# Project Draft Design: **MixUW**

An app for bridging cultural communities at the University of Washington.

Jay Quedado, Brian Liao, Chandra Burnham, Alpha Sall, Rona Guo

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# Problem Overview

## Project Brief

The problem space that we seek to address is the ongoing social separation amongst local and non-local students contributing to a loss of exchange at the University of Washington. Our final project aims to explore solutions for mitigating the gaps between domestic and international students to bring about greater cultural awareness and empathy at the school.

## Introduction

According to the Spring 2020 enrollment statistics from the University of Washington, nearly 40% of the total student population is from out-of-state and international regions (*University of Washington Registrar*, 2020, p.1). Such a diverse student demographic offers the potential for a rich, intercultural experience at the UW intended to reflect today's society, but beneath it all lies great social challenges that must be considered as well. While studying at the UW, our team has noticed how difficult it is for our non-local colleagues to adjust to the surrounding culture and forge friendships with local students like us. Not only does it result in feelings of resentment, isolation, discouragement, and loneliness in out-of-state students, but it ultimately lends itself to a greater culture of xenophobia and discrimination. A notable example of this is the way Chinese students at the UW have experienced aggressions stemming from the recent COVID-19 outbreak, underscoring the widespread xenophobia that continues to endure in universities. Our final project aims to explore technological solutions for mitigating the social and cultural gaps between domestic and international students at the University of Washington.

# Team Members

**Jay Quedado** | *Group Leader, UI Designer*

I'm a junior student studying computer engineering and minoring in informatics. In this project, I have been involved with the UI design process of creating the app prototype.

**Brian Liao** | *Project Manager*

I am a sophomore studying Finance and intending on double majoring in Informatics. In this project, I have been responsible for planning and overseeing the project to ensure that everything is completed in a timely fashion.

**Chandra Burnham** | *Content Creator/Editor*

I am a sophomore studying computer science and minoring in Informatics. I have been heavily involved in forming the analyses, reports, and other content writing necessary for making this project successful.

**Alpha Sall** | *UX Researcher*

I'm a sophomore majoring in Public Health-Global Health. I am the UX Research outreach member for this group.

**Rona Guo** | *UX Researcher*

I am a freshman intending to major in Business and Informatics. In the future, I hope to work in the fields of sustainable business or natural resource management. In this project, I have been conducting research and analyzing data.

# Surveys Data and Implications

**Links to survey results:**
1. [Survey Questions](#)
2. [Survey Results Spreadsheet](#)

The two primary objectives of conducting the survey were to gain statistical data on the interactions between international and non-international students as well as to gain insight into the overall social interaction between students. We believe this was an effective way to conduct research, as it allowed us to learn about the perspectives of many students in a short span of time. The survey was mainly targeted towards UW (Seattle campus) students, as they were not only the most accessible audience but also the most relevant stakeholders towards our research. The questions revolved around the goal of understanding how international and local students interact, how comfortably they integrated into the University of Washington upon entry, and their degree of satisfaction towards these interactions. It is important to bear in mind that, aside from the screening questions, the questions local and out-of-state students were asked were the same, whereas the questions asked to international students were different as we found it easier to analyze the results when separated into the two groups.

Mainstream social media platforms, such as Facebook and Snapchat, were used to distribute the surveys, as well as broadcasting the survey via email and sharing it with our individual peer groups. Our efforts proved to be highly effective; within a one-week time frame, the survey we conducted managed to collect 72 responses from approximately 75% non-international students and 25% international students. Considering our scope of research, it is worth noting the fact that non-international students heavily outnumber international students. Granted, the sampling size differed by a large margin; when asked about the relationship with the opposite group 67% of international students rated their satisfaction with local students as at least a 3 (out of 5) while half of the non-international students rated their satisfaction below a 3 (see survey results on the following page). This suggests that non-international students are more open to interactions with international students than we had initially expected. The vast majority of the survey respondents expressed an interest in a potential app or other solutions to help connect various groups of students, which allows us to conclude that most students are indeed seeking for more chances of diverse social interactions at the University of Washington overall.

How satisfied do you feel with your current relationships with local students?
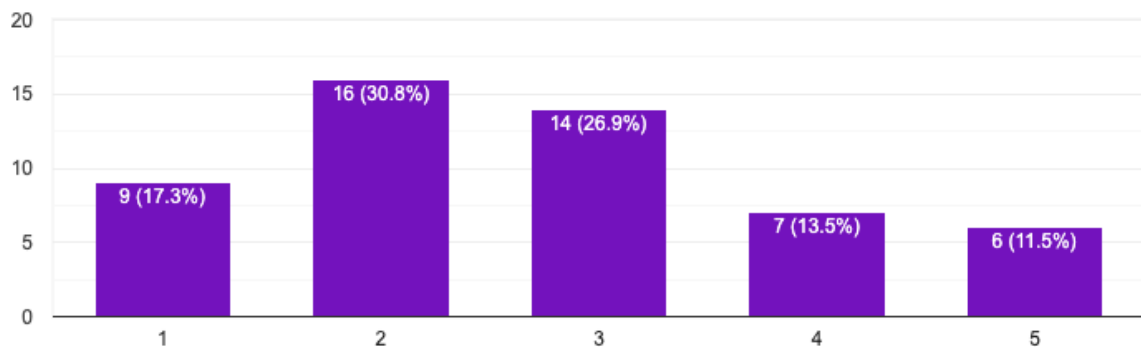
15 responses
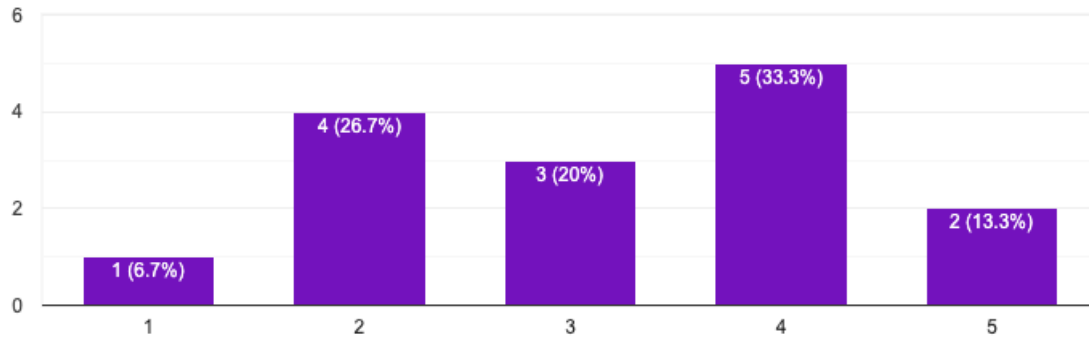


**Figure 1:** When international students were surveyed about their current level of satisfaction with local students on a scale of 1 to 5, over 50% of the participants responded with a 3 or less.

How satisfied do you feel with your current relationships with international students?

52 responses



**Figure 2:** When domestic students were surveyed about their current level of satisfaction with international students on a scale of 1 to 5, over 70% of the participants responded with a 3 or less, suggesting that local students feel that they lack opportunities to connect with non-local students in meaningful ways.

# User Personas

Please visit the following links to view larger versions of these personas:
**Persona #1** "Katie Park": https://jayque.xtensio.com/n7dr75s0
**Persona #2** "Jason Henson": https://jayque.xtensio.com/sbqtwje0

## Katie Park

"I'm passionate about microbiology, and want to build strong connections for my career and personal life"

**Age:** 18
**Character:** International
**Living Situation:** Dorms

### Personality

| Introvert | Extrovert |
| Thinking | Feeling |
| Sensing | Intuition |
| Judging | Perceiving |

### Goals
- Build friendships as a new student
- Learn about campus events and opportunities
- Explore the Seattle area

### Frustrations
- Challenging language barriers
- Hard to meet local students outside of classes
- Prefer to meet people online

### Bio
Katie is a first year international student from China majoring in Biology. As a first year, they decided to join a FIG and has made many connections there but would like to know more students around campus. They are interested in connecting with local students in order to learn more about the area and improve their social communication skills. It's been a challenge since it's difficult to meet students from cultural and language barriers, and they prefer to chat online.

### Interests
Music, Plants, Events, Gaming, Languages

### Motivation
Cultural Growth

Personal Development

Social Connections

### Social Desires
Forming study groups

Having similar interests

Attending Events

Social media posts and feeds

Cultural Connections

## Jason Henson

"What's up dawgs! I'm an aspiring INFO major!"

