

1. Character Cards and Object Cards



CHARACTER CARDS

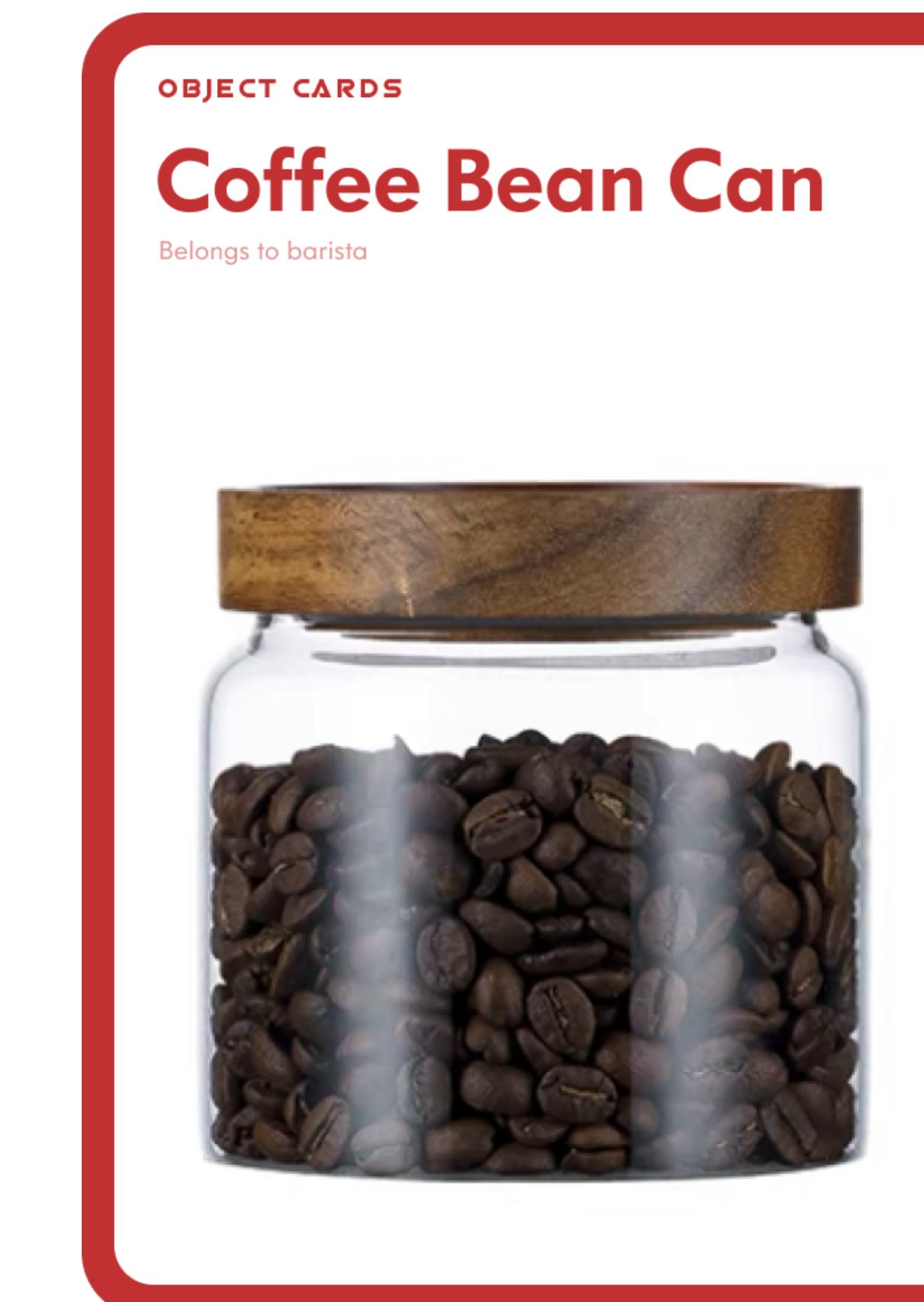
Barista

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

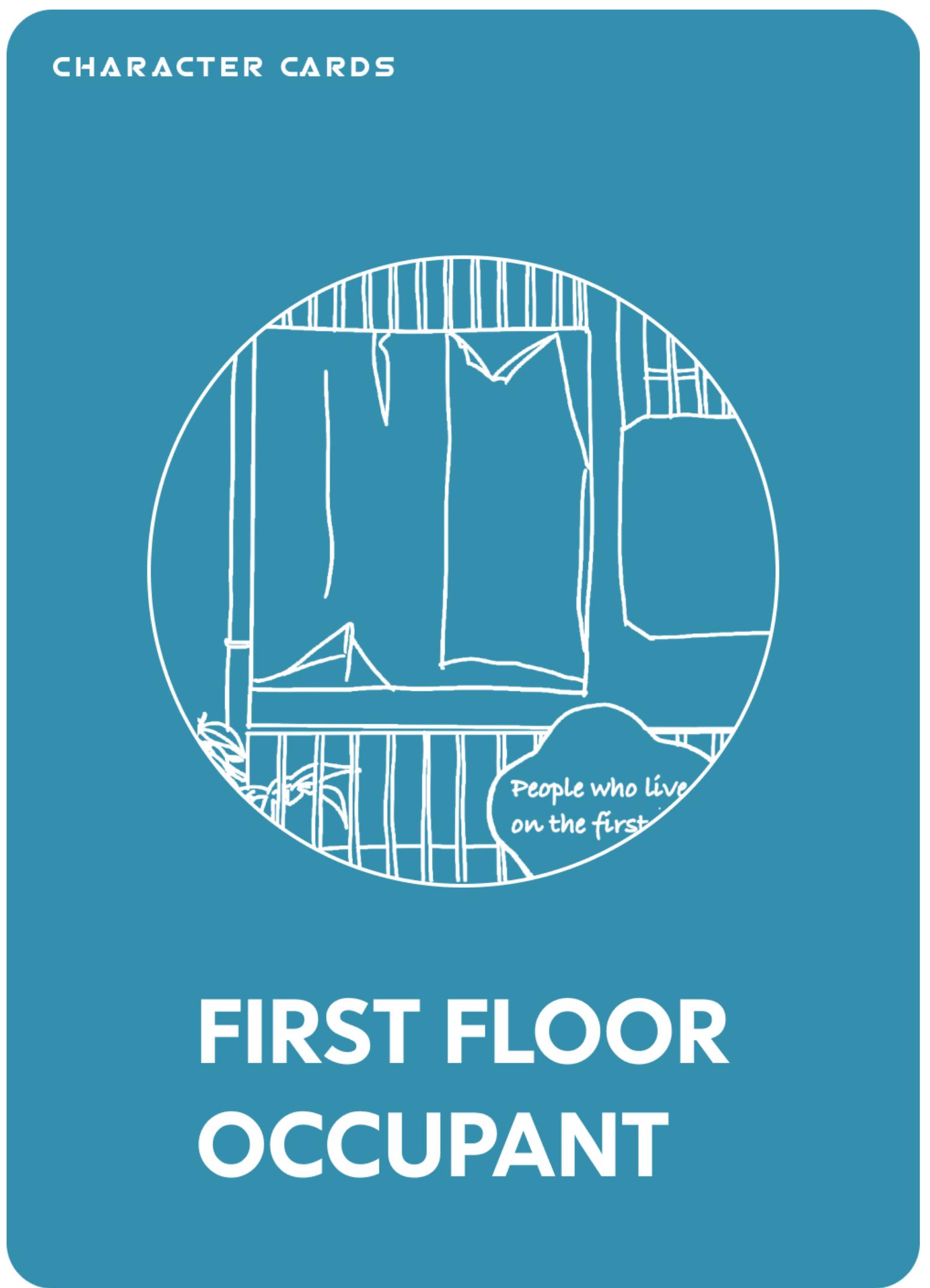
Related Statements 1st* 2nd*

1. He/She needs to stand for a long time.	<input type="checkbox"/>	<input type="checkbox"/>
2. He/She is very well informed about coffee beans.	<input type="checkbox"/>	<input type="checkbox"/>
3. He/She doesn't need to wash the dishes or glasses or wipe the tables.	<input type="checkbox"/>	<input type="checkbox"/>
4. He/She is proficient in the use of all types of coffee equipment.	<input type="checkbox"/>	<input type="checkbox"/>
5. He/She is not responsible for ordering and cashiering.	<input type="checkbox"/>	<input type="checkbox"/>
6. He/She often chats with customers.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



