WESTERN SYDNEY UNIVERSITY

The College

ASSIGNMENT COVER SHEET

(INDIVIDUAL ASSIGNMENT)

STUDENT'S DETAILS

Family name:	Reed
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Student ID:	22030016
Home campus (where you are enrolled):	6 Hassal Street

UNIT AND TUTORIAL DETAILS

Unit name:	Human Centered Design Research Methods		
Unit number:	1043		
Tutorial group:	2		
Tutorial date:	30/03/2022	Tutorial time:	11:00am-1:00pm
Lecturer or tutor's name:	Marucio Novoa		

ASSIGNMENT DETAILS

Title:	Concept redesign
Length:	20 slides, 20 seconds
Due date:	

The College time/date stamp

(For office use only)

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STUDENT'S SIGNATURE		DATE:	08/06/2020

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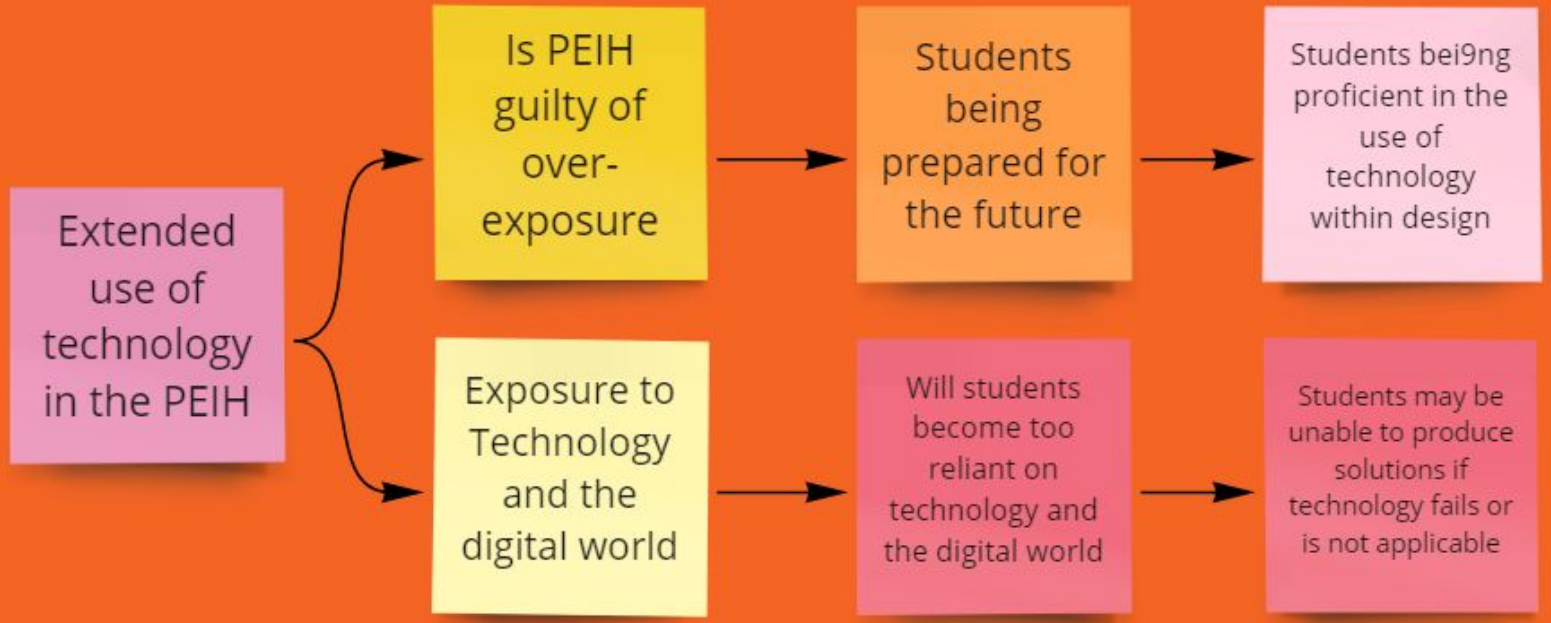
Poster 1

