



A2: POV and Experience Prototypes

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CS147 * Fall 2024



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Meet the team!



Kristine Ma
Junior
Symbolic
Systems (HCI)



Carolyn Lee
Junior
Computer
Science (HCI)



Lucas Wang
Sophomore
Design +
CS (HCI)



Evelyn Song
Junior
Human Biology
+ CS (HCI)



Project Domain



Burnout + Stress

Looking at how stress impacts college students



Struggles with Time Management

Students often find issues with fitting academic and social time into their schedules



Socializing As Wellness

How can social activity promote mental wellness in college students?





Additional Interviewee Profiles



Daniel D.

- * Sophomore at UChicago
- * Conducted over Zoom (Lucas)



Sofia M.

- * Junior at Stanford University
- * Conducted at nearby dorm (Carolyn + Kristine)

Names changed for anonymity



Daniel D: Study Circle Seeker

Main Issues

- * Lecture based classes made it difficult to make friends
- * Struggles with time-management
- * Reaches out to people to form study groups, but they often don't respond to him

Key Insights

- * Feels overwhelmed with current commitments and often turns to time-consuming distractions
- * Sees therapists as professionals, but thinks mental health apps are childish and ineffective
- * Feels guilty about wasting time and needs external motivation to get things done

“

“If I can help it, ... [I'll invite my friends for] talking, studying, or even a little chat. If I don't do anything outside with people, I'm going to be dead all day.”



Daniel D.
Sophomore at
UChicago



Sofia M: An Anxious Achiever

Main Issues

- * Has moments where she feels like she neglects either her social or academic life
- * Doesn't have a clear "mechanism" for coping with her stress and often tries to solve everything by herself

Key Insights

- * Is putting more effort into reaching out to friends even though they live farther away
- * Social events and hangouts tend to be more spontaneous, so it's hard to predict
- * Internally hard to feel like she's on top of her school work

“

I think a lot of people, including myself, feel *guilt* over not being productive and having social moments.



Sofia M.
Junior at Stanford



Interviewee Insights

Guilt

Anxious

Lonely

Stuck

Unsupported

Skeptical

Unmotivated

Concerned

Disconnected



POVs + HMWs





POV #1 : Daniel D.

We met...

Daniel, an undeclared student at the University of Chicago who wants to find more external motivation to be productive.

We were surprised to notice...

that he prefers working in groups, but often ends up working on his own.

We wonder if this means...

he is anxious to create / join study groups to meet up and complete work together.

It would be game changing...

if he could reduce anxiety in forming or finding these groups.



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POV #2 : Sofia M.

We met...

Sofia, a junior majoring in political science at Stanford University who occasionally struggles with planning academics and social events.

We were surprised to notice...

she feels guilt and the need to punish herself for prioritizing social life over academics

We wonder if this means...

she feels like she should choose between her social life and academics.

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if she could eliminate the guilt she feels after a social hangout.



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POV #3 : Grace J.

We met...

Grace, an ambitious international junior at UPenn studying engineering and business.

We were surprised to notice...

despite her willingness to reach out and social events offered by the school, Grace doesn't feel like she has a close group of friends, and that most friends disappear after a while.

We wonder if this means...

college students need more support to maintain their existing / prior friend groups.

It would be game changing...

to enable students to make more friends while maintaining good connections with their existing friends.



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POV Takeaways

1.

*Importance of
Social Bonds*



2.

*Need for
work-life balance*



3.

*Negative
emotions
surrounding
social planning*



Top 3 HMWs



POV #2



POV #1



POV #3

HMW make social hangouts feel productive?

HMW make scheduling feel less confrontational?

HMW turn weak ties (from classes) into strong ties?



Top 3 Solutions



Create a platform that allows people to alert/notify each other by setting statuses when they are free, lonely, etc.



A platform where friends in a group get responsibility to plan an event (the responsibility rotates per week/biweekly).



Tinder-style app where you can swipe right on people you want to be better friends with (match people w/ mutual interest!)



Experience Prototype 1.

Solution: Notifying friend groups through emotion and activity statuses

Assumption:

People are willing to share and update their emotional status or what they're currently doing at the moment.

Prototype Description:

We created a group chat of people in an existing friend group and asked them to text their emotional status and any activities they were willing to share throughout the day. At the end of the day, we asked participants to reflect on the experience to gauge their comfort levels and enthusiasm for continuing this type of experience.

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Solution: Notifying friend groups through emotion and activity statuses