1. Character Cards and Object Cards



CHARACTER CARDS

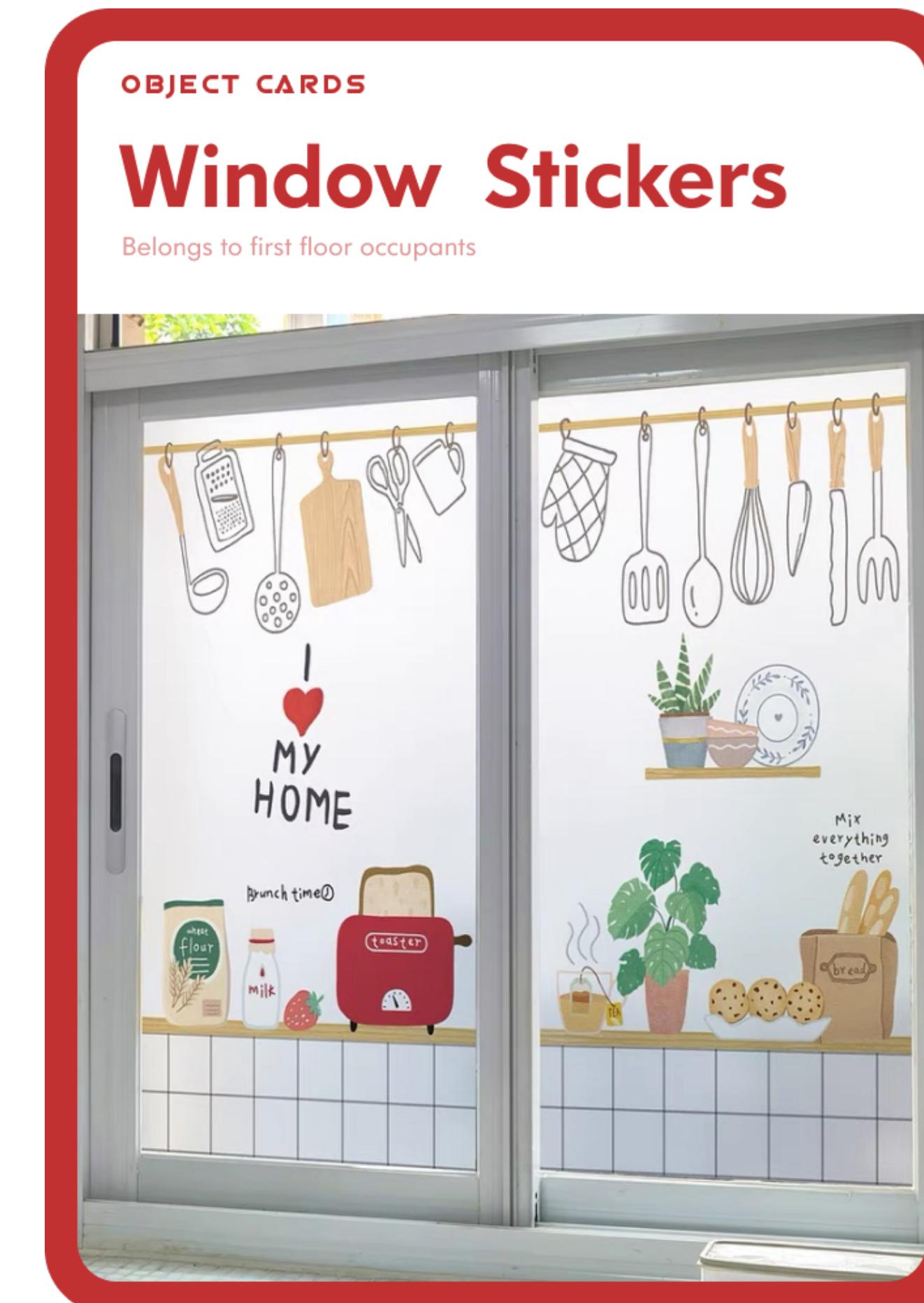
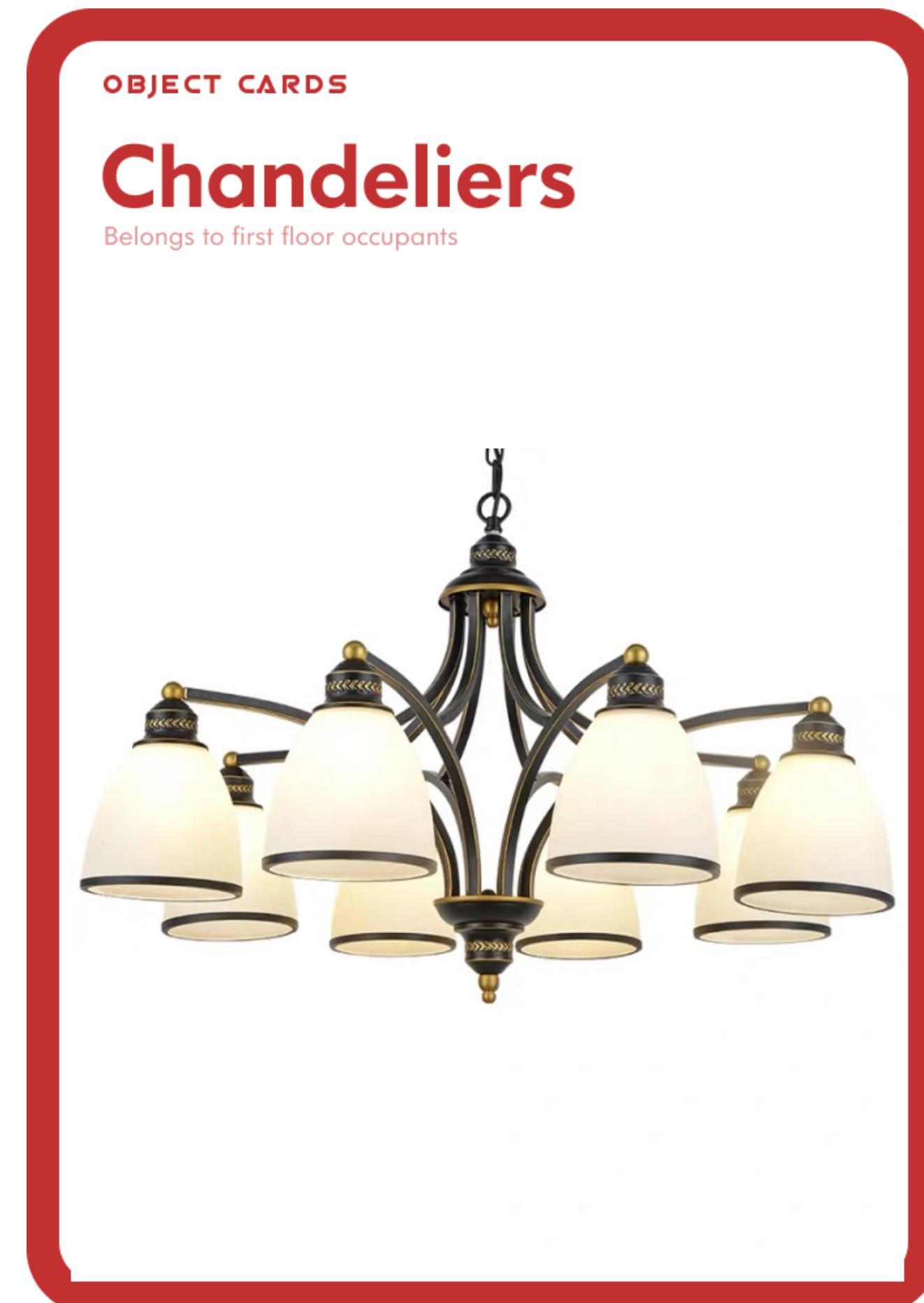
First Floor Occupant

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

Related Statements 1st* 2nd*

1. A first floor occupant usually has to tolerate more noise.	<input type="checkbox"/>	<input type="checkbox"/>
2. A first floor occupant needs to turn on the lights for a longer time.	<input type="checkbox"/>	<input type="checkbox"/>
3. A first floor occupant is more likely to be troubled by mosquitoes.	<input type="checkbox"/>	<input type="checkbox"/>
4. A first floor occupant is more affected by air dust and odor pollution.	<input type="checkbox"/>	<input type="checkbox"/>
5. If there's an accident like fire, it is more difficult for first floor occupant to escape.	<input type="checkbox"/>	<input type="checkbox"/>
6. During the rainy season, the home of a first floor occupant is more humid.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



