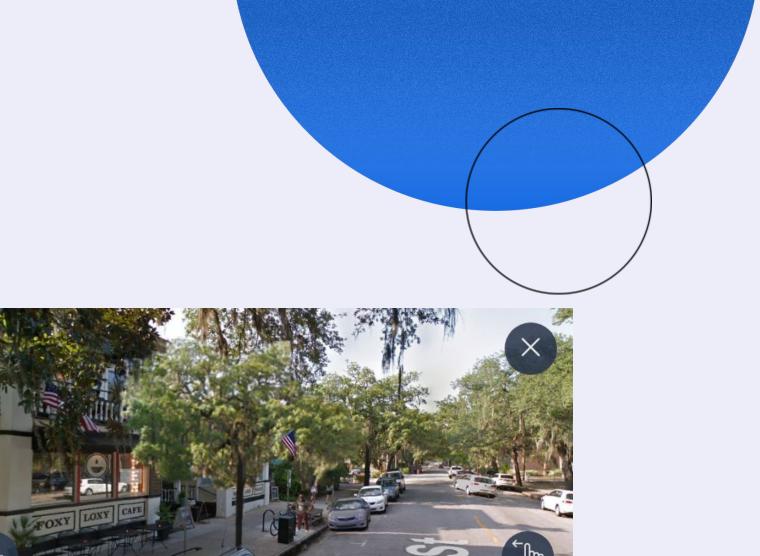
Object Identification

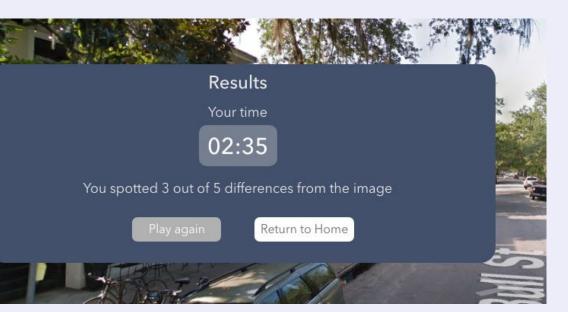






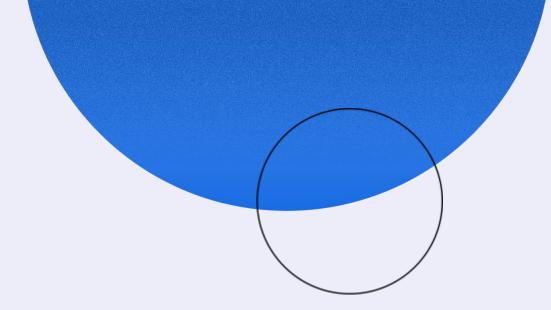
Identify the differences between 2 images from a familiar location.





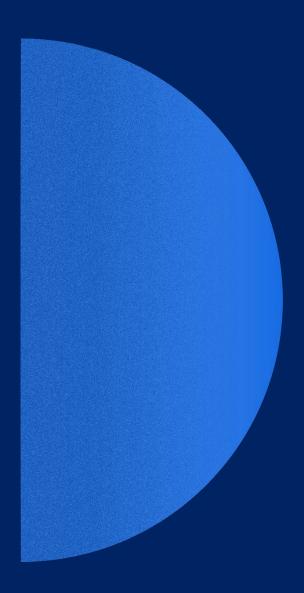
S.U.S Result For Hi-Fi Testing

10 questions Likert Scale: 1-5, Strongly Disagree - Strongly Agree Result Total: 90.5



