



Caring from Within: Team 1

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1. Introduction



Tristan W.



Michelle X.



Aaron H.



Derek C.

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Michelle X.



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Refined Problem Domain

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Refined Problem Domain

- Last week: Mental health issues that have been amplified by COVID

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Tristan W.



Michelle X.



Aaron H.



Derek C.

Refined Problem Domain

- Last week: Mental health issues that have been amplified by COVID
- This week: Focus on the **dynamics among people** who are **living together in the same space** and how we can **ease any tensions**

2. Initial Point of View

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3. We wonder if this means she thinks she needs to be doing more with her position of privilege
4. It would be game-changing to have an avenue where people can use their privilege to make a positive impact



3. Additional Needfinding Results



Andrew Zhang,
Software Engineer

- Living situation during pandemic:
 - Lived with 7 others in New York City, 3 bedrooms, all doing remote work
- Results:
 - Minor inconveniences included slower wifi, scheduling meetings, faulty AC at times, and someone having to sleep on the couch
 - Had very little conflict with roommates, possibly due to them being close friends
 - Would have liked to know if roommates are heavy/light sleepers before moving in
 - Prefers own bed room, currently has own bedroom in apartment suite

4. POV #1

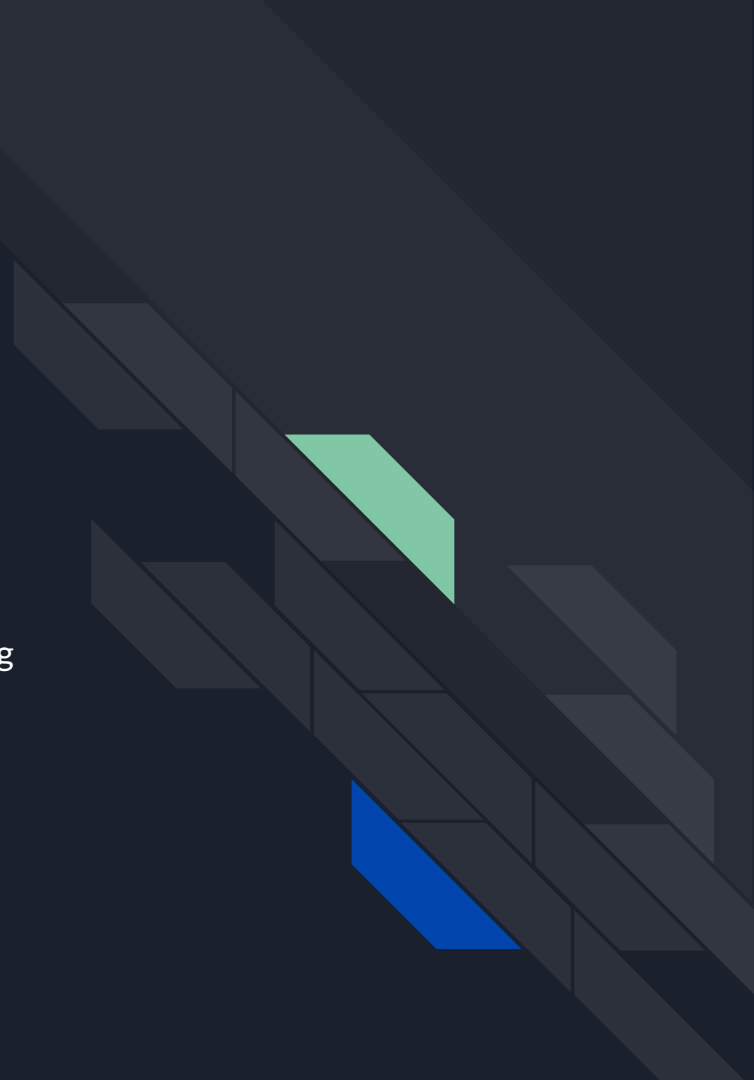
1. **We met:** Andrew, a recent graduate from Georgia Tech, who spent his summer living with 7-10 people in a 3 bedroom apartment in NYC.
2. **We were surprised to notice:** how Andrew mentioned how they never had any disagreements or conflicts living together in such a tight space for so long.
3. **We wonder if this means:** it is possible to have a seamless relationship with roommates even in such a tight space.
4. **It would be game-changing to:** have a way to group roommates together who would potentially get along well, just like Andrew's group.





