# Project #2: Designing for COURAGE

CIM 643 Designing Innovation with Professor Lien Tran

October - November 2018

## Design Brief

### Project Objective

For this project, students in CIM 643 will be divided into teams of 3-4 students (which will include 1 team member from UM’s School of Law’s COURAGE \* in Policing Project) to conduct design thinking and goal directed design - including design research, modeling, design requirements, and prototypes of a design framework - to propose design solutions to further COURAGE’s work to “identify good practices and increase accountability” regarding domestic violence and sexual assault, both in the U.S. and globally. 3 teams will be assigned to look at the issue at the local/domestic level and 3 teams will be focused at looking at the issue from a global perspective to understand how the the needs are both similar but also different.

Any strong design concept proposals will be considered for further funding opportunities in order to develop them as an official COURAGE resource and with the potential for inclusion and use by the [National Resource Center on Domestic Violence](https://www.nrcdv.org/) as part of a special collection of COURAGE resources. Thus, this project could result in genuine and lasting real-world applications and social change.

### About COURAGE

COURAGE works to enhance the law enforcement response to domestic violence and sexual assault, in partnership with community-based organizations, police departments, and national leaders. COURAGE, is based out of Miami Law’s Human Rights Clinic and supported by the Roddenberry Foundation. It is founded and directed by Professor Caroline Bettinger-López, who co-leads COURAGE projects with Professor Tamar Ezer.

<https://www.law.miami.edu/courage>

Assuming the role of a designer, your objective for this assignment is to work in small teams alongside a law student who will be your subject matter expert and key COURAGE stakeholder to become familiar with the complex subject matter of domestic violence and sexual assault. Through this collaboration and design process, to propose the design of information systems and other interactive solutions that may assist in ***identifying and preventing gender bias in law enforcement responses to domestic violence and sexual assault***.

Some possible features of your solution may address the following needs:

* Create easy access to both academic and news resources vetted by the COURAGE team
* Design practical resources to aid in the implementation of good law practices and policies (training materials, protocols, checklists, systems of accountability, etc.)
* Space for practitioners to discuss best practices, including an open and inviting space for those looking to join the conversation
* Visualizing critical information and statistics in an approachable and effective manner, including but not limited to data visualization
  + For example, International Association of Chiefs of Police (IACP) created the following infographic that could inform a new solution - Addressing and Preventing Gender Bias infographic (click button on right for PDF): <https://www.theiacp.org/resources/document/addressing-and-preventing-gender-bias-infographic>
* Taking the contents and recommendations from the [2015 Department of Justice Guidance](https://www.justice.gov/opa/file/799371/download) and transforming them to be more visual and engaging
  + Note: this document is written to be accessible to a more general audience including law enforcement. You can decide for yourself and make suggestions for how to truly make this content meaningful and applicable to its target audience.
  + From the document from COURAGE, the following are 8 key principles for law enforcement agencies to integrate into trainings, protocols, and practices, to reduce potential gender bias in policing and develop more effective responses:
    1. Recognize and address biases, assumptions and stereotypes about victims;
    2. Treat all victims with respect and employ trauma-informed interviewing tactics;
    3. Investigate sexual assault and domestic violence thoroughly and effectively;
    4. Appropriately classify reports of sexual assault or domestic violence;
    5. Connect victims to appropriate services;
    6. Properly identify the assailant in domestic violence incidents;
    7. Hold officers who commit sexual assault or domestic violence accountable;
    8. Maintain, review, and act upon data regarding sexual assault and domestic violence to improve the law enforcement response.

As designers, we must also remember that sometimes less is more. We are not aiming to design complexity. Instead, remember:

Sometimes the best interventions may flow from a simple yet sharp insight gleaned from research, and might require minimal technology - what is important is that your choice of technology and design intervention should be **appropriate** for the particular community and context you are focusing on.