Background info

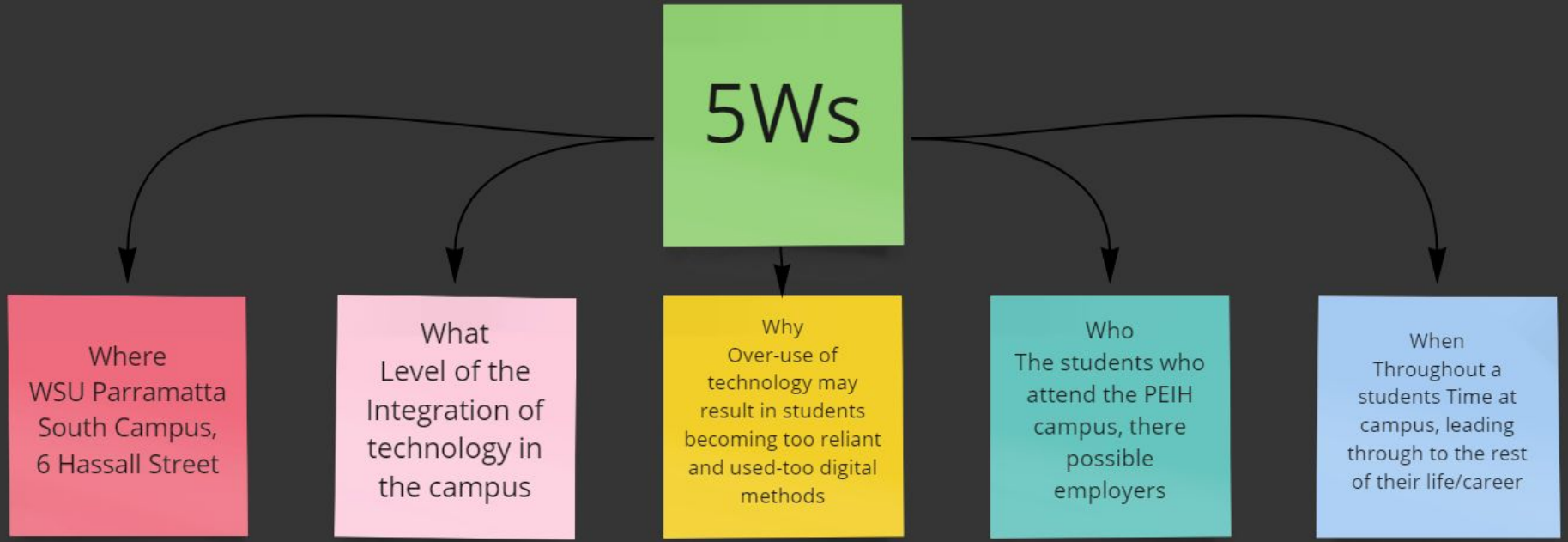
In our modern age technology has overcome analog devices and methods. Therefore universities all over must prepare their graduates for this future. Graduates must be able to use, utilize and innovate within this digital world. By exposing students the this environment throughout their schooling PEIH attempts to prepare it's graduates. However the adverse effect may be that students become too reliant on technology, students will only know technological design processes, one must be able to understand a digital and analog design process to be able to fully utilise their understand to create innovation. Through visualising the PEIH's methods and environment I intend to assess How well the campus prepares its Graduates for the coming of the digital age.

