



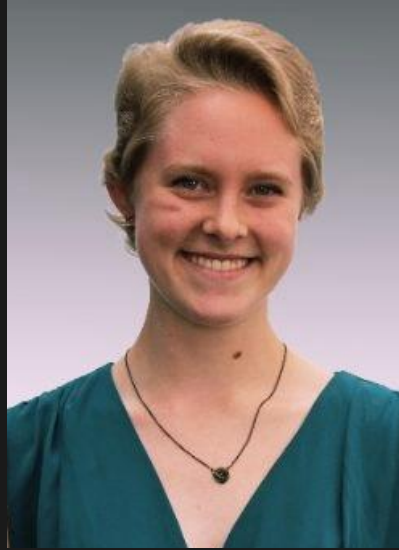
EXPERIENCE PROTOTYPING

Point of Views | How Might We's | Experience Prototypes

TEAM MEMBERS



Po Tsui



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EDUCATING EMPATHY



INITIAL POV

We met ... Sandy, mother, soccer coach, and Intuit employee

We were amazed to realize ... her love for her daughter inspired her to become a soccer coach, despite never having played soccer before.

It would be game changing to ... leverage the emotional and interpersonal connections we have with others to inspire us to venture outside our comfort zone and learn new things.

Additional Needfinding



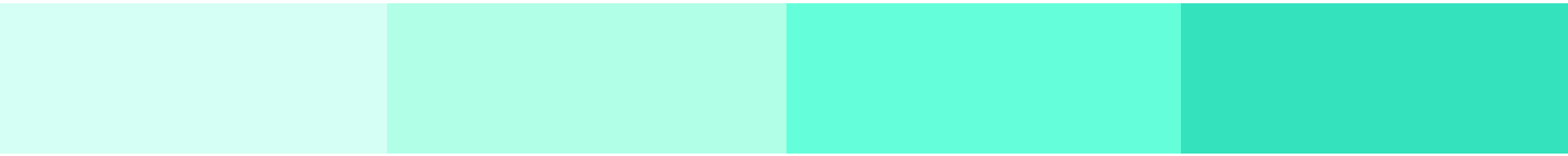


WE MET | CHRISTIAN

Junior at LACES, a high school in inner-city LA

We were amazed to find he used to use the N word in middle school but was eventually corrected by an African American friend, and now he still feels regret for being culturally insensitive.

It would be game-changing to have a safe space for teens to ask questions and be educated about taboo topics that may otherwise not be addressed on a day-to-day basis.

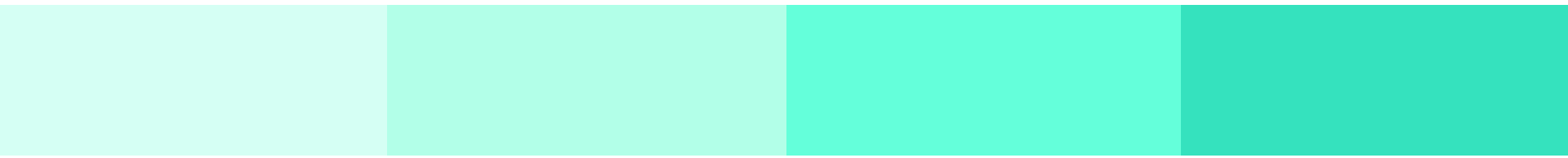


WE MET | HAN

International freshman studying at Stony Brook University

We were amazed to learn he smokes to hang out with his international friends as part of mainland Chinese culture, but is negatively judged for this by some of his American counterparts.

It would be game-changing to communicate the cultural differences that explain his behavior to people who don't understand.

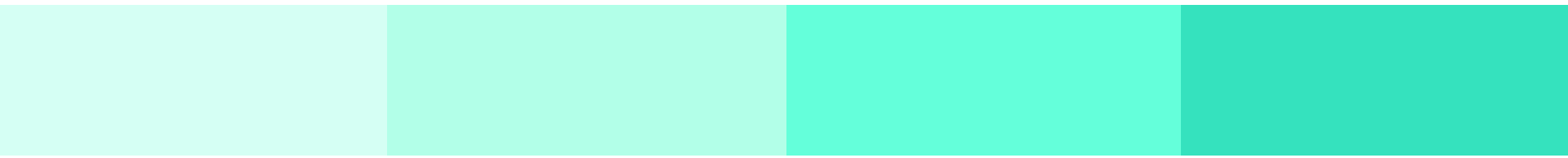


WE MET | KATIE

A Catholic Freshman from SoCal on the Stanford Swimming Team

We were amazed to learn that she didn't have a clear idea of what her friends believed or their worldviews despite feeling very close to them.