1. Character Cards and Object Cards



CHARACTER CARDS

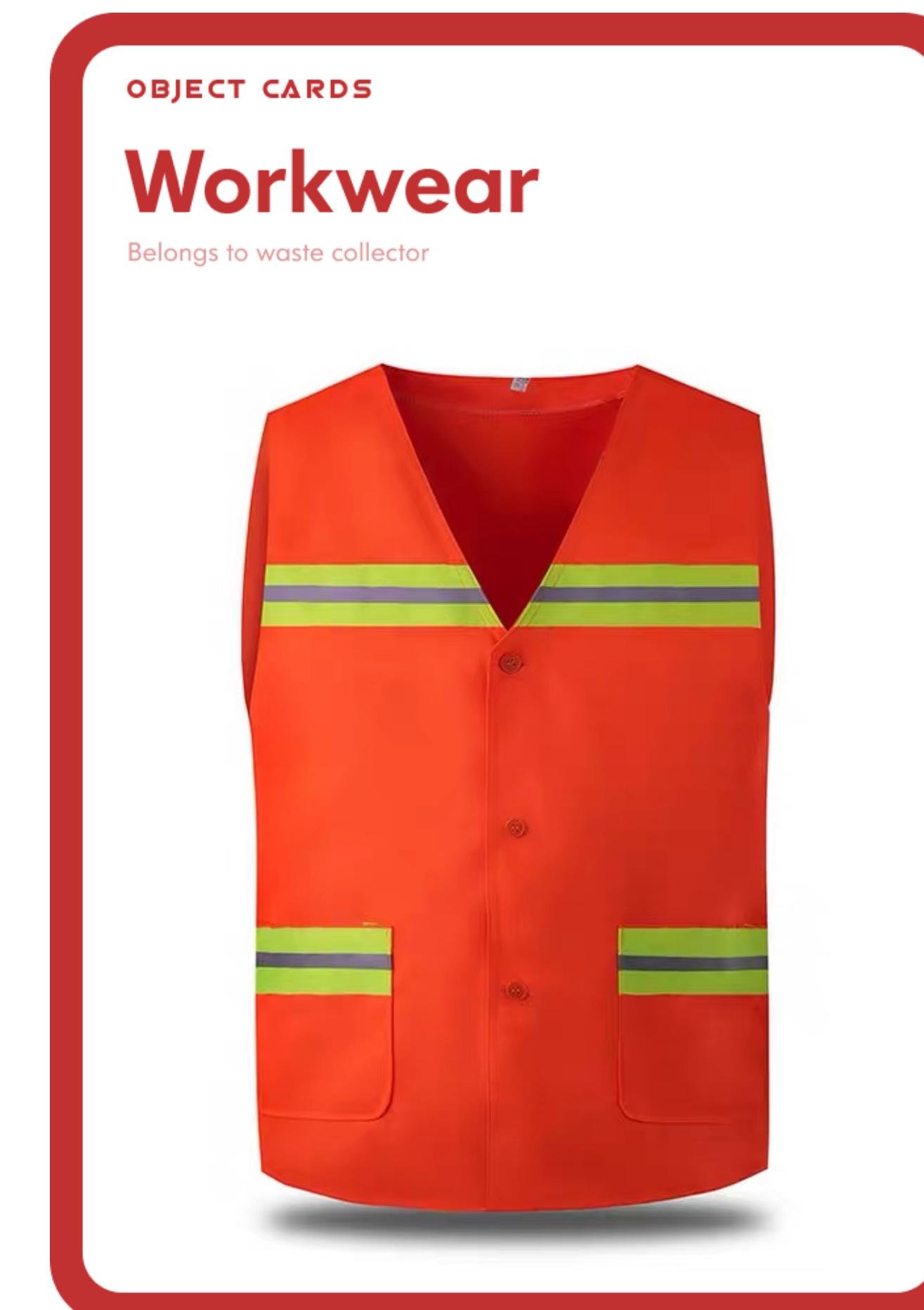
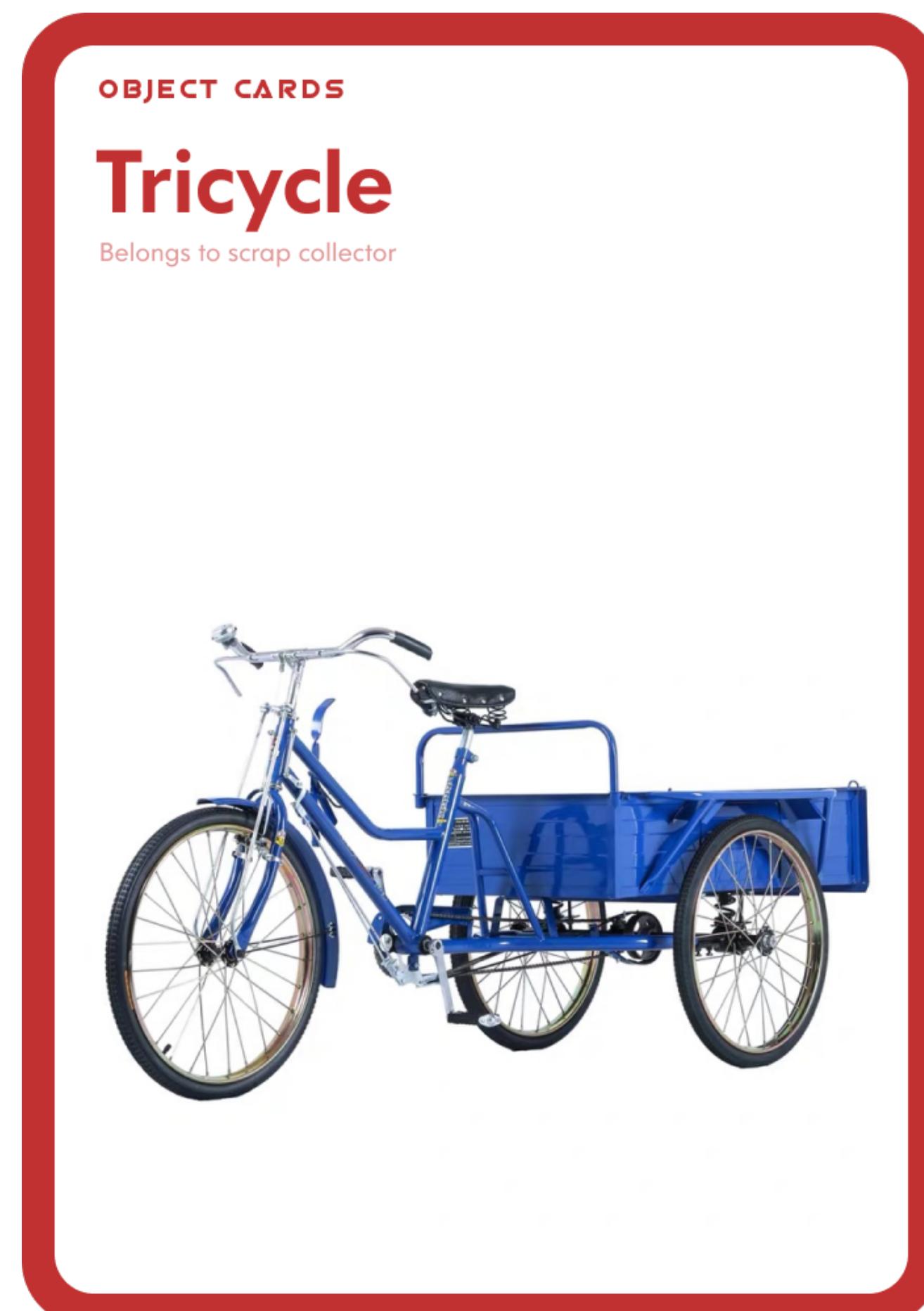
Waste Collector

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

Related Statements 1st* 2nd*

1. A waste collector needs to stand for a long time.	<input type="checkbox"/>	<input type="checkbox"/>
2. A waste collector is in direct contact with waste, which exposes them to health hazards.	<input type="checkbox"/>	<input type="checkbox"/>
3. Road noise can cause hearing loss in a waste collector.	<input type="checkbox"/>	<input type="checkbox"/>
4. A waste collector does not need to work in high temperature.	<input type="checkbox"/>	<input type="checkbox"/>
5. A waste collector is prone to traffic accidents.	<input type="checkbox"/>	<input type="checkbox"/>
6. A waste collector is easily discriminated against and disrespected.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



