Final Reflection

Summary of HCDE 518 using personal design principles created in HCDE 518 assignment E1 "Thinking About Design" to reflect on challenge and growth in class, group and future work.

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PERSONAL DESIGN PRINCIPLES

Summary of experience

SAFETY NOT GUARANTEED — Abandoning first project idea for a bite-sized, feasible, fun and well-communicated project.

SIMPLE IS BETTER — Shifted away from complexity by choosing book seller.

DON'T FORCE IT MOTIVATE IT — Stayed aligned with group core values as foundation.

FIX IT DON'T TRASH IT — Contextual inquiry felt too broad. We altered focus of project to fit.

TURN CONFUSION INTO EXPLORATION — Explore how to work within constraints to find unexpected solutions. Used IDEO methods.
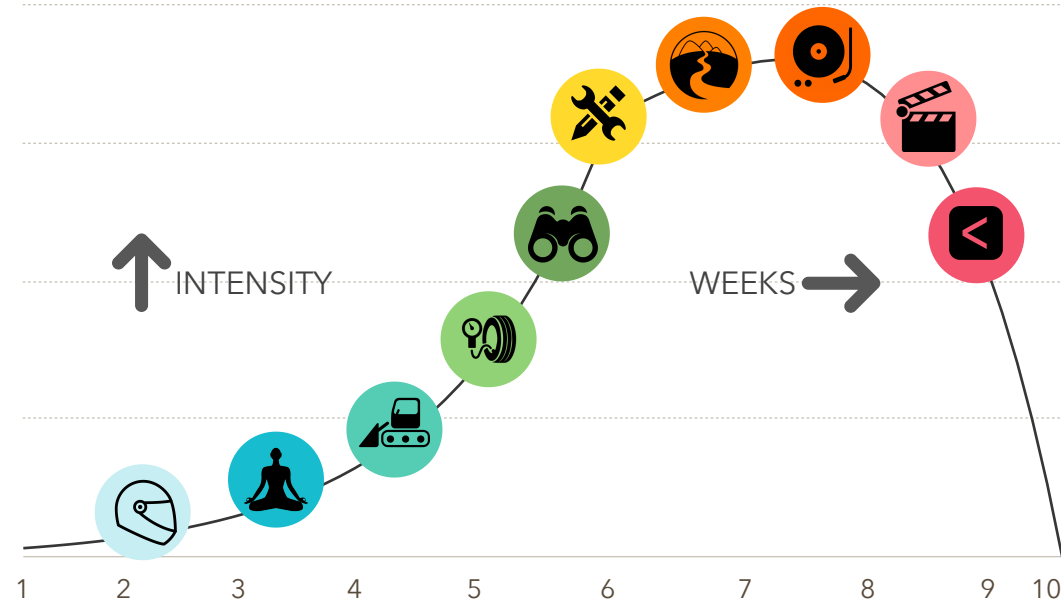
IF YOUR ONLY TOOL IS A HAMMER — Learned new approaches from joining Comotion Maker Space, attending UCD conference, participating in ProtoThon,

FLOW STATES EBB AND FLOW — Contributing is what works for the group, Storm, form, norm, perform. Innovation happens in moving past discomfort.

DON'T DROP THE BEAT — When in doubt generate more. Every quick sketch or discussion creates more bait to lure up the big fish idea.

DESIGN INSPIRES ACTION — Learned to use Axure and use Most/Least tool to iterate HCDE 598. Purchased SuperFlux's "Instant Archetypes: A New Tarot for the New Normal" as a tool to use like IDEO's card deck.

↑ INTENSITY   WEEKS →

1 2 3 4 5 6 7 8 9 10

LEARNING

- Design process is aligned through story telling
- Inclusion is an innovation driver
- Physical artifacts extract and convey meaning

ACCOMPLISHMENT

- Group project delivered on core values
- Project met design requirements
- Project could continue

CONTRIBUTION

- Tried new programs new ways to engage
- Stood for making it fun and meaningful
- Challenged group to stretch themselves

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CORE VALUES

PERSONAL	GROUP C
World Building	Fun
Tangible Artifacts	Bite Sized
Inviting Empowering Contribution	Feasible
Emotional Narrative	Well Communicated

TOPICS OF INTEREST

PERSONAL	GROUP C
Trauma Recovery	Food Temp
Sexual Assault	Furnish My Apt
Health Care Advocacy	Household Inventory
Disaster Preparedness	Asset Tracking

LEARNING

This experience in HCDE 518 User Centered design brought challenges and opportunities. My expectations were to create a digital tool with a physical prototype. I spent hours getting safety and machine trained in the CoMotion Maker Space with the intent of producing something tangible with laser cutters or 3D printing to draw a user into an experience. Unfortunately, my designs and ideas for physical artifacts didn't find an expression in this class. However the Goslometer assignment was a challenging but enjoyable expression of paper prototyping.

Though not contributing artifacts for the group project was disappointing, I'm invigorated by the 518 guest speakers how I can take my background in storytelling, combine with an interest in hardware, and apply HCDE's design process to find new ways of empowering human lives through technology. The guest speakers used rich storytelling techniques, either with engaging physical artifacts or with video narratives to share wonderful impacts in the world. I found their real world examples anchored with personal stories deeply inspiring of the designer I wish to become through study in HCDE Master's Program:

1. Scott drew us into his deep passion for coffee that started as a barista while at university then taking him to refining a gorgeously hand built product for a legacy family company.
2. Jeanine used email protocol and the telephone as examples of about how inclusion is a powerful engine for innovation. She showed an emotionally compelling video on how we design spaces can be dramatically enhanced through inclusion.
3. Steven showed over a decade's work of designing richer ways to convey and capture emotional meanings and intentions through better hardware interactions.