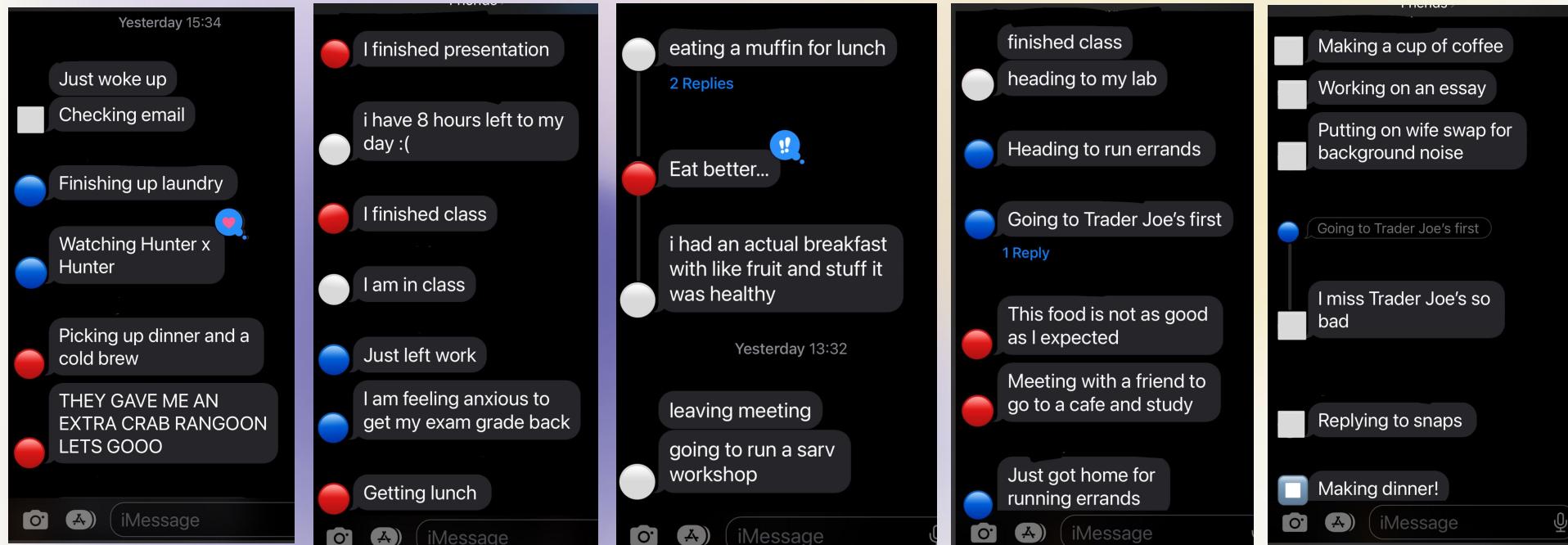
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Experience Prototype 1.



Results

Participants:

- * **Group 1:** 3 friends from UMich, recruited through Kristine
- * **Group 2:** Junior from Northwestern recruited through Evelyn

What Worked:

- * Users were consistently updating on emotions and activities, no matter how mundane
- * General comfort in updating their life
- * Wide variety of things shared throughout the updates

What Didn't Work:

- * Some users felt like it was interesting but not much of a benefit
- * Users didn't like having to remember sending updates throughout the day
- * Not many "strong emotions" were shared
- * Felt too awkward sharing trivial things

→ Assumption was **valid** as all participants were willing to share a variety of updates

Experience Prototype 2.

Solution: Rotating roles for social planning in friend groups

Assumption:

People see scheduling as a something they have to go out of their way for.

Prototype Description:

People in an existing group of friends were instructed to fill out a when2meet to find available times. Then, each participant was instructed to create an event idea, given the names of the other friends in the friend group and a weekday/time. Once all members have planned an event, they were given the event dates and times scheduled over the next three weeks, each being led by one host.

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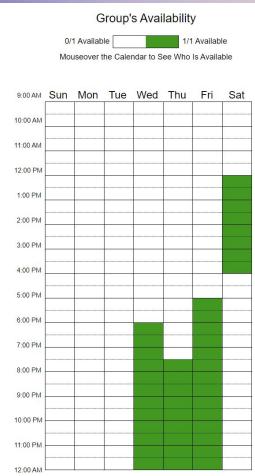
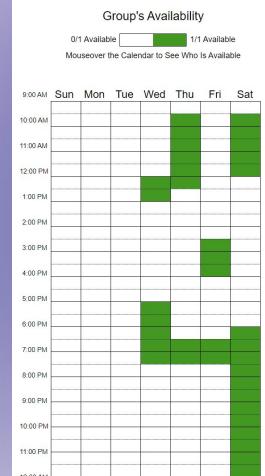
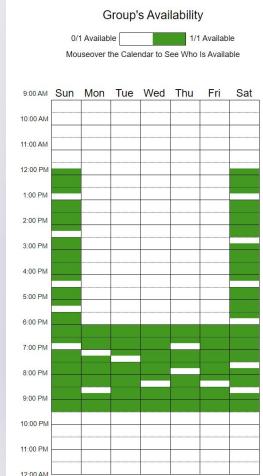
Experience Prototype 2.

Of course. No worries

Selenium Yesterday at 11:47 AM

Also, thanks!! There are two steps - can you first fill out this when2meet with times you are 100% available on throughout the week?

<https://www.when2meet.com/?26955451-43aNA>



Selenium Yesterday at 11:22 PM

Okay cool! Part of part 2 of the prototype (thanks for helping out, btw):

Can you plan a viable 1.5 hour hangout between 6-7:30pm on a Wednesday that you would enjoy with [REDACTED] (these are the other two people I'm grouping you up with)? All I need is an event place, event time, and a short description

Selenium Today at 12:24 AM

Here is a planned schedule for hangouts over the next few weeks:

10/16, 6:00-7:30pm
Host: [REDACTED]
Location: Quillen, EVGR
Description: We've had success hanging out at Quillen in this after-dinner sort of timeslot before, so how about this time we bring some art supplies and snacks and make it a proper hangout?

10/23, 6:00pm-7:30pm
Host: [REDACTED]
Location: Terra Lounge
Description: I will bring Hi-Chews and chips to Terra, and we'll hang out and watch YouTube videos and chat :3

10/30, 6:00pm-7:30pm
Host: [REDACTED]
Location: Terra Lounge
Description: We'll design a weird board game together touching on queerness

Results

Participants:

- * 3 friends from Stanford, recruited through Lucas
- * Recruited due to their need for better social planning methods

What Worked:

- * All social events planned fit perfectly into all participants schedules
- * The activities planned were enjoyable
- * Participants felt like it was low effort and rewarding
- * Notifications to remind participants to plan events were helpful

What Didn't Work:

- * Some participants were confused by the initial setup
- * There was no second iteration to help participants plan if a certain person couldn't make it

→ Assumption was **not valid** as all participants noted the ease of this experience prototype which implies strong potential for this solution

Experience Prototype 3.

Solution: Matching acquaintances to develop friendships through swiping mechanic

Assumption:

People want to reconnect with former friends or acquaintances through a quick method.

