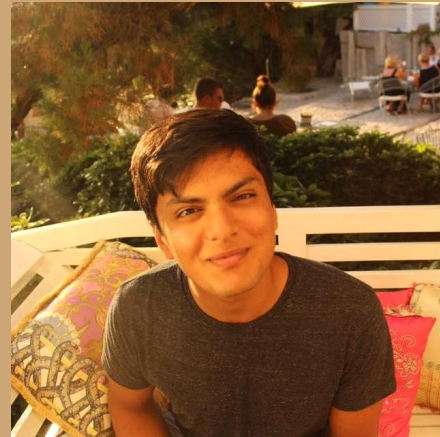


# Needfinding in Self Care

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# Introduction

- Problem: How do people self-monitor their living habits?
- Question: Can we help people *learn* better self-care habits?

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# Questions Asked

- *How do you define self care?*
- *What has been the hardest part about taking care of yourself away from home?*
- *What do you think people can learn in order to take care of themselves better?*

- *How do you self-monitor bad habits?*
  - *How often do you think about your overall mental state? What prompts you to think about it?*
  - *Tell me about a time you've been proud of the way you took care of yourself? A time you've struggled?*
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# Interview 1 - Teenage Boy in High School



\*Interview conducted over FaceTime\*

- Senior in high school in MA
  - Captain of his soccer, basketball team
  - In a 2 year relationship
  - Atypical user
-

## Interview 1 - Teenage Boy in High School



What do you think people can learn in order to take care of themselves better?

*“People need to learn...what [are] the issues and problems that they need to let go, and what are the ones they need to recognize that they need to get outside help from.”*

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## Interview 2 - Young Professional

\*Wanted to remain anonymous\*



- 22 years old, graduated university in 2017
  - Lives in NYC with 3 friends
  - Identifies as having struggled with living alone, self-care, and overall mental health issues
  - Believes he has excellent self-care habits
  - Target/typical user
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## Interview 2 - Young Professional

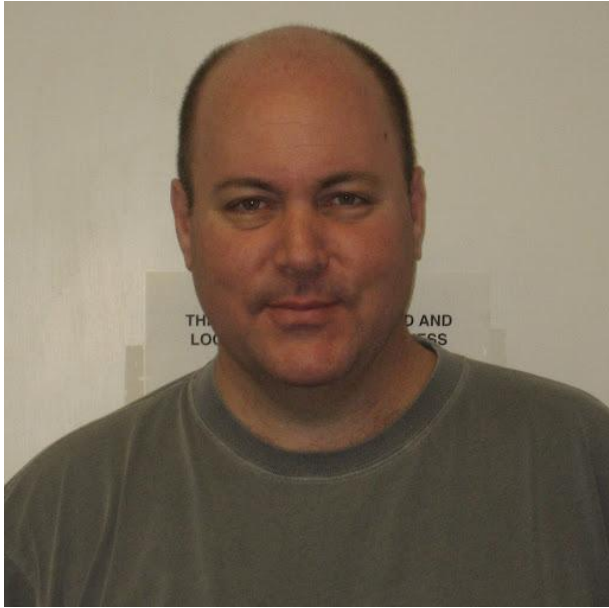


*“Preventative measures are always the best measures, so I self-regulate by questioning myself everyday and thinking about my decisions, rather than letting it get to the point where I need to respond to something super negative in my life. But it’s hard to keep all of that in check.”*

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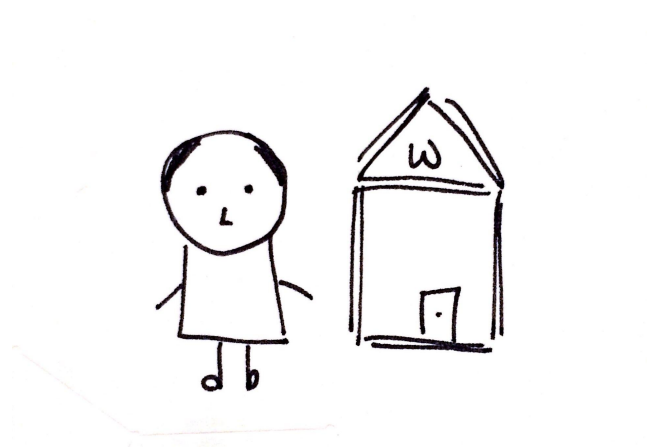


## Interview 3 - Residence Dean



- Residence Dean for Wilbur Hall
  - Coordinates care and support on campus
  - Deals with both mild and extreme student issues
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## Interview 3 - Residence Dean



What is the best way for people to learn self-care skills?

*“I think that self-care is something that is more and more important every year ... it needs to be normalized in the culture of the community.”*

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## Interview 4 - Stanford student

*\*Wanted to remain anonymous\**



- Stanford senior
  - Professional and personal experience with mental health sphere
  - Has worked for a suicide hotline for 4 years
  - Extreme user
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## Interview 4 - Stanford Student



*“There seems to be no balance between just ignoring your mental state and thinking about it constantly, and both can have a negative effect.”*

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## Interview 5 - Non Stanford Student



- Undergraduate at UCSD
  - Studying computer science and spends hours a day on a computer
  - Active leader in the Women in Tech community on campus
  - Interviewed at GHC
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## Interview 5 - Non Stanford Student



What do you think is the hardest part of taking care of yourself?

*“The hardest part is remembering to. You can sometimes code for 10 hours straight, and you just forgot. But that’s so bad for you. So remembering is hard, and motivating yourself to exercise, to do that run when you don’t want to.”*

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"I didn't used to think that much about my happiness and health, until something big happened in my life and I was forced to face it. Self-care has a lot more weight than it did before."

"I go to a therapist once a week and it's been really helpful."

