

New Member Experience: Ideation

C4SF Research Guild session on 4/6/2016

“HMW make it easier to approach teams?”

Greeters

Hospitality / Welcoming

Onboarding

Signal / Badges

“HMW make project team infos more clear to new members and facilitate project participation?”

Team and Personal Pitches

Team Details

Teams Gallery

Match / Assign

Contributors: Carla, James, Jaoyi

New members: Caitlin, David, Jersey, Tess

“HMW make it easier to approach teams?”

Greeters

1. Matchmaker at the door
2. Designated brigade member who connects new members to projects
3. Designated brigade member to collect info from groups

Hospitality / Welcoming

1. Candy bowl next to the project team
2. Activity table with object
3. Open brainstorm board
4. Dance room

Onboarding

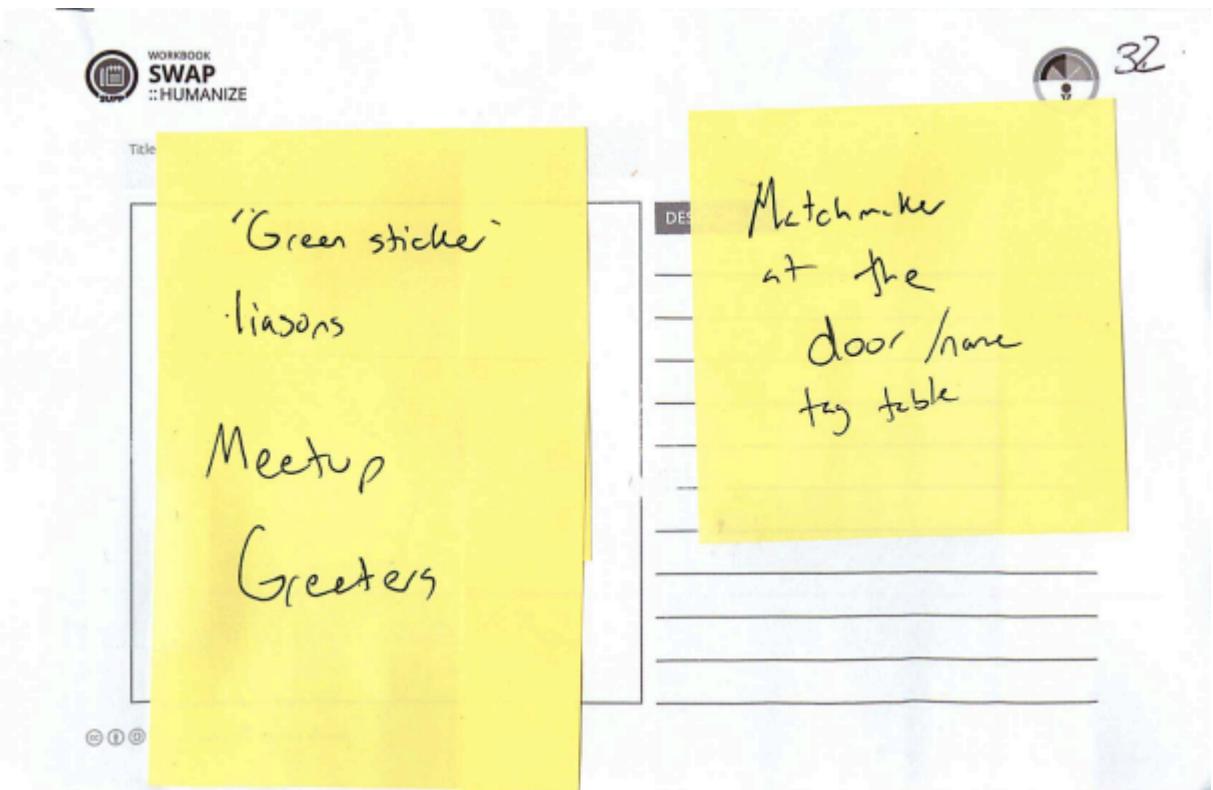
1. Allocate specific time where new members get onboarded
2. Create an agenda for the meetup
3. Require onboard protocols for each project

Signal / Badges

1. Do not disrupt sign
2. Designated person on team to be the representative
3. Picture of the project leader
4. Table signs
5. Offline connection / chat
6. Empty chair at group table
7. Color symbol for special skills needed
8. “Talk to me” badge
9. Badge for designated team member for onboarding
10. Badge for designated team member

Greeters 01

Matchmaker at the door



Greeters 02

Designated brigade member who connects new members to projects

WORKBOOK
SWAP :: HUMANIZE

Title

BEING UPDATE
AND HAVE A
LIST OF NEWS

DESCRIPTION

Have a designated
brigade member who
has an understanding
of every project's needs

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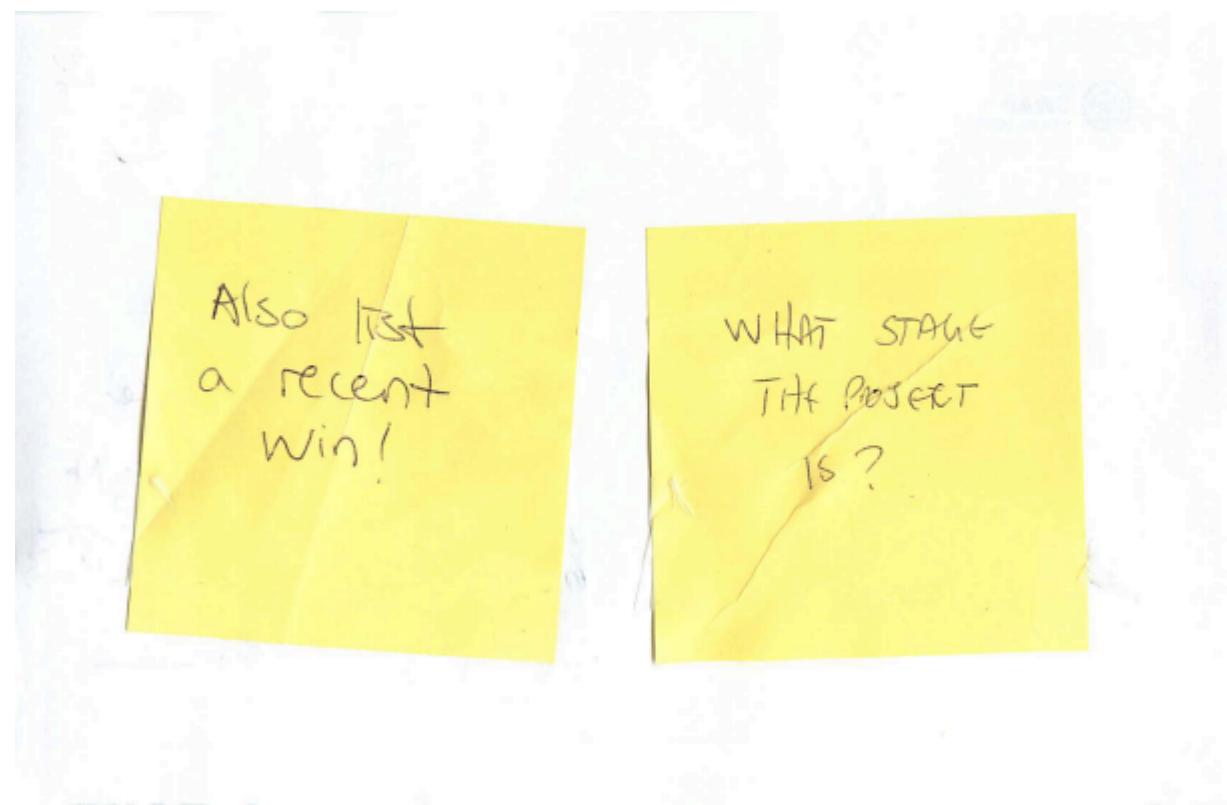
23

Greeters 03

Designated brigade member to collect info from groups

The image shows a worksheet titled "WORKBOOK SWAP :: HUMANIZE". At the top left is a logo with the word "SWAP" inside a circle. To the right is a small circular icon with a stylized figure. In the top right corner, the number "22" is written. Below the title, there is a section labeled "Title:" followed by a large yellow sticky note. On the sticky note, handwritten text reads: "HAVE SOMEONE TO FILL THIS FORM ABOUT THE PRODUCT". To the right of the sticky note is a section labeled "DESCRIPTION" containing handwritten notes: "Have each team fill out a checklist of project qualities, like: 'Does it have a UI?' Yes/No, 'Who is the target audience?', 'What stage is the project in?', 'What problem is it trying to solve?'"