It would be game-changing to make this a natural thing to know about your friends.





HOW MIGHT WE . . .

Create spaces for **open** conversations
where people can ask questions
without worrying about offending others,
and **without actually** offending them?



HOW MIGHT WE . . .

Encourage the formation of
friendships **across different identities**
in a school setting?



HOW MIGHT WE . . .

Allow friends who merely hang out together
to enter more **substantial** and **meaningful**
conversation topics?

PROTOTYPE | HIDDEN QUESTIONS

Would recognizing that other people have the same questions and desire to talk about these topics encourage deeper discussion on serious issues?



- The game generated a lot of interest, from players and from passerbys
- Questions of varying seriousness piqued the participants' interest
- Participants already felt like they knew each other, game felt superfluous
- Group was not interested in asking the deeper questions

PROTOTYPE | MEAL BUDDY

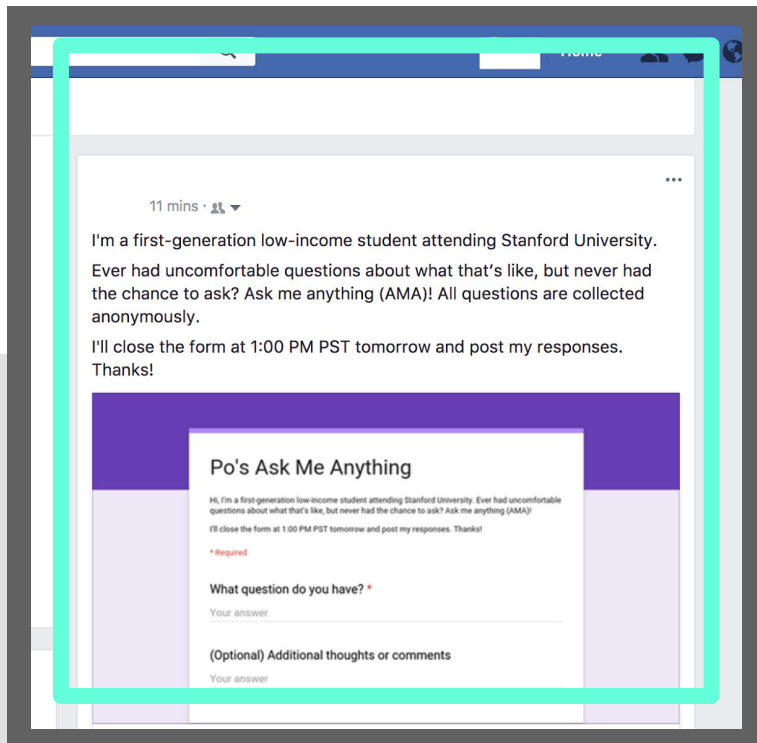
Would you sit with a stranger different from you over a meal, if you knew they were open to sitting with you?



- The sign/invitation attracted a participant within five minutes of it being posted
- Bonnie met someone she never would have otherwise gotten to know
- Though curiosity was piqued, other people seemed to consider the sign eccentric
- Experience of sitting with sign was a bit embarrassing

PROTOTYPE | FACEBOOK AMA

Do anonymity and openness foster deeper conversations between friends?

A screenshot of a web browser displaying a Facebook profile page. The browser window has a dark grey border. The Facebook page has a blue header bar with a 'Home' button and a profile picture placeholder. Below the header, the post content is enclosed in a light grey box. The post text reads: '11 mins · [profile picture] · [dropdown arrow]', 'I'm a first-generation low-income student attending Stanford University. Ever had uncomfortable questions about what that's like, but never had the chance to ask? Ask me anything (AMA)! All questions are collected anonymously.', and 'I'll close the form at 1:00 PM PST tomorrow and post my responses. Thanks!'. Below the text is a purple-bordered form titled 'Po's Ask Me Anything'. The form contains the same introductory text, a red asterisk indicating a required field, the question 'What question do you have? *', a text input field with the placeholder 'Your answer', and an optional section for additional thoughts or comments with another text input field. The entire form is highlighted by a thick cyan rectangular border.

- Gained deeper understanding of self and friendships
- Were asked very deep questions
- Questions were not consistently about taboo topics or identity
- Uncomfortable power dynamics around anonymity



QUESTIONS