



Mathias, Marianne, Vijay

UCD Process Overview & Application

Design Question 1

Design Question 2

Design Question 3

Our debut

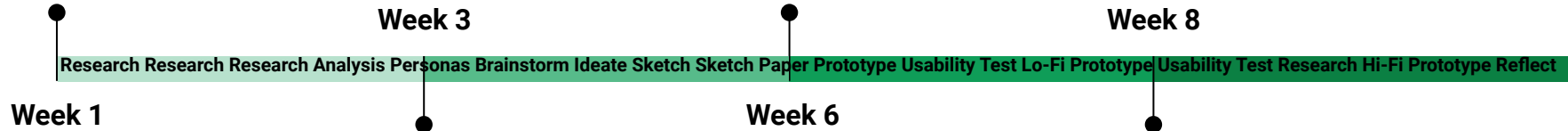
- We don't know what the problems are
- We don't know what problem we're solving for

Taking Stock

- We know what the problems are
- We're going to solve for all the problems

Refinement

- We know what the problems are
- We know what problem we're solving for



“My brother told me he was feeling under a lot of pressure in his chemistry class. “So what are you doing to prepare for the next exam?” I asked. He was playing video games.”

How can we design a focus tool to help incoming college students adapt to their new environment?

Design Question, 1st Attempt

Problem Space/Users

Incoming College Students

Hypothesis

Incoming college students struggle with:

- Time-based focus: “I feel under pressure to meet deadlines”
- Digital distractions: “I have access to all distractions, at any time”
- Mental wellness: “I don’t consider my mental health”

Strategic Research Findings

Research Focus: What does the incoming college experience look like?

Pursued 3 main research methods:

1. One-on-One Interviews
 - a. 2 First-year student interviews
 - b. Mentor Interviews
2. Online Survey
3. In-person Guerilla Storytelling

What do
1st year students
most need?

What overwhelms
you?

What helps
you focus?

Friends

Corporate Finance Problems

Being Alone

Being alone.

Microwave
Cooking
Skills

The more I know,
the more I don't know.

A Quiet Room

* Music *

Time

the future

courseload

The Future

Life plans, goals, etc.

Music

quiet

Sleep

open mind
money
books
supplies

Time management

Peace and quiet. No distractions

Leaving my
room/apt and
going to a kinda
noisy library

Guidance

*

Job
return
offers

Music

Piano music

a strong community
w/ leadership/mentoring

Stress

Determination

When I'm
motivated

guidance

Test Averages

I dance

friends and connections
with professor

Future
Choices

My Why

Strategic Research Findings

Research Focus: What does the incoming college experience look like?

Key Findings:

- There was a huge variety of issues that students struggled with
- Many of the issues of first-year students were not specific to first-year students
- Students struggle to juggle different parts of their lives (school work, missing family, social life, etc.)

**How can we design a way for college students to
balance their new social and academic
responsibilities in a healthy way?**

Design Question, 2nd Attempt

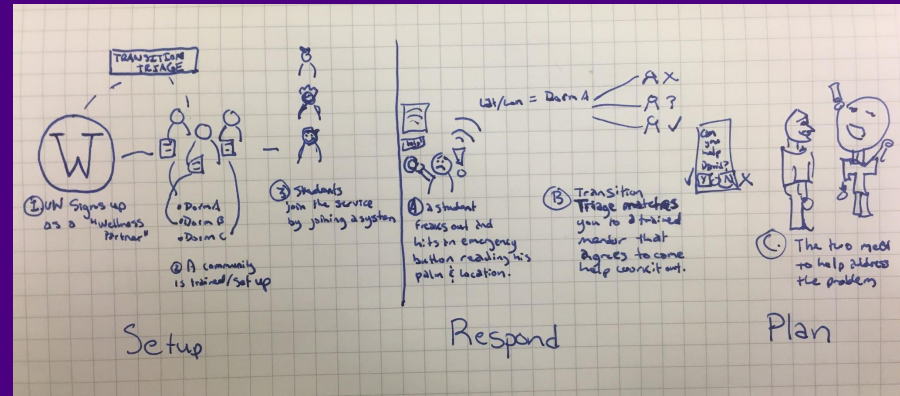
Product

Taking the Leap

For every problem, an idea:

- a button for “FML moments”
- first-year wellness classes
- a Mental Wellness Yammer