Greeters 03 - Notes

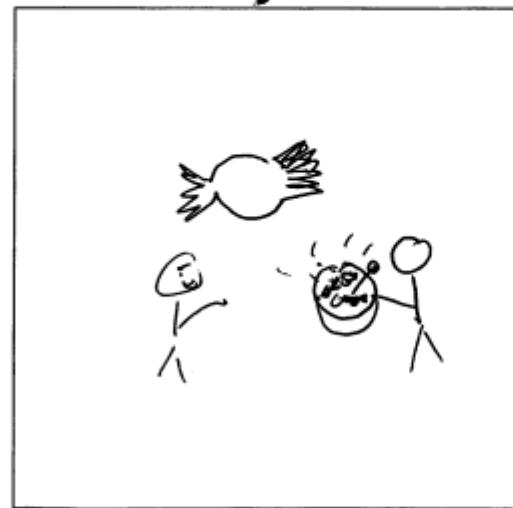


Hospitality / Welcoming 01

Candy bowl



Title: **candy**

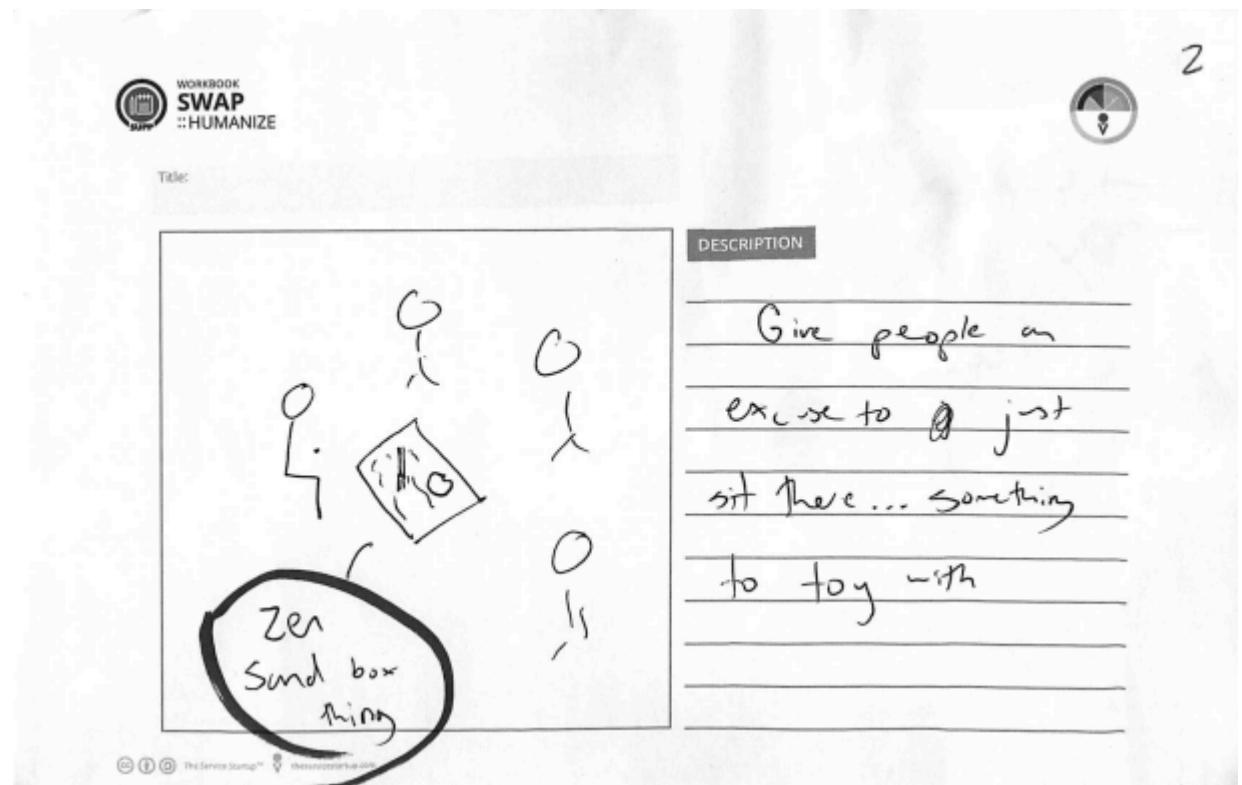


DESCRIPTION

offer them
candy... or
some other
welcome gift

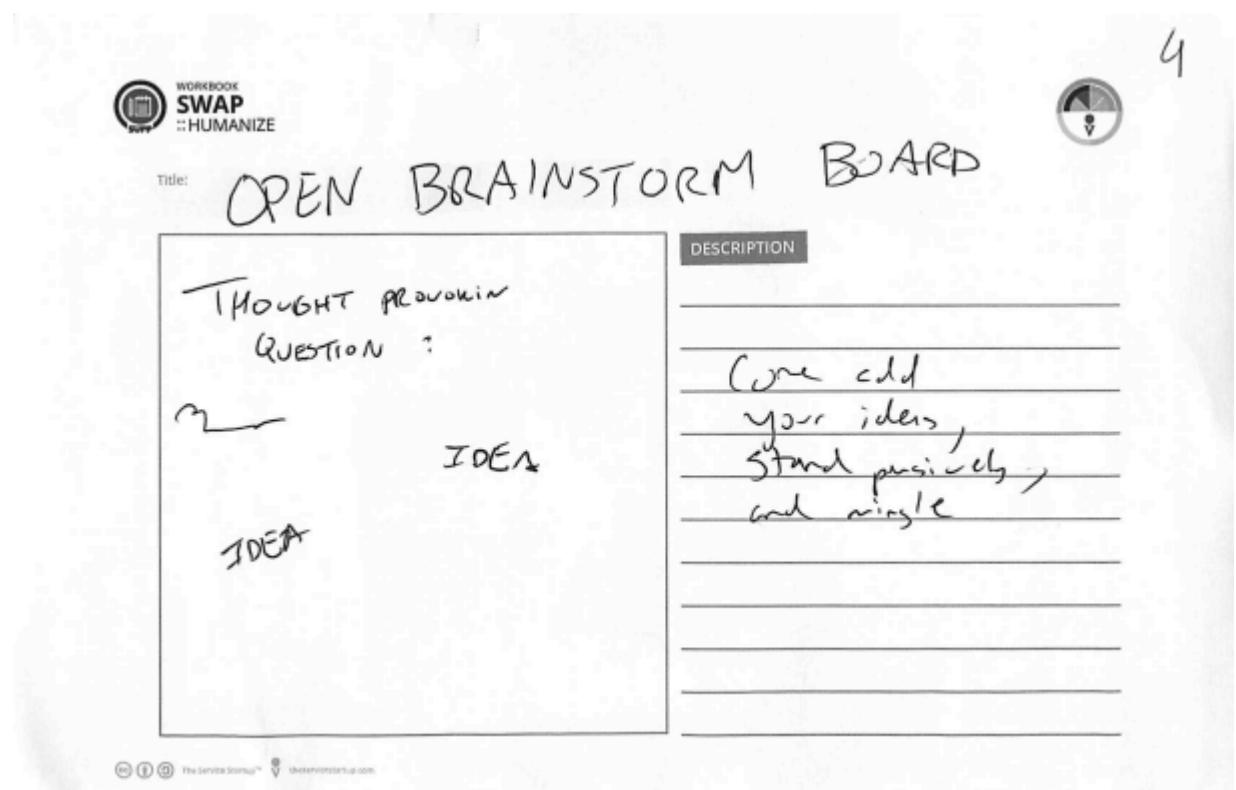
Hospitality / Welcoming 02

Activity table with object



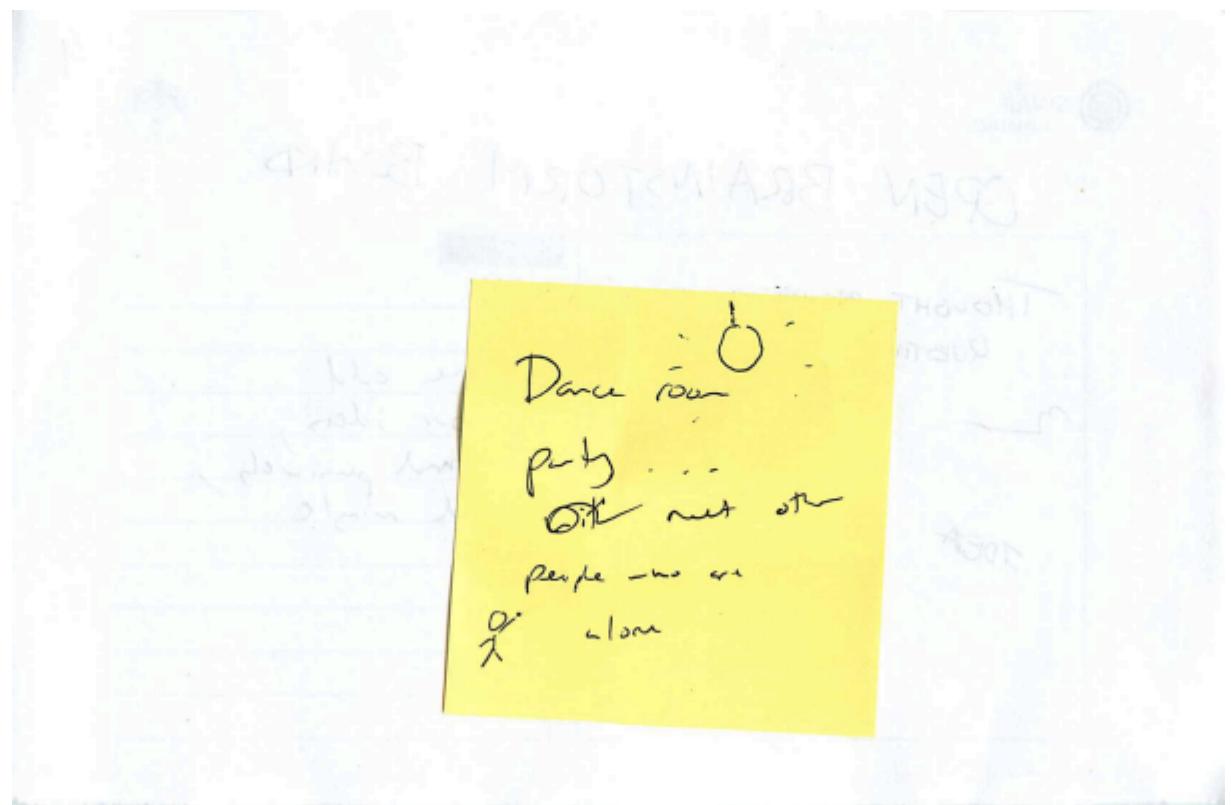
Hospitality / Welcoming 03

Open brainstorm board



Hospitality / Welcoming 03 - Notes

Dance room



Onboarding 01

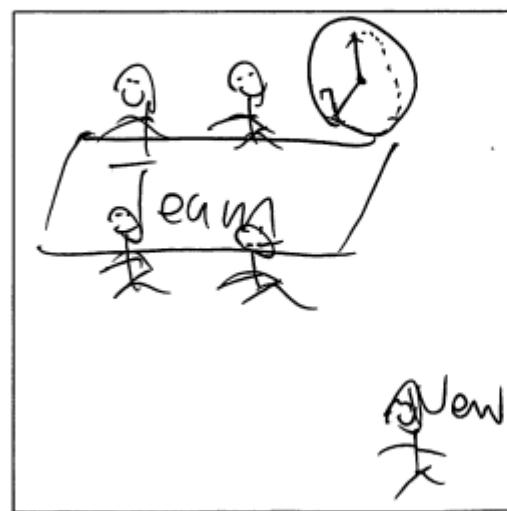
Allocate specific time where new members get onboarded



onboarding
Title: New member intro time



12



DESCRIPTION

allocate time where
new members get
~~introduced to~~
~~being onboarded~~

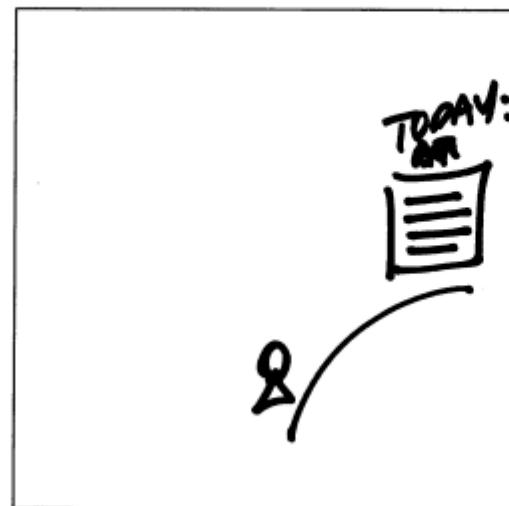
Onboarding 02

Create an agenda for the meetup