Prototype Description:

Recruit one person and have them go through a list of people from their freshman dorm. The list of people was uploaded to Quizlet to make use of the swipe left/right feature and simulate our solution idea. The participant should swipe right if they are interested in getting to know the person better. After the process, interview them to understand their experience.

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Experience Prototype 3.

general

Get Notifications for @ Mentions Start a Call

About Members 113 Tabs Integrations Settings

- Because of your workspace settings, only people who have permission can use @everyone mentions

[Learn more](#)

Huddles

Members can start and join huddles in this channel. [Learn more](#)

[Start Huddle](#) [Copy huddle Link](#)

Member permissions

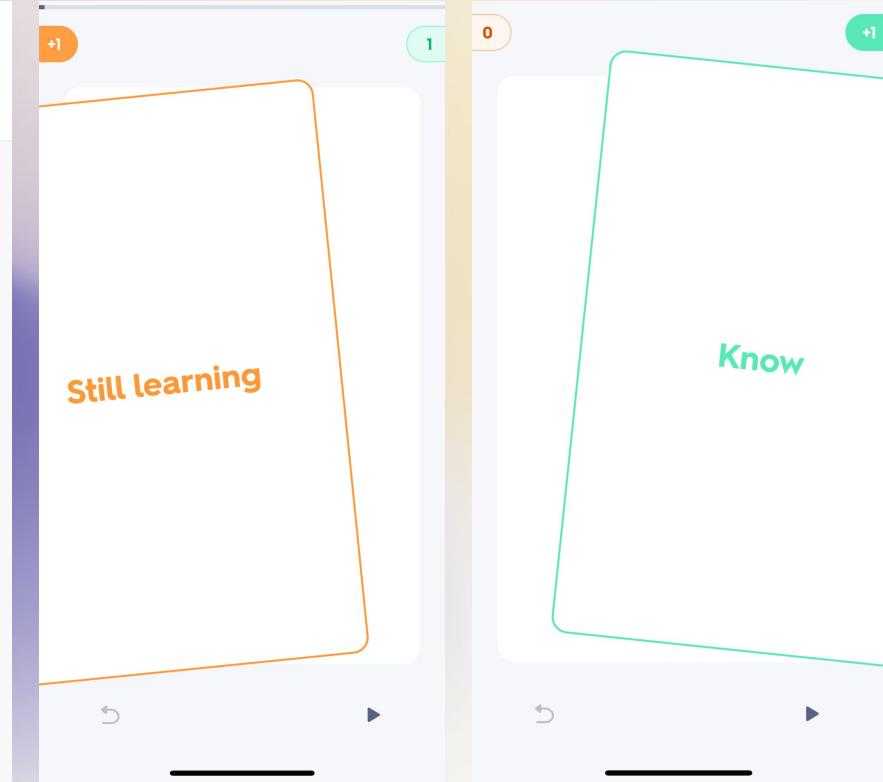
- Archive channel
- Invite external people to channel
- Add and remove workflows for channel

Guest permissions

Guests don't have any extra permissions yet.

[Copy member names](#)

[Copy member email addresses](#)



Results

Participants:

- * Former frosh dormmate, recruited through Carolyn
- * Recruited since they expressed interest in reconnecting with people

What Worked:

- * Noted that the swipe function made it simple to sort
- * Remembered a majority of people from his freshman dorm

What Didn't Work:

- * Participant got bored by the 10th name, noted that he stopped thinking too much about the prompt
- * Participant stated “I don’t actually think I wanted to reconnect with 40 people, maybe only 15”
- * Seemed counterproductive to “automate” the process

→ Assumption was **partially valid** as there were a good number of people on the “reconnect” list, but the user pointed out many flaws in the overall experience

What's Next?

Chosen Solution(s):

- * Solutions 1 and 2 show the most promise with the experience prototype results
 - o More positive feedback and outcomes compared to solution 3, which felt too “automated”
 - o Solution 3 also was said to “already exist”
- * A combination of status updates and scheduling could alleviate the stress for students to plan events and stay connected with friends

Ethical Implications:

- * Both chosen solutions require a level of honesty from the user, especially in regards to talking about feelings which could cause privacy concerns
- * Users might get emotionally dependent on relying on others to respond to their status
- * There may be a social pressure on users to update constantly, or plan even if things get busy



Target Users



Who does it serve?