1. Understanding the Problem

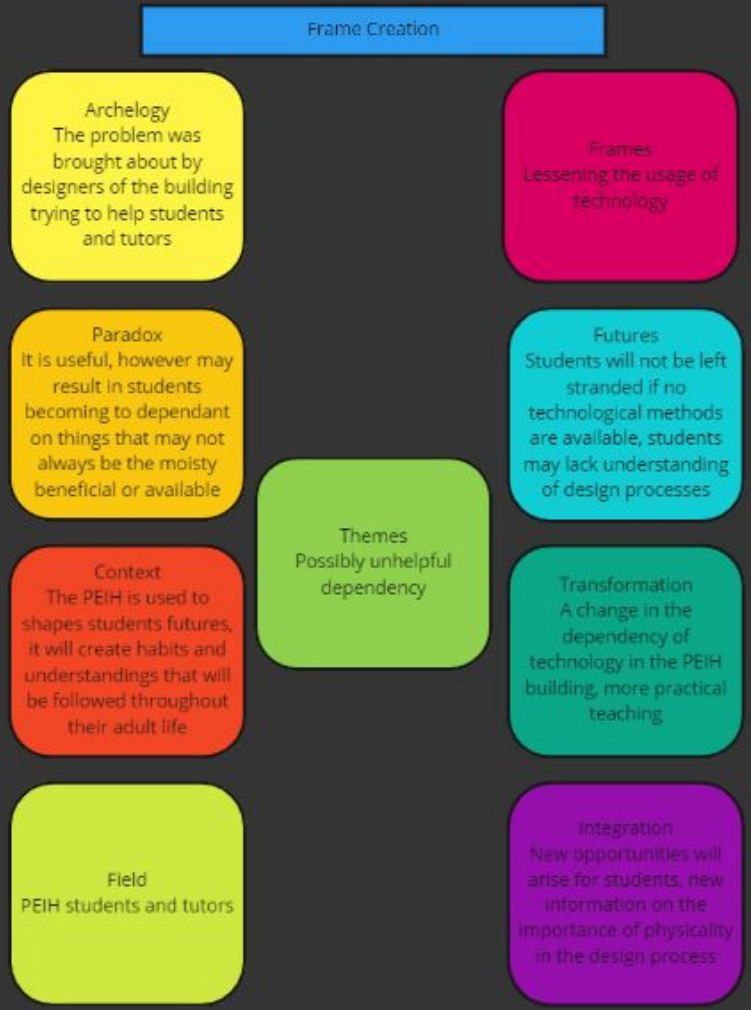
Concept modelling



Breaking Down the Problem



How will I Relate This Issue to PEIH?



Poster 2

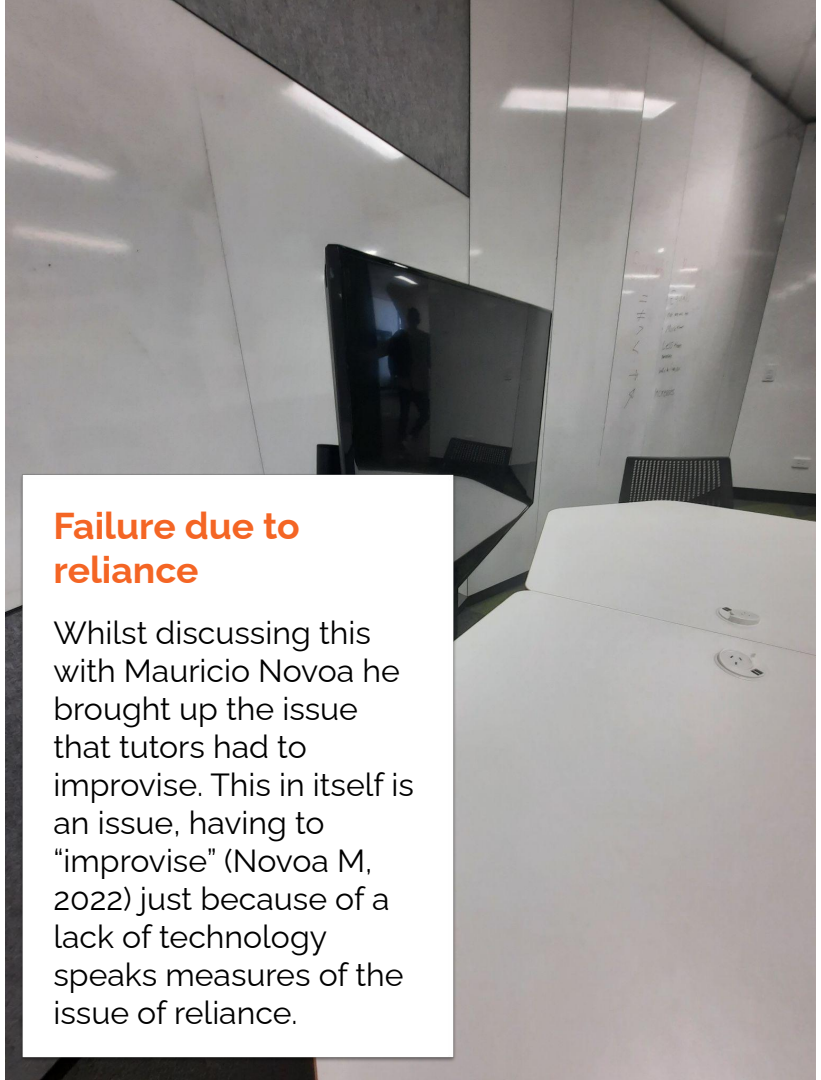
The Students of PEIH are expected to become used to the integration and usage of the technology within. Through integrative thinking, visualisation methods and interviews of people with related experiences, I aim to determine whether the level of technology in the campus is advantages or detrimental to it's students.