04 DELIVER

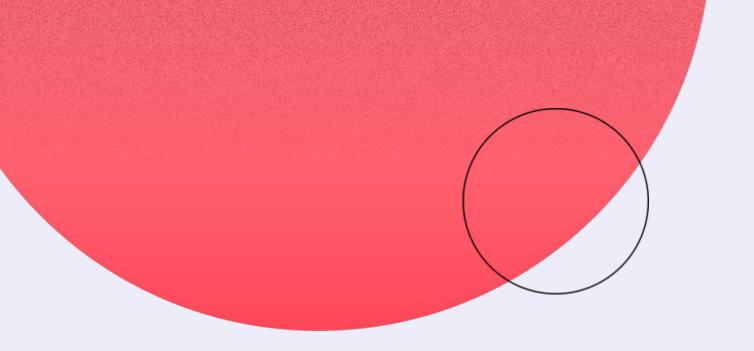


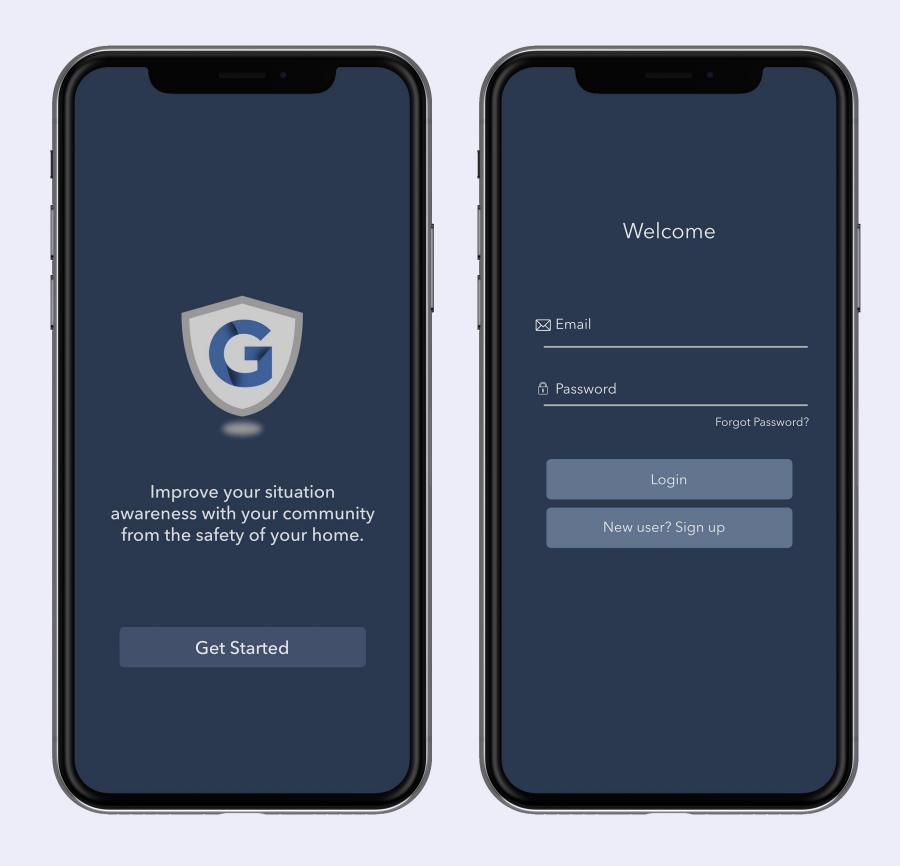


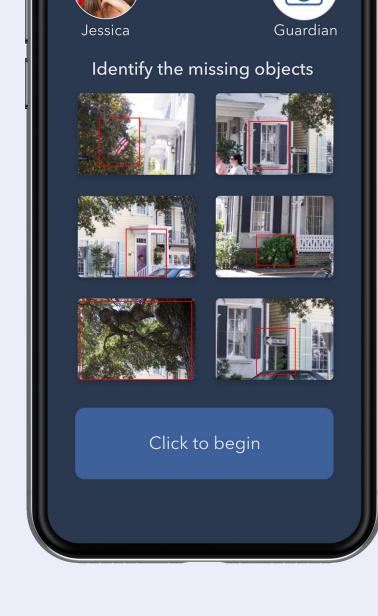


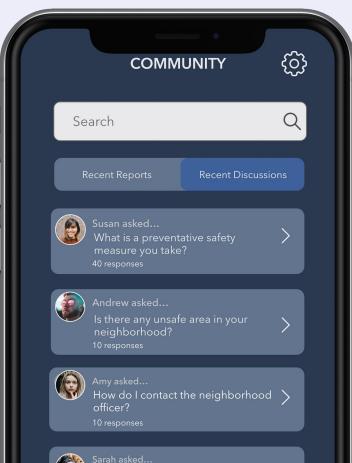
Our Solution

A safety training app designed to build and develop users' level of situational awareness. Users play activities with their community to improve their skills. Guardian uses artificial intelligence for cognitive engagement while aiding building the user's independent cognitive skills in perception, memory, decision-making and attention.









Hello Jessica!

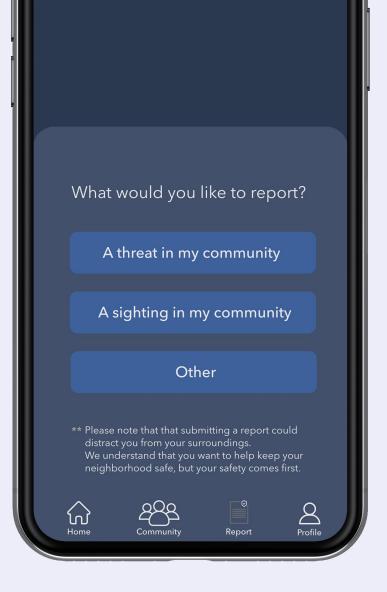
Let's do something today to increase your situation awareness skills!

TIP OF THE DAY

If you're uncomfortable about a situation, pay attention to that feeling. You may have picked up some subtle clues about your surroundings without consciously recognizing them.

