

River Kelly  
EGEN-310R  
Empathy Work  
05/12/2021

1. ***What high level area did you focus on for your empathy work (i.e., what area from your group sort did you focus on)?***

The area of work for which I chose to focus on was the “Road/Infrastructure” sort group.

2. ***What method for empathy understanding did you use?***

The three methods of observation for empathy and understanding I choose to utilize where:  
In-person Interview, Observation and approach from a beginner mindset.

3. ***Communicate Results*** - screen captures, list of questions addressed and answers from interviewed person, photos from observation, drawings

For the in-person interview I spoke with my roommate. We discussed the traffic which builds up on Grant & 11th during rush hours and how he chooses to avoid this intersection at all times. We also discussed that foot traffic causes a significant amount of congestion. A concept which I had not considered.

As for observations, school is not currently at full swing, so I could not personally observe these pains today, but being here for four years, I feel confident that being able to reflect with some credibility. I considered what it was like being a student walking from the dorms to class and having to cross 11th to get to class and how this caused cars to slow and traffic to build. I also noted that the primary parking for campus is also located along 11th. It seems that traffic has been confined to 11th.