Although technology is helpful in the design process "the designers' mental representation is initially incomplete" (Bonnardel N, Zenasni F 2010) complete reliance on it may leave a designer lost in multiple dimensions.

Availability

“The digitisation of every aspect of our lives means that there is a growing reliance on technology not just in our homes but across businesses and industries too. A dependence that will leave us all vulnerable if our connected systems are breached.” (Soffid Blof, 2021)

One crucial aspect is availability. What would someone who is completely reliant on technology do when technology fails. On the left a depiction of a frustrated person is shown, the computer has failed them, and due to their lack of understanding they cannot properly utilize the methods of pen and paper. They are too used to the ease technology brings that their minds are lost without it.



Failure due to reliance

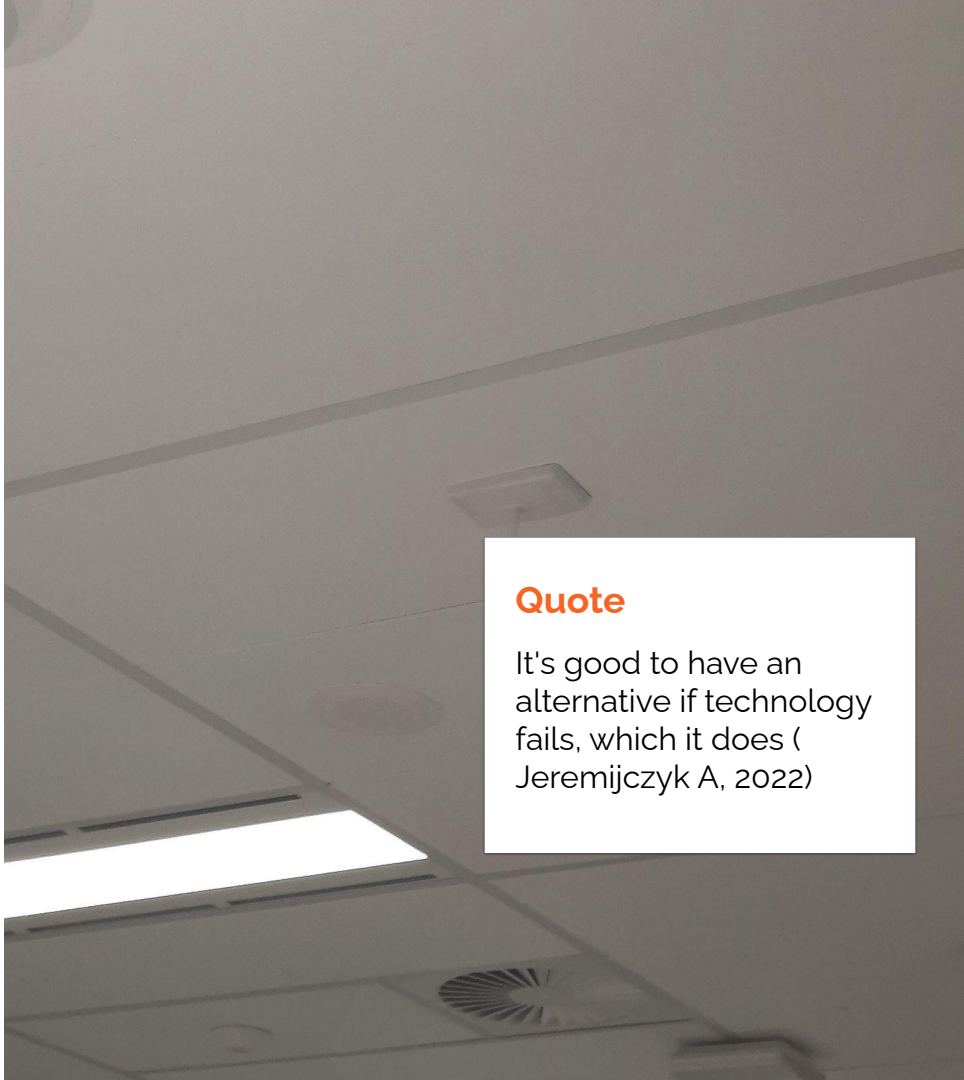
Whilst discussing this with Mauricio Novoa he brought up the issue that tutors had to improvise. This in itself is an issue, having to “improvise” (Novoa M, 2022) just because of a lack of technology speaks measures of the issue of reliance.

