Hi, team. My name is Dr. Galina Reitz, and I am your challenge provider. I apologize that I can't be with you today, this morning, and I decided to record a video and give you a brief overview of the concept statement, which you have available to you, and I wanted to share some of the resources that I've gathered for you. I will be available for Zoom meetings. I will be available on Discord, if you have any questions, but I wanted to do a quick recording, so you have an idea of what we had envisioned in terms of this design project. I wanted to give you an overview of our program at Shady Grove. Shady Grove is a campus that houses nine universities, including University of Maryland College Park. One of our programs there, Information Science, is offered at the Shady Grove campus, which is located in Rockville, Maryland, and a lot of the work that we do on the Shady Grove campus overlaps a lot of initiatives that we have on main College Park campus. However, it is a different location, and there's different needs and accessibility challenges that we're facing. The reason why I'm so excited for you all to take on this challenge is because in the last couple of years, we have been working closely with the local community in Montgomery County, Maryland, and we have been engaged in having older adults come to the Shady Grove campus and really be involved in all types of interesting initiatives with our program and the college, and so we want to continue to do this. In order to do this well, we have been seeing some barriers, and as you can imagine, from the perspective of an older person or somebody who has accessibility needs, there are some barriers. For example: * Scanning, figuring out the QR code in the parking machines. * Scanning that, paying that with your credit card, let's say if you have visual impairment. So there's lots of small but quite inconvenient aspects of coming to campus, engaging with our students, and so what we would really love to see from your team is to think about designing some type of playbook or providing us with a user report or a prototype that will enhance some capacity of the experience of the older person who is coming to campus to engage with our students, provide insight, work on projects. The challenge here is that we're seeing some barriers. They're both physical and digital, and I really want to open it up to your team to decide which direction you're interested in undertaking, whether it's physical challenges, meaning how does the older person come to our campus, how do they comfortably park, walk, take stairs, navigate maps, come to the classroom that they're supposed to be meeting with our students. We're also seeing some digital accessibility challenges as well. You know, sometimes the students have to work with our seniors on Figma, and so there's not really good outline of how to interact with Figma, how to log on, and so there's a lot of teaching and learning that goes on when it comes to digital accessibility. Our seniors also find it sometimes difficult to engage with our students, whether it's through text, chat, Discord. We don't have a lot of guidelines on specific ways to interact, so we would really benefit from your expertise and design thinking in what are some really good practices and kind of guidebooks, whether for physical or digital accessibility. So whether you would like to do an accessibility audit of the

campus, I have included several links to the Shady Grove campus. It really gives you a great overview of what the nature of the campus looks like, so you don't actually have to travel to us. If you'd like to, we welcome you next week as you're going through the challenge. You can absolutely come and visit with me. Just let me know. I can arrange that, but to make sure that, you know, you have all of the resources available, I have provided some links to YouTube videos, a comprehensive campus map, as well as a really good overview of what the feel of Shady Grove is to kind of give you an idea. So that's an accessibility audit on the physical campus space. If you're interestedon the digital side, I have also included what our project looks like with the organization Empowering the Ages, and so I've included how we work together with our seniors within a class. so hopefully that will give you an idea of maybe what are some digital challenges that we may be facing that are barriers between a more smooth interaction between our seniors and our students. We would love to see if that's the direction that you'd like to take in, some kind of an implementation plan, something maybe along the lines of a roadmap of guiding our seniors on coming to campus, what to do, where to go. That would be very, very helpful. So really anything and everything that you design will directly affect the project next semester, how the students will be engaged with our seniors, how our seniors, the type of available information they'll have next semester. And so it will be exceptionally helpful from all of the work that you'll be doing next week. I also want to offer you the ability to survey our seniors. And so if you are looking to send out a survey, I will share it with our seniors. We currently have 15 who come to campus. They are independent living older adults. They are all above the ages of 70. They do currently come to campus, park, walk to our building, walk to our classroom, interact with our students for about an hour and a half, then go home, interact with our students through chat, through Zoom, through other platforms. And so there's lots of engagement and interaction. So if there's any questions that you would like to ask from them, I'm happy to share your survey with them so that you can have some real user engagement and some feedback. There's also lots of different directions that you can take, not just physical or digital accessibility. If you're interested in exploring other ways to enhance the older person experience on campus, we can definitely talk through some ideas and I'm happy to jump on Zoom with you all and have a discussion and hopefully be helpful. But, you know, as I mentioned, some of the current challenges that we're facing is just having a clear idea for the seniors of how this project will run. What should their expectations be in terms of coming to campus? What are the technical expectations that they should have before working with our students? And really kind of any other barriers that you may think of between, you know, a campus environment and an older adult, somebody who's in their 70s, 80s, sometimes 90s. And so those are the barriers that we're facing. As I mentioned, you absolutely have access to campus spaces. So if you would like to come and visit us at Shady Grove, you can. But I think the digital environment will give you an idea of what the physical campus looks

like. And so we're really looking here for innovation. As I mentioned, every product that you create will ultimately impact the experience that our students and our seniors have in this project. And so overall, the overarching mission is to enhance accessibility for seniors on our campus. And hopefully, you know, as I mentioned, this will benefit our future cohort of seniors, our current cohort of seniors. And so we're very excited. I won't go too much longer. I think I've explained everything in the project concept statements. I'm hoping that you take a look at that. And as I mentioned, I have some deliverables that would be great, but we're looking for lots of new ideas. So if there's something that we haven't thought of, we'd love to see it and hear it from you. And so we're very excited for you all to work on this project and to come up with some brilliant ideas. I will share all of my contact information. So please feel free to let me know if you'd like to jump on Zoom, chat further, or if there's anything else that I can share in terms of content and information. So thank you all. We really appreciate your hard work. Good luck.