

### Compile User Research:

1. If your child doesn't want to wash their hands buy a soap-making kit... your child will be excited to wash their hands.
2. We just got an electric foaming soap dispenser and my son is so excited to use it. Now I have to stop him from washing his hands multiple times in a row.
3. We use various kid step stools in the bathroom to access the toilet and sink. We use a faucet extender with the sink so he can access the water.
4. I remember getting bars of soap that had little toys inside them. You had to use them up to get the toy out and I would wash my hands several times a day so I could get to the toy.
5. Having a fun song to wash hands to is also good if the basic ABCs are too dull. My 3 yo loves to sing when she washes her hands.
6. I used to pretend with my son that we could hear all the germs we were killing screaming. A bit morbid but he loved it. What a great way to make an abstract concept concrete.
7. My 3 yo's daycare taught them to sing Happy Birthday while washing. Except my kid can't remember any of the lines and just sings "Happy Birthday to me" about 15 times then decides he's done. Whatever works...
8. Bonus if the soap makes colored bubbles it makes it easier to see that they got the soap everywhere on their hands.
9. I've started having my kids - 3 and 5 - critique my handwashing technique. They REALLY like telling me what to do. The other day I heard my 5 year old asking his sister 'okay, what do I do next? Yes! That's right! I have to get my thumbs!' I just about died.
10. Also for toddlers and very little children get a soapy bucket for messy activities. Like when they're playing in sand or dirt or doing finger paints or anything like that, just put a little soap in some water in a plastic bucket so it makes lots of bubbles.
11. I took my 3.5y twins with me a week or so ago, before schools were closing, to bath and body works and let them each choose one of the scented foaming soaps and one for their brother. They are washing so long and so often I just want to close off the bathrooms, but at least I know they are clean. They love to come and have me smell their hands.
12. This is also how adults work. I will spend 20 minutes sniffing all the soaps before committing to buying one. I will also wash my hands even longer in restrooms with nice

smelling soap than the ones that smell like doctors' offices. Anything that makes a mundane action more pleasurable will allow the user to engage more fully and genuinely.

13. We need a soap dispenser that plays one of ten 30 sec tunes so that your hand washing is timed.
14. This is great for the purpose of getting kids to wash hands, especially right now. In general, giving kids space to make choices in a controlled situation helps them develop decision-making capabilities, and it conveniently shifts focus from abiding by the parent or not to which choice do I like.
15. Turn it into a song and dance. I personally do (to the tune of row row row your boat) "wash wash wash your hands, scrub them till they're clean. Then we dry them off and now our hands are clean". Bubble foam makes everything fun. My son giggles when the faucet is on and wants to squeeze bubbles, so washing hands and baths aren't a struggle yet. Proper hand washing takes 20 seconds. My main focus is keeping this essential task fun and done properly. This is the same length of time as singing happy birthday twice, or the alphabet once. So having a song helps kill two birds with one stone.
16. My kid was all about "I'll do it myself" so we set up one sink that was his designated hand washing area. We got a step stool, a faucet extender, and an automatic soap dispenser. One of us still needed to turn on the water, but he could do everything else by himself.
17. This is also a time where I've stopped scolding my 4 year old for playing with the soap and the sink in the bathroom, because the longer he's rubbing it on his hands, the better. It's worth using up handsoap quickly and needing to buy a refill to know he's doing a more thorough job.
18. I currently lift my daughter up to the sink and wash her hands for her. She could do it on her own but isn't tall enough. I bought the tallest stools I could find and stacked two together and she still can't reach them.
19. They sell faucet extenders that hang off the spigot and move the flow closer to the edge of the sink. Annoying but work well for that in-between stage before step stool is enough. But I will say my daughter is 3.5 and I still have to help her with squirting soap and some of the faucet operations.

Affinity Map: organize into groups (goals and motivations, behavior, attitude)

- Getting children involved and making their own decisions: 1, 2, 9, 11, 12, 14, 16, 17
- Making the activity entertaining: 4, 8, 10
- Auditory motivation: 5, 6, 7, 13, 15
- Making the activity easier to achieve: 3, 16, 18, 19

Personas:

1. Name: Robert

Tagline: Worried parent

Picture:



Quote: “Did you remember to wash your hands?”

About:

- Father of 2 children - 3 years old and 6 year old
- Works in tech
- Wants his children to practice regular hand hygiene
- It’s important that his children practice healthy habits
- His children often forget to wash their hands

Key goals and needs:

- Wants his kids to be happy and healthy
- Doesn’t want kids getting sick because of contaminated hands
- Wants kids to regularly wash their hands

2. Name: Sarah

Tagline: Energetic about being hygienic

Picture:



Quote: “Can you bring the stool? I can’t reach the water.”

About:

- 4 years old
- Attends a preschool program, enjoys watching cartoons and animated children’s programs on TV
- Likes to help her mom out in the garden (but unfortunately can get messy too)
- Needs help reaching the faucet; doesn’t wash hands long enough; willing to wash hands without being asked
- Wants to be independent as much as possible in everyday activities

Key goals and needs:

- Wants to learn how to wash hands properly and make parents proud

3. Name: Mrs. Jones

Tagline: Teaching healthy habits

Picture:



Quote: “Today we are going to learn about germs.”

About:

- 26 year old teacher
- A preschool teacher for a class of 22 children
- Wants to teach her students the importance of washing their hands
- Making sure her students receive a good education and are happy and healthy
- Conducting the class in an orderly manner and making sure the students are behaving

Key goals and needs:

- Wants to be an impactful teacher to her students