1. Character Cards and Object Cards



CHARACTER CARDS

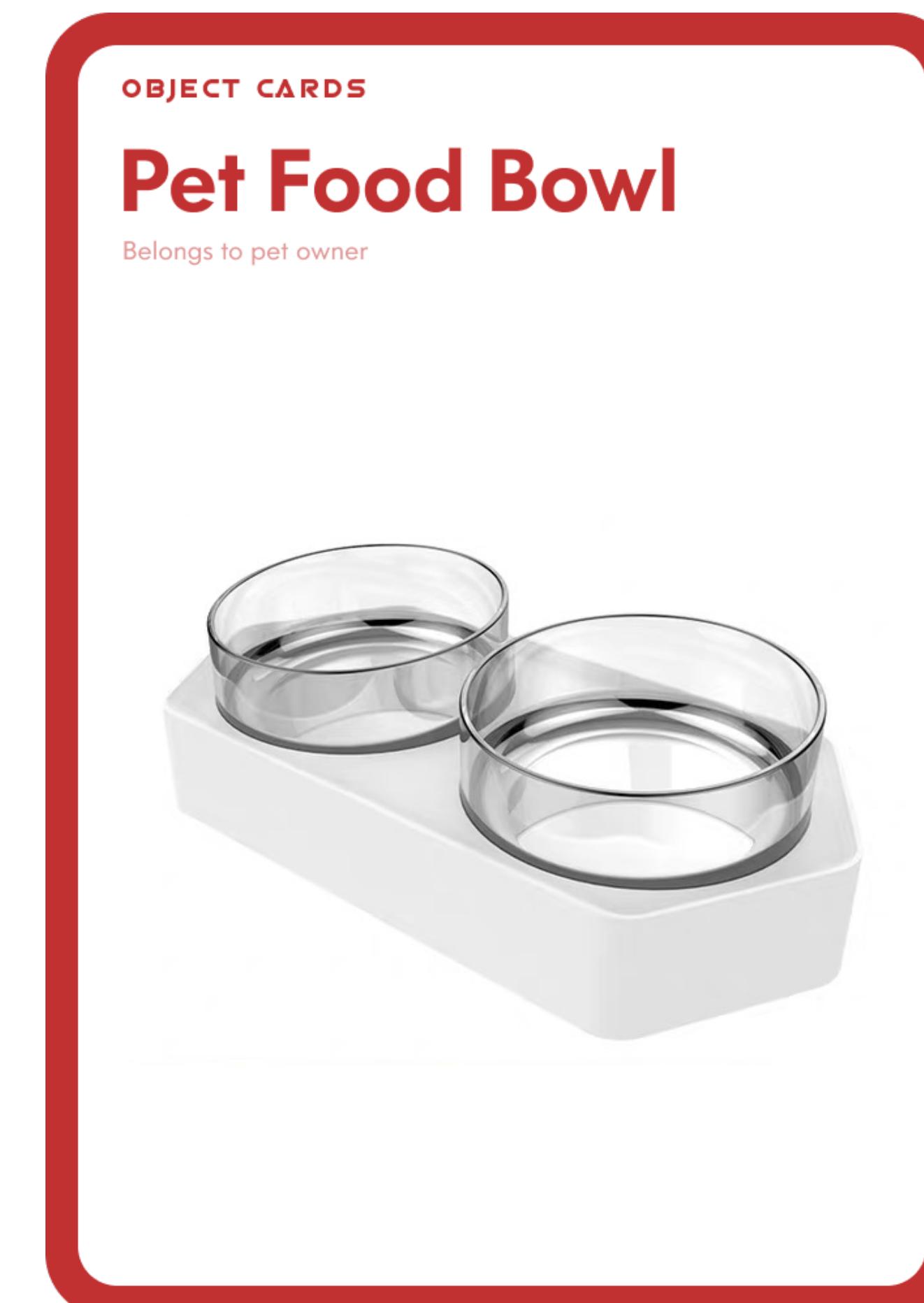
Pet Owner

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

Related Statements 1st* 2nd*

1. He/She does not need to clean up pet feces.	<input type="checkbox"/>	<input type="checkbox"/>
2. He/She needs to bring pets together frequently.	<input type="checkbox"/>	<input type="checkbox"/>
3. His/her work and rest time will not change because of pets	<input type="checkbox"/>	<input type="checkbox"/>
4. Pets will damage his/her furniture, clothes and other items.	<input type="checkbox"/>	<input type="checkbox"/>
5. Pets need a leash, a carrying bag and other tools when traveling.	<input type="checkbox"/>	<input type="checkbox"/>
6. He/She can easily judge whether the pet is sick or not.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



1. Character Cards and Object Cards



CHARACTER CARDS

Trashman

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

Related Statements 1st* 2nd*

1. He/She needs to stand for a long time.	<input type="checkbox"/>	<input type="checkbox"/>
2. He/She only works within a certain time.	<input type="checkbox"/>	<input type="checkbox"/>
3. He/She does not need to work under high temperature.	<input type="checkbox"/>	<input type="checkbox"/>
4. He/She needs to endure the odor of garbage.	<input type="checkbox"/>	<input type="checkbox"/>
5. He/She understands the garbage classification information in detail.	<input type="checkbox"/>	<input type="checkbox"/>
6. He/She is easily scratched by garbage.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