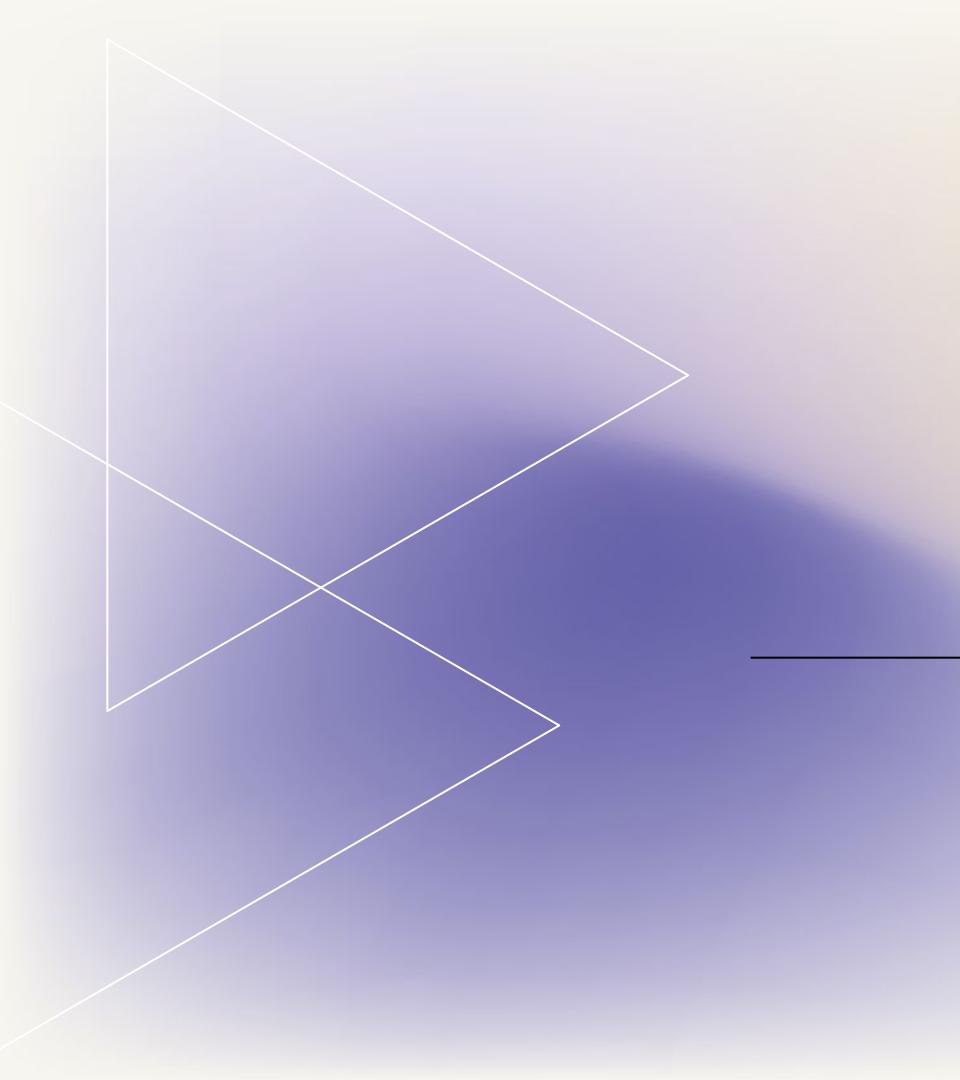
- * Students in existing friend groups hoping to maintain connections
- * People who get stressed due to planning social events with others
- * Those who face difficulties reaching out to friends



Who does it leave out?

- * People who are looking for new friends or have trouble meeting new people
- * People with highly fluctuating availabilities
- * People who prefer one-on-one social activities



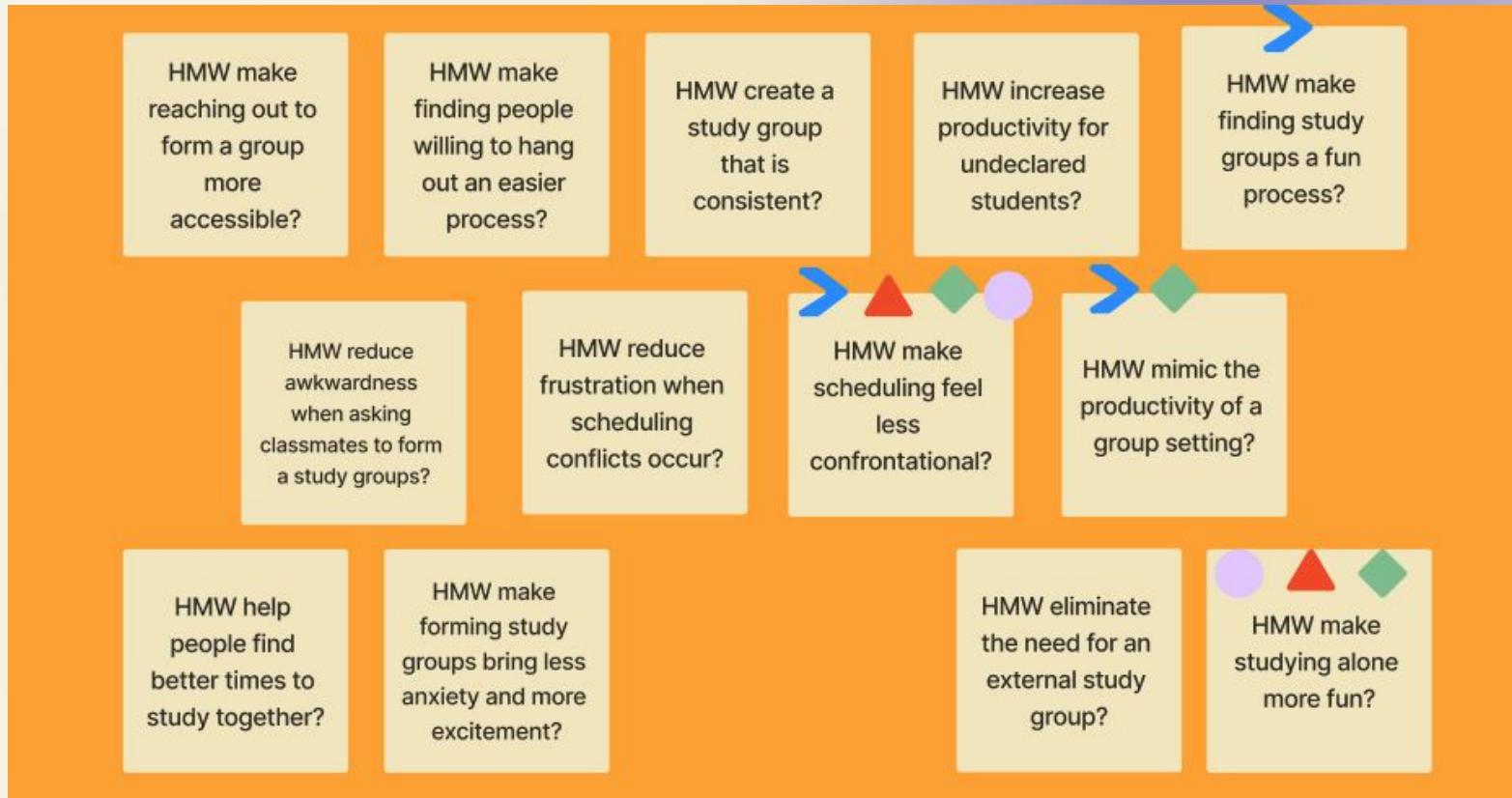


Appendix





HMW: Daniel D.