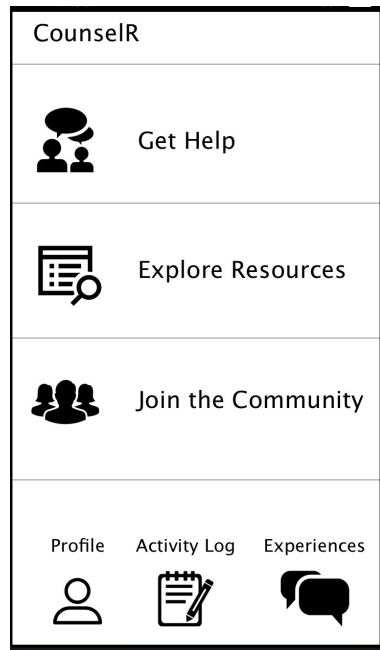
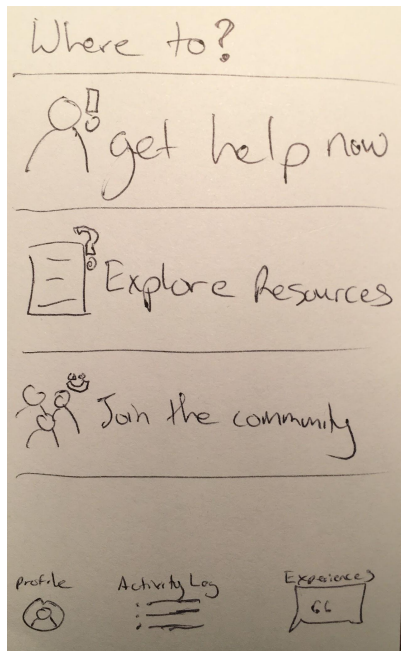
Our first instinct was to combine all of these. We called it Crisis Network, Uber for mentors, & Emergency Button.



1. Design for people
2. Make it useful
3. Keep it simple
4. Be consistent
5. Build delight

Design Principles

Tactical Research Findings



Our users needed more simplicity. In combining all our ideas, we weren't focusing on one problem that really mattered.

In the end, student problems were all over the place, and it seemed like too much to address all of them at once.

We realised we had already seen one solution to these problems: the mentors were able to provide help and guidance in every single instance.

The dialogue between individuals seems to ease every problem. How might we design a system that makes that connection possible?

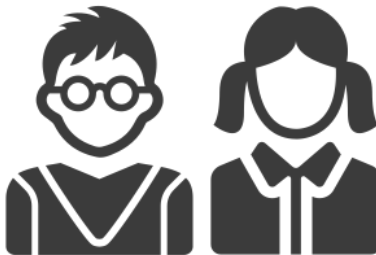
Design Question, Final



The Idea...



Stepped Care Model



Peer to Peer



College-Centered

The People

Danny



School Year: First-Year
Major: Undecided
Course Load: 14 credits
Extracurricular: Dances

"I dance competitively to help me forget about my problems and focus on my school work."

Aaron



School Year: First-Year
Major: Business
Course Load: 15 credits
Extracurricular: Fraternity

"I am overwhelmed by thinking about my career after graduation. Will I have a job lined up? What will my future be?"

Alkim



School Year: First-Year
Major: Computer Science
Course Load: 14 credits
Extracurricular: Int'l Student, Turkey

"This assignment kept me up all night, I really want to drop this class, but I'm so embarrassed..."

Connectie
W

Welcome to Connectie, UW's peer-to-peer mentoring hub

Choose a Mentor

Eric
Suzallo Library
12/7/2017
[\(view calendar\)](#)

HCDE, Ms.
.3 mi
4:30pm

Lindsay
Starbucks
12/7/2017
[\(view calendar\)](#)

CS, Sr.
.5 mi
5:30pm

Steve,
Husky Grind
12/7/2017
[\(view calendar\)](#)

Poli Sci, Jr.
.1 mi
3:00 pm

Steve Foster

Sophomore: Computer Science
13 shared credits

About Me:
I'm Erica and after graduating I hope to become a software engineer at either a large tech company or a startup. In my free time I enjoy swimming, reading, hiking, and golf!

Request Steve's Help

What do you need help with?

Something Personal

A School Related Event

Something Else

☐ Keep Me Anonymous

Why do you need help?

School Related (Course)

Tell us more about 517 E...

I am having trouble focusing on my computer science 240 course. I feel lost, and I am struggling to keep up with the content.

Submit

School Related:
Is it for a class?

Yes
No

Which Class?

HCDE 518 E - Intro to User Centered Design

HCDE 521 B - UW Seminar Series

HCDE 517 C - Usability Studies

Mentee Requesting a Mentor

Mentee

 Connectie W

Steve's Availability

December 2017

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

December 7th, 2017

☐ 9:00 – 10:00am

☐ 10:00 – 11:00am

☒ 3:00 – 4:00pm

☐ 4:00 – 5:00pm

☐ 5:00 – 6:00pm

Complete



Mentor

 Connectie W

Meeting Request!