**Age:** 19
**Character:** Local Student
**Living Situation:** Commute

### Personality

| Introvert | Extrovert |
| Thinking | Feeling |
| Sensing | Intuition |
| Judging | Perceiving |

### Goals
- Meet new students in alternative ways
- Learn about different cultures from other students
- Creating life-long connections with others

### Frustrations
- Not having time for Unite UW or FIUTS as a commitment
- Being socially shy
- Unsure how to approach new people

### Bio
Jason is a second year student at UW looking to connect with other students from different social groups. They have lived in Washington for years and in the past have been involved with international clubs in high school. They wanted to join UW Unite and FIUTS but didn't have time in their busy course schedule to commit to the organization. So far, they have met new people through classes and group projects but want to build a stronger circle of friends and meet people with their interests.

### Interests
Sports, Food, Events, Travel, photography

### Motivation
Cultural Growth

Personal development

Social Connections

### Social Desires
Forming Study Groups

Having similar interests

Attending Events

Social media posts and feeds

Cultural Connections

# Solutions Considered

## Solution 1: University of Washington RSO

The first solution that we considered was simply forming a student-run organization at the University of Washington to promote cultural exchange between local, out-of-state, and international students. It would hold regular meetings on campus and host ice-breaker activities with its members at each meeting. We thought that the in-person way of communication will help people to get to know each other and build friendships. However, we decided against the idea of forming an RSO for a few reasons. First of all, similar organizations, such as UniteUW and FIUTs, already exist. In addition, in-person meetings may be intimidating to students who are introverts or unconfident in their English-speaking abilities, and the fact that this issue persists in the face of these existing clubs suggests that a more innovative approach needs to be considered.

## Solution 2: Mobile App

The second approach that we considered was a social app, which was strongly favored by our group members. The purpose of this solution is to create a platform where students can be matched with other students with the same interest and form meet-ups with each other in person. Overall, we believe that an app would be an effective way to help students connect with others from outside of their typical social groups, as it would be convenient, low-commitment, and less stressful. It is advantageous to students as they will directly connect with other students and serve as a platform for University of Washington students to connect with others at their own pace. However, a disadvantage to this solution is that the incentive for students to join such an app is still uncertain. For instance, students with already well-formed friend groups may not see a reason to participate in it, or the social app may be overshadowed by other common social apps such as Facebook. Therefore, ways to promote an app for this purpose would have to be taken into consideration.

## Solution 3: Website

Creating a website about upcoming university events was the third approach that we considered as we were brainstorming the solutions to our project. The website would

contain resources and information about events happening at the university and perhaps around the greater Seattle area as well. The website would also have resources to help non-local students understand the surrounding culture better. Based on the students' interests, it would encourage students to meet with others at those events. An advantage to this solution is that it would not be hard to create, and websites can easily be accessed by students. However, a severe drawback to websites is that they are not readily accessible on-the-go, which is crucial in helping students socialize with one another. Furthermore, a website does not offer the ability for students to exchange contact before the events. Consequently, most students would remain strangers to one another upon joining the event. Thus, the website would end up as solely an informational source akin to the existing campus calendar, thereby failing to actively address our problem space.

## Solution 4: Infographic

As the fourth approach to our solution, we thought about creating an infographic to present information and data about students' connections at the University of Washington. The idea of using an infographic for our problem space would be to illustrate the trends of how students are interacting with each other. Its focus would be to help others to understand the existing cultural divisions at our school and encourage students to reach out to others. This solution was considered among our team members because we figured that it is an efficient method of presenting data in a meaningful and impactful way. One of its advantages is its visualization of information, which makes it a powerful means of educating the community. However, we ultimately decided against this solution because, like the website, an infographic only provides information without a way for students to act upon it, making it easy to overlook. In other words, we would be providing information about the current social disparities without facilitating a process to address this problem, making it not an ideal approach for our project.

# Summary of Considered Solutions

|  | Club | App | Website | Infographic |
|---|---|---|---|---|
| **Description** | RSO at the University of Washington with weekly or bi-weekly meetings for connecting students from different backgrounds. | Mobile app for UW students that connects local and non-local students based on shared interests. | Website for cultural resources and upcoming events around the University of Washington community. | Sensitize students with information about different groups and other resources available at the University. |
| **Advantages** | Face-to-face interactions with other students on a regular basis helps to build rapport and familiarity. | Connects both local and international easily. Convenient to access and low commitment. Quickly matches students of diverse interests and cultural backgrounds. | Gives updates and information for upcoming events that encourages students to meet with one another. | Displays information about social connections at the school to encourage students to make more informed choices about how they interact with others. |
| **Disadvantages** | The problem still persists in spite of many existing organizations at the school that serve the same function. Large time commitment and might be intimidating. | May not be joined by students that lack proper incentive to participate. Would require proper promotion of the app in order for it to be successful. | It is static and not a platform for students to connect with each other. Not accessible on-the-go. | It provides information without a way to act. It does not act as a platform for students to connect with each other. |

# Selected Solution: Mobile App

After carefully weighing the various solution options, the one that we have selected to move forward within addressing our problem space is the social app that connects out-of-state and international students with local students within the University of Washington. According to our user research, the vast majority of our survey participants expressed an interest particularly with a mobile app, which would be a convenient way to connect with peers outside of their social circle. We imagine that such an app would be designed in a way that brings together opposites: helping to bridge non-local students with local students and help them become familiar with the surrounding culture. In exchange, local students have the opportunity to learn about the diverse backgrounds and experiences that their peers are coming from. Perhaps a side feature of the app might be a question-and-answer or blogging component where students can ask general questions about the surrounding Seattle area and culture.

The reason why we decided against forming another club is that it would ultimately fall into the same niche as the existing organizations at the UW, such as Unite UW or FIUTs. The problem is that in-person interactions can be intimidating for those that are unaccustomed to the area, are introverted and shy, or lack confidence in their English speaking, so they naturally gravitate towards people from their region which defeats the purpose of the club altogether. From our stakeholder interview, the students that were less proficient in English felt that the language barrier made it challenging for them to communicate well with local students. Such organizations also have all required the presence of an administrator or supervisor, which can be a large commitment and consumes resources, time, and space. Local students also may not have the incentive to join such clubs and reach outward, for it may be inconvenient and uncomfortable. Having chats online through a social app instead has the potential to forge meaningful relationships between local and out-of-state students and help to bridge cultural divides without the inconvenience, stress, anxiety, and fear of judgment that face-to-face interactions may cause.

# Solution Description

In addressing this problem space, our team is proposing a social app called "MixUW", which is a play on the word 'mix-up' to give the impression that the app's primary objective is to mix cultural groups at the University of Washington. MixUW features both groups and messaging components as well as a community feed component. At the launch screen, students log in with their UW Net ID, which serves as verification that the student is from the school. After they log in, students would be able to specify their nationality, native language, major, year, and their interests, allowing the app to place them in relevant groups and community feeds. The app would then match the student with others from different cultures, with a combination of both local and non-local students, and that may share related interests.

From there, the out-of-state and local students can chat with and get to know one another in the chat group. The local student would be able to help out-of-state students become more familiar with the school and Seattle culture and can help answer any questions they have, and the non-local student can share about their home culture as well. In the feed component, the feed would resemble Reddit where the feed will be relevant to the student's interests, as well as give students the option to ask general questions about things such as American culture, if they are looking for a study group, or if they need advice navigating the surrounding area. MixUW has the potential to improve students' self-esteem, promote intercultural friendships, and foster open-mindedness and greater cultural awareness among the University of Washington students overall.

# App Features

## Primary Features

**Chat 'mixing' between local and non-local students.** The main function of MixUW is to bring non-local and local students together in safe, low-stress, conversational environments. The app will match a group of students together in chat rooms where they can learn about each other's cultures, gain insight into the Seattle culture, and make new friends outside of their typical social group.

**Community feed and content creation tailored to the students' interests.** The app also includes a community feed component. The app will use the information provided by the user's profile and associate relevant topics to their community feed. In the feed, students can browse and respond to others' posts, such as insight about the Seattle culture, if they need help navigating the local area, if they are looking for a study group, or if they have questions about the English language. In addition, the app will suggest other community feeds that might also be relevant to their interests.

## Secondary Features

**User profile customization.** The students can customize their profile which allows the app to better match them to other students, as well as display their information to others on the app. They can choose a profile picture, add their interest, year, area of study, hobbies, and a short bio about themselves to personalize their MixUW experience.

**Private, direct messaging between students.** Students have the option to send direct messages to users on the MixUW app, allowing them to communicate with others in a more private setting if they choose. This could benefit students who might be too shy to post in the community feed or if there are friends on the app that they would like to connect with on an individual basis.