HMW: Sofia M.

HMW reduce stress from academic pressures?

HMW combine social and academic activities?

HMW punish people for prioritizing academics over a social life?

HMW reassure people that social hangouts are worth the time?

HMW make academic events more social?

HMW make social hangouts feel productive?

HMW make hangouts more pleasant and less guilt-inducing?

HMW filter out social events that aren't worth the time to attend?

HMW eliminate the need to plan out events throughout the day?

HMW eliminate the need to plan for events at all?

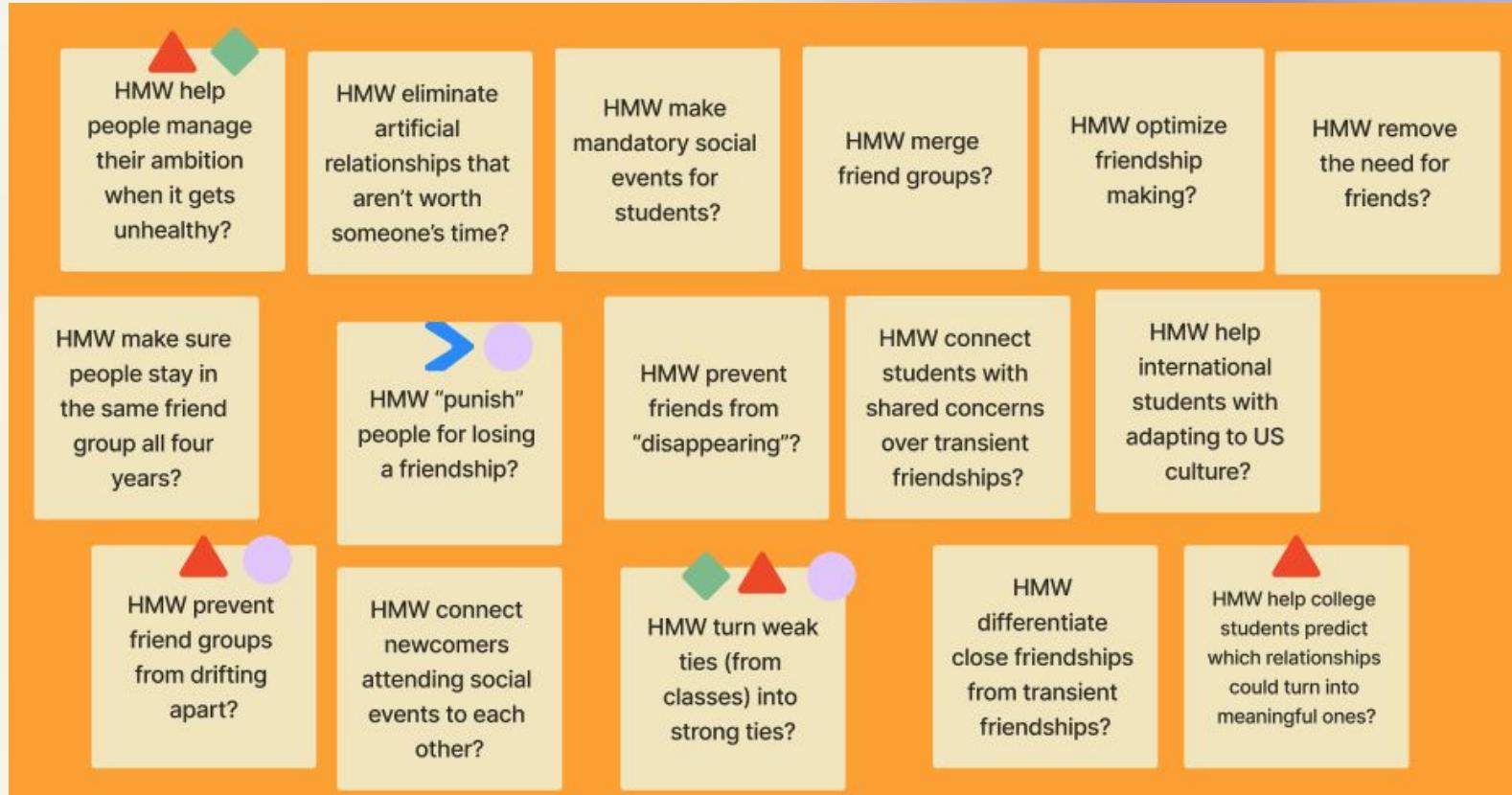
HMW make social events feel more rewarding?

HMW remind people about their actual productivity?

HMW make people feel less guilty about leaving a group meet?