13

Title: AGENDA

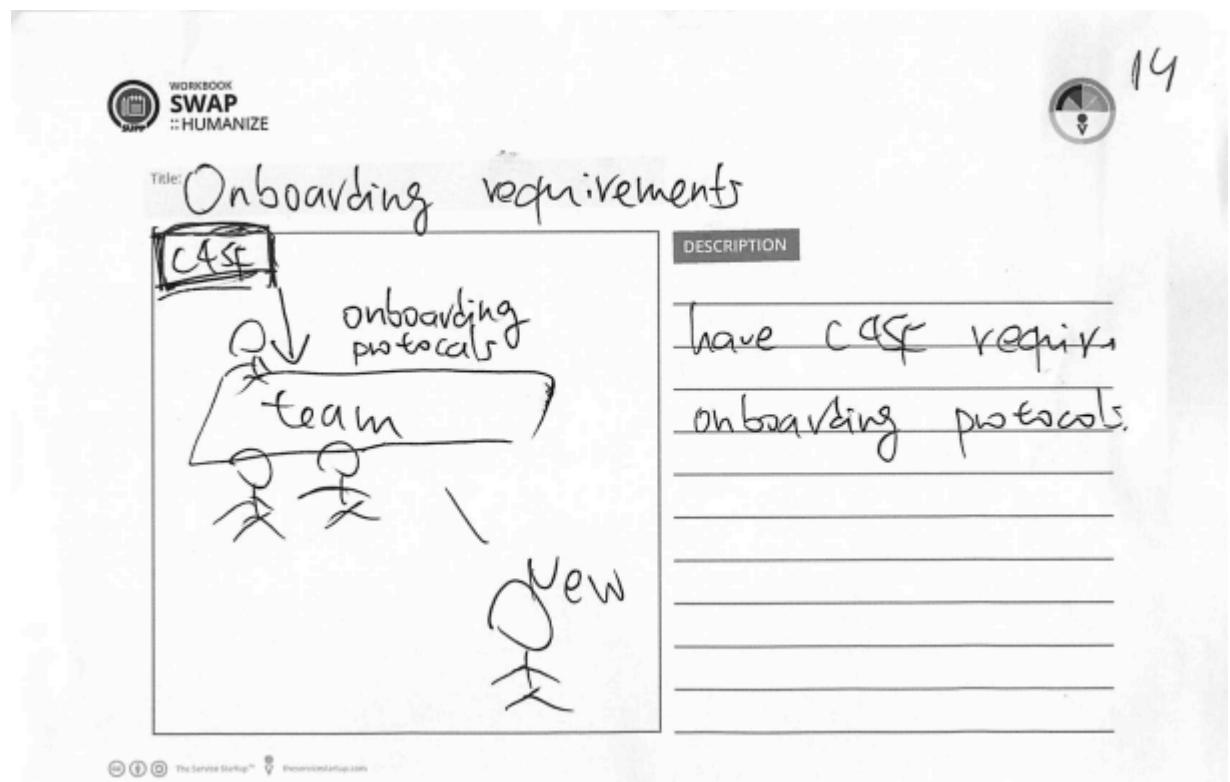


DESCRIPTION

HAVING AN
AGENDA CLEAR
AT THE MEETUP
PAST AND AT
THE FUTURE

Onboarding 03

Require onboard protocols for each project



Signal / Badges 01

Do not disrupt sign

WORKBOOK
SWAP
HUMANIZE

(S)

Title: Do not disrupt sign

team

Do not disrupt

DESCRIPTION

Show if a team is busy

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Signal / Badges 02

Designated person on team to be the representative

WORKBOOK SWAP :: HUMANIZE

6

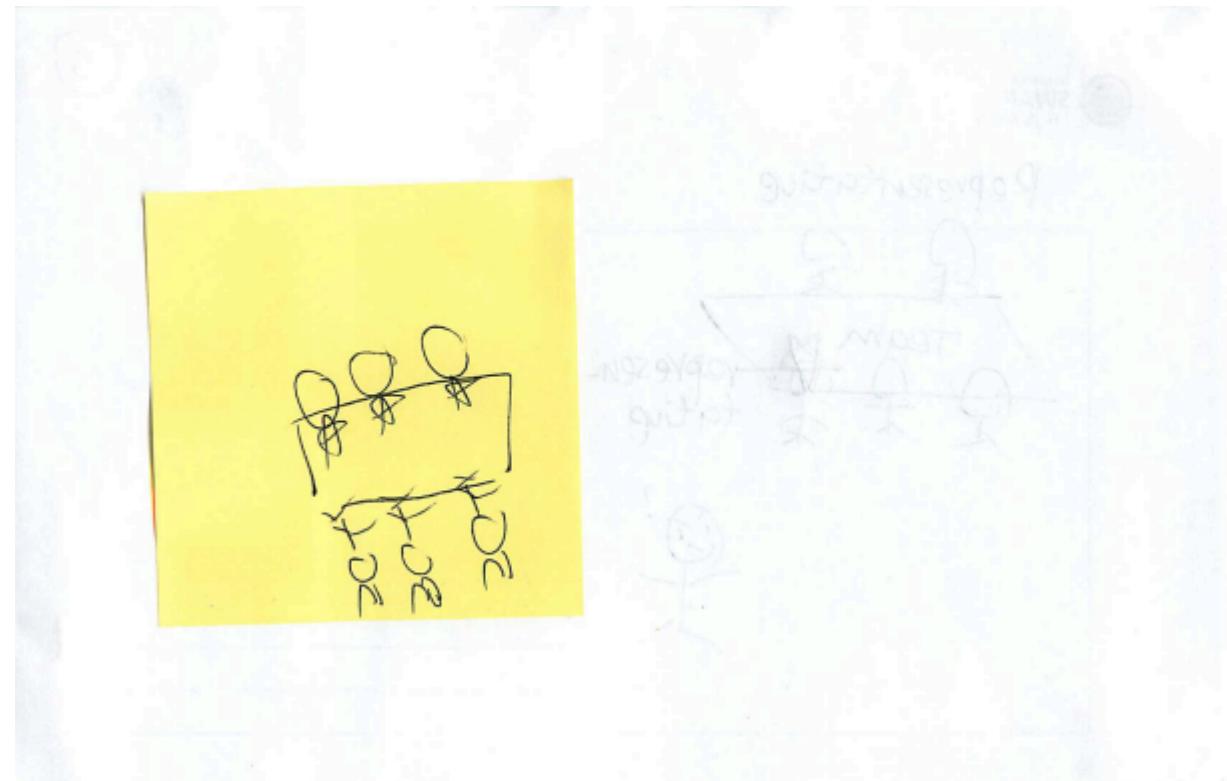
Title: Representative

DESCRIPTION

Have a representative of each team

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Signal / Badges 02 Note

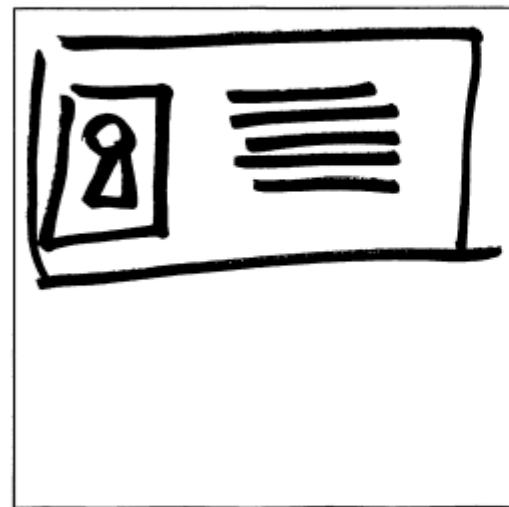


Signal / Badges 03

Picture of the project leader



Title:



DESCRIPTION

PICTURE OF THE
PROJECT LEADER
AT INTRO FEE
TO FACILITATE
THE APPROACH

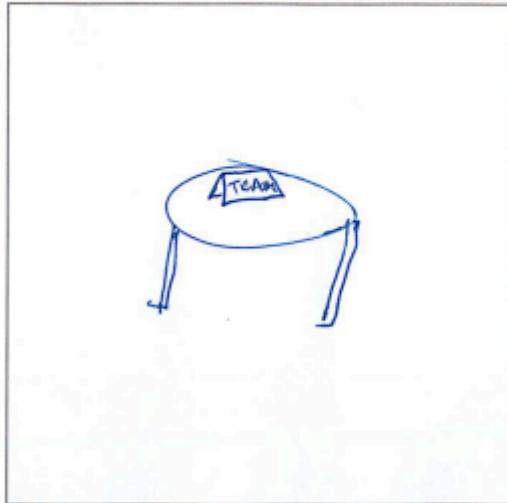


Signal / Badges 04

Table signs



Title:



DESCRIPTION

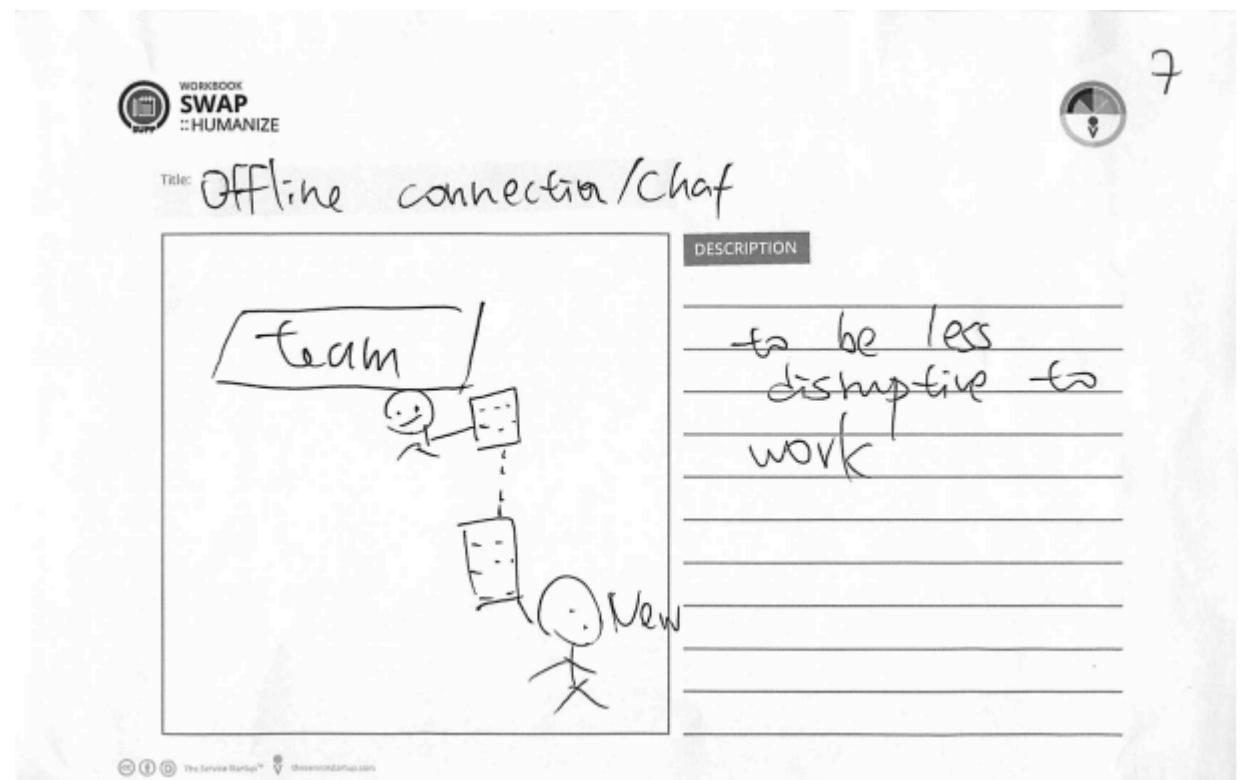
Have table signs or something to mark areas where each team is



42

Signal / Badges 05

Offline connection / chat

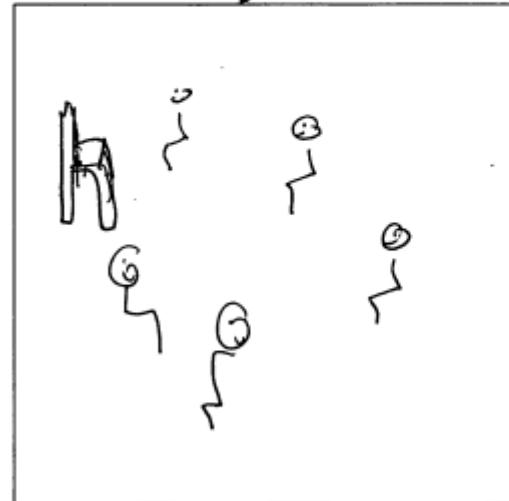


Signal / Badges 06

Empty chair at group table



Title: **Empty Chair**



DESCRIPTION

Always have
an empty chair



8

Signal / Badges 07

Color symbol for special skills
needed

43

WORKBOOK
SWAP
::HUMANIZE

Title:



DESCRIPTION

Color gear on
each table
for specific
skills needed
in a team

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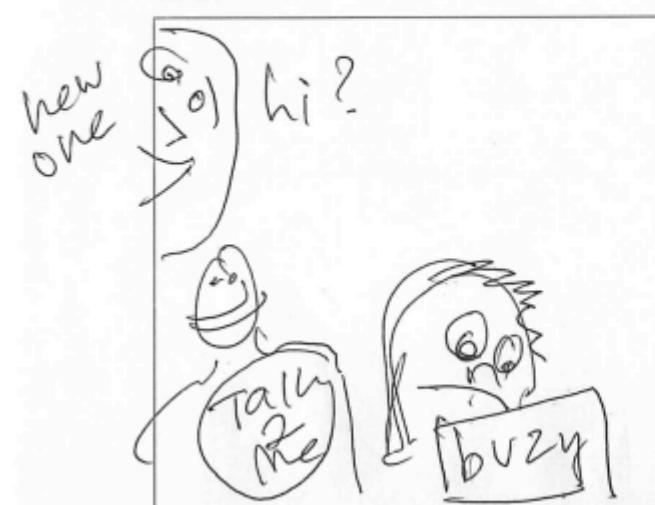
Signal / Badges 08

“Talk to me” badge

WORKBOOK
SWAP
:: HUMANIZE

chat | 9

Title:



DESCRIPTION

Talk to me badge
special badge
for person on
team to talk
to. Must be
really bright.

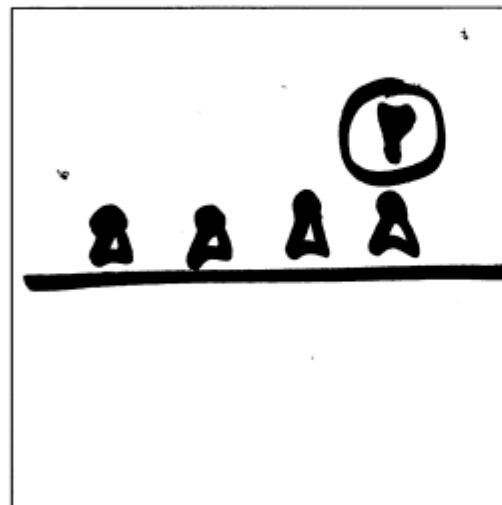
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Signal / Badges 09

Badge for designated team member for onboarding



Title:



DESCRIPTION:

Sticky notes
Following members
6 traits
DIFFERENT TAG
FOR TEAM MEMBERS
TO DO ONBOARDING,



10

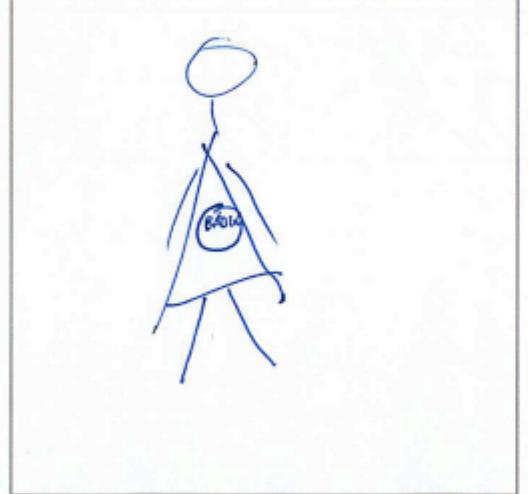
Signal / Badges 10

Badge for designated team member

WORKBOOK
SWAP
HUMANIZE

11

Title:



DESCRIPTION

Have a designated person marked for each team w/ a badge or sticker - should be someone who understands the project's needs

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"HMW make project team infos more clear to new members and facilitate project participation?"

