STAR LAMPS

Staying connected with those you don’t know

Few of us would have expected 2020 to turn out like this. Instead of spending time with family and friends, people have been forced to stay apart and minimise all types of physical interactions.

With this project we want to address this problem and provide a product that makes it easier to cope with the situation.

OUR DESIGN PROCESS

Following the Double Diamond

01 Discover

Exploring the problem space

02 Define

Getting to know our users and finding possible solutions

03 Develop

Deciding on a single solution

04 Deliver

Putting it all together

01 Discover

1.1 Brainstorming problems

We started off by identifying as many problems caused by the pandemic as possible. After discussing the problems we chose the one we found most interesting: ***Isolation***

1.2 WWWWWH

For our chosen problem we tried to answer the following questions:

Who is involved?
What occurred?
When did it happen?
Where did it happen?
Why did it occur?
How did it happen?

1.3 Interviews

To gather experiences of isolation from real users we conducted nine 1-on-1 interviews. We then analysed and discussed the answers using post-its to find common denominators

The main takeaway from the discover phase was that isolation had a great impact on people's lives during the pandemic. Based on the interviews we identified four areas to be especially impacted by the lockdowns in different countries:

- Everyday life activities like shopping and transportation
- Social interactions
- Free time activities
- Well-being

02 Define

2.1 Literature review

To find out more about how people have experienced isolation during the pandemic we read eight papers on the topic and compared these to our own findings.

Both the literature review and our interviews mentioned how isolation had led to a decrease in spontaneous interactions with people you don't know and that people missed this.

This lead us onto our mission with the project:

Increase the feeling of togetherness with people around the world despite being isolated

Johan
39 y/o, engineering manager
Lives with wife and two kids in Vasastan

Birgitta
78 y/o, retired
Lives alone in a house in Danderyd

David
24 y/o, exchange student at KTH from Spain
Lives in a corridor in Lappis

2.2 Personas and scenarios

Based on what we knew about our users and their needs now, we developed three personas. For each persona we also wrote a scenario to make it clear in what situations our product could help them

How might we increase trust for strangers in covid times?

How might we encourage neighbors to help each other?

2.3 How Might We?

How might we arrange board game nights for friends who are isolated?

How might we make people feel more separated from each other?

Once we had a mission and well-defined users we went on to decide on the shape and functionality of the product.

We approached this task by using *How Might We?* questions. We first came up with a number of questions and then chose four questions that we tried to answer in as many ways as possible.

2.4 Sketching different ideas

Answering the *How Might We?* questions led us to four concrete ideas that we chose to elaborate on. We did this by sketching individually and then discuss the sketches together. The four ideas were...

The star lamp: An interactive lamp that should help the user feel the presence of other people

Phone call: An app interface and a number to call to talk to a stranger when you feel lonely

Interactive chess: A physical chess board that makes it possible to play with a friend even though you're not in the same physical place

Exchanging hobbies app: A community based app teaching and learning new skills

We ended up choosing...

The Star Lamp

The main idea was to have a **physical lamp** and an **app interface** that would allow you to “send light” to others who had similar physical lamps in their homes. In this way people could interact with and feel connected to strangers even during isolation due to the pandemic.

For the purpose of the project we chose to focus on the app interface.

03 Develop

Having a rough idea of what The Star Lamp would look like and how it would work, we started visualising our ideas

3.1 Sketching

Group members did sketches **individually**

Then we **discussed** the ideas together to decide on the interface

3.2 Prototyping

We used Figma to **create** the prototype

Chose to focus on **three core functionalities**

3.1 Sketching

After having decided on the basic functionality we started sketching on the app interface following this process:

1. Team members individually sketched how they imagined the app to be
2. Compare and discuss the sketches with the full group
3. Extract main functionalities, deciding what to keep and what to scrap
4. Divide the functionalities into separate interfaces
5. Resketch the final draft together

3.2 Design and prototyping

To create the app prototype we did the following

1. Created wireframes from the sketches to set the number of screens needed and the information that should appear on each of them

2. Designed the mockups, defining aspects such as the color palette or the typography

3. Created animations and connected the different screens to make them interactive.

04 Deliver

In the very last step in our design process we started by evaluating our initial prototype and then went on to defining the final functionalities and implementing them in the prototype

4.1 Evaluation

5 users

Gather feedback

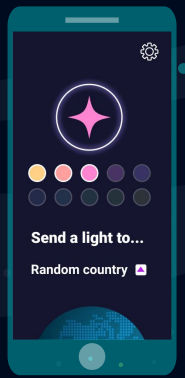
4.2 Final functionalities

Sending light from the home page

Viewing personal and global statistics

Adjusting your own physical lamp from the settings page

4.3 Final prototype



4.1 Evaluating with real users

When we were done with the first iteration of the prototype in Figma we evaluated it with real users. The five users were given a number of tasks based on the main functionalities to complete within the app and were later asked about their experience. The feedback we got was then analysed and used to improve the prototype.