ACTIVITIES

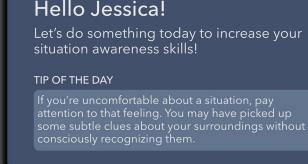




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Search	SUDDI	Q	
	E 37th St		
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	MIDTO	W N 80	
	CHATHA CRESCEI	M Tempo N T	NNOVATION

Situation awareness training activities to build independent cognitive awareness skills.





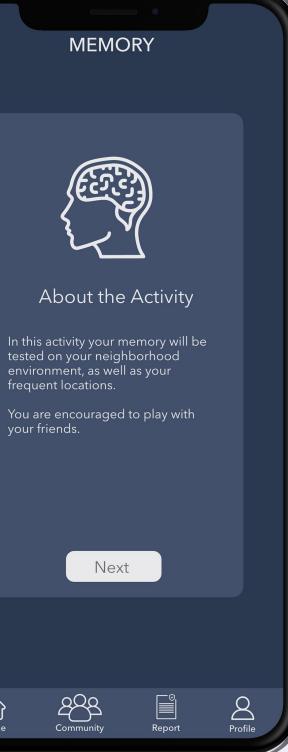




Improve your pattern matching and recognition ability.

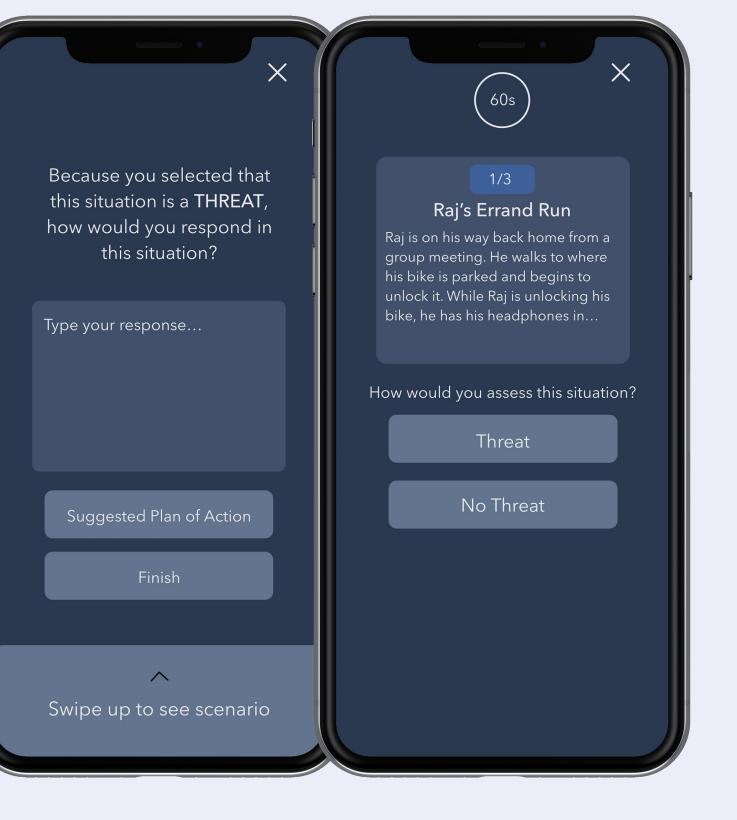




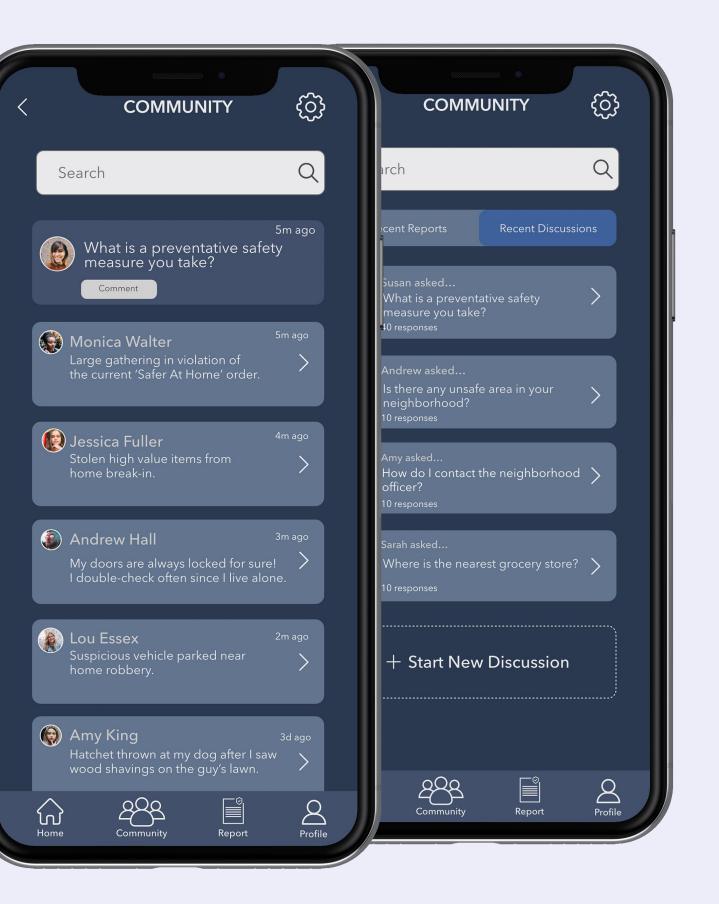




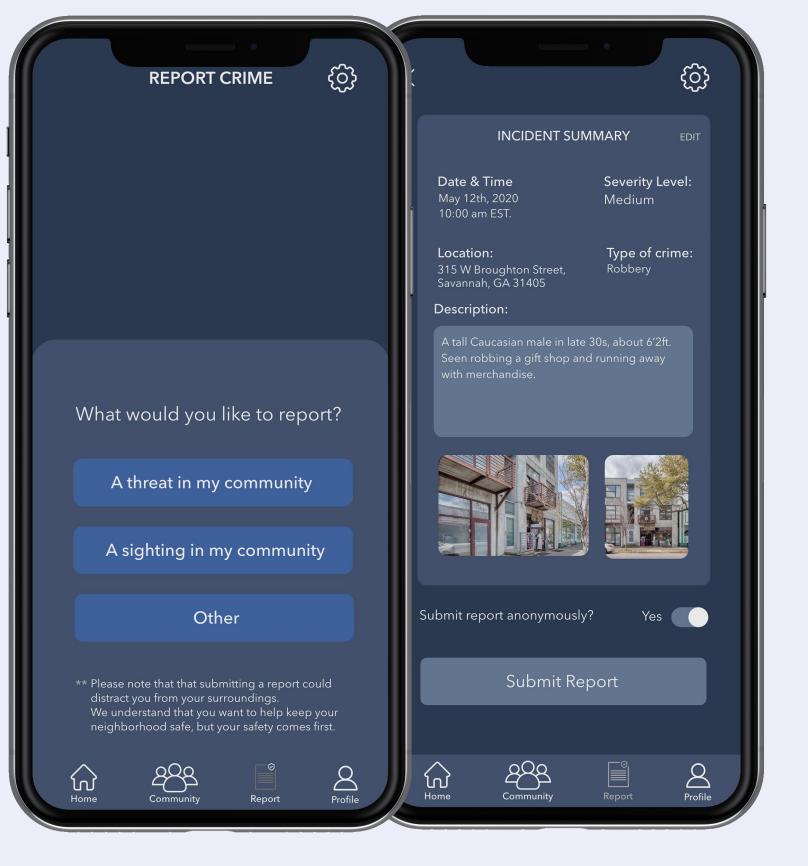
Practice smart decision-making by selecting the most effective plan of action to real-life situations.



Interact and connect with your community through discussions

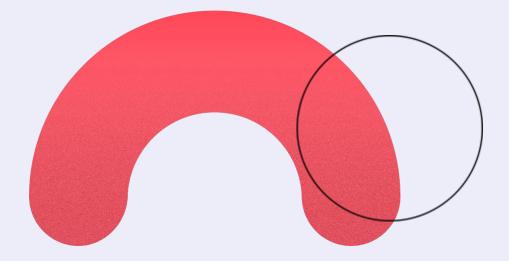


