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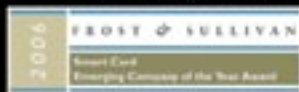
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“Previously, soldiers waited in long lines at the post finance office to cash checks or load funds to their EagleCash cards,” said Graham Mackenzie, program manager for stored-value solutions at the Treasury Department’s Financial Management Service. “The kiosks provide soldiers with an easily accessible way to recharge their cards. They can make balance inquiries and transfer funds to and from their accounts — all with the convenience of self-service.”

Finally, we come to **the most noble cause** we’ve seen lately, spearheaded by Carnegie Mellon University’s Entertainment Technology Center.



> RealTime Shredding’s kiosk makes quick work of disposing of sensitive data.

“Project ER” is an attempt by three graduate students, Fred Gallart, Phil Light and Patrick Mittereder, to make a trip to the emergency room more bearable for children.

Visiting an ER is the opposite of fun for most children — in addition to the stress of the condition that brought them there, waiting rooms are not usually optimized for kids. And a long wait only exacerbates the agony.

The three designers of Project ER have worked with Adam Aronson, noted kiosk designer and principle of Arc Design, to custom-build a playful enclosure that can be loaded with colorful games and diversions, then integrated into a redesigned aesthetic for the waiting room itself. For its inaugural effort, Project ER is working with the Children’s Hospital of



> Project ER, from Arc Design and Carnegie Mellon University, makes a trip to the hospital more pleasant for sick children.

Pittsburgh, where it expects an installation to be complete by the end of summer.

“From the beginning of the project, we knew that we wanted a kiosk enclosure which would be unique, organic and inviting,” said Light. “Because our interface is a single touchscreen, we felt that there was a significant risk of creating something which looked more like an ATM than a toy — which we clearly wanted to avoid.”

Light said Children’s Hospital has been just as excited about the project as the design team, and has made it clear they want more than one of the kiosks.

“On their most recent visit to our labs, the words we kept hearing to describe the process were ‘grand slam,’” he said.

Ted Williams, no doubt, would approve.

**Did we forget something?
Help us amend this list. Visit
the discussion forum at www.selfserviceworld.com/forum
and tell us what we missed.**