How might we...

help roommates realize when one person has been doing more than their fair share of chores?



3. Additional Needfinding Results

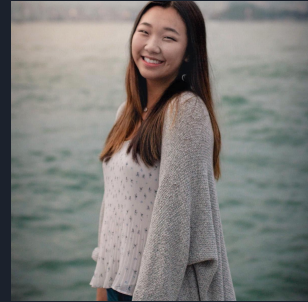
- Living situation during pandemic:
 - Lived in New York 400/500sq ft apartment with 2 others
 - Lived in San Francisco, 3 bed, 2 bath, 4 other people
- Results:
 - Minor annoyance: woke up roommate in NY due to shifting in sleep, different sleep schedules, and close proximity of beds
 - Thinks that cleanliness standards and respect of personal space are important in successful roommate relationships
 - San Francisco apartment had several problems, including uneven split of chores, messy living space, and aversion to discussing these conflicts

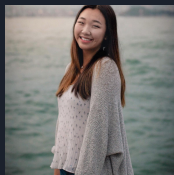


Diane Jiang, Consultant

4. POV #2

1. **We met:** Diane, a current consultant at Strategy& who is living with 3 other people in San Francisco.
2. **We were surprised to notice:** how much she cares about having her own space and her annoyances at previous living situations where people had incompatible schedules.
3. **We wonder if this means:** one's living experience is really dependent on the people they're living with.
4. **It would be game-changing to:** have a way of finding people who are aware of and compatible with each others' living preferences.





How might we...

help people find others who they are compatible living with?

3. Additional Needfinding Results

- Living situation during pandemic:
 - Lived with parents in Palo Alto from March 2020-August 2020
 - Lived with 3 roommates at Berkeley from August 2020-June 2021
- Results:
 - Got closer to parents and roommates due to restricting environment
 - Conflicts included how to split rent and utilities among roommates, specifically when some went back out due to the pandemic
 - Imbalance of chores due to sublet and lack of initial discussions surrounding topic



David Shau, EECS Major
at Berkeley

4. POV #3

1. **We met:** David, a senior undergraduate at Berkeley who has shared apartments with groups of roommates of various sizes over the past 2 years during the COVID lockdown.
2. **We were surprised to notice:** that he ended up paying more than his fair share of the utility bill.
3. **We wonder if this means:** he and his roommates had difficulty on how to split rent fairly because it was too complicated and tedious.
4. **It would be game-changing to:** have a way for people to split living costs fairly based on individual circumstances.





How might we...

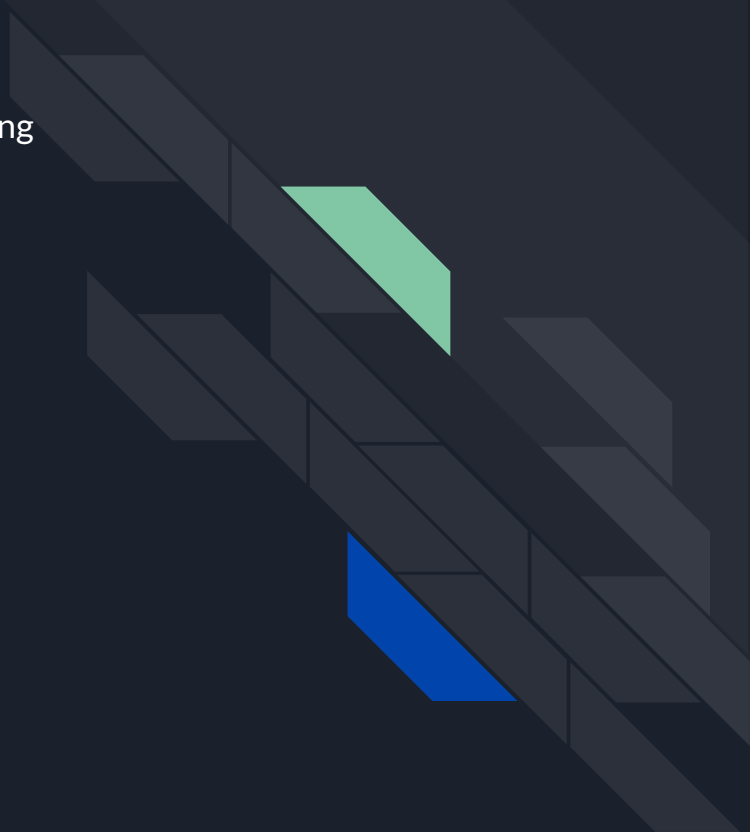
help determine how much someone should pay for a specific living cost?