**A listing for relevant university and local events.** From the home page, students can see a list of events that are going on in the future. They could decide if they would like to participate, and they could invite their friends to attend the events if it fits their interest.
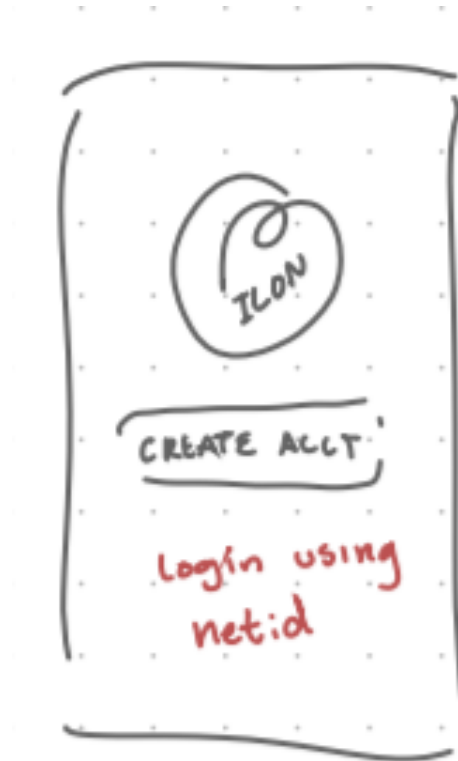
# Site Map
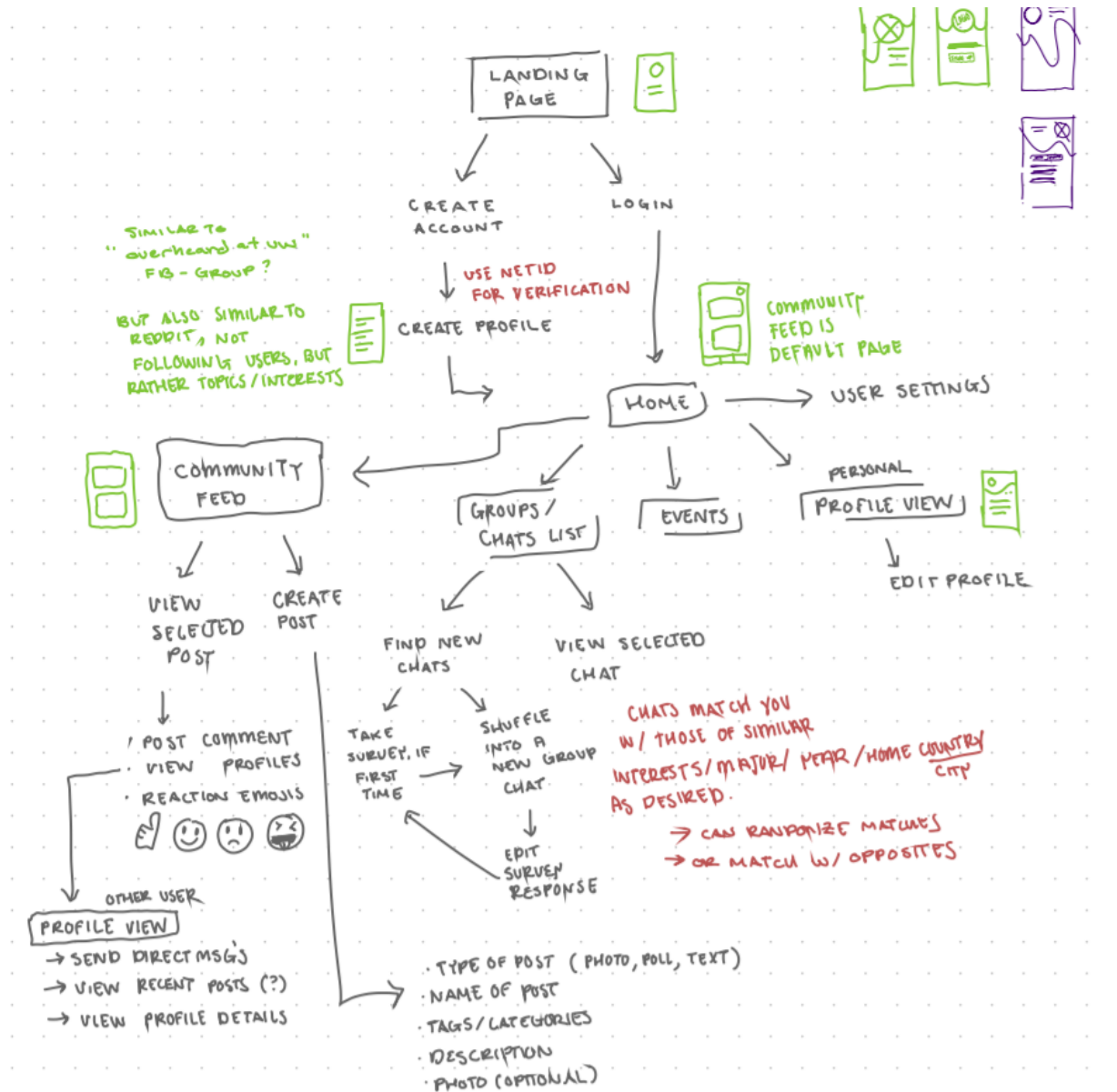


**Figure 3:** Proposed site map of the MixUW app. The app begins at the landing page, and then branches between the community feed, the groups and chats list, the profile view, and the local events.

# Low-Fidelity Wireframes

Brainstorming Phase

**Brainstorming** / Landing Screen



**Figure 4:** Wireframe brainstorming for a simple landing screen of MixUW.

The landing screen of MixUW has a minimalistic layout to reduce visual distractions. It includes the app icon at the top-center and an action button at the bottom of the screen to log into the app. We want to make the sign-in process secure and simple, so we decided to require the UW NetID as authentication for students to use. That way, the app will be accessed only by the University of Washington students.
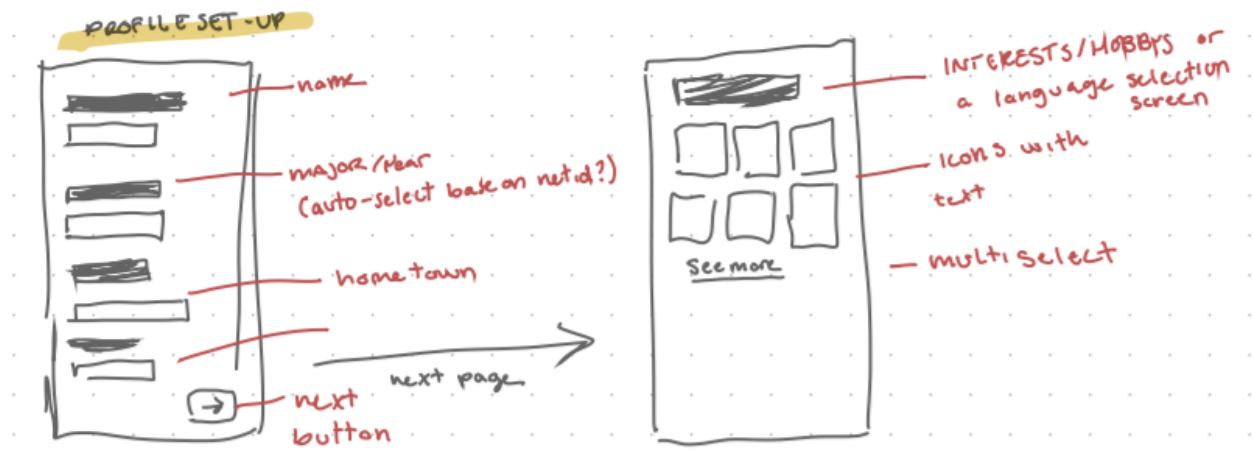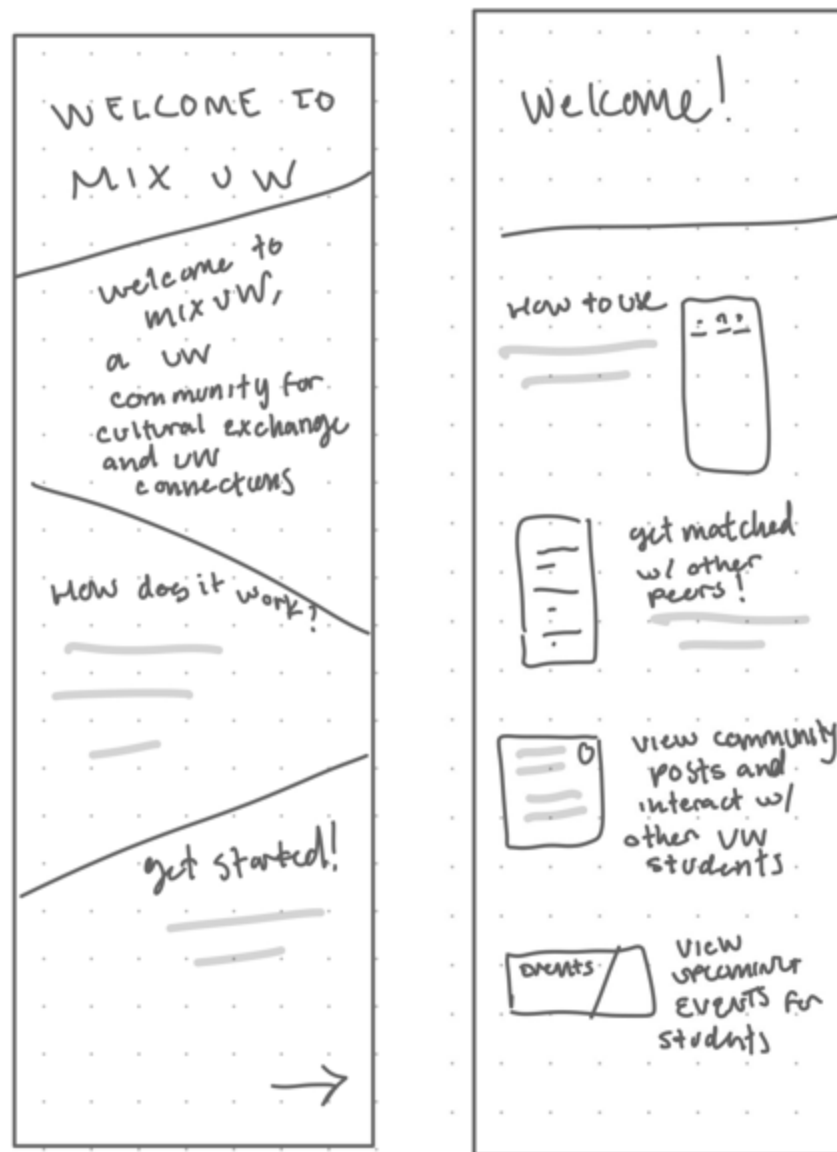
**Figure 5:** Wireframe brainstorming for the profile set-up screen for first-time users.