Team and Personal Pitches

1. New member pitches what they are passionate about
2. Team pitch in front of new members
3. Musical pitches

Team Details

1. Interactive screen to check in and read about teams
2. Nudge teams to update with visible score
3. Help wanted listings
4. Super sign, printed weekly
5. Up to date list of project needs
6. Phone app for new members to get info on teams
7. New member sign up, as well as teams to create a "map of teams"
8. Better web presence for teams
9. Team description on sandwich board
10. Pictures of leaders
11. Team flyer, also describes what they "don't need"

Teams Gallery

1. Board of projects
2. Display team update on screen or poster
3. Posters of each team, in a gallery
4. "Team board" with columns for "present", leader, slack channel, skills needed
5. Display screen that rotates team info

Match / Assign

1. Matching mechanism
2. New members assigned to do simple tasks
3. Matchmaker via the "check in"
4. Project filters
5. Speed dating, in person matchmaking
6. Matched to multiple projects based on skills
7. New members self identify, post "who needs X" questions to teams
8. Show new members which teams to talk to
9. The sorting hat decides where you should go
10. New members assigned to projects
11. Pick a team out of a hat

Pitches (Team or Personal) 01

New member pitches what they are passionate about

The worksheet features a logo for 'SWAP: HUMANIZE' with a circular icon containing a stylized figure. Below the logo is a title field labeled 'Title:' followed by a large empty rectangular box. To the right of the box is a handwritten note: 'what you're passionate about?'. A small circle with the number '31' is positioned above this note. On the far right, there is a section titled 'DESCRIPTION' with several lines of handwritten text:

have each new member
present themselves and
say what they're passionate
about, one what field is
of interest. and pass around
a written pitch of the
different projects with, stages,
needs, and goals

At the bottom left of the worksheet, there are small icons for social media platforms (Twitter, LinkedIn, Facebook) and the text 'The Service Startup™' and 'theservicestartup.com'.

Pitches (Team or Personal) 02

Team pitch in front of new members



Title:

Better Pitch.



30



DESCRIPTION

have each team send a representative to talk about the different projects being developed. Each person has 1 minute to speak about the problem, why it's important, the solution (or one of them), the resources needed (programs, languages), and where they're located in the building.

Pitches (Team or Personal) 02 Note



♪ Musical
pitches

Team Details 01

Interactive screen to check in and read about teams

24

WORKBOOK
SWAP
HUMANIZE

Title:

DESCRIPTION

Interactive Screen / Data gathering

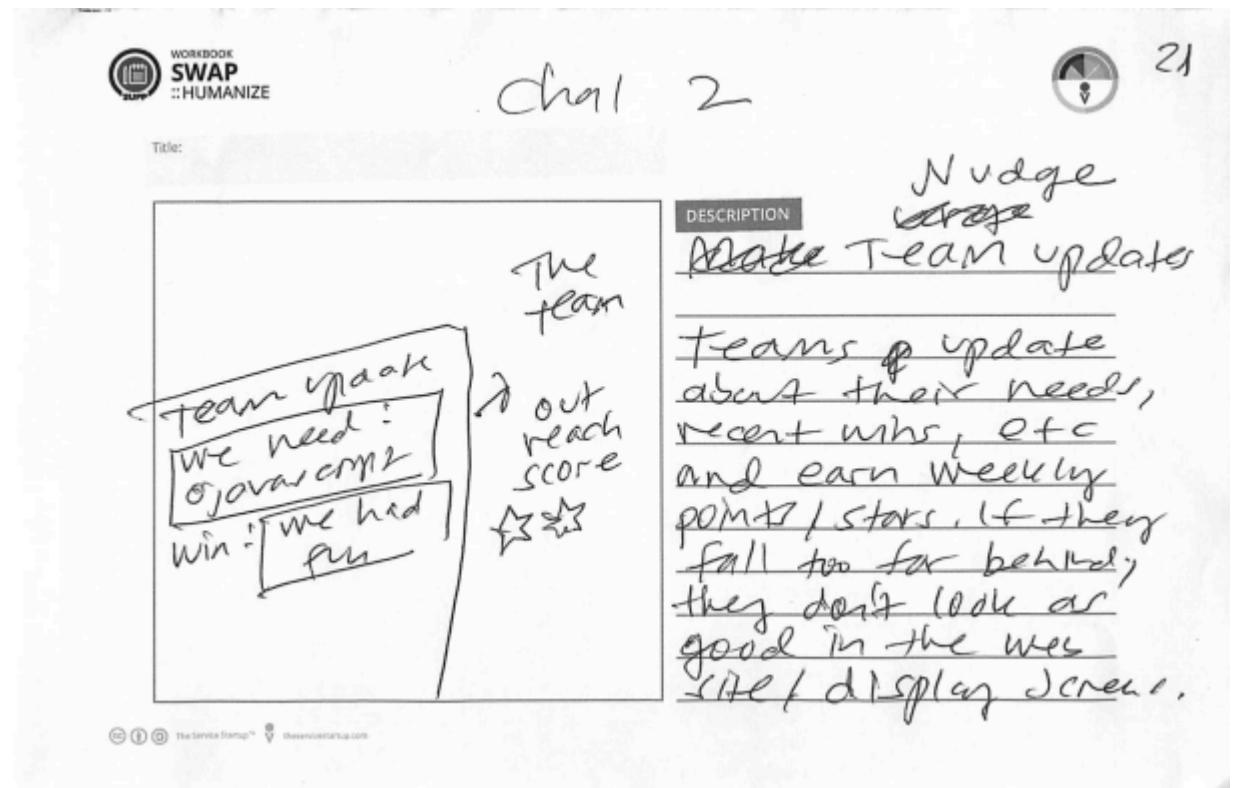
Interactive Screen

- sign in / check in (new members, existing, teams)
- team profiles (projects, tasks, skills needed)
- Team location in building
- data collection of each event

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Team Details 02

Nudge teams to update with visible score



Team Details 03

Help wanted listings



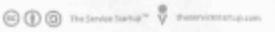
WORKBOOK
SWAP
:: HUMANIZE

33

Title:

DESCRIPTION

Something like craigslist "helpwanted" section or a job listing site. If something like this doesn't already exist on Slack, maybe it could be implemented as a ~~app~~ when skill requirements for various projects are listed & people can "apply" if they have these skills.

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Team Details 04

Super sign, printed weekly

WORKBOOK
SWAP
::HUMANIZE

chal 1

40

Title:

New One



DESCRIPTION

Super sign

Huge sign displays the following for each team:

- skills needed
- problem domain
- who to talk to first

Printed out every wed!

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Team Details 05

Up to date list of project needs



Title:

Team description ~
Contact: m
Needs: m
m

DESCRIPTION

Have a list of needs
per project kept up to
date on the website
w/ a contact person
listed



Team Details 06

Phone app for new members to get info on teams



Title: READ more



DESCRIPTION

ON LINE WHERE
NEW MEMBERS
NEED
COULD ACCESS TO
LOOK FOR MORE
INFO ABOUT THE
PROJECTS



Team Details 07

New member sign up, as well as teams to create a “map of teams”