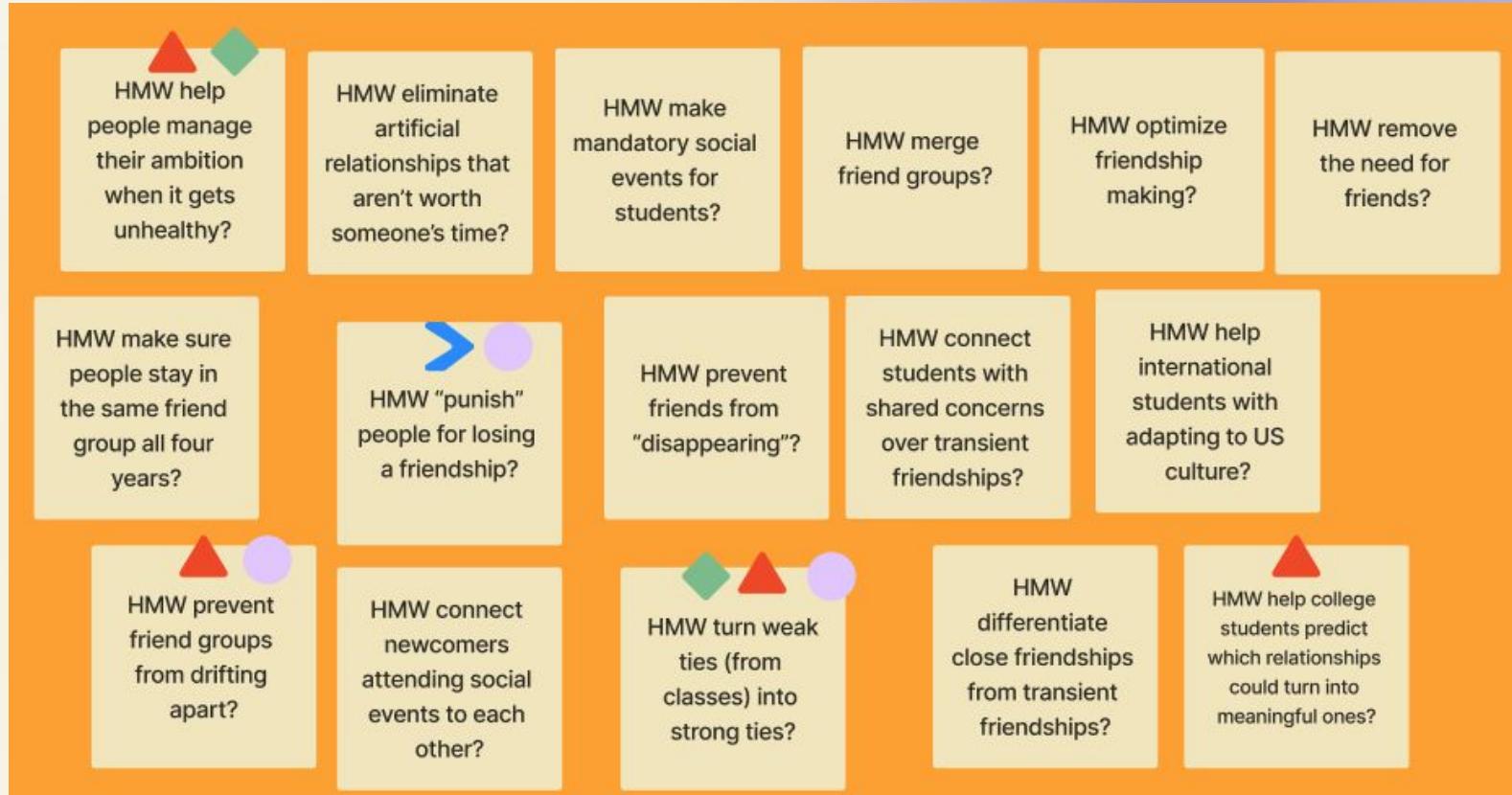


HMW: Grace J.





HMW: Grace J.





Solutions: HMW #1

A platform that creates social hangouts between people taking the same class

A platform that rewards users by having more social hangouts

A platform where people can engage in fitness or wellness activities together

Creative thinking/ logic games as a group

A platform that forces friends to study together and stay on track (no yapping)

A platform that creates a “quota” that can be met after completing enough work to let users feel satisfied

A platform that encourages people who are new to something learn it together

A platform where people can share goals or habits they want to achieve together

A platform that scrapes peoples' LinkedIn profiles around you and notifies you about interesting people

A platform that measures everyone's sound levels and prevents people from talking over each other

Solutions: HMW #2

Make a space for friends to affirm that they're thinking of each other (eg. showing interest in hangouts)

Create a platform to resolve scheduling conflicts (compromising)

A platform where friends in a group get responsibility to plan an event (the responsibility rotates per week/biweekly).

Based on Psych video) → people less acquainted w/ each other engage in activities forcing them to work together

A platform that allows users to list their solo events, allowing friends to join / sign-up if they want

Create a platform that shows everybody's availabilities, so there's no concern about time conflicts

Create a platform that allows people to alert/notify each other by setting statuses when they are free, lonely, etc.

Create a platform that ONLY schedules something when everyone has made the same scheduling decision

Create a platform that notifies everyone about upcoming possibilities for social events

Create a platform that forces people to debate over a topic weekly, so asking someone out feels less confrontational

Solutions: HMW #3



Speedrunning friendships through life activities

Facilitating philosophical discussion about life and goals for people to bond over

Tinder-style app where you can swipe right on people you want to be better friends with (match people w/ mutual interest!)...

PSet Partner matching platform (based on availability, commitments, common interests)

Platform that randomizes participants and schedules meals (kind of blind dating)

Create a platform where acquaintances participate in an escape room together

Create a platform that matches up people taking the same class and makes them do activities

Create a platform that encourages group studying depending on availabilities

Edstem x Fizz (Class-specific social application but chill with no professors or TAs)

Platform that creates study groups for classes (even for classes that are individual)





Empathy Maps

Sophomore undergraduate student at UChicago

User Says

- [In my freshman year], classes were lecture-based, I didn't get a lot of chances to talk to people"
- "I don't manage my time too well - [sometimes I think to myself] that's a little too much YouTube"
- "Today I thought, it's 10am, I have tutoring at 2pm, I have to clean my room, and I spent three hours watching YouTube instead"
- "There's distance with a therapist (which is nice); here's my process, it, and then I'm done for the day. I don't have to pretend to be friends"
- "It feels like I can trust [my therapist's] advice because they're a 'professional' which makes me feel more comfortable"
- "I don't have time to try things out because I need to finish other things" (when asked about mental health resources)
- "I've heard of an app that motivates you by giving you points to do your daily chores ... I don't really think they work ... it's cute but it's not gonna fix me"
- "I try to reach out to people specifically for study groups, but it didn't work out ... because some people don't reply, some people say they're busy ... etc."
- "If I can help it, ... I'll invite my friends for talking, studying, or even a little chat. If I don't do anything outside with people, I'm going to be dead all day"
- "For the most part, I let my friends plan about stuff and then I come along ... I think it's a bit of a hassle ... I'm [also] kind of worried that they'll say no"