How might we...

help roommates realize when one person has been doing more than their fair share of chores?

help people find others who they are compatible living with?

help determine how much someone should pay for a specific living cost?



Solution 1: Roommate Matching App

How might we help people find others who
they are compatible living with?



Roommate Matching App

The Participant:

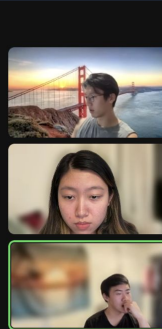
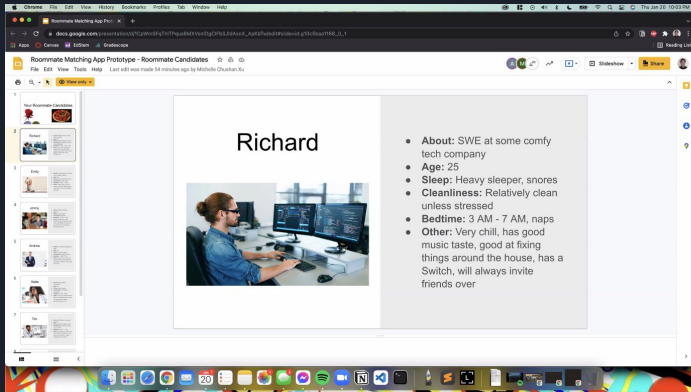
Derrick, a soon-to-be Stanford new grad who is looking for potential roommates to live with in NY currently.




Roommate Matching App

Assumption: People are moving to a new city where they have little to no connections and are in need of finding a roommate.

The Prototype: The participant was shown a set of slides with different roommate “candidate” profiles and their living habits such as cleanliness and bedtimes. The participant was then asked to pick 2 people he would want to room with.



Emily



- **About:** Yoga instructor, has her own Youtube Channel
- **Age:** 26
- **Sleep:** Extremely light sleeper
- **Cleanliness:** Very clean
- **Bedtime:** 1 AM - 10 AM
- **Other:** Has a dog, very into fitness, will keep living spaces very clean, loves movie nights and wine

Roommate Matching App

Results:

- The participant seemed to prioritize **social atmosphere, bedtimes, and cleanliness** the most.
- **Surprised** to find that the participant would rather room with someone he knew with incompatible living styles than a stranger with compatible living styles.

New Learning: People want to find compatible living candidates among the people that they **know** or have some sort of **social connection** with.



Solution 2: Roommate Trials

How might we help people find others who
they are compatible living with?

Roommate Trials



Have hesitations on a potential roommate?
Never met them in person? Go on a 5 minute
simulated speed date with your candidates, no
commitment required!