New member Sign-up



Teams sign up
as well -
map of teams,

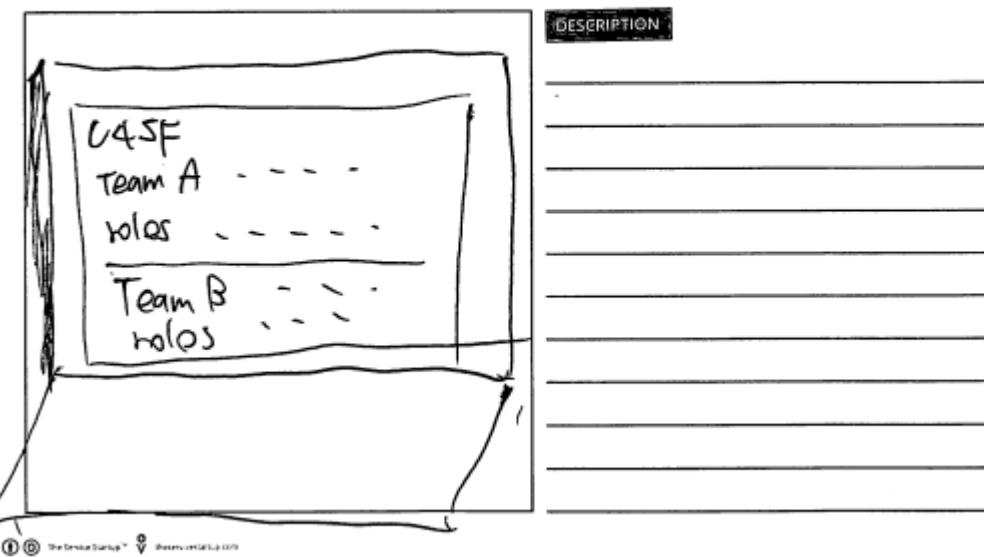


Team Details 08

Better web presence for teams

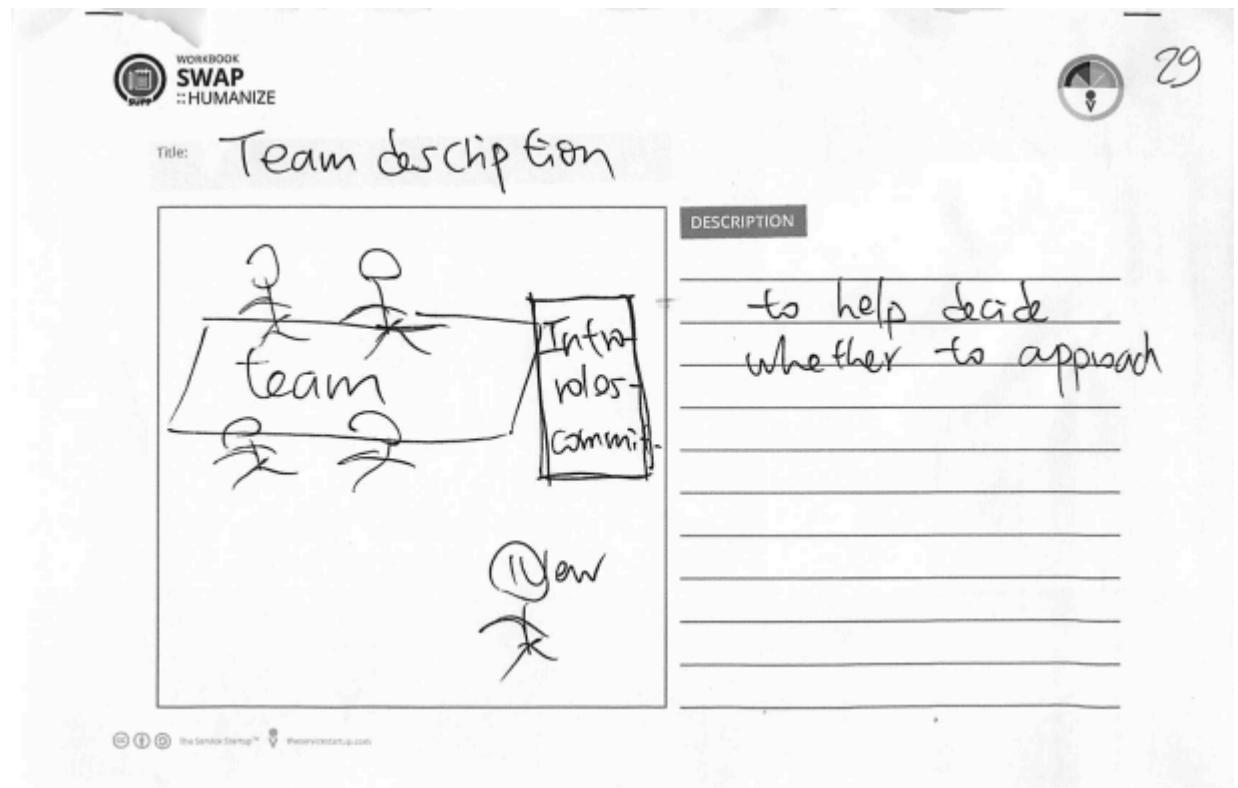


Title: Better Web presence



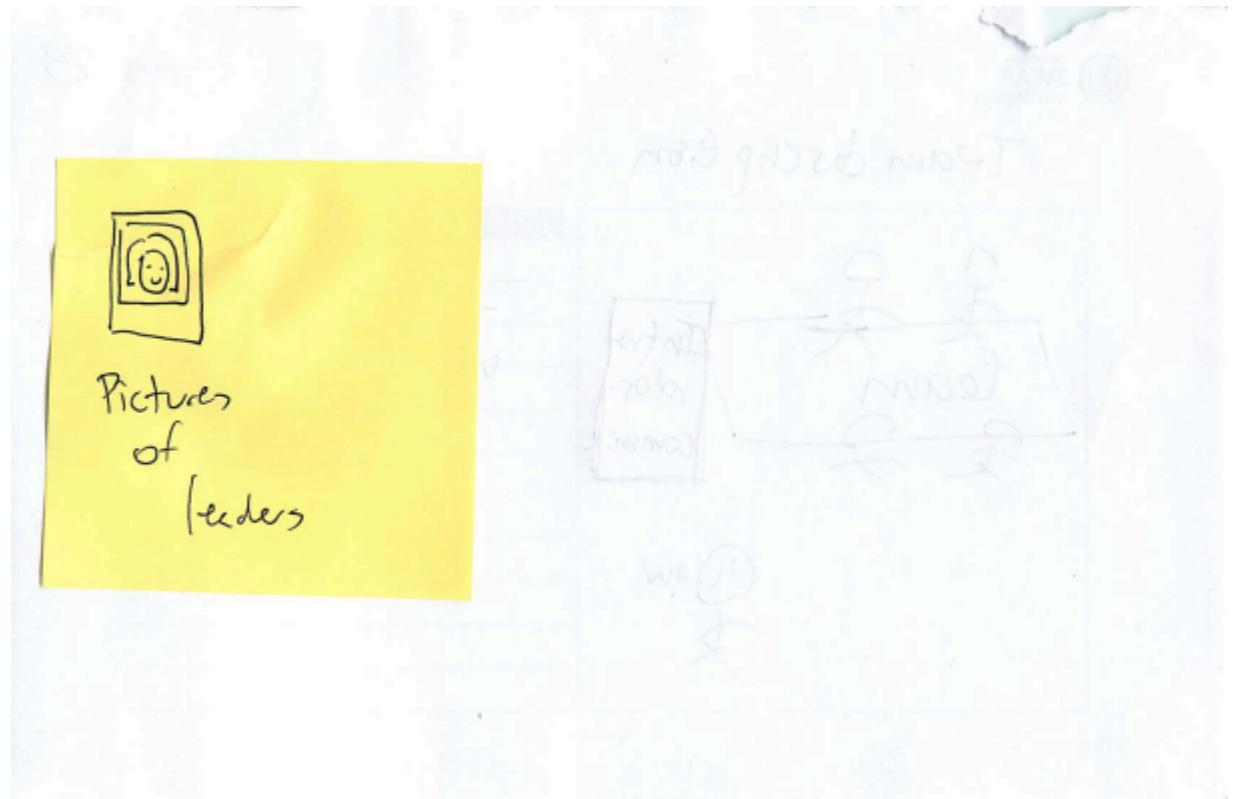
Team Details 09

Team description on sandwich board



Team Details 09 Note

Pictures of leaders



Team Details 10

Team flyer, also describes what they “don’t need”

The image shows a worksheet titled "WORKBOOK SWAP :: HUMANIZE". At the top left is a logo consisting of a circle with a stylized "S" shape inside. To its right, the word "WORKBOOK" is written vertically, followed by "SWAP" in a larger, bold font, and ":: HUMANIZE" below it. On the far right, there is a small circular icon containing a stylized "V" shape, with the number "39" written next to it.

Below the title, there is a small "Title:" label followed by a blank line. To the right of this line is a large yellow sticky note with handwritten text:

Teams can
list what
they don't
need

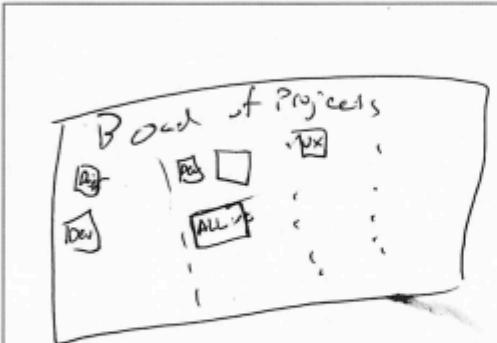
To the right of the sticky note is a section labeled "DESCRIPTION" in a small box. Below this label is a block of handwritten text:

Have each team
make a really
simple friend
site that
better shows what
the project is

At the bottom of the page, there are small icons for social media platforms (Twitter, LinkedIn, Facebook) and the text "The Service Startup™" and "theservicestartup.com".