1. Character Cards and Object Cards



CHARACTER CARDS

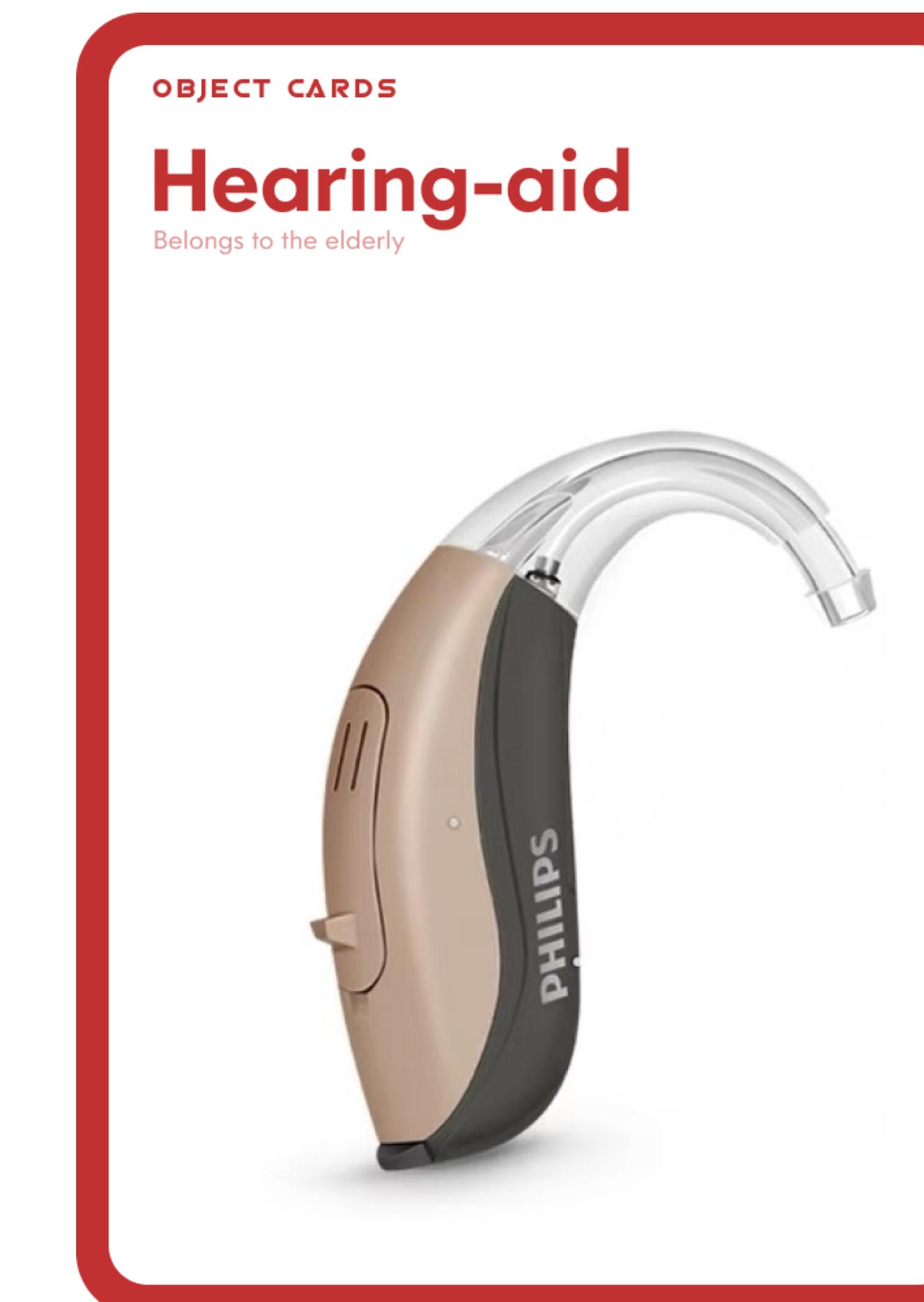
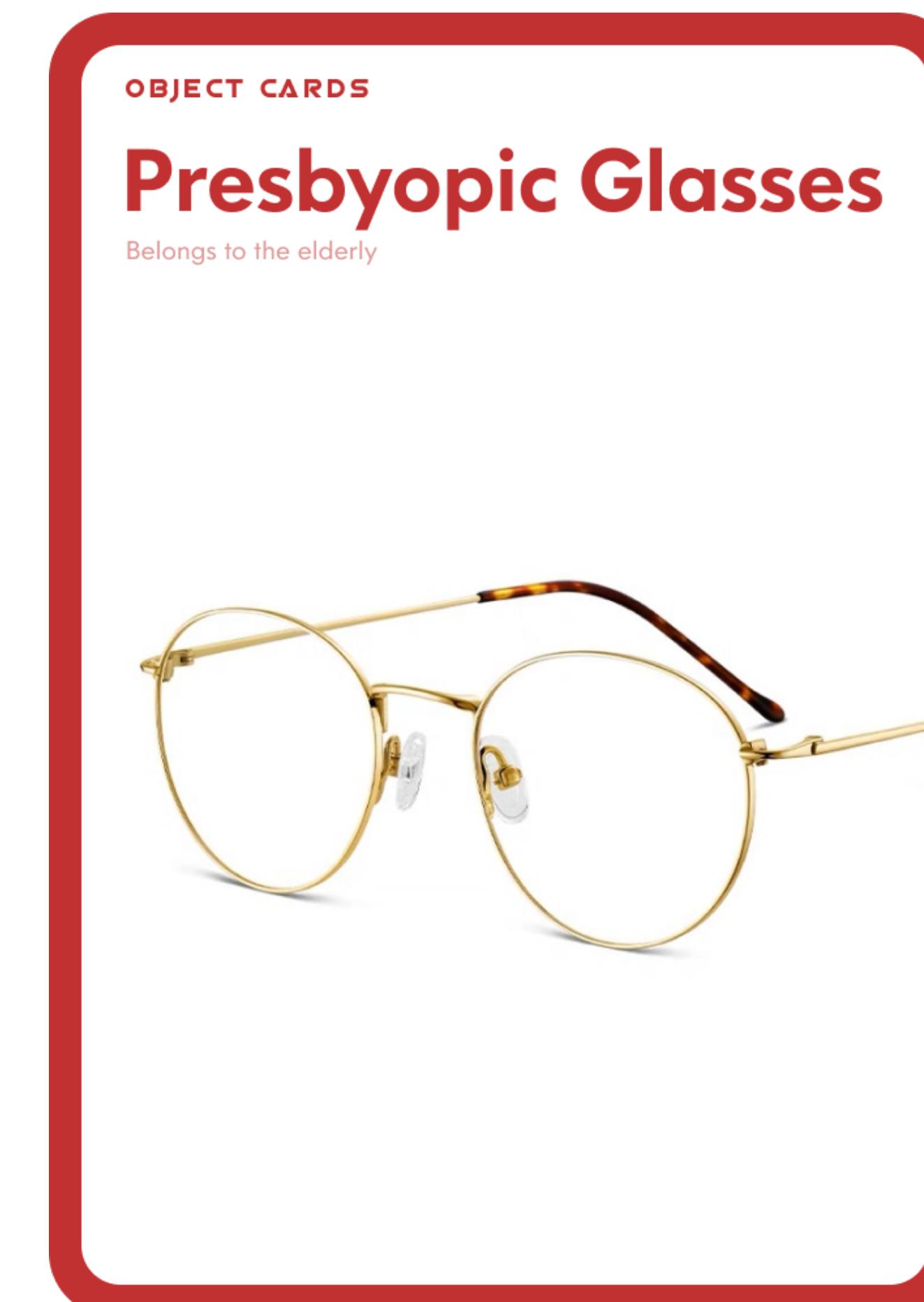
The Elderly

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

Related Statements 1st* 2nd*

1. He/She likes to chat with other people in the community.	<input type="checkbox"/>	<input type="checkbox"/>
2. He/She sometimes can't hear the doorbell or knock.	<input type="checkbox"/>	<input type="checkbox"/>
3. Arthritis and years of labor can make it difficult for him/her to operate a smartphone.	<input type="checkbox"/>	<input type="checkbox"/>
4. He/She is familiar with the community situation.	<input type="checkbox"/>	<input type="checkbox"/>
5. He/She sometimes forgets some things.	<input type="checkbox"/>	<input type="checkbox"/>
6. His/her legs and feet are not very flexible.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