Roommate Trials

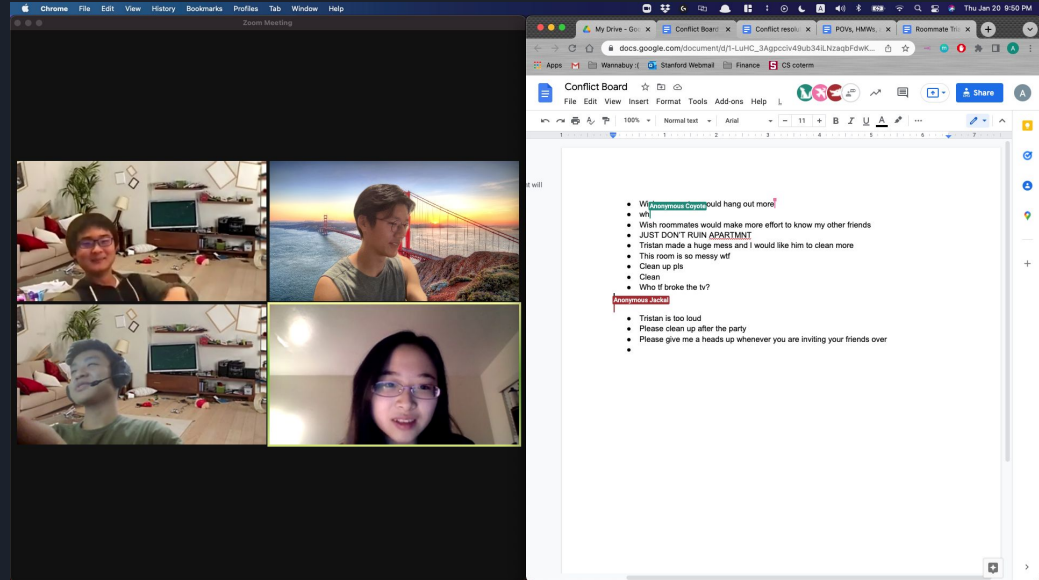
- Assumption
 - People would be willing to discuss their lifestyle with strangers (potential roommates)
- Results
 - Things that worked:
 - Subject got a sense of roommate candidate's basic qualities, including sleep time and interests
 - Things that didn't work:
 - Lack of context for subject, would've also done more 'due diligence' before meeting
 - Surprises:
 - Was difficult to see what roommate is like online
 - Learnings:
 - Subjects need initial profiles before agreeing to meet
 - In-person simulation might work better
- Validity:
 - Assumption is more invalid: participant mentioned he would've only agreed to meet with roommates that were screened (Eg. he would've never met with roommate 2 if he had seen profiles earlier)

Solution 3: Conflict Resolution App

How might we help roommates realize when one person has been doing more than their fair share of chores? How might we also help determine how much someone should pay for a specific living cost?

Conflict Resolution App


A platform where roommates
can anonymously share
grievances and complaints





Conflict Resolution App

- Assumption
 - Roommates would be more open about conflicts/problems they have with each other if they can share them anonymously
- Results
 - Things that worked:
 - Initiating conversations regarding conflicts between roommates
 - Things that didn't work:
 - Anonymity can be foiled sometimes
 - Surprises:
 - Not everyone is openly ready to post on the conflict board even when there is a conflict
 - Learnings:
 - Catalyzing more communication can lead to solving conflicts
- Validity:
 - Assumption was valid in part due to openness, but not so much on anonymity



Synthesized Solution - Personalized Roommate Matching App

- To address the assumption that people would be more willing to live with people they know or have some sort of connection
 - App can have an algorithm that suggests roommates with similar qualities
 - If the app is connected to a Facebook or other social network, friends/friends of friends can be suggested before other matches
- To address the assumption that people are willing to meet people after having done due diligence:
 - Detailed fields on profiles
 - Both people must agree to match before they meet in person
- To address the assumption that people are more open about conflicts when making anonymous posts:
 - Suggest opening questions to compatible candidates to initiate conversation



9. Summary

- Certain factors, such as personal living space, how noisy roommates are, and sanitization habits are important when it comes to living with others
- Roommates want to have good relationships with the people they are living with, and this potential can be maximized before day 1
- There are ways we can create experiences that alleviate areas of concern, such as compatibility and roommate habits
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