

Assignment #1: Needfinding - Designing for Stress Behaviors

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Team Members



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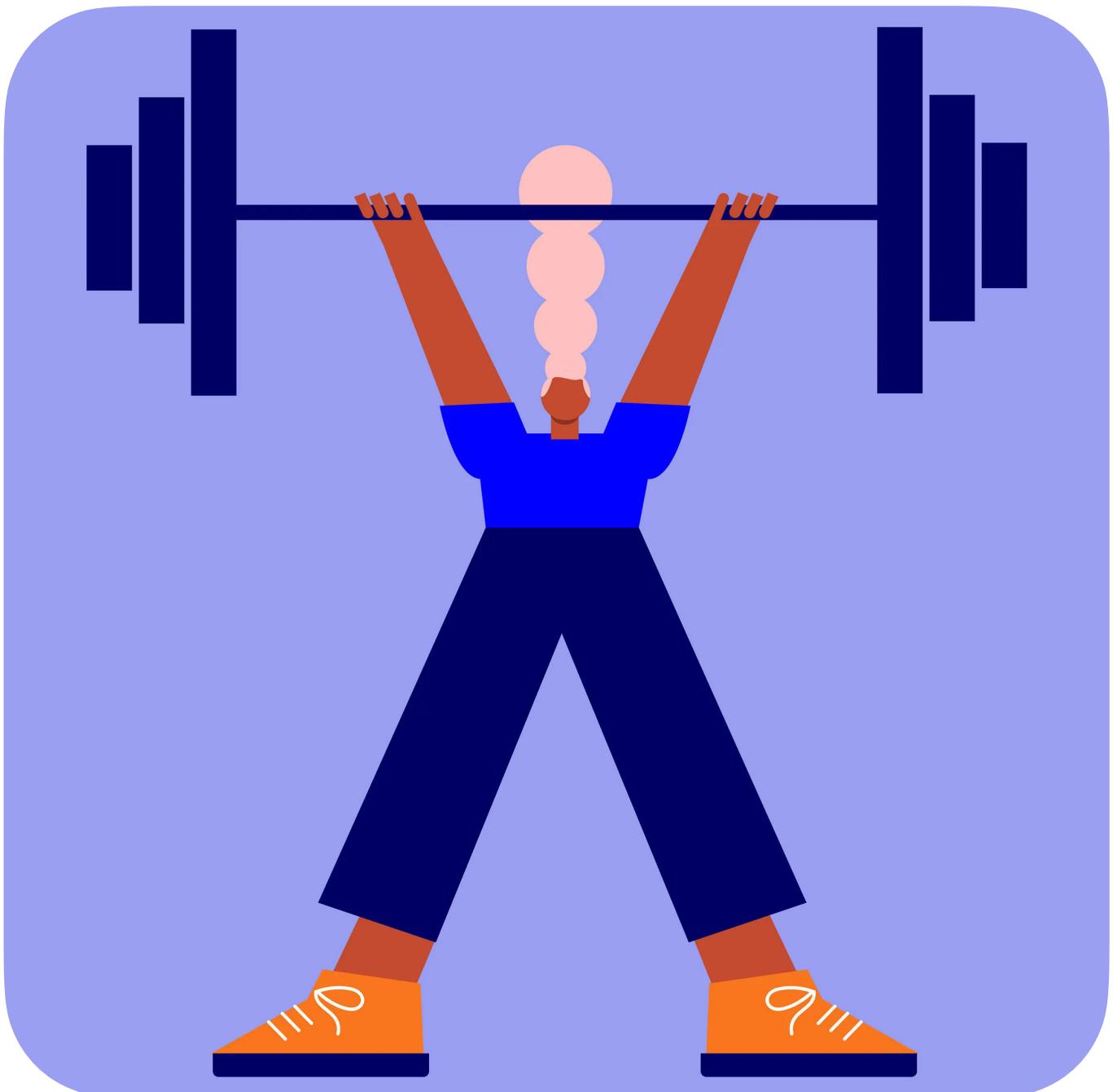