"People need to learn...which issues they need to let go and for which they should get outside help."

"I wasn't very good at acknowledging my anxiety."

"It's hard to know where to find professional resources and how to make time for them."

"My friends help give me perspective to acknowledge which bad habits I really need to pay attention to."

"Smart Stanford students take advantage of the resources available to them."

"Once it starts settling in on you, you start to care."

"People think their stress is normal when a lot of the time it really isn't."

# SAY



Serious once the  
topic switched to  
self-care

Keeps comfort  
food on their desk

Hesitated when talking  
about their self-care

Appeared to know  
what she was talking  
about

Maintained less eye contact  
when asked about whether she  
were taking care of herself

Sat with a slouched,  
tired posture

Talked about past hardships as  
if he had overcome them

Methodical and analytical  
about decision-making

Confident in his  
convictions

DO

College has made me  
worse at taking care  
of myself

There are always  
other things to do  
that seem more  
important

It's tough to  
articulate how I  
practice self-care

I have information and  
experience that would be  
useful to others in a similar  
position

I wish I had the  
time for self-care

I'm much happier  
now that I've learned  
how I best deal with  
hardship

I don't ever take time  
off just to focus on  
myself, and I don't  
know how to.

# THINK

Doubting their own  
self-care habits

Uncomfortable

Guilt from knowing that they're  
not prioritizing self-care

Frustrated with how students  
normalize high levels of stress

Defeated

Passionate about providing  
support and care

Comfortable

Proud of himself and his progress

Like she's got things  
under control

# FEEL

# Insights

It's easy to forget to actively  
take care of yourself

“ The hardest part is  
remembering to.”

# NEEDS

Reminders to take time in  
the day to focus on  
yourself

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# Insights

“My friends help give me perspective to acknowledge which bad habits I really need to pay attention to.”

“People think their stress is normal when a lot of the time it really isn’t.”

# NEEDS

Help to realize which of their habits are normal and which are abnormal

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# Insights

“People need to learn...which issues they need to let go and for which they should get outside help.”

“My friends and I have had to let go of trying to be perfectionists.”

# NEEDS

Distinguishing what is reasonable to be worried about

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# Insights

It feels like there's  
never enough time to  
practice self-care and  
do things for yourself

# NEEDS

Time management

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# Insights

People wait until something bad happens for them to take action.

“I didn’t used to think that much about my happiness and health, until something big happened in my life and I was forced to face it.”

# NEEDS

To pay attention to self-care before things come to a head

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# Surprises

People worry a lot about mental as well as physical well-being

People forget to take care of themselves

People don't know when to take action

# Realizes

Mental well-being may be harder to monitor

There are ways to remind people about their well-being

There is room for growth in the way that people learn self-care methods

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Questions?

A deeper dive into the  
empathy map!

# SAY

- ❖ “People need to learn...which issues they need to let go and for which they should get outside help.”
- ❖ “Sports could be stressful, but it is the only thing I think about when playing.”
- ❖ “I wasn’t very good at acknowledging my anxiety.”
- ❖ “My friends and I have had to let go of trying to be perfectionists.”
- ❖ “My friends help give me perspective to acknowledge which bad habits I really need to pay attention to.”
- ❖ “I go to a therapist once a week and it’s been really helpful.”
- ❖ “It’s hard to know where to find professional resources and how to make time for them.”
- ❖ “Whenever I’m anxious I think about my mental state.”
- ❖ “People think their stress is normal when a lot of the time it really isn’t.”
- ❖ “I didn’t used to think that much about my happiness and health, until something big happened in my life and I was forced to face it. Self-care has a lot more weight than it did before.”

# SAY

- “I base my choices on whether something will benefit me or take a toll on me or stress me out.”
- “I’ve adopted a preventative rather than a responsive system toward things that might become issues for me.”
- “Smart Stanford students take advantage of the resources available to them.”
- “I worry more about the Sophomores.”
- “I probably didn’t give a lot of thought to self-care before I started having back problems and feeling uncomfortable.”
- “Once it starts settling in on you, you start to care.”
- “I don’t manage my time well enough to take care of myself.”
- “I think that people trivialize mental health as memes as a way to be relatable or feel better.”
- “I would like to be able to manage my time better, and find room for exercise and worrying about health.”

# DO

- ❖ Serious once the topic switched to self-care
- ❖ Hesitated when talking about their self-care
- ❖ Keeps comfort food on their desk
- ❖ Maintained less eye contact when asked about whether she were taking care of herself
- ❖ Animated hand motions and frustrated tone of voice when self-deprecating humor was mentioned
- ❖ Sat with a slouched, tired posture
- ❖ Talked about past hardships as if he had overcome them
- ❖ Confident in his convictions
- ❖ Methodical and analytical about decision-making
- ❖ Appeared to know what she was talking about

# THINK

- ❖ It's tough to articulate how I practice self-care
- ❖ I'm in a much better place than I was before
- ❖ I have information and experience that would be useful to others in a similar position
- ❖ I wish I had the time for self-care
- ❖ There are always other things to do that seem more urgent
- ❖ College has made me worse at taking care of myself
- ❖ It's only people who really have their life together that have time for self-care
- ❖ I'm much happier now that I've learned how I best deal with hardship
- ❖ Physical discomfort is what makes me aware that I'm not taking care of myself
- ❖ I don't ever take time off just to focus on myself, and I don't know how to

# FEEL

- ❖ Uncomfortable
- ❖ Somber
- ❖ Passionate about providing support and care
- ❖ Defeated
- ❖ Guilt from knowing that they're not prioritizing self-care
- ❖ Frustrated with how students normalize high states of stress
- ❖ Proud of himself
- ❖ Comfortable
- ❖ Confident in the way he lives
- ❖ Like she's got things under control