- CHI 2019 SDC

### Research & Design

Before designing a solution, each team needs to understand the context for its use and how it compares to competitors but particularly in this case, its predecessors. When it comes to awareness regarding sexual assault and domestic violence as well as advocating for human rights, we aren’t thinking of people as competitors. If anything, we should look at what allies and other advocacy organization are doing and see where there are strengths but also opportunities to bring in design, technology, and/or innovation for more effective outcomes.

Remember: You may also think of products that are not directly from the same fields of interest (in this case human rights, advocacy, law) to your proposed solution but have aspects of their design that inform your own design. If so, then these products might in fact be relevant **design** **precedents[[1]](#footnote-0)** for your design solution and should be analyzed and documented accordingly.

For this course assignment, we will employ human centered design (HCD) techniques both in-class and outside of class to identify target stakeholders and users and their needs. This includes but is not limited to stakeholder mapping, interviewing, and competitive analysis of things they are currently using.

You will work in teams of 3-4 to complete and share your design research and to ideate on your design solution.

Some questions[[2]](#footnote-1) to ask yourself as you design:

* Does the design intervention address a real population and/or situation?
* Does the intervention use technology in an appropriate and novel way?
* Did you identify and cite relevant design precedents?
* Have you conducted both systematic and sufficient analysis? design and evaluation?
* Have you demonstrated the key ideas for your intervention?
* Were genuine stakeholders involved in the process of research, development and evaluation?
* Were the research process and the involvement of stakeholders ethically appropriate (e.g., were institutional guidelines followed)? Please note that we will check submissions to ensure that ethics have been mentioned, and we will look for confirmation that appropriate ethical approvals have been gained where necessary (e.g. if working with children or vulnerable communities).
* Did the team explore the entire ecosystem of stakeholders, conditions, and contexts?
* Was the intervention well-crafted and effectively presented?

“Documentation should serve as a compass for the product, not rules carved in stone.”

- [UXPin](https://www.uxpin.com/studio/blog/practical-approach-functional-specifications-documents/)

### Do Your Research

For this particular project, you will need to get more familiar with the collaborating organization and topic. At a minimum, you must watch the Home Truth documentary and read the following:

1. Identifying and Preventing Gender Bias in Law Enforcement Response to Sexual Assault and Domestic Violence Guidance (summary):<https://www.justice.gov/opa/file/799371/download>
2. Identifying and Preventing Gender Bias in Law Enforcement Response to Sexual Assault and Domestic Violence Guidance:<https://www.justice.gov/opa/file/799366/download>
3. Police Executive Research Forum, Roundtable Report (2016), [*Identifying and Preventing Gender Bias in Law Enforcement Response to Sexual Assault and Domestic Violence: A Roundtable Discussion*](http://ric-zai-inc.com/ric.php?page=detail&id=COPS-W0796) and accompanying press release: <https://www.justice.gov/opa/pr/department-justice-releases-report-identifying-and-preventing-gender-bias-law-enforcement>
4. National [survey of advocates](https://www.movetoendviolence.org/blog/national-survey-finds-that-police-hostility-and-bias-remain-problems-for-survivors-of-sexual-and-domestic-violence/) (conducted by the ACLU, University of Miami and others) regarding the law enforcement response to gender violence
5. National [survey of DV victims](http://www.thehotline.org/wp-content/uploads/sites/3/2015/09/NDVH-2015-Law-Enforcement-Survey-Report.pdf) DV victims (conducted by the National Domestic Violence Hotline) regarding the law enforcement response to gender violence

### Interview stakeholders

Your HRC student can help with connect you with additional stakeholders. Also one possibility (if you’re able to meet with her on Oct 11):