After signing into the app for the first time, the user will be presented with a set-up page for their profile. On this screen, the user will have the option to provide details about themselves to help personalize their app experience. The form includes fields such as their name, major, hometown, and languages, and all of these options can be revised later as they wish. The next page focuses on a multi-select screen for hobbies and interests.
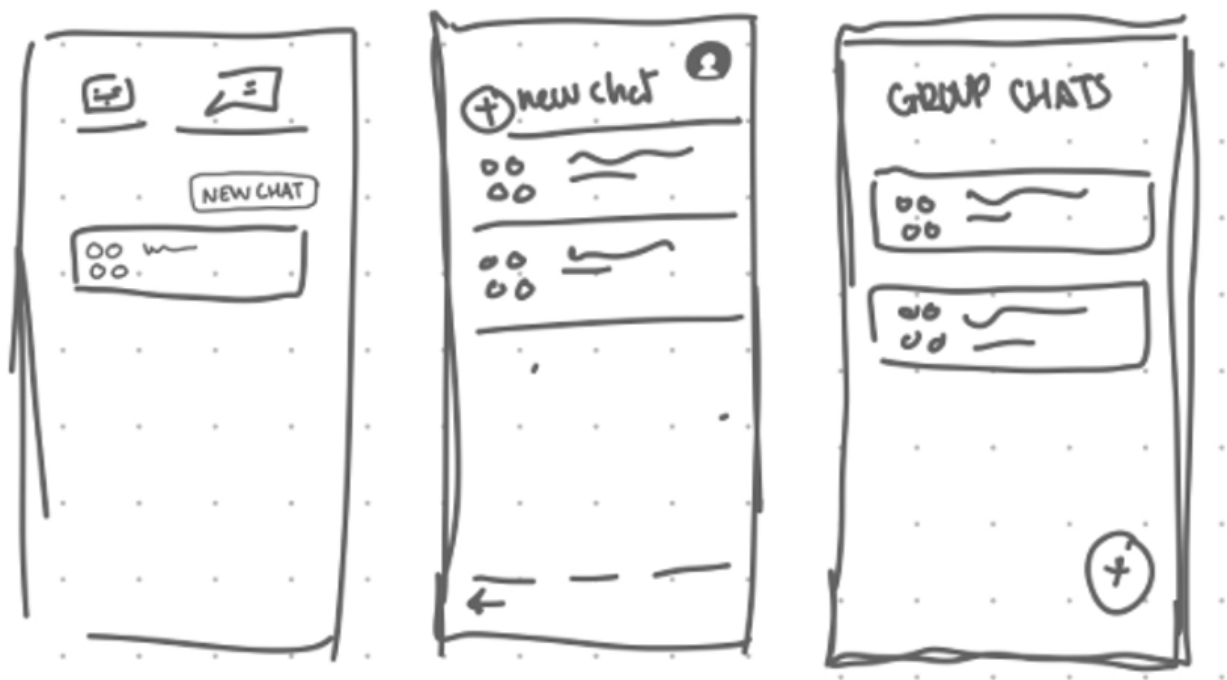
**Figure 6:** Wireframe brainstorming for a welcome page and tutorial upon account creation.

After the user finishes setting up their profile, they will be presented with a welcome page that depicts introductory information about the app and its purpose. In order to help new members better familiarize themselves with the app, a brief tutorial will be included that goes over the major functions that they can do in MixUW, making our app accessible for both beginner and experienced users.
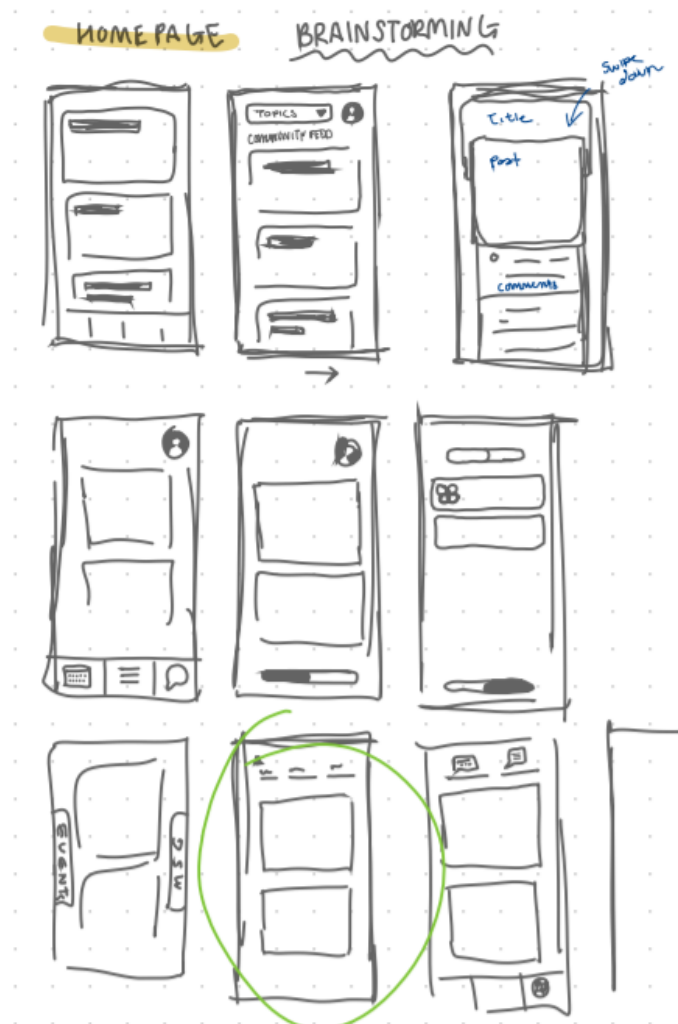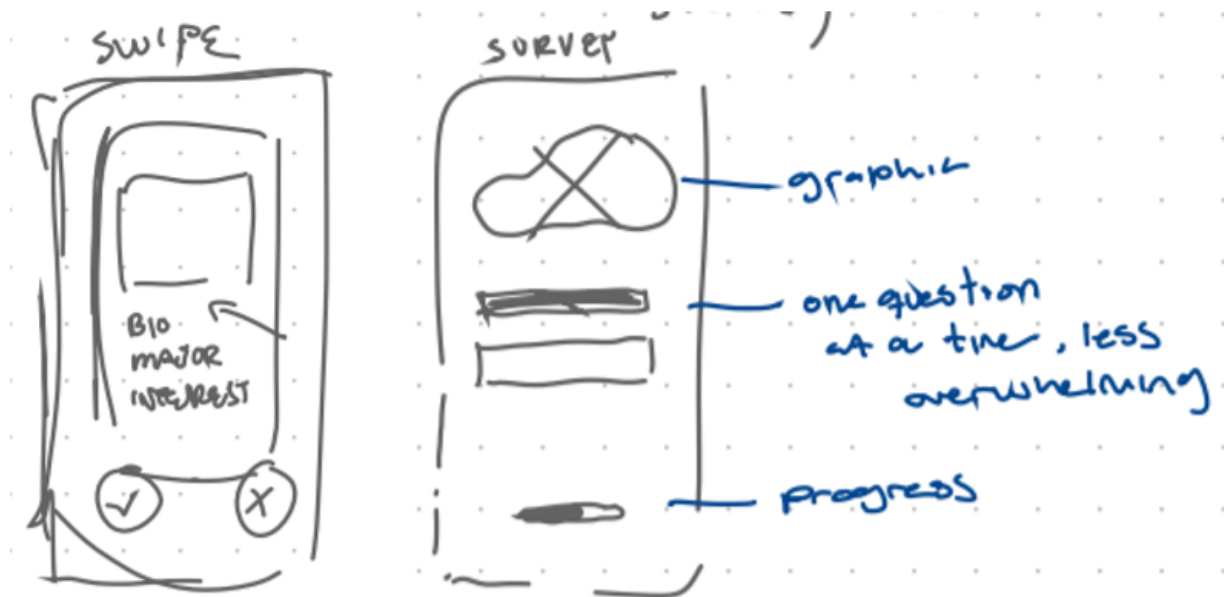
**Figure 7:** Wireframe brainstorming for the MixUW home page, which is a three-pane layout with the community feed as its default main page.

In brainstorming the homepage, this screen went through several iterations in terms of its layout and design. We examined different social media apps such as Facebook, Instagram, and Twitter to draw elements and inspiration from. We actively avoided the use of hamburger menus in favor of navigation bars and indicators as to present information in the most intuitive manner (Ridha, 2018). The final design we have decided upon is a three-pane screen, default to the center as a Community Feed page, with the ability to swipe left and right to access the other features of the application (Events and Messages).
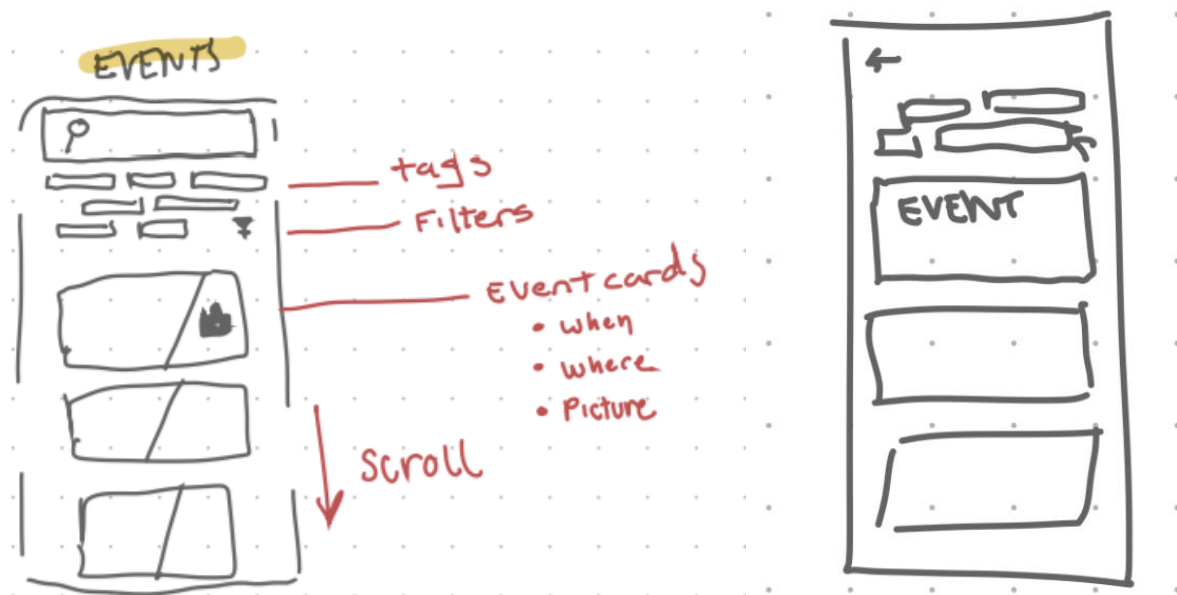
**Figure 8:** Wireframe brainstorming for the Messages screen.

The messages screen can be accessed from the home page of the app. The primary feature on the messaging screen is the ability to view messages and create new group chat rooms with other students. While brainstorming this page, we considered various designs for the buttons; for example, with the new chat button, there was the option of either the plus icon button or a button that was more explicitly labeled with "New Chat". In the end, we chose to label it so that the button's action is less ambiguous (Babich, 2018). We were also brainstorming with respect to the accessibility with the other options such as the ability to view the user's personal profile from the group menu screen. The four circles on the left side of each entry in the wireframe represent the group members' profile icons, and the text beside them is the group chat name and the most recent message with a timestamp in a design that is similar to Facebook Messenger.

**Figure 9:** Wireframe brainstorming for the process of curating new group chats for the user.

In order for the user to participate in a chat group, they would first fill a brief survey-like form, and then be placed in a queue to be matched with other users. The function of the survey is to obtain the group search criteria for the user. They can decide to be matched by factors such as their major or interests, or they can have the criteria randomized and join a group that way. In brainstorming this design, we were initially considering displaying several matches and then allowing the user to select the users that they would be interested in chatting with. However, we ultimately decided against this for a couple of reasons: (1) we assumed it would feel more intimidating to create online connections with other students on an individual basis rather than in a group setting, (2) providing the option to select members is bound to give rise to biases, and (3) the 'swipe-and-select' functionality is more closely associated with dating apps, which we certainly wanted to avoid for this school-oriented app. Therefore, we decided instead to automate this matching process and match users into chat groups rather than with others one-on-one.

**Figure 10:** Wireframe brainstorming for the events listing screen.

The events screen is a secondary function of the app that allows students to browse through upcoming university social events relevant to their preferences. Each entry on the page contains the important details of the event at a glance, and the ability to filter the events by tags and other filters, such as by the date, time, and location. In the brainstorming process, we were deciding between two versions: one with the search bar and one without it. The reason that we were considering this is because there would not be an overwhelming amount of upcoming events shown: up to two weeks in advance, so the search bar may not be very necessary if the amount of scrolling is minimal. We finally decided to exclude the search bar to create more room for viewing the events.

**Figure 11:** Wireframe brainstorming for the profile page screen.

The profile page on MixUW has three main components: the user's name, profile picture, and biography. The layout for this screen went through several iterations: for example, we were deciding between either presenting the profile picture as the focal point of the design or having their biography presented first. For inspiration, we examined several social media profile layouts to get a better sense of intuitive information hierarchies with respect to user profiles. In the final design, we chose to structure the page with the name at the top flanked by the profile picture on the side, and a short tagline the user may choose to write underneath. Our design was inspired by LinkedIn and Facebook profiles, which helps to condense information to the header. Underneath the primary information would be further details about the person, such as an expanded biography and their interests, as well as a list of the user's posting history in the community feed. The profile page would also have the option to edit any of the information as necessary.
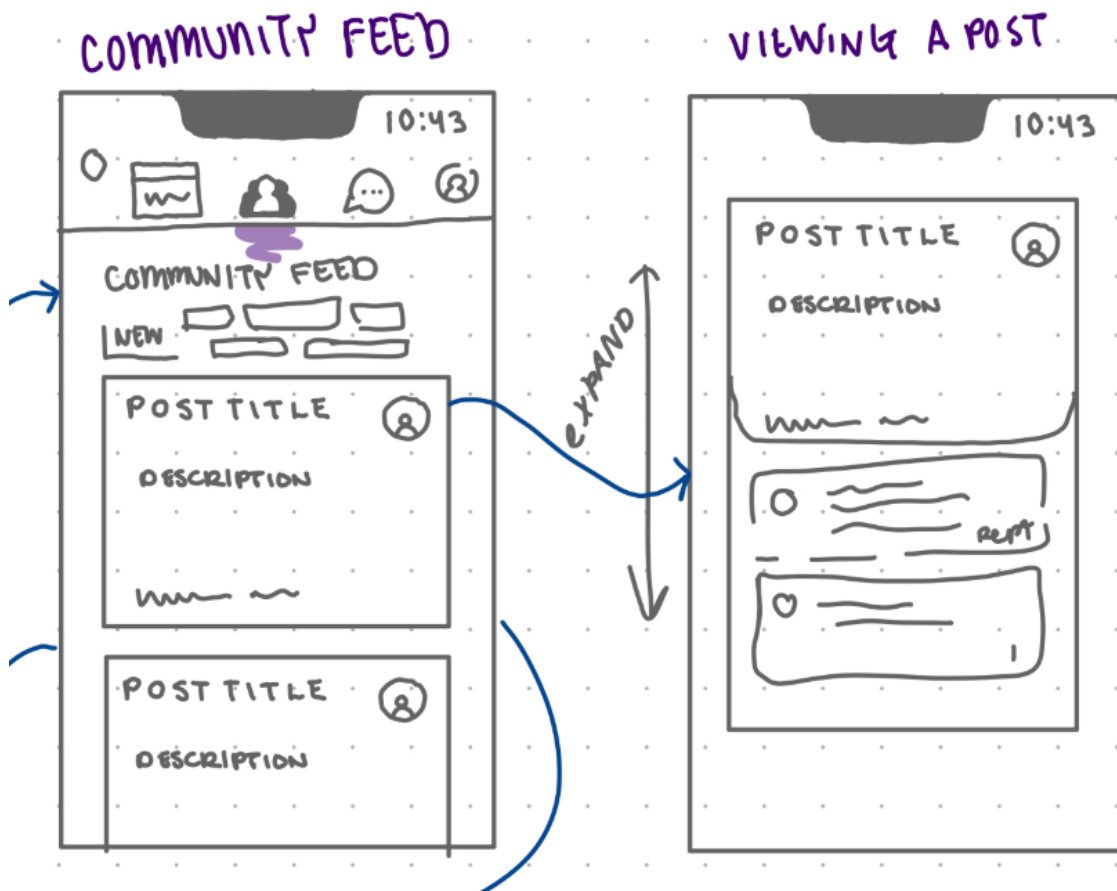
Final Low-Fidelity Wireframes

**Screen 1** / Onboarding
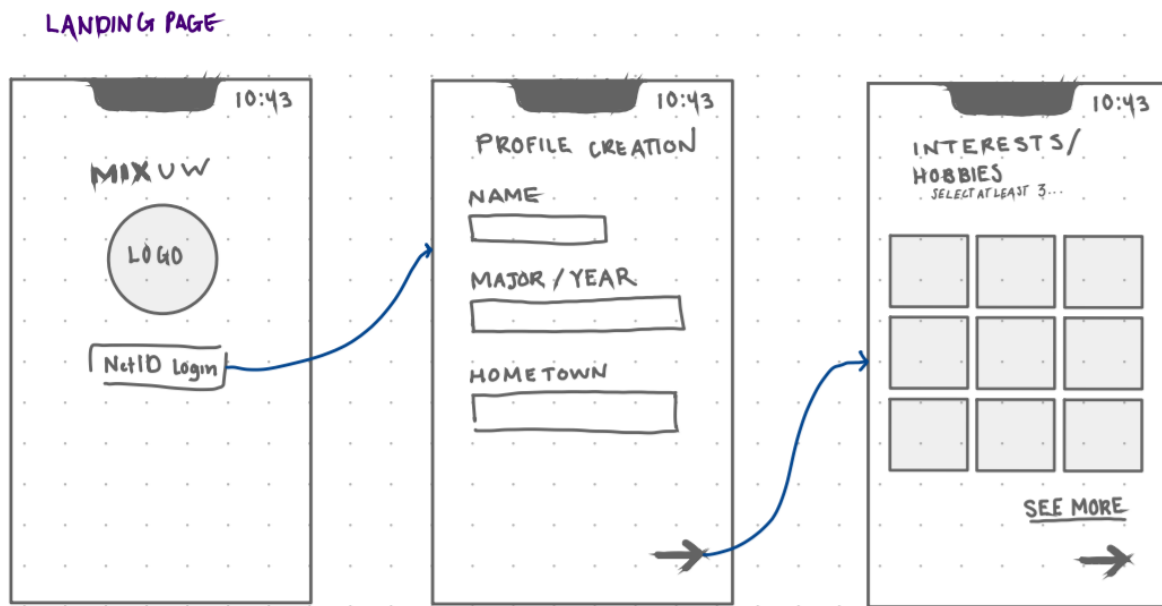


**Figure 12:** Final low-fidelity wireframes for the onboarding screens.

When the user opens the application, they will be presented with a single sign-in option using their UW NetID and will be redirected to a page for profile creation. The sign-in would only be necessary once if the app stores the users' cookies. The user will be prompted to input their preferred name, major, and hometown. On the next page, they will be asked to select at least three interests or hobbies, which will be used to curate their community feed and help to better match them with other students. These interest options would be pre-populated with the most popular interests among students, such as sports, music, studying, cooking, and arts and crafts, while many other options can be displayed if they choose to press the 'see more' button. Overall, the profile creation process is designed to be straightforward for the user with the omission of more time-consuming details for profile set-up, such as a full biography or what organizations the user is involved in, in order to draw the new user into the app as effortlessly as possible. Such details may be revised at a later time in their profile (see **Screen 6**).

**Figure 13:** Final low-fidelity wireframes for the home page and community feed, as well as viewing a post.

The focus of this application is to encourage a community-feel for interacting with peers on campus. Therefore, the user will be presented with the community feed as their homepage so that they can immediately browse through the recent activity of the University of Washington students. Above the posts is a set of tags that can be selected to filter through specific posts if they wish, and this upper bar would be fixed in place while the user scrolls the page These tags would be user-defined when creating a post. The 'Create New Post' button is situated beside these tags. When selecting a specific post, the post expands to show the full description of the post, comments with a reply button, and a photo if it was uploaded. The posts would be limited to a certain character limit. That way, they are brief enough for this function to avoid generating excessive visual obstruction to the feed.
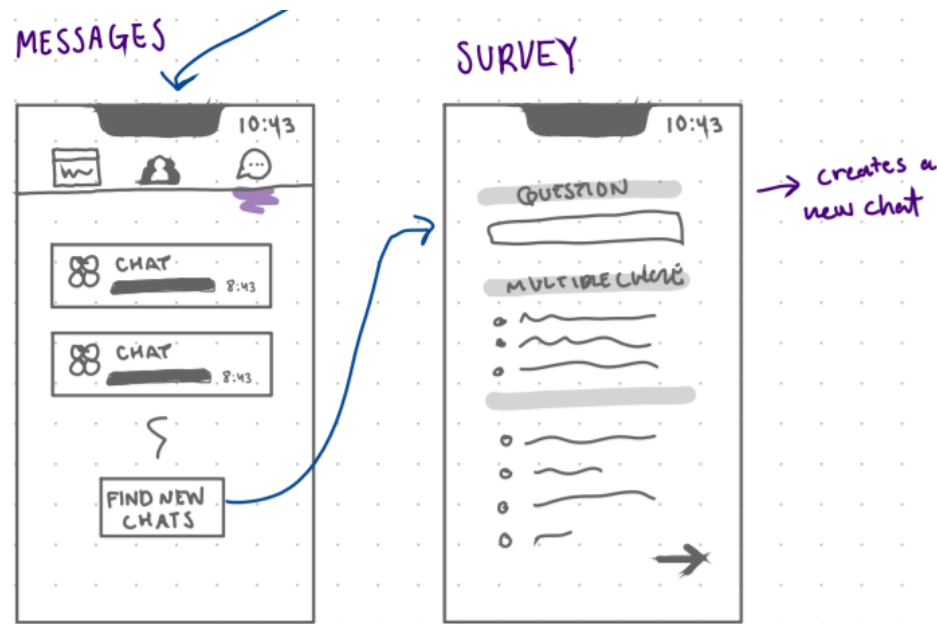
**Figure 14:** Final low-fidelity wireframes for the upcoming events listing screen.

The upcoming events screen can be accessed by swiping left to right from the community feed. This screen will present users with a list of cards containing details about each event, such as the event name, a brief description, the event location, and its relevant topic categories. The cards would be ordered chronologically with the soonest events positioned higher in the list. Only upcoming events within a few weeks would be presented in this list to avoid overwhelming users with information, and events that have passed would be removed. There will also be a 'star' option next to each event if the user is interested in receiving reminders about the event. In loading the feed, starred events would appear before unstarred ones.

**Figure 15:** Final low-fidelity wireframes for the messages and chat search screen.
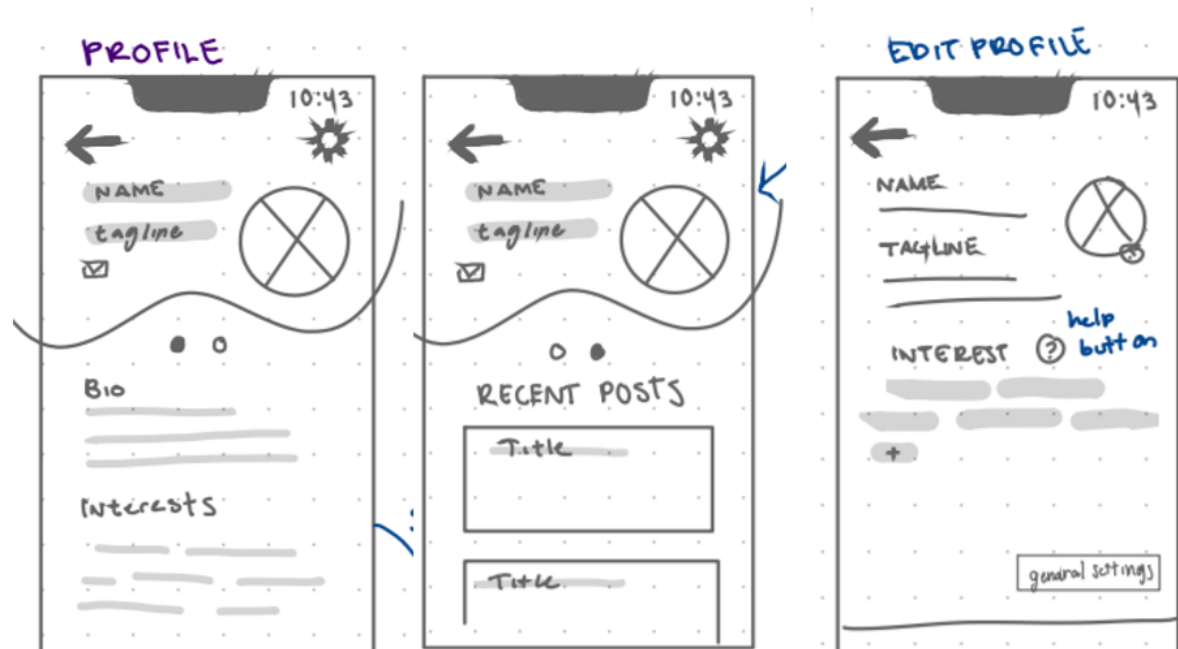
These screens allow users to view the chats that they are in and to find a new group of students to converse with. The groups will match approximately three to four other students depending on the specificity of their search criteria. The groups would have a combination of both local and non-local students, as the objective is to 'mix' students of diverse backgrounds. By forming groups, our hope is that users will feel more relaxed in reaching out and talking to new people, and they will have the chance to be involved in the conversations. Before entering the chat-matching queue, the survey will prompt the user for their search preferences, such as joining groups based on shared interests or majors. Another criteria they can provide is what they are looking forward to in meeting others: for example, looking for others to play a particular sport with, form study groups, learn about another culture, practice speaking English, explore the surrounding area, delve into mutual interests, and more. After the survey is taken, they will be placed in a queue while the app matches them with others that are also in-queue and share similar interests and intents. Once the app has formed a group of users, a group chat will be created and the user would be notified of this, and a "New chat!" signifiers will appear next to the group chat title. These groups are meant to 'mix up' students, encouraging them to interact with and form new relationships with peers in a low stakes, random way.
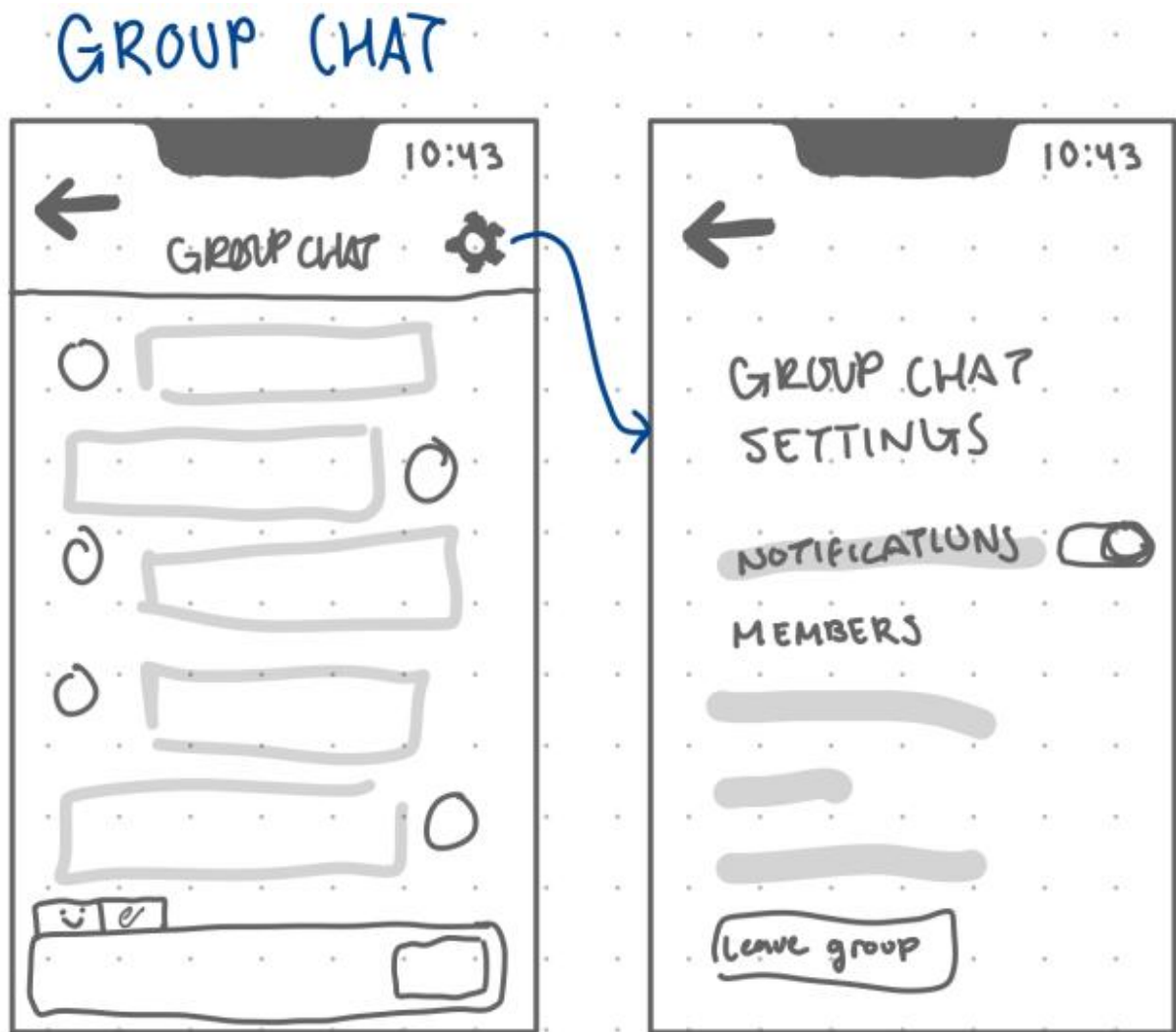
**Figure 16:** Final low-fidelity wireframes for the screen upon entering a group chat.

The group chat screen can be accessed by selecting any active group chat the user has on the messages screen (see **Screen 4**). The users icon will be on the right side, while other messages will be shown on the right. Their profile icon is shown so that people can get to know each others' faces and names. Tapping on the profile icons inside the chat window would navigate to the users' profile page. There would also be an option for attaching small (approximately 8MB) files in the chat and adding emojis when formulating a new message. The group settings options include the ability to toggle push notifications and to leave the group chat if the user wishes.

**Figure 17:** Final low-fidelity wireframes for the profile page and customization screens.

The user profile displays information and activity from the user to other students on MixUW. Users will be able to access their profile from selecting the user icon on the upper-right corner on the community feed (home page).. In these profile screens, they can see what their profile looks like to the public and may choose to edit these details in the next screens accordingly. The help button is provided to give the user more context about how to use the options and what information to include, such as organizations, hobbies, or topics. They can also access the general settings, which will have settings such as notifications from the application, removing their account data, or setting their profile to be more private and accessible to only those they are in a group with.

When others view a user's profile, they can see their biography and interests as well as a button presenting them with the option to message them directly. Swiping right-to-left reveals their recent posts and activity on the community feed. Through this, students will be able to view a range of details about a student and get to know them, which may encourage them to reach out and engage with them in conversations about their background and interests.

# Usage Scenarios

## Usage Scenario 1: Jasmine wants to make new friends.

Mia is an international student from Korea, and she has just moved into her dorm with her roommate who is also from Korea. She is excited to begin her year at the University of Washington to pursue her degree in Computer Science. She has started making some friends through Dawg Daze events, but she had one problem: all of her friends have been other Korean students. She felt disappointed in herself, knowing that one of her primary motives for studying abroad in the United States was to meet local students and become more proficient in English. At the same time, because of her lack of English fluency, she has been having difficulty finding opportunities to meet local students.

At a Dawg Daze event, Jasmine happens to come across a little booth advertising a newly-launched app called 'MixUW', which matches local students with non-local students. She decides to install it from the App Store and give it a try. When she logged in with her UW NetID, the app prompted her for some information, so she typed in her name, major, and a few of her favorite hobbies, including badminton. After inputting her interests and pressing the "see more" button, she was ecstatic to be connected with other students who also enjoyed badminton. Later that day, Mia, a student from Seattle, messaged her on the app asking if she was interested in playing badminton with her, and they decided to schedule a time to play.

Jasmine also decides to experiment with the group chat mixer feature to meet even more people. From the messaging page, she taps on 'Find New Chats' and is prompted to take a survey about her preferences. She chooses to be matched with other students that share her interest in badminton. Once the queue finishes, she is placed in a group chat with four other students that are both international and local students. By using MixUW, Jasmine is able to easily meet other students that have the same goal of forming new friendships with others from diverse backgrounds. Although there are still language barriers, through sharing their mutual interest in sports, Jasmine is able to develop a lasting friendship with Mia while improving her English proficiency and learning more about the American culture.

## Usage Scenario 2: Carlos wants to meet international students.

Carlos is a sophomore student at the University of Washington from Redmond, Washington. Carlos is interested in learning about other cultures; the previous quarter, he participated in a cross-cultural club on campus called Unite UW, in which he had the opportunity to meet many international students. After that experience, he was intrigued by the many cultures he learned about and wanted to connect with more international students. However, he was having trouble connecting with international students outside of Unite UW.

Through a mutual friend, he discovered the app called 'MixUW' that can help him meet more international students through shared interests. He logged into the app with his UW NetID and used the community feed to look for international students that were seeking to meet new people. On the community feed, he is able to tap on a post and expand it to view its content, comments, and replies. He selects a user's profile from a post asking about meeting up. He views a user profile, and learns about Yuta, an international student from Japan.

He reaches out by tapping on the mail icon on her profile, which adds a chat to his messaging feed, and they soon begin a friendly conversation about their shared hobby about exploring restaurants nearby. Carlos notices that Yuta was a first-year student from his MixUW profile, so he offers to show Yuta around the campus. After chatting with Yuta on the app the night prior, Yuta mentioned that his favorite food was burgers, so Carlos took them to his favorite burger place on the University Ave. The both of them continue to stay connected after this, and Carlos has gotten to learn about Yuta and the cultural differences between America and Japan, and Yuta has been able to comfortably adjust to campus life thanks to Carlos's support and guidance as a local student.
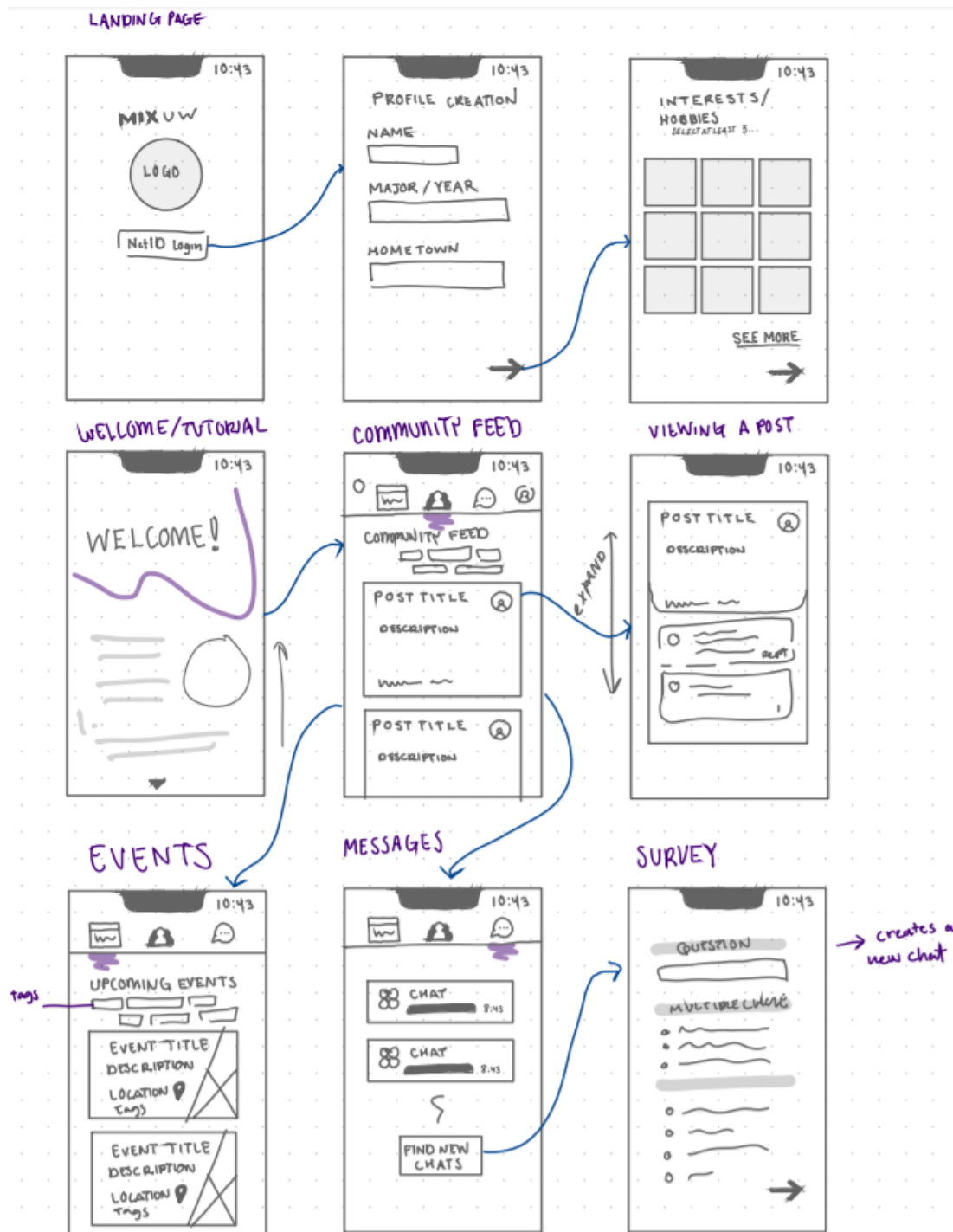
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# Appendix

**Appendix A**: Full wireframe of the MixUW application.

Brainstorm: info/tutorial

Welcome to Mix UW

1

2

3

Final design: info/tutorial

10:43

WELCOME TO MIX UW!

WHAT IS THIS?

1. CONNECT W/ PEERS

2. INTERACT W/ THE UW COMMUNITY

3. DISCOVER EVENTS

GET STARTED

PROFILE

10:43

NAME
tagline

Bio

Interests

Swipe

10:43

NAME
tagline

RECENT POSTS

Title

Title

EDIT PROFILE

10:43

NAME

TAGLINE

INTEREST  ? help button

+

general settings

GROUP CHAT

10:43

GROUP CHAT

10:43

GROUP CHAT SETTINGS

NOTIFICATIONS

MEMBERS