User Does

- Watches YouTube on his own or hangs out with friends or plays video games to cope with stress
- Trusts therapists because they are professionals, distrusts apps because they seem childish and don't seem to work
- Tries to find a therapist again in his Sophomore year to have someone to talk about feelings to
- Explores a lot of different clubs (like the Tea Club) to find community with people
- Engages in small talk with people whenever the possibility arises in hope of making new friends
- Went to the Beyond the Grind event for mental health; didn't think it was helpful because he was too preoccupied to incorporate the techniques into his life
- Actively goes out to search for communities and study groups
- Schedules impromptu one-on-ones with people whenever his schedule is free
- Creates a Google Sheets to manage time in addition to having a Google Calendar to plan out time spent more precisely

User Thinks

- Making friends was initially hard as a freshman, but became easier as a sophomore after actively seeking people out
- YouTube is a time sink that he cannot stop going back to, which sometimes tanks his productivity
- College is a constant source of stress
- Google Calendar is messy, which makes organizing a schedule on Google Sheets an easier alternative
- Therapists are professionals and are thus worth the money
- Mental health apps are too childish and don't seem to work well
- Friends are important to balancing mental health in college
- Close friends are defined by (a) being comfortable around a person, (b) being able to be genuine around a person, and (c) time spent hanging out with them
- People typically end up not responding or are too busy to hang out most of the time
- It's easier to let people invite him than invite other people
- Study groups are good because it means more access to resources due to having more people around engaging in similar subject matter

User Feels

- Dismissive about the usefulness of mental health apps
- Like finding out about his friend's availabilities is a shot in the dark
- Like his own expectations are too high; can't motivate himself to go to the gym or complete tasks on his to-do list
- Like he distracts himself too often with applications like YouTube
- Constant reminders from an application are easily forgettable
- Like his mental health is "wanky" and thus his goals have all gone down the drain
- Stressed about the constant work and time slots of commitments he needs to make every day (especially with a job within the college)
- Social life is going better since freshman year, since he's meeting more people and seeing familiar people
- Living alone is better than living with other people

Stanford undergraduate junior

User Says

- "I'm doing well socially, but my friends are more spread out this year, forcing me to leave my dorm, but it is tiring."
- "Am I taking care of my body, am I exercising enough? It's easy to joke about, but it's real."
- "(About dealing with stress): "I don't even think I have a mechanism yet."
- "It's hard to reach out to friends because they're all stressed out."
- "Affirmations don't feel real, because they're not."
- "I wouldn't believe a friend if they said I was doing great. I can't see how I'd believe an app."
- "In high school, I didn't care as much about going out of my way to socialize because I felt like it wasn't necessary."
- "There are a couple of friends where they're so busy, so the success rate with hanging out with them is pretty bad."
- "I normally end up texting her brother or my dad and telling them I'm stressed. It helps me think through my problems better."
- "I think a lot of people, including myself, feel guilt over not being productive and having social moments."

User Does

- Polisci major at Stanford, undergraduate junior, going through grad school and law school prep
- Lives in Roble (lived in Stern for freshman and sophomore year)
- In 20 units, but feels like classes are lighter than previous quarters
- Uses Google Calendar to organize work and internship during the summer
- Tries reaching out to friends but finds them too busy
- Talks to dad and brother when stressed, helps her think about her problems
- Overall, to deal with stress, she tries to solve it by herself, makes a list of what is stressing her out
- Just missed a close friend's head cook because she forgot to record it down in her calendar

User Thinks

- Thinks affirmations are not real, hasn't downloaded mental health apps, but thinks that music helps
- Thinks that accountability (like Duolingo's strategy) doesn't work on her as much because she got desensitized, the more she saw the emails, the more she didn't care
- No clear mechanism for planning social things because they're sporadic (won't put it on the calendar unless she's planned it for 2 weeks or it's an off campus dinner)
- Thinks that it's hard to organize social hangouts overall, uses GCaf for work
- Thinks she's a different person in college but can't pin it down to specific habits
- In high school, didn't care as much about going out of her way to socialize because she felt like it wasn't necessary, but thinks she should put in more effort now
- Works better with study groups, getting to explain a concept and getting it checked is helpful

User Feels

- Impostor syndrome, hard to not compare yourself, hard to feel like you're on top of things
- Feeling good about her classes and junior year feels good about her coursework / workload), feeling more comfortable in classes and content, branching out more
- Concerned about health and student lifestyle, entering 20s
- Still rattled by being in a different place on campus this year and not being physically close to friends
- Feels a period of stress multiple times a quarter, and worrying about academics leads to worrying about her social life and work life (stressed about shutting out friends and going to events.)

Link:

<https://www.figma.com/board/CzkD5IEsZpkGwa3ZxWLMfR/CS147-Empathy-Maps?node-id=0-1&node-type=canvas&t=Y0iudQ2q3qSiMXGm-0>

Experience Prototype 1 - Northwestern Student

1. What did you like about this experience
2. What did you not like about this experience
3. What were some barriers to updating your status in the gc?
4. Did this experience benefit you in any way?
5. What categories are you comfortable updating? What about emotions such as loneliness, happiness?