**Rosie Hidalgo** serves as the Senior Director of Public Policy for Casa de Esperanza: National Latin@ Network for Healthy Families and Communities (Casa/NLN). Rosie previously served as the Deputy Director for Policy at the Office on Violence Against Women (OVW) at the U.S. Department of Justice. Prior to working at OVW, Rosie had worked as the National Policy Director at Casa/NLN and served on the Steering Committee of the National Task Force to End Sexual and Domestic Violence where she played an active role in national advocacy efforts to reauthorize the Violence Against Women Act (VAWA) in 2013. Rosie previously worked at the National Latino Alliance for the Elimination of Domestic Violence and as an attorney at legal services programs for low-income families in New York City and in Northern Virginia. Rosie, the daughter of immigrants from Cuba, has spent a total of ten years as an adult living in three different countries in Latin America, including living in the Dominican Republic from 2002-2006, where she helped establish and coordinate a community-based domestic violence prevention and intervention network and worked as a consultant for the World Bank on social services reforms. Rosie received her undergraduate degree from Georgetown University and her law degree from New York University School of Law. In 2015 Rosie received the 20/20 Vision Award from the American Bar Association Commission on Domestic and Sexual Violence.

### Design Documentation

Your team should maintain a working design document and design documentation folder on Google Drive throughout the project phase.

* One person per team duplicates the provided Design Document template from the class’s **Google Drive**. Then this person adds [L.Tran@miami.edu](mailto:L.Tran@miami.edu) as well as all the team members as editors of this document.
  + Using Google Documents will allow all of you to make edits (and suggest edits) and to make use of the version history feature (under *File > version history*) to see who made what changes and when.
* This file must be shared with at a minimum all of the team members’ UM Google Drive account and your faculty Lien Tran (in the Google Document, go to Share and add Lien Tran or [L.Tran@miami.edu](mailto:L.Tran@miami.edu)).
* You must have sufficiently detailed information, diagrams, images, links, etc. to receive full credit for project documentation.

Each team’s document may vary slightly. However, below are some essential sections to include in the document, which you will be able to update throughout the project phase based on the assigned design activities.

See the **Design Document Template** on Google Drive:

[https://docs.google.com/document/d/1hGUhwImgGjMHVoSJ65hH-vVTkTJOKNBaD97yr5ufoQQ](https://docs.google.com/document/d/1hGUhwImgGjMHVoSJ65hH-vVTkTJOKNBaD97yr5ufoQQ/edit#)

### Teams

Human Rights Clinic COURAGE students (email)

1. "Gonzalez, Damian E-Clinic" <d.gonzalez-clinic@law.miami.edu>,
2. "Shea, Meredith A-Clinic" <m.shea-clinic@law.miami.edu>,
3. "Burnitis, Caitlyn S-Clinic" <c.burnitis-clinic@law.miami.edu>,
4. "Smith, Simone S-Clinic" <s.smith-clinic@law.miami.edu>,
5. "Rodrigues Da Motta Bertoncello, Fernando-Clinic" <f.bertoncello-clinic@law.miami.edu>,
6. "Blanco, Anabel-Clinic" <a.blanco-clinic@law.miami.edu>,

*Don’t forget to give your team a name!*

1. Domestic 1
   1. Caitlyn Burnitis
2. Domestic 2
   1. Simone Smith
3. Domestic 3
   1. Damian Gonzalez
4. Global 1
   1. Fernando Bertoncelo (with possible focus on Latin America)
5. Global 2
   1. Anabel Blanco
6. Global 3
   1. Meredith Shea (with possible focus on India)

### Design Precedents

Some design precedents to get you thinking more broadly

* Kalpana Injustice project - <http://www.etc.cmu.edu/projects/kalpana/> - a graduate student project (made up of international students) using 360 live action footage, which revolves around racial relations, as a response to the rising issues of police brutality and racial discrimination in the U.S.
* UN Global Goals - <https://www.globalgoals.org/>

1. For more on *design precedents* check out: <https://www.slideshare.net/cghfranck/aibd-first-tuesday-precedent> [↑](#footnote-ref-0)
2. Based on questions from [CHI 2019 student design competition](http://chi2019.acm.org/authors/student-design-competition/) (SDC) [↑](#footnote-ref-1)