1. Character Cards and Object Cards



CHARACTER CARDS

Scrap Collector

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

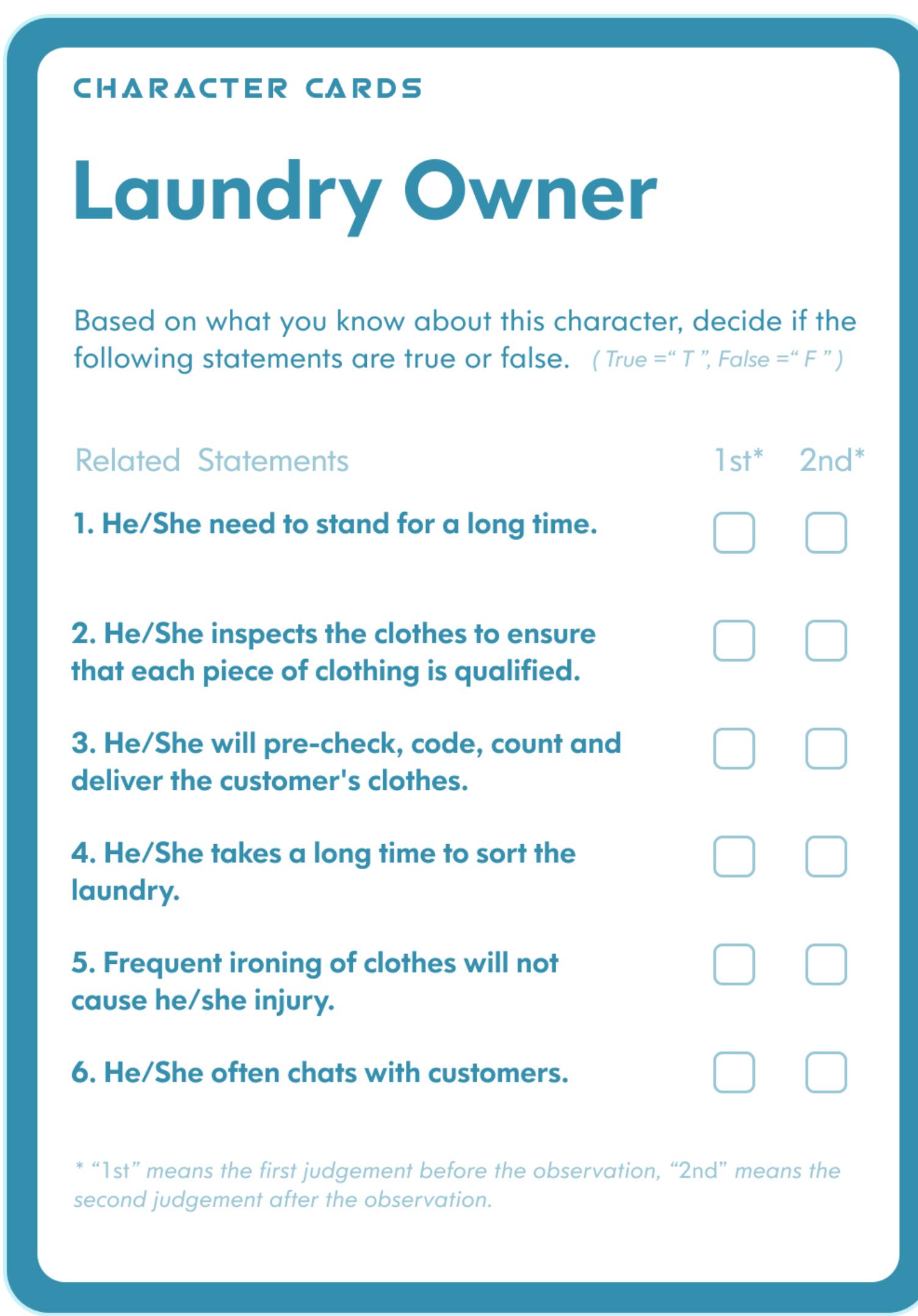
Related Statements 1st* 2nd*

1. He/She needs to stand for a long time.	<input type="checkbox"/>	<input type="checkbox"/>
2. He/She is sometimes scratched by scrap.	<input type="checkbox"/>	<input type="checkbox"/>
3. He/She does not need to deal with waste products such as bottles and cans.	<input type="checkbox"/>	<input type="checkbox"/>
4. He/She usually sells the waste to the waste disposal center.	<input type="checkbox"/>	<input type="checkbox"/>
5. He/She does not need space to temporarily store recycled waste.	<input type="checkbox"/>	<input type="checkbox"/>
6. He/She often works outdoors.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



1. Character Cards and Object Cards



1. Character Cards and Object Cards



CHARACTER CARDS

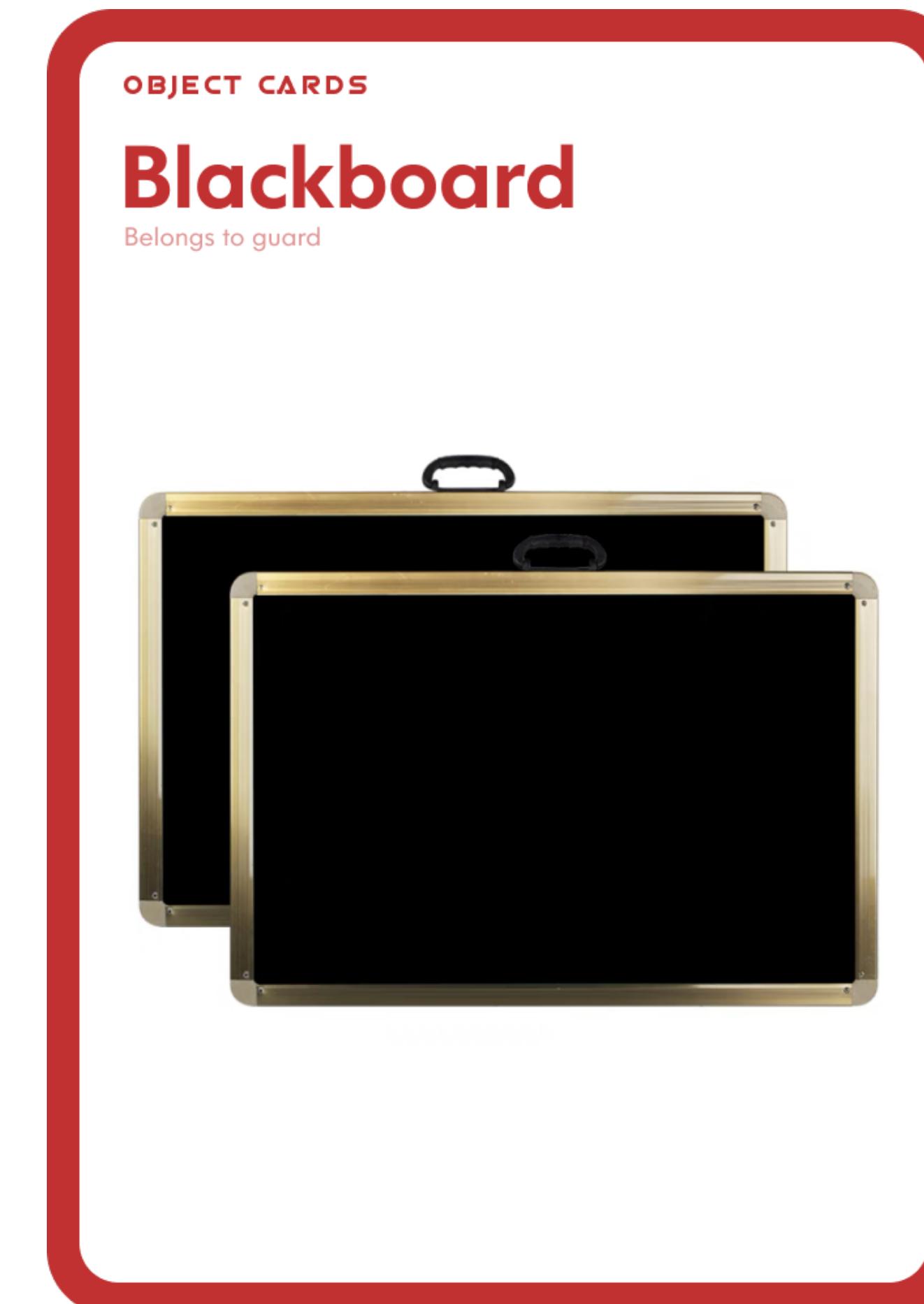
Concierge

Based on what you know about this character, decide if the following statements are true or false. (True = "T", False = "F")

Related Statements 1st* 2nd*

1. He/She need to stand for a long time.	<input type="checkbox"/>	<input type="checkbox"/>
2. He/She understands the information of the residents in the community in detail.	<input type="checkbox"/>	<input type="checkbox"/>
3. During the epidemic, he/she is responsible for entry and exit inspection.	<input type="checkbox"/>	<input type="checkbox"/>
4. He/She does not need to work at night.	<input type="checkbox"/>	<input type="checkbox"/>
5. He/She clears obstacles at the entrance in time to ensure smooth traffic.	<input type="checkbox"/>	<input type="checkbox"/>
6. He/She needs to register the vehicles in and out.	<input type="checkbox"/>	<input type="checkbox"/>

* "1st" means the first judgement before the observation, "2nd" means the second judgement after the observation.



2. Task Cards and User File

RELATED TO USER FILES



TASK CARDS

TASK CARDS

TASK A

Find the person you want to observe

Choose one of the two characters to observe as the main object, and if more than one character meets the criteria, just observe one as the main object.

TASK CARDS

TASK B

Get basic information about the person

After selecting, the group conducts observations, recording the his/her age, gender, personality characteristics, personal hobbies, commuting time etc., if necessary, you can also communicate directly with the person to obtain information.

TASK CARDS

TASK C

Observe where the person go

Figure out where did the person appear, where did the person go, and where do you think the person will go again?

TASK CARDS

TASK D

Observe what objects the person has used

Observe what items and tools are used, which may be tools for assisting work, necessities that they carry with, and daily necessities that they often use.

TASK CARDS

TASK E

Observe what other people the person has met

Observe who have they been in contact with and why

TASK CARDS

TASK E

Observe what the person do and say

Find out what the person did today and what the person said if he/she talked to others.

TASK CARDS

TASK F

Observe the mood changes of the person

Figure out how does the person feel when doing something or during a certain time, like fear, happy, excited etc., and has the person had any emotional changes, like a change from happy to depressed.

TASK CARDS

TASK H

Take at least 5 useful photos

During the "evidence search" period, photograph and record important discoveries, which can be scenes, characters, tools, etc., as long as it contains useful information.

TASK CARDS

TASK I

Complete user profile

Based on the observed information, the group members discuss together and complete the user file. The information can be collected in two times. After one evidence search is over, the group will discuss and collect evidence again.

2. Task Cards and User File

USER FILES

User Identity :

User Sticker

BASIC INFORMATION
Approximate age, gender, personality traits, personal preferences, etc. It can be observed or communicated, such as what time he/she goes to and from work every day, how much he/she gets paid, what he/she likes to do, etc.

WHERE
What locations did he/she appear in? What places did he/she go? What other places do you think he/she goes to? Workplaces, leisure places, entertainment places, etc.