Malfunctioning fire alarm

During class in the PEIH we were informed that a fire alarm had gone off.. for no reason. Due to this all of the TVs, lecturer stands, etc were unavailable to use. Therefore we must ask ourselves, how must can we trust technology

Malfunctioning speakers

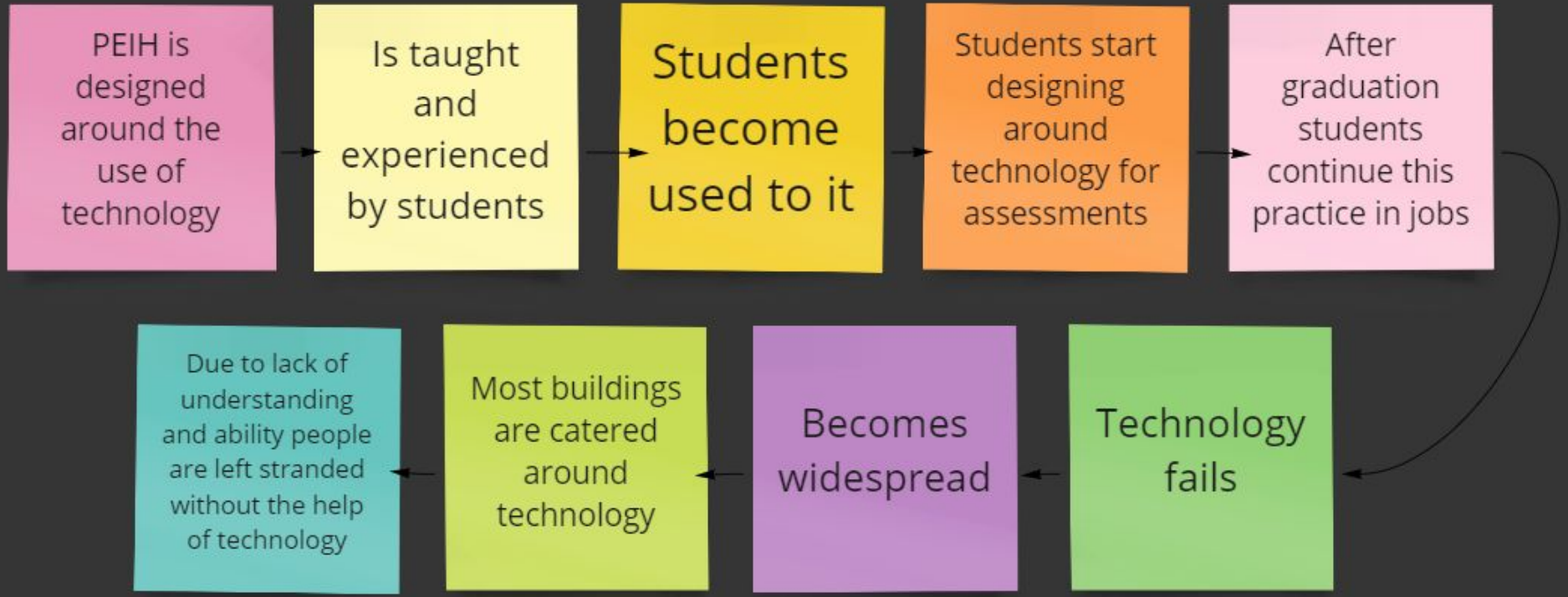
Additionally the overhead speakers of PEIH have been known to malfunction. As the layout of rooms demand the use of a microphone and speaker system for all students to hear a loss of this is quite important. Rooms of the PEIH have been designed around technology, and its students will follow this pattern throughout their career.