Team Gallery 01

Board of projects



WORKBOOK
SWAP
::HUMANIZE

27

Title:

DESCRIPTION

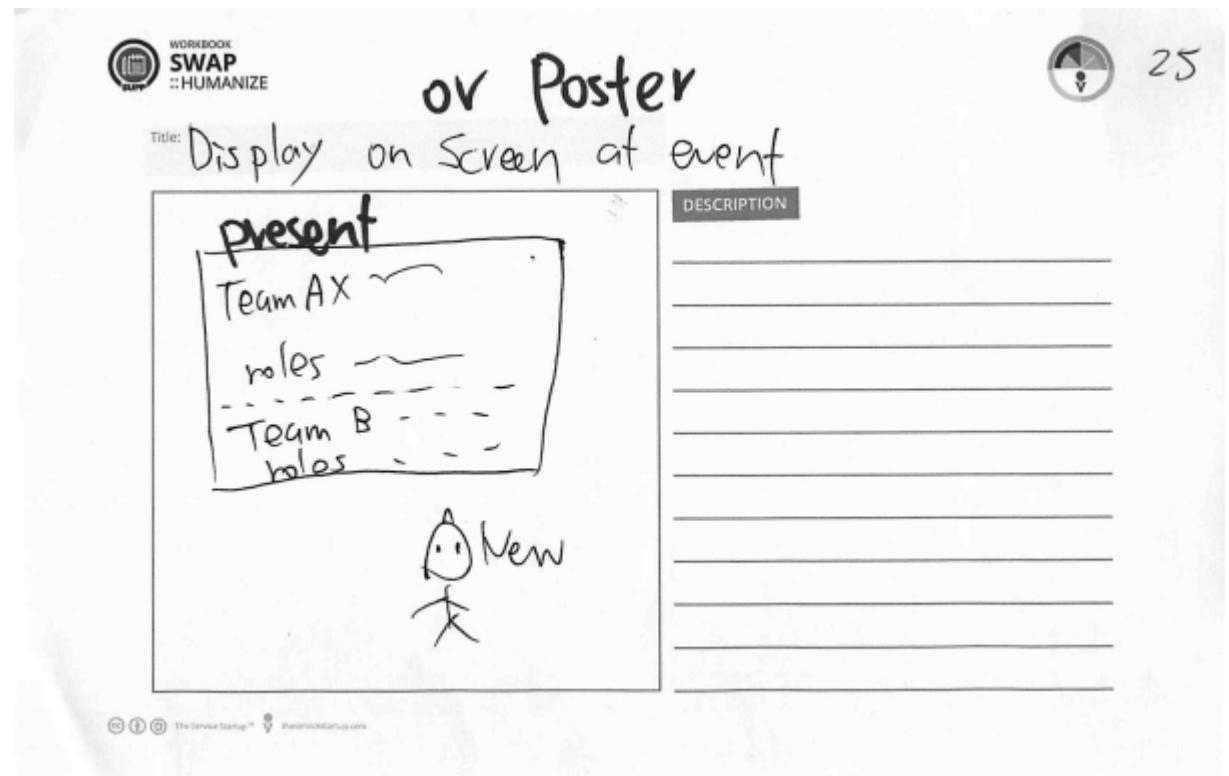
like the pitches,
but visual.

and maybe some
more general categories
like 'all welcome' or
'non-technical participation'

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Team Gallery 02

Display team update on screen or poster



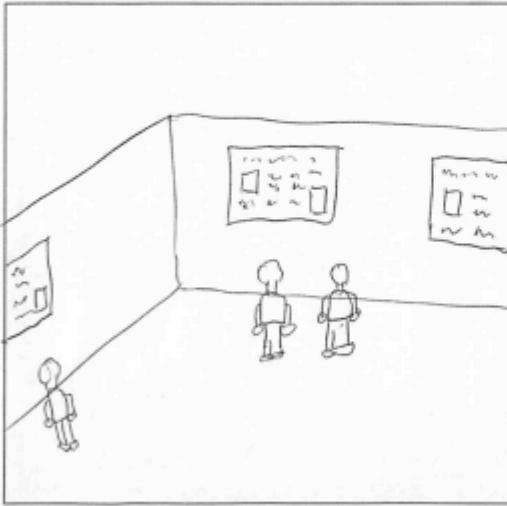
Team Gallery 03

Posters of each team, in a gallery

WORKBOOK
SWAP
:: HUMANIZE

36

Title:



DESCRIPTION

Posters / demos of projects that different teams have worked on or created. New members can check them out and ~~make~~ ^{at their convenience} make a note to talk to the project members later.

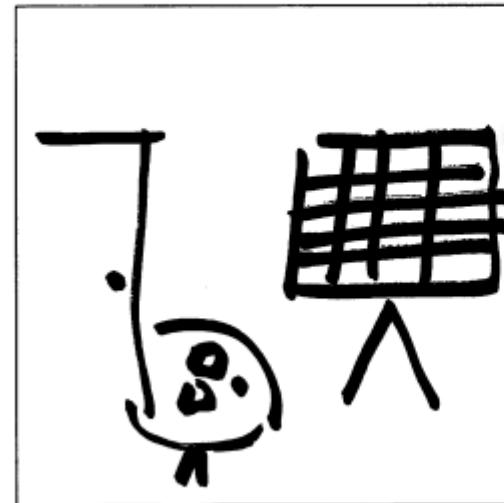
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Team Gallery 04

“Team board” with columns for
“present”, leader, slack channel, skills
needed



Title: ER BOARD



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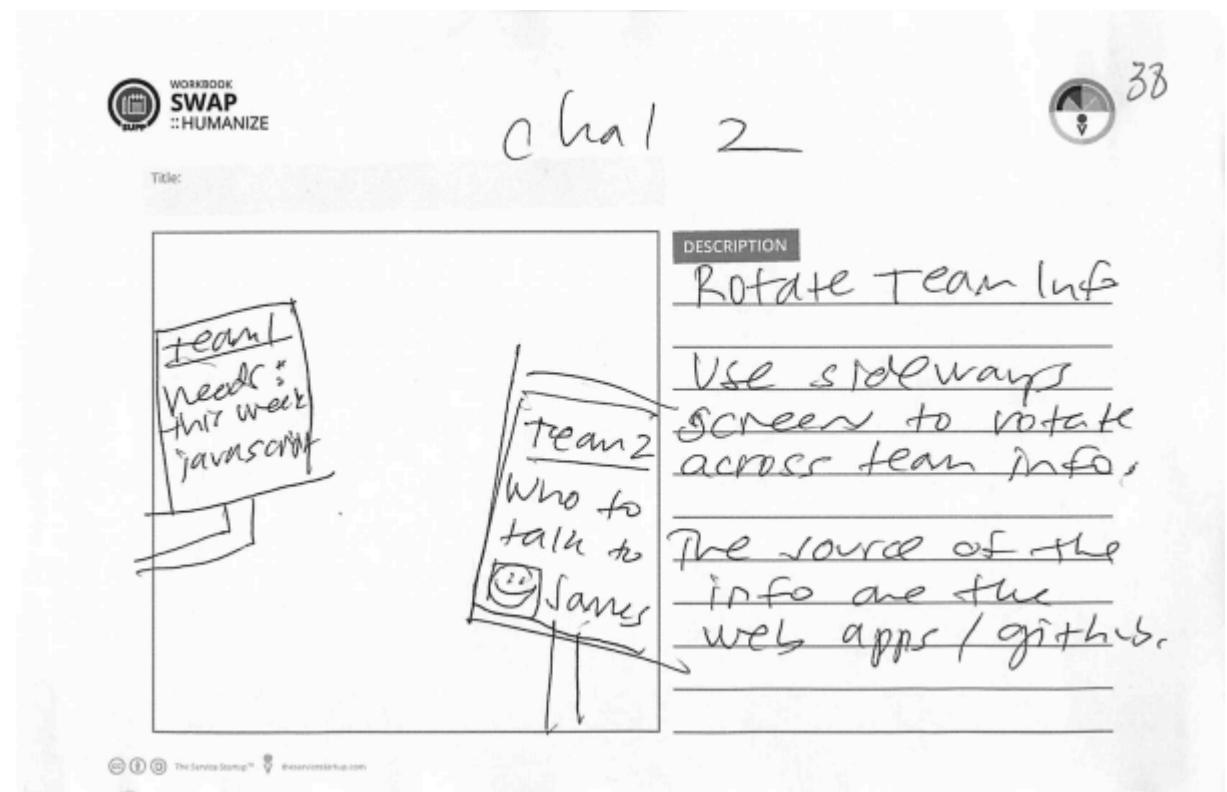
DESCRIPTION

BOARD AT THE
DOOR IN TEAM
MEETING, PRESENT
← IN THAT DAY
WITH THE TEAM
LEADER NAME
AND SLACK
CHANNEL,
AND SKILLS NEEDED

37

Team Gallery 05

Display screen that rotates team info



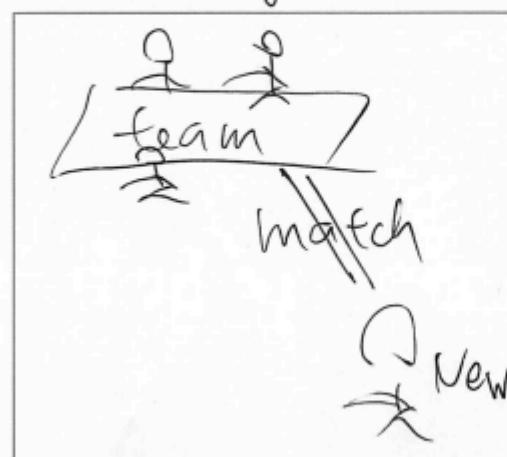
Match / Assign 01

Matching mechanism

WORKBOOK
SWAP
::HUMANIZE

15

Title: Matching



DESCRIPTION

a mechanism to show matching between teams

2 new member

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Match / Assign 02

New members assigned to do simple tasks

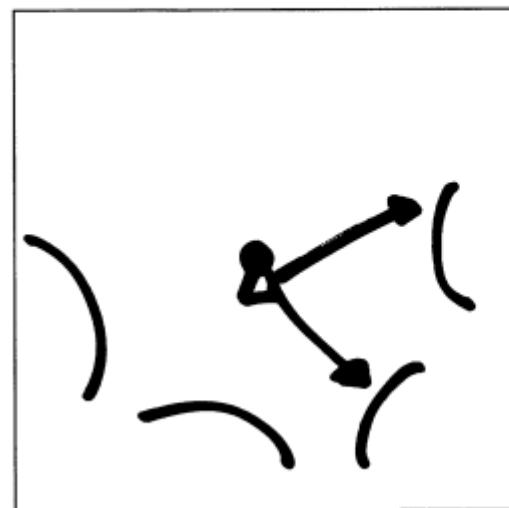


Title:

Assign first assign



18



DESCRIPTION

*AT THE FIRST DAY,
NEW MEMBERS
ARE ASSIGNED TO
A PROJECT
JUST TO SENSE THEY
ARE STRONG
AND DO SMALL TASKS*

Match / Assign 03

Matchmaker via the “check in”

WORKBOOK
SWAP
HUMANIZE

chal 1

47

Title:

DESCRIPTION

Match maker
via "check in"

Check in knows
who is new, who
is on a team.
Small form gets
info from new
members. teams
are messaged about
people who match,
and reach out.