Keep you and your community aware by reporting crime sightings and threats in your community to law enforcement.



Additional Features

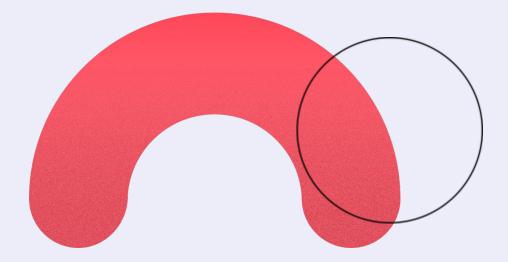
- Daily personalized security tips
- Badges & missions as motivation





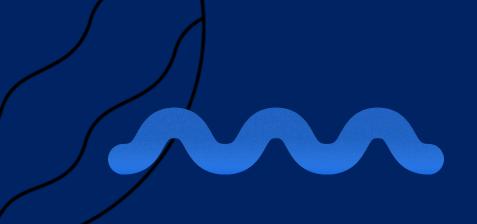
AI Implementation

- Accurate feedback to user's discussion posts through tips.
- Frequent location for memory and object identification activity.
- Optimize crime sorting process for law enforcement.
- Object recognition in object identification activity.
- Suggest smart and effective plan of action in polling activity.
- Cognitive engagement through training activities.









Thank you!

Special thanks to Professor June Yoon.

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