Quote

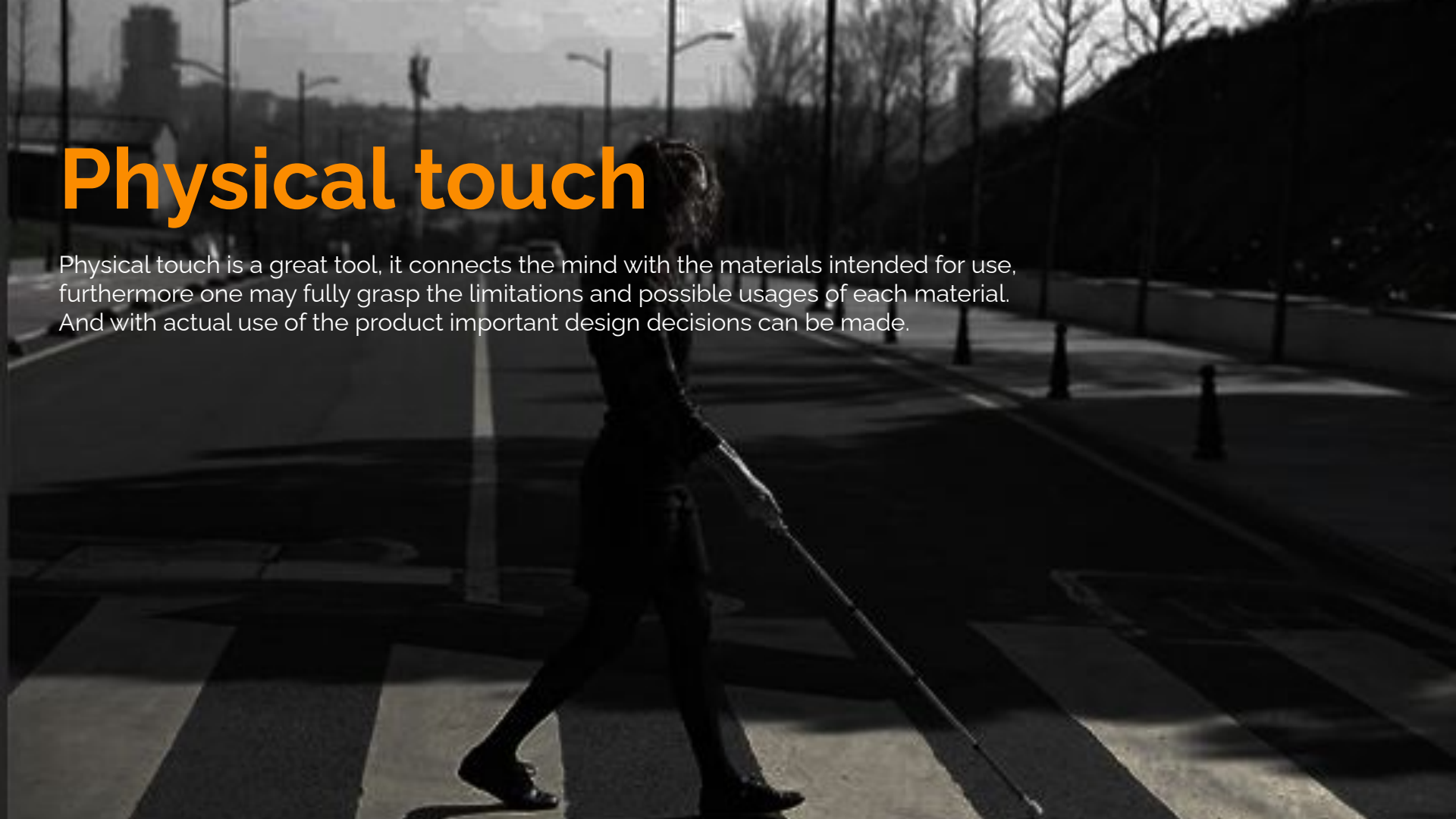
It's good to have an alternative if technology fails, which it does (Jeremijczyk A, 2022)