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Problem Domain



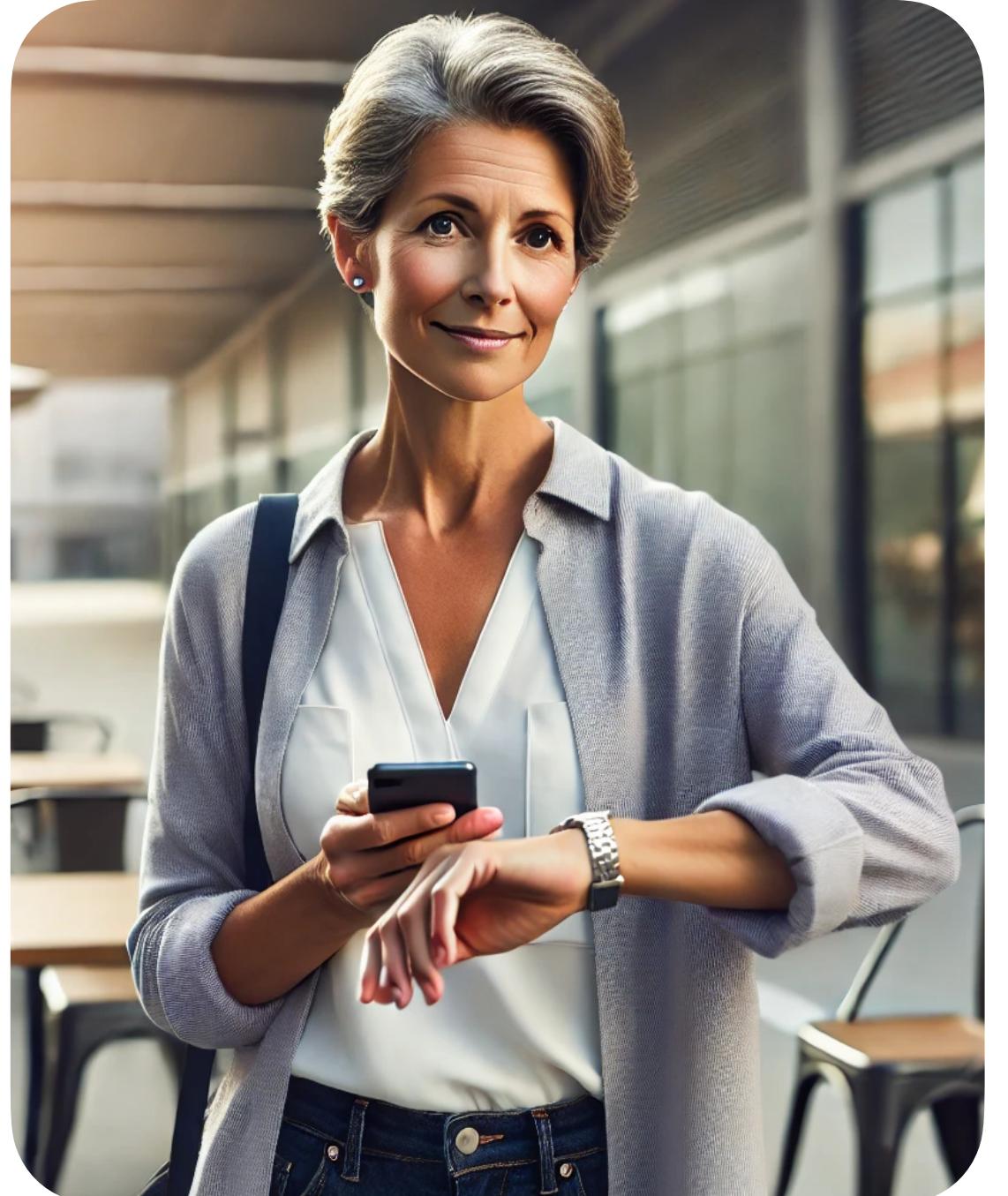
Approach mental health and healthy behaviors from a different perspective

- Find a condition that affects a majority of the general population
- Should be a subjective feeling

Stress

What does stress mean towards people living in the Bay Area?
How might we help individuals understand themselves better
through their stress?

Methodology: Participants



Julie (55)



Emi (20)