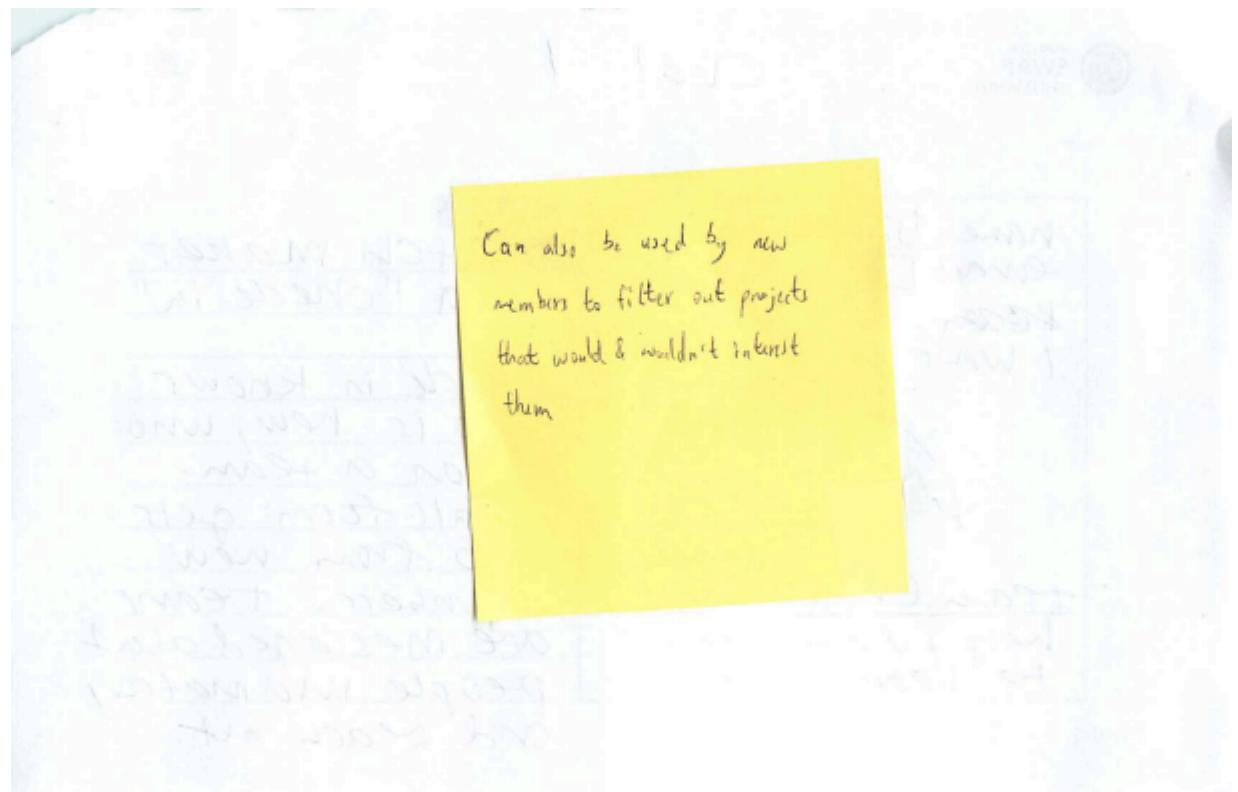
name Jane
email []
team
I want to learn
 help out
 start an idea
Python

team lead:
hey, Jane wants
to learn python

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Match / Assign 04 - Notes

Project filters



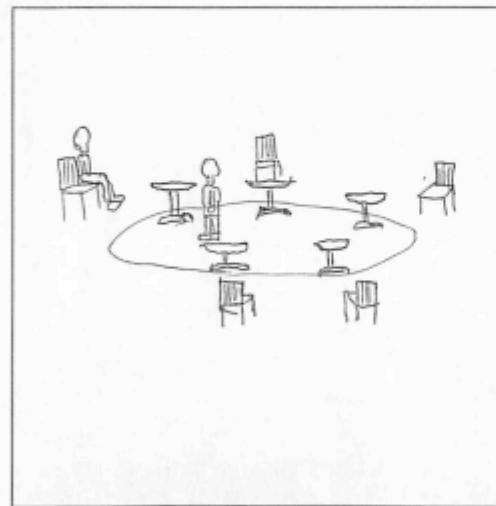
Match / Assign 05

Speed dating, in person
matchmaking

44

WORKBOOK SWAP :: HUMANIZE

Title:



DESCRIPTION

"Speed-dating" kind of event where project leaders sit at stations & new members (whether individually or in groups) rotate around the stations and have a chance to hear about each project

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Match / Assign 06

New members randomly assigned

The image shows a worksheet titled "WORKBOOK SWAP :: HUMANIZE". At the top left is a logo consisting of a circle with a stylized book icon inside. To its right, the word "WORKBOOK" is written vertically, followed by "SWAP" in a larger, bold font, and "::HUMANIZE" below it. On the right side of the page, there is a large, empty rectangular box intended for drawing or sketching. To the right of this box is a column labeled "DESCRIPTION" in a small, dark box. Handwritten in blue ink within this column is the following text:
"Have new members all be randomly assigned to a team, then after 10 mins switch to another? etc...
~~Don't have to~~
Speed dating style!"

45

Match / Assign 07

Matched to multiple projects
based on skills

48

WORKBOOK
SWAP
::HUMANIZE

Title:

DESCRIPTION

Be matched based
on your skills to
multiple projects
so you know
where to start

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Match / Assign 08

New members self identify, post “who needs X” questions to teams

WORKBOOK
SWAP :: HUMANIZE

Title:

DESCRIPTION

Not sure when, but new members could do this at orientation, or before they arrive, etc. 46

Have new members write down questions for the teams like:

Who needs to test prototypes?

Who needs Python
~~with~~

Coders

etc

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Match / Assign 09

Show new members which teams to talk to

WORKBOOK
SWAP
:: HUMANIZE

17

Title: Matching Mechanism

Designer needed.

Team A

Team needs you

New Designer

DESCRIPTION

Show which teams to talk to

the Santa Startup™ thesantastartup.com

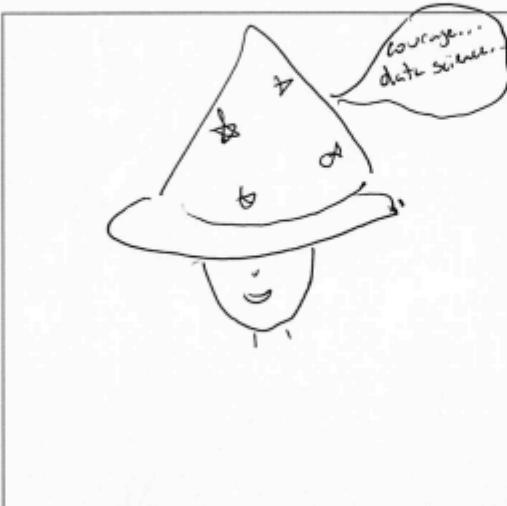
Match / Assign 10

The sorting hat decides where you should go

18

WORKBOOK
SWAP :: HUMANIZE

Title:



DESCRIPTION

The Sorting Hat
(like in Harry Potter)

the service startup™ theservicestartup.com

Match / Assign 11

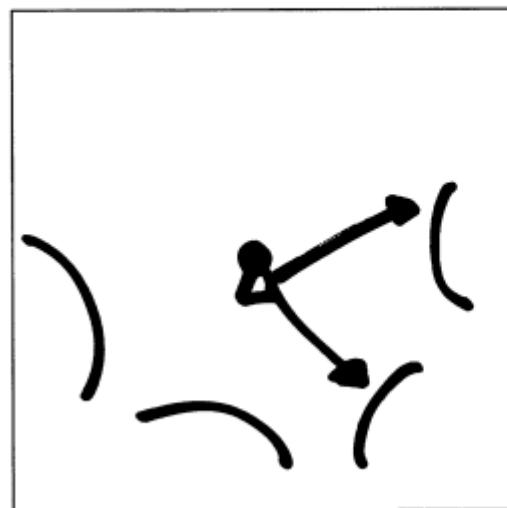
New members assigned to projects



Title: Assign first assign



18



DESCRIPTION

AT THE FIRST DAY,
NEW MEMBERS
ARE ASSIGN TO
A PROJECT
JUST TO SENSE THEY
ARE DOING
AND DO SMALL TASKS

Match / Assign 12

Pick a team out of a hat