Flowchart


PEIH is designed around the use of technology
Is taught and experienced by students
Students become used to it
Students start designing around technology for assessments
After graduation students continue this practice in jobs
Technology fails
Becomes widespread
Most buildings are catered around technology
Due to lack of understanding and ability people are left stranded without the help of technology

Benefits of analog design

Designing something digitally brings great resources to the tip of one's fingers, however the user is unable to fully visualise the conceptualise the design. A design is not fully understood until you are standing in front of it. Reliability on others to create products results in additional cost and stress for the designer. If one makes something themselves they can make it to their exact specifications. Furthermore a physical hard copy of a design is more effective for visualsation and hand drawing creates a better visual image and understanding of the design



Physical touch

Physical touch is a great tool, it connects the mind with the materials intended for use, furthermore one may fully grasp the limitations and possible usages of each material. And with actual use of the product important design decisions can be made.

Four Sight Strategy

Through the previously mentioned methods I can bring all the information together

Back-Sight	Cross-Sight	Insight	Foresight
The over-use of technology within the PEIH will cause students to form habits and continue the trend of such design. This will leave both current and future students un-defended if technology fails them, whilst also failing to achieve the full extent of what design has to offer.	Through general discussion I have discovered an overall agreement with the need for an alternative if technology fails. Additional agreement of the importance of physical design processes.	The PEIH is too reliant on technology, and is creating the students this way too. Alternative thinking is needed, only through redesigning of both the campus and teaching methods may this be achieved.	An overall of the campus and teaching methods will take time and may need smoothing out, but will overall be effective and beneficial.

Remembers things better if written down

Not tech savvy

Persona 1

Student

Quiet

1st year student

➔ **Expectations**

Use computer to see what is expected of them for assignments and tutorials.

No close friends attend same uni

➔ **Concerns**

I don't fully understand how to use the Blackboard website, and what if it shuts down? I also don't like to ask the tutor questions.

Good with hands, enjoys making things

➔ **Effects**

Student is stressed due to having to figure it out themselves, even though they don't understand the blackboard website

Procrastinates

40s

Has been teaching 10+ years

Caring

Knows subject well

Didn't grow up with computers

Persona 2

Tutor

➔ **Expectations**

To teach students.

➔ **Concerns**

I hope all the students understand the subject, I don't know if they don't tell me.

➔ **Effects**

Must depend on website to work, is dissociated with students as they hardly see each other, therefore is not able to cater to particular needs of every student.

Personas

Student is quiet and therefore won't go out of their way to ask questions.

Tutor didn't grow up with computers so has limited knowledge

Both parties are reliant on technology and are limited in their ability to help one another

Smaller rooms will mean the microphone and speaker system will not be needed, all students will be able to hear the tutor without assistance. Provide analog means of learning and study, the campus already supplies computers, TV screens and other things for students to use, however personally I have been unable to find pen and paper, make this available and tutors must create tutorials that make use of these supplies, teaching students to hand draw blueprints for instance.

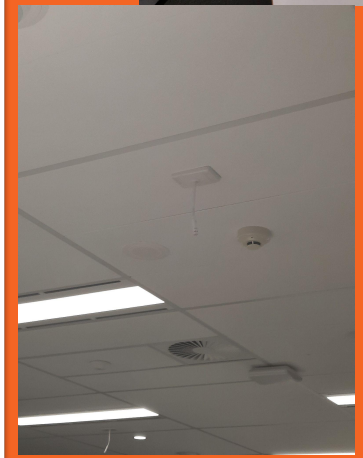
How can it be fixed?

I suggest removing the over-use of technology within PEIH

It can still be used, just at a lowered rate. In a learning environment people are moulded, especially students, A mix of analog and digital media must be carefully weighed.

➔ **Changes**

Almost all assignments are completely online, make some more practical ones. Create an environment that allows for a lack of technology.