Husky Grind – 123 Husky Drive [EDIT](#)



Erica
CS Major

"I am having trouble focusing on my workload for CS 240. I feel lost, and I am struggling to keep up with the content."

Accept Not Now

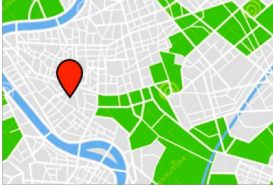


Request sent

Mentee

 Connectie **W**

Your Meeting is On!



Steve is waiting for you at
Husky Grind Cafe
123 Husky Drive Seattle, WA. 98195
3:00pm

Adjust Time

What to Expect

Cancel Meeting



 Connectie **W** 

What to Expect

Your counselor has been trained through the University to help navigate you through complexity.

Expect your counselor to help identify best decisions that fits your personality and needs.



Mentor

 Connectie **W**



Meeting Point:
Husky Grind
123 Husky Drive
3:00 PM

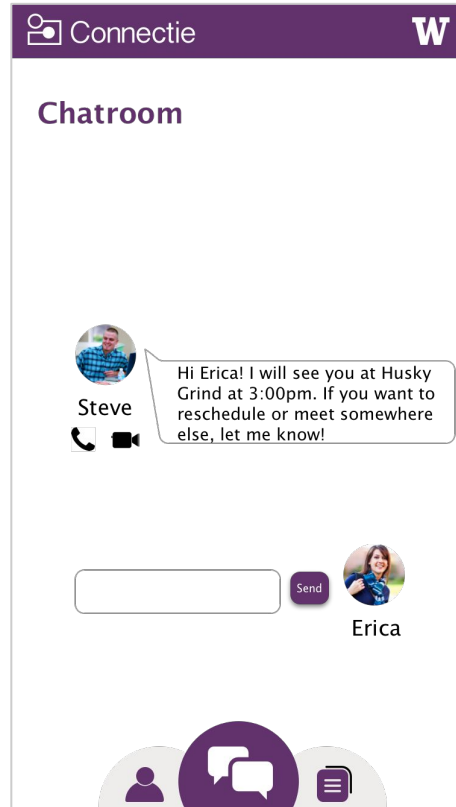
Edit Session

Enter Chat

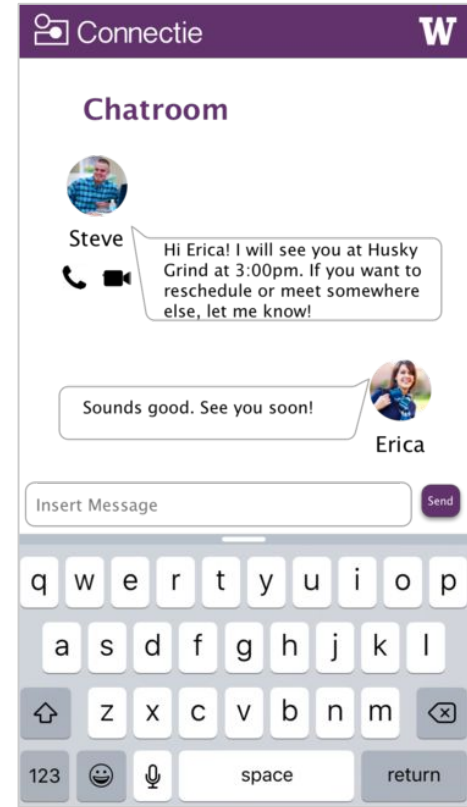


Coordinate a meeting

Mentee



Mentor



Keep in touch in-between

Mentee

 Connectie 

Session In Progress

Session timer
05:12

Meeting is complete

need emergency help?

Mentor

 Connectie 

Glad you made it!

Is this an emergency?

Yes No

Do they need a specialist?

Yes No

Start session

Session In Progress

Session timer
05:12

Meeting is complete

need emergency help?

Kickoff a Session

Mentee

 Connectie 

Was Steve helpful?



Steve

How was your session?





Mentor

 Connectie 

Session Has Ended

How did it go?:

Suggestions and Notes to Self:



Give feedback to each other

Future Direction & Reflection

Research

- Review potential models for implementation: Collaborative care, motivational interviewing, suicide training, diathesis stress,

Ideation

- How might we Onboard Mentors?
- How could we integrate safety to the process?

Prototyping

- Follow-up experience (meeting again)
- Integrate Past chats

Evaluation

- Testing request for help
- Testing acceptance of a mentoring task
- Heuristic inspection
- Where might we fit in the digital health industry?

Launch

- Coordinate opportunities with UW & other universities to consider as pilot partners
- Gauge interest in students
- Pair with an ownership partner like The Jed Foundation or Forefront that could support a system out the other end
- Expand on the feedback sections to better improve the process and outputs

Thank you! Questions?