LEARNING SUMMARY

PERSONAL	SPEAKERS
Expected Artifacts	Jake: "Right: product, audience, timing."
Expected Storytelling	Scott: "You're selling a lifelong passion."
Enjoyed Goslometer	Jeanine: "Inclusion: driver of innovation."
Pathways via speakers	Steven: "Cross boundaries w/ Storytelling".
Combining speakers methods and ideas	Paul: "You can be right, or be employed."

ACCOMPLISHMENT

I think our Group C Project SKUmatic was a success. I think we hit all the group core values we set out to: Fun, bite sized, feasible and well communicated. I think its strength is it is a straight forward practical tool that could be as Jake said: The right tool delivered at the right time for the right audience. One of the weakness is I don't think we really solved for what our bookstore user wants, but instead built something the team had the skills to make. In the future, I'd build in iterations that uses tools like design cards to stay focused on group core values and user requirements.

That said, I still believe this project could live on after class and be made into a tool for a bookstore. With a bit of refining, I think a compromise between the interface of the tool and the needs of the bookstore owner could align to make a usable real world tool that could be applied to other retail sectors.

ACCOMPLISHMENT SUMMARY

PERSONAL	TEACHING HCDE 598
CoMotion Maker Space access	Most/Least Tool
World Usability Day Conference attendance	Muddy Paper Exercise
Group Design Process using IDEO and Superflux cards	Design Process Critique repetitions

CONTRIBUTION

In the beginning of the 518 class we considered projects that we weren't very inspired by. Furnishing apartments, or knowing the temperature of microwaved food seemed superficial in comparison to other groups' projects. One of my contributions was to stand for us to realign by generating group core values, then choosing our project by ideating from there.

At times I navigated this process out of step with the communication and output style of the group making it difficult to contribute. What I see as beneficial from this group work is learning to be flexible and adapting to shifting expectations. By the end I did my best to mimic and mirror the group's style on Slack and by following previous assignment workflow by creating project slides for P6 & P7 to make the group work easier. I contributed a solid amount of time to building our project's interactivity using Axure for the first time.

CONTRIBUTION SUMMARY

PERSONAL	Group C
Focus on personal values	Realignment group to values
Interest in new programs, like Adobe XD and Sketch	Learned to work in Axure, built in interactivity to proto
Adjusting to group workflow	Built slides and folders to lessen group busy work

My enthusiasm and energy met by my 598 students made it seem like I was on the right track in contributing to the design process, but this feeling didn't carry over to my 518 group. It was challenging to feel disconnected to my 518 group because it occurred initiating clarification or asking questions slowed the group down and confused matters.

CONCLUSION

This class and the project were both a success. The project succeeded by sticking to our group values of bit sized, feasible, fun and well communicated. The class covered a huge scope with effective lectures, subjects, assignments and speakers.

However, the group project fell short in expressions of using a storytelling framework with physical artifacts to make powerful invitations to envision new worlds. Instead of this envisioning occurring as an invitation to my group, it occurred as a nebulous burden. My group didn't see the invitation, they didn't see a way to participate and they didn't see a reason to.

One explanation why they didn't see a reason to participate was that I didn't connect my group's personal stories to the user, product and the world we are helping create. The stories didn't fit together and I was unable to find a way to unite our stories. In Jeanine's language, there was a mismatch between human interactions. My belief is the connection is made first through story, but the story has to connect. I didn't go deep enough with listening.

One way to successfully navigate teams and division of work is less with questions but with listening more. When someone is heard they tend to share more deeply of matters that are of importance to them. Further, when people are gotten they tend to feel included and want to participate. My group wasn't motivated to explore how our project is a story with important links to our users stories. Aligning those stories occurs as paramount before seeking any design solution. Though I wasn't able to align our stories, the guest speakers showed many examples where stories did align with powerful results.

The guest speakers showed how passion for design and storytelling can create inspiring synergies using inclusion as driver for innovation, and hardware to better extract and

convey meaning. They used rich storytelling techniques, either with engaging physical artifacts or with video narratives to share wonderful impacts in the world. I found their real world examples anchored with personal stories deeply inspiring.

Going forward, I see a personal opportunity using deeper listening to create richer experiences of storytelling to better align humans and technology toward empowered full participation. HCDE 518 helped me generate these design question I wish to explore through study in HCDE Master's Program:

Through active listening, how can I take my background in storytelling, combine with an interest in hardware, and apply HCDE's design process to find new ways of empowering human lives through technology?

At the levels of individual, group, family, community and nation, what could be the positive impact of having full participation?

Which voices are we not hearing from because they have not seen an invitation, or see a way to participate or a reason to?

CONCLUSION SUMMARY

Mismatched human interactions are a rich source for inspiration. The obstacle is the way.
Connection is made through story but the story has to connect. Ask deeper questions and listen for shared stories.
Inclusion is a key driver in innovation
The speakers showed ways to use story telling to engage. Origin stories with physical artifacts make interesting product refinement and design innovation examples.