Preparing user testing questions

Conducting user testing

Analysing the feedback and redesigning

4.2 The functionalities

Homepage

On the homepage the user can send a light to a random person. The color of the light can be changed and if the user want they can choose a specific country to send it to.

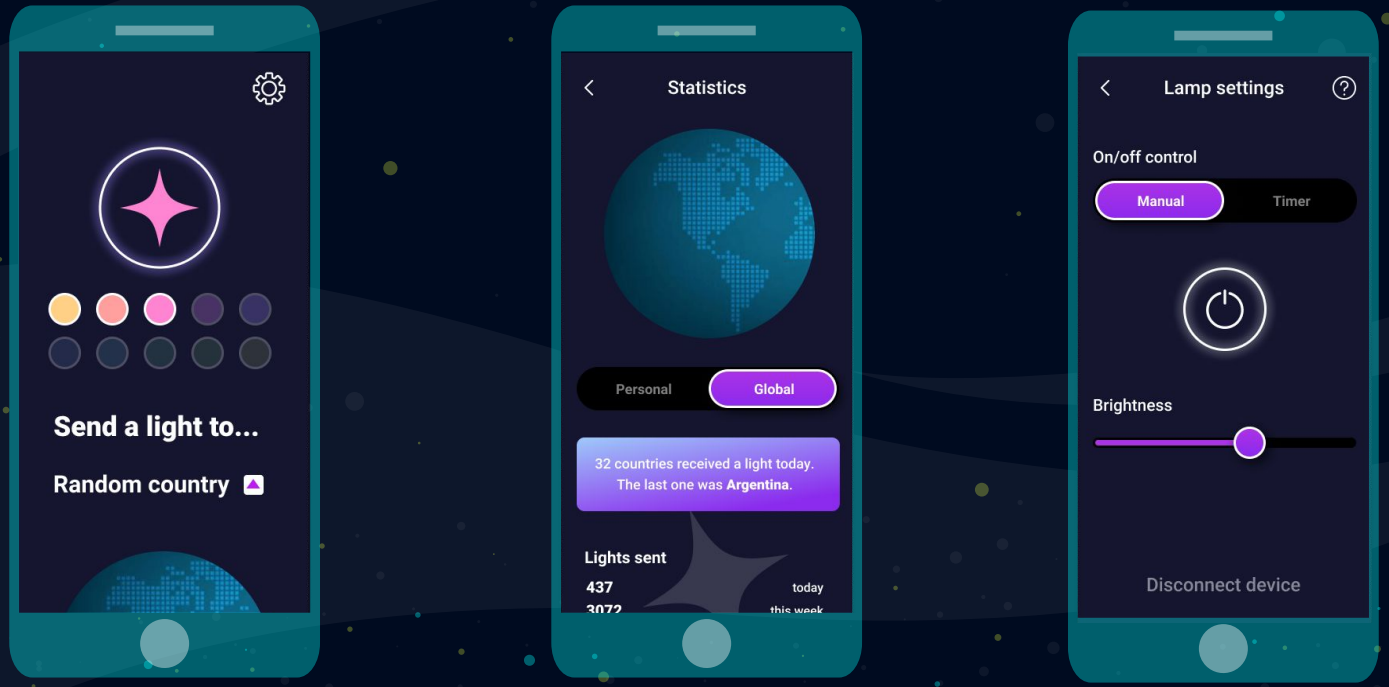
Statistics

The statistics page provides the user with information about how many lights they have sent and received as well as some global statistics.

Settings

The settings page allows the user to adjust the time when their own star lamp should be on or off. The user can also adjust the brightness of the lamp.

4.3 The prototype



THANK YOU!

Questions?

Contact anyone in the team:

Ellinor Bakhuizen
ebak@kth.se

Yuqi Liu
yuqil@kth.se

Måns Nyman
mansnym@kth.se

Rebeca Blanco
rmbc@kth.se

CREDITS: This presentation template was created by Slidesgo, including icons by Flaticon, and infographics & images by Freepik.