Poster 3

Implementation

Ease into it

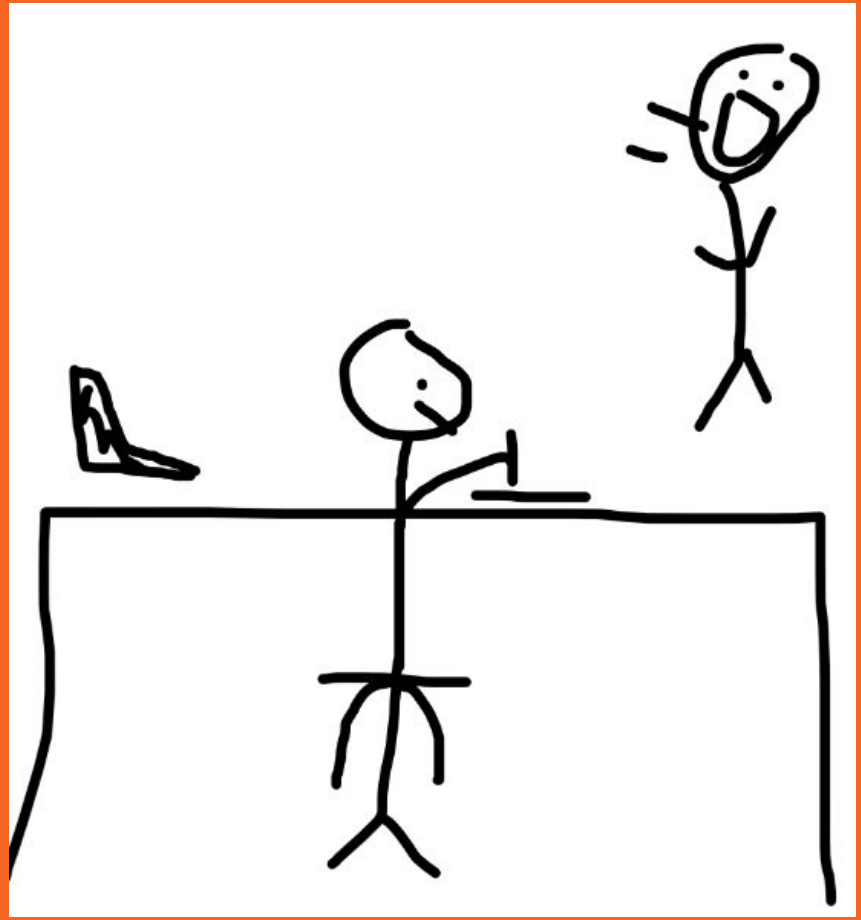
There is no advantage to instantly make changes. Certain things are not immediately of concern, such as the elevator buttons or bathroom controls, however catering towards analog methods is definitely needed. Starting with changes within the learning guide, more practical assignments and tutorials. Larger classrooms can be cut in half, allowing for a students all around the room to be able to hear the tutor. Rooms may also be soundproofed to negate the need for speakers and microphone. Sidenote: this is a perfect example of an analog solution to a problem which is currently being solved through technological means. Additionally students may appreciate the comfort this causes and appreciate the analog solution, which will spark their own ideas

State of mind

Students may become more stressed with changes happening around them, any construction should take place during breaks, to reduce noise and provide a better learning environment.

This is what one generally thinks of when they hear “classroom”

The jump from a standard classroom setting of books and writing to an almost completely digital learning space is quite jarring. I have found this to be true myself, this sudden jump can be confusing and stressful, therefore I call for university rooms to be made more similar to common classrooms. I lack of pen to paper approach is apparent in PEIH and adjusting to this may be unnecessary. Furthermore a lack of a “teacher” persona is lacking. Students are mostly left to their own devices are are told to come to tutors with any questions. Some people, including myself are naturally less inclined to ask a question directly, I prefer an overall address to the entire class, This method will be overall beneficial.



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Summary

Too reliant

The PEIH creates an environment that is reliant on technology, with few alternatives if this volatile solution were to fail.

Creates loop of reliance with lack of alternative

Within a learning environment the students enquiring minds will copy the creative solutions they see, meaning the fixing of problems with technology will continue as students get jobs and with future students.

Current system does not cater to all

Some student prefer analog learning, with zero availability for this these students are forced to conform, which may affect their overall learning.

Analog solutions should be utilized

The PEIH has a theme of fixing problems through a technological means. This will carry over into students who will use this theme in their own designs, a world resting on a man made solution is likely to fall

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Video link
https://youtu.be/1xN0lYehimE