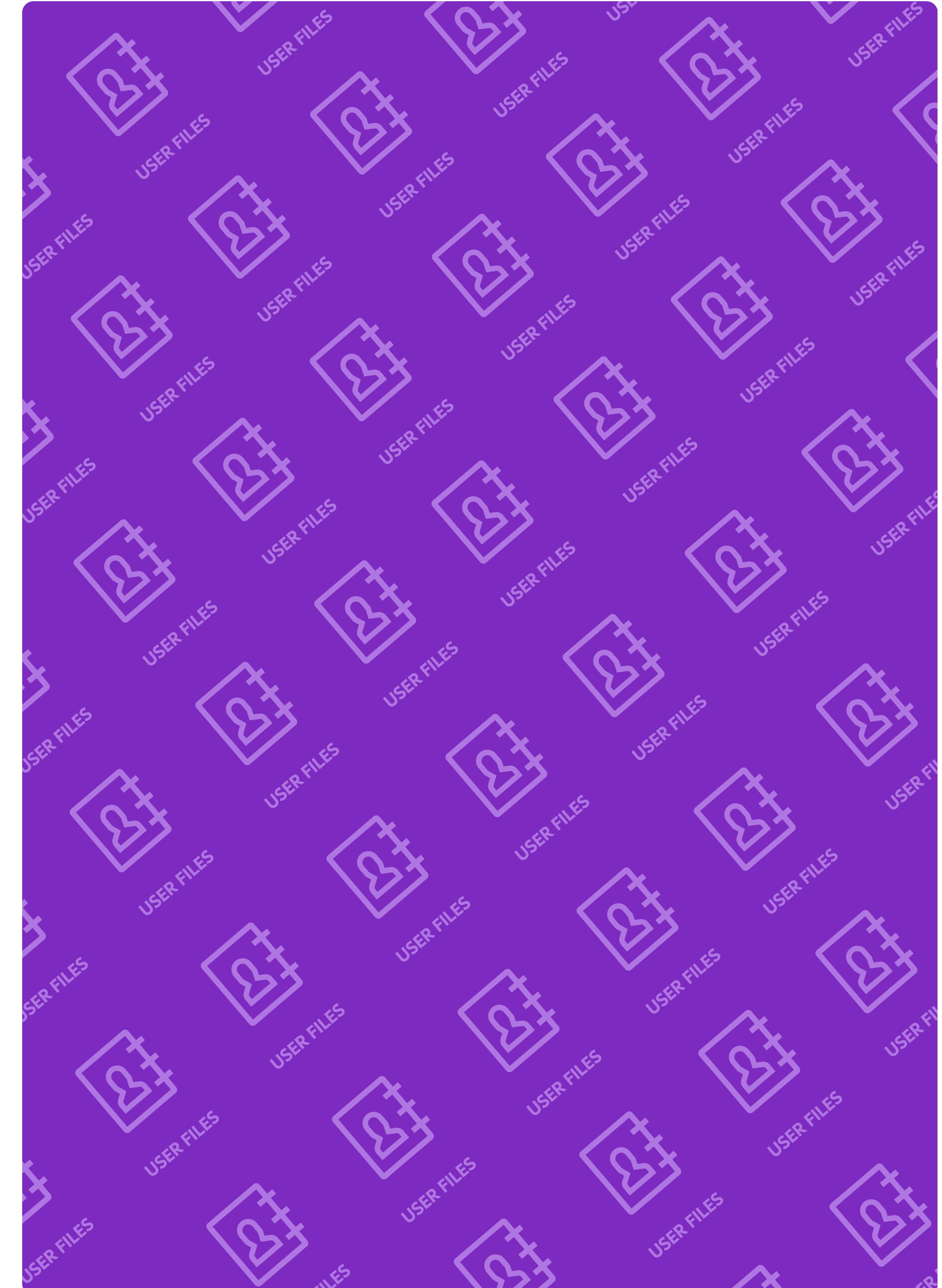
OBJECT
What things are used and what items are touched. It may be tools to assist with work, necessities that you carry with you, household items that you use regularly, etc.

PEOPLE
Who did he/she have contact with? Why?

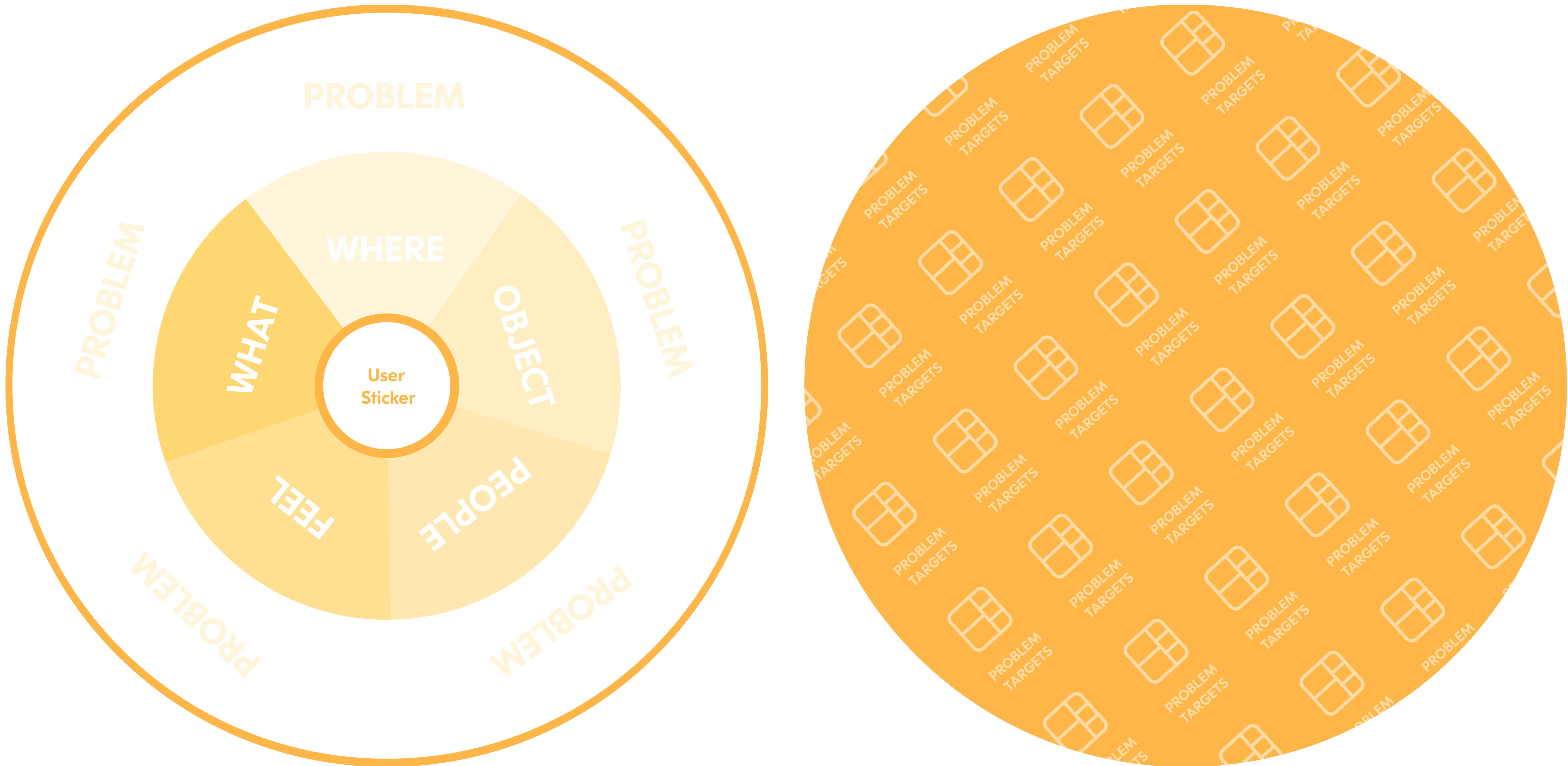
WHAT
What did he/she do today? What do you see from his/her perspective? If he/she talked to others, what did he/she say? For example, what work did he/she do, what did he/she accomplish, what sudden events happened, what did he/she say when he/she communicated with others.

FEEL
How does he/she feel when he/she does something, or during a certain time period? It can be fear, happiness, excitement, satisfaction, frustration, etc. Does he/she have any change in emotion? For example, the change from happy to frustrated. You can write that he/she felt xxxxxxx when he/she was xxxxxx. Or he/she turned from xxxxx to xxxxx after xxxxx.

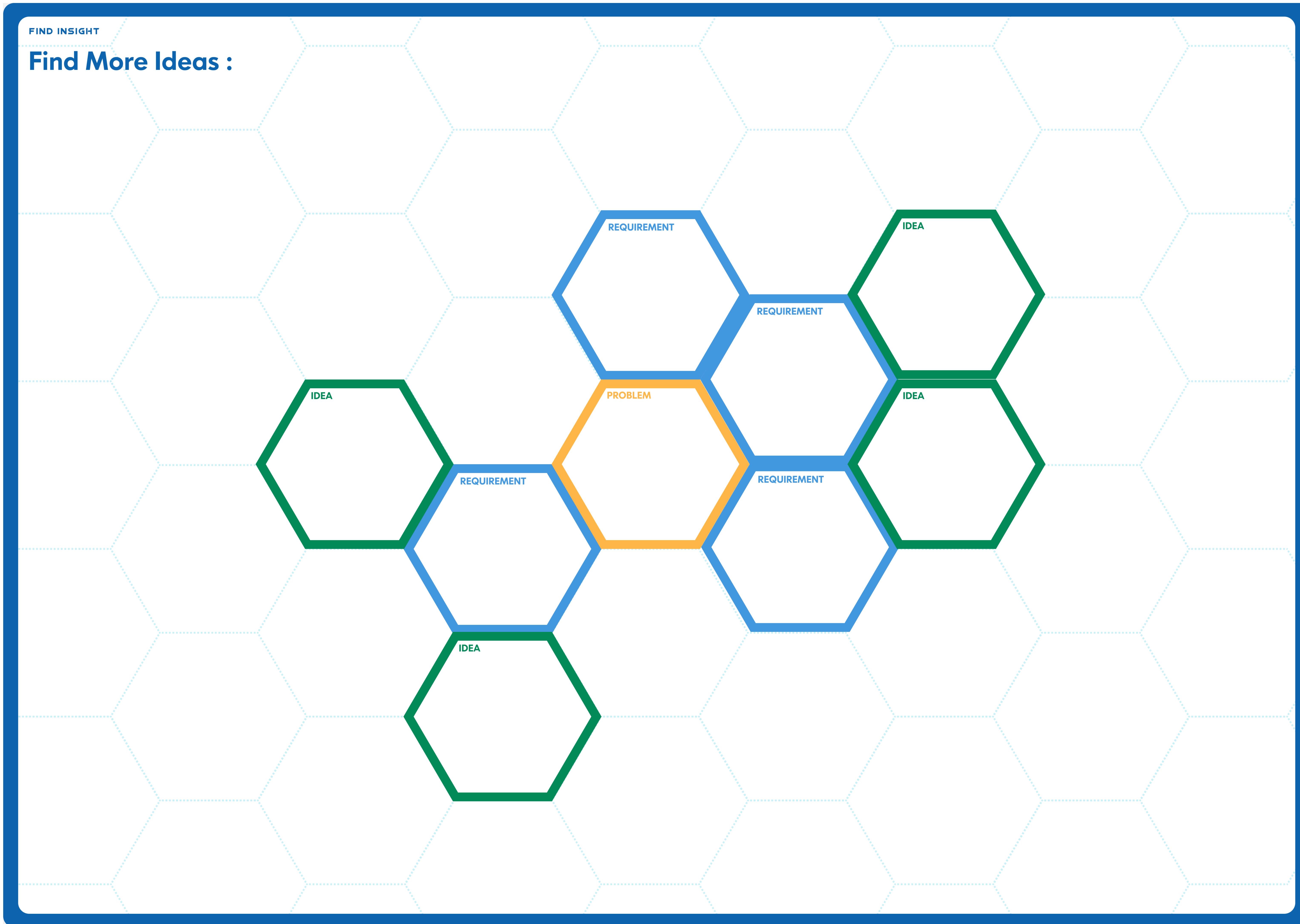
QUESTION
Do you have any unanswered questions from your observations? You can write them down and check the information when you get back home.



3. Problem Targets



4. Insight Map



4. Insight Map



5.Design Card

DESIGN CARDS

Name of Design Work :

DESIGN DESCRIPTION

I want to design a/an _____ for _____ (character) that can _____ (function) and has _____ (feature). The design concept is to solve the problems he/she encounters in _____ (what to do), such as _____ (difficulties).

* Example: I want to design a walking stick for an elderly person aged 60 or 70 (character) that can help get up and sit down (function) and has portable (feature). The design concept is to solve the problems he/she encounters in getting up and sitting down (what to do), such as the long time spent and the difficulty in moving around (difficulties).

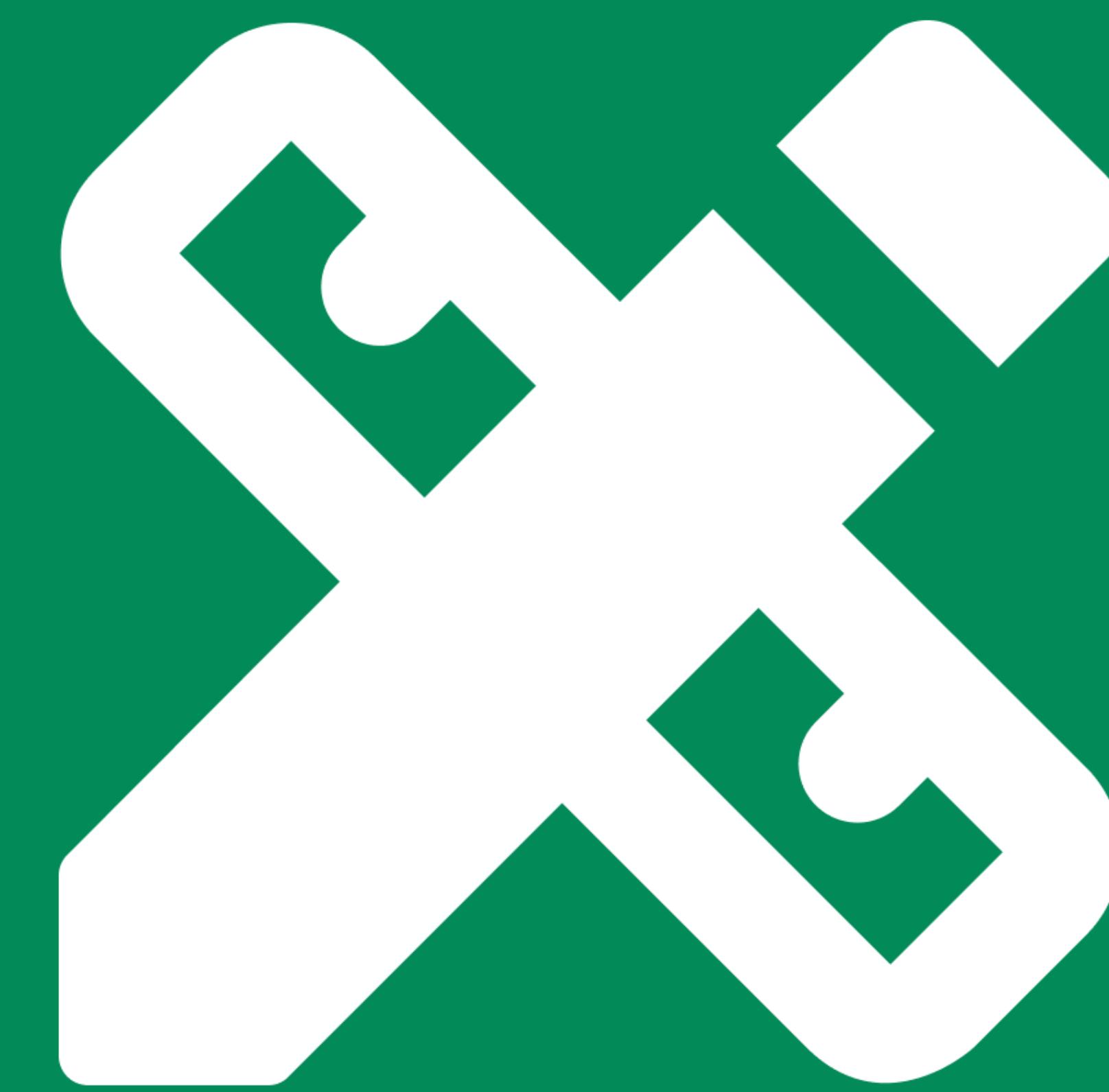
DESIGN PROCESS

The logic and ideas of the design solution, how the ideas came about during the design process. You can think about what you were inspired by in your observations and discussions with your partners, etc. (You can draw a wireframe diagram to show the ideas or describe them briefly in words)

DESIGN DRAWINGS

Draw your design.

RELATED TO YOUR IDEA



DESIGN CARDS