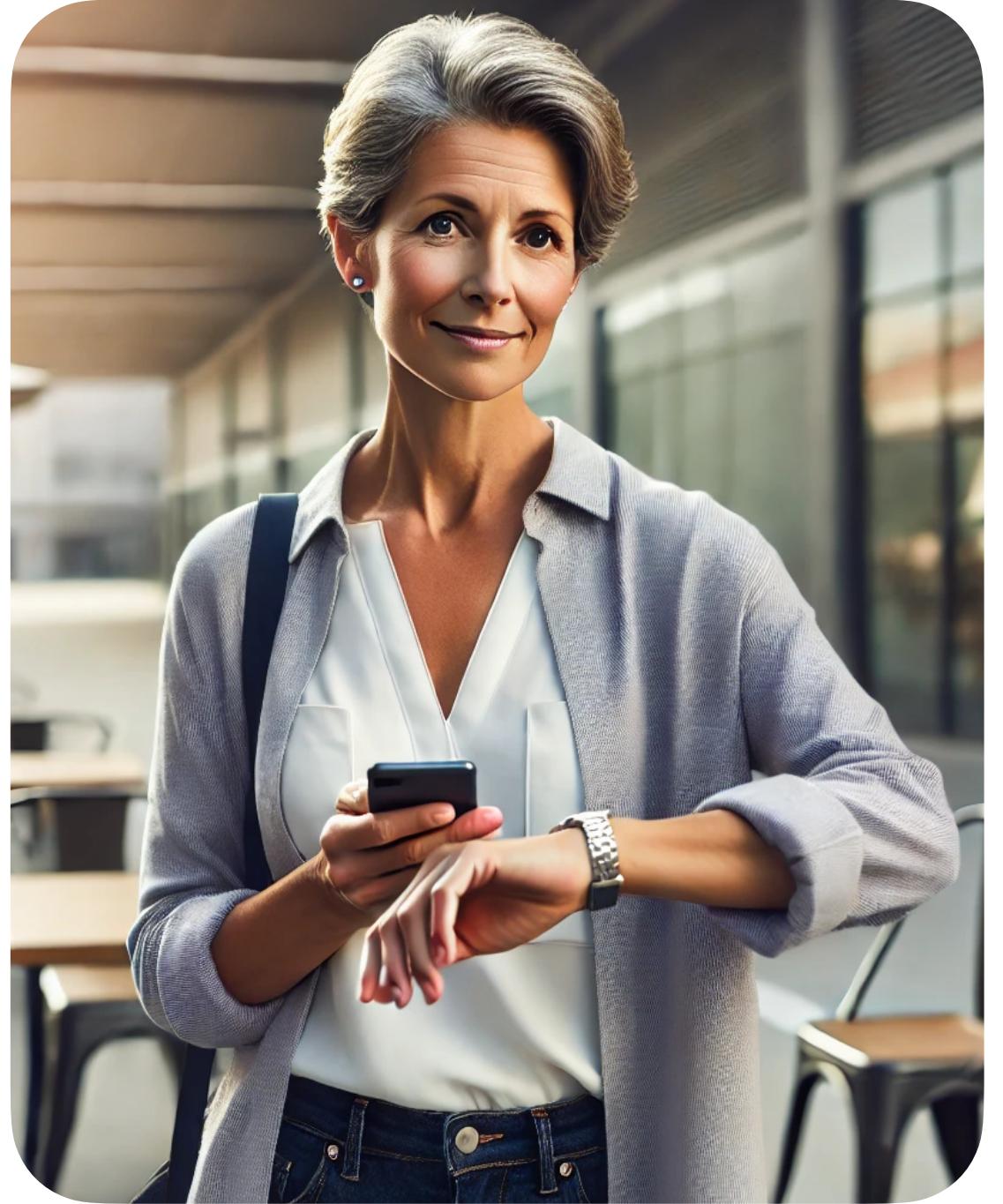


James (30)



Danna (17)

Methodology: Participants



Julie (55)



Emi (20)



James (30)



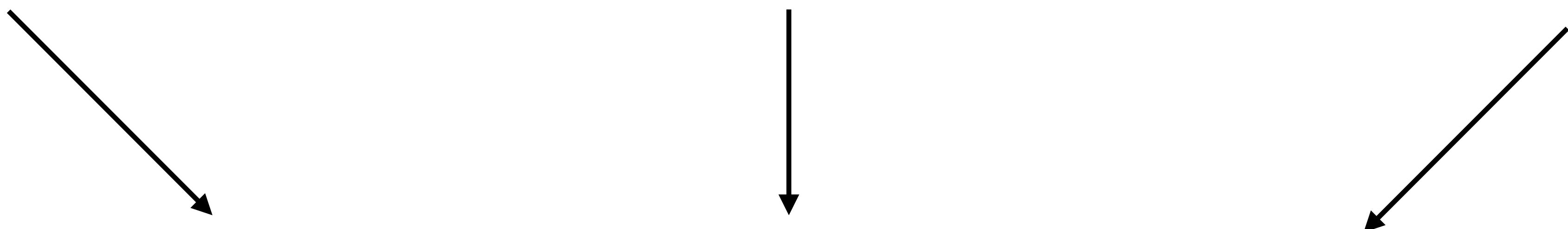
Danna (17)

Gather a wide demographic for diverse stress experiences

Methodology: Location



Methodology: Location



Methodology: Apparatus



Key Questions

How are you doing?

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Do you have a daily morning routine?
What happens when you don't do it?

What are your favorite parts/moments of
your day? How do they make you feel?

Key Questions

How are you doing?

Do you have a daily morning routine?
What happens when you don't do it?

What are your favorite parts/moments of
your day? How do they make you feel?

Do you typically feel any stress? How
would you define stress?

Are there any techniques you use to try
to lower your stress, what are they like?

Key Quotes and Surprises

"My parents expect me to be a doctor or lawyer but what if that's not what I want to do?"

"Water is the building blocks of life"

"My father says I put 8 pounds of stuff into a 5 pound bag."

"I am very in-tune with my bodily signals. When my chest tenses, I know I'm stressed."

"Active stress is more obvious and apparent. Passive stress accumulates and is something you need to get rid of with breaks."

"Life is a marathon, not a sprint"

"It's hurtful to see that people feel bad about themselves"

"Make relationships, connections are priceless"

Key Quotes and Surprises

Expectations

Physical Health

Time

Physical Health

Ambiguity