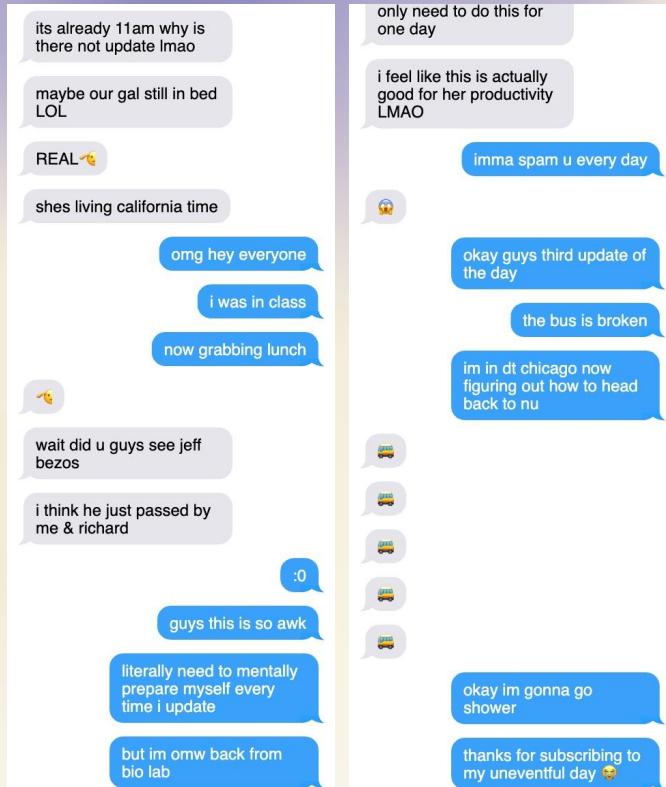
1. I guess I get to bond with my friends a little more and I work a bit more efficient

2. Too awkward still. Updating trivial stuff that has nothing to do with my friends. Feels like I am constantly disturbing others and seeking attention... especially in front of a group of people who aren't familiar with each other

3. I don't like updating life routine, feels like I am a robot. If I think it's unnecessary.. Sending message from time to time is really annoying, especially just random messages

4. Feel more obligated to complete my tasks since I am reporting it to more people?

5. Like generally interesting stuff (gossip, new experiences, emotions, thoughts, new discoveries, travel, fun, entertainment...)





Experience Prototype 1 - UMich Student 1

1. What did you like about this experience
2. What did you not like about this experience
3. What were some barriers to updating your status in the gc?
4. Did this experience benefit you in any way?
5. What categories are you comfortable updating? What about emotions such as loneliness, happiness?

1. It was fun to see status updates of people throughout the day.
2. Didn't like having to remember to send them though
3. My forgetfulness
4. I wouldn't say it benefited me in any way particularly
5. Just uploaded what I was doing which was fine



Experience Prototype 1 - UMich Student 2

1. What did you like about this experience
2. What did you not like about this experience
3. What were some barriers to updating your status in the gc?
4. Did this experience benefit you in any way?
5. What categories are you comfortable updating? What about emotions such as loneliness, happiness?

1. I liked seeing what people were doing cause sometimes I'm on my phone like... there is nothing to see but then I got a like "drunk" from [Friend] and that's funny asf
2. Phone usage drained my battery faster than normal
3. Classes, Memory of task, Phone dying
4. Not particularly
5. No emotions other than expressing distaste for a very salty noodle dish for lunch



Experience Prototype 1 - UMich Student 3

1. What did you like about this experience
2. What did you not like about this experience
3. What were some barriers to updating your status in the gc?
4. Did this experience benefit you in any way?
5. What categories are you comfortable updating? What about emotions such as loneliness, happiness?

1. I liked that there was a wide variety of things shared through status updates
2. I don't really have anything negative to say I guess maybe what [Friend] said about forgetting to update y'all on what I was doing
3. I didn't really realize this was happening until like halfway through the day (my own fault)
4. I thought it was interesting but I don't really know if that's a benefit
5. I didn't really have anything crazy to share today it was kind of a boring day for me

Experience Prototype 2 - Feedback



How satisfied are you with the outcome of the hangout scheduling? Briefly explain.

3 responses

I am satisfied with the outcome of the hangout schedule. The scheduling fits into times that I am available, and it is filled with activities that seem fun with the people I enjoy hanging out with.

I kinda liked the social contract stating of what people would like to happen. I think it makes it easier for everyone to meet eachothers expectations and be fulfilled.

I'm really bad with dates, I thought they were all happening at once. Maybe because we shared a lot of what we wanted to do in a meetup anyway.

Very, hanging out with my friends is always a welcome prospect when the scheduling works out

Name one thing that you did not like or would change about the scheduling experience.

3 responses

A second iteration of communicating potentially unfeasible scheduling with those who I am scheduling would be nice. (This would be irrelevant if the scheduled event involves no others)

I was confused

It would be nice to set up a recurring prompt. Like, every Sunday morning a friend group fills out one of those to decide how to meet that week.

Any thoughts, comments, concerns, or suggestions?

1 response

It was easy. I appreciated the simple data exchange of the interaction, and not having to navigate colorful and oversimplified logos, log into an account, sync said account with my seventeen devices, and opt-out of advertising cookies.

Name one thing that you liked about the scheduling experience.

3 responses

I appreciated that the schedule experience first centered around what time I will be free and will not be free. This ultimately dictates when I can plan things.

I like the idea of a in the know mediator mediating the details of a group event to optimize each outcome for people without the social indicating of wants game

The ease and simplicity of it. I didn't have to do very much. Seems like a natural evolution of something like when2meet, going even further to take the challenge out of organizing stuff.

Would you consider using this method of scheduling again in the future? Briefly explain why or why not.

3 responses

I liked it; it was like having a secretary.

THis product is the rizz puppet scheduler master, their coordination is wonderful and I enjoyed the nagging notifications to get me to commit (but not really) to a time and plan

Definitely! It was an easy process that resulted in what would be a fun hangout, why wouldn't I? I like my friends, but getting them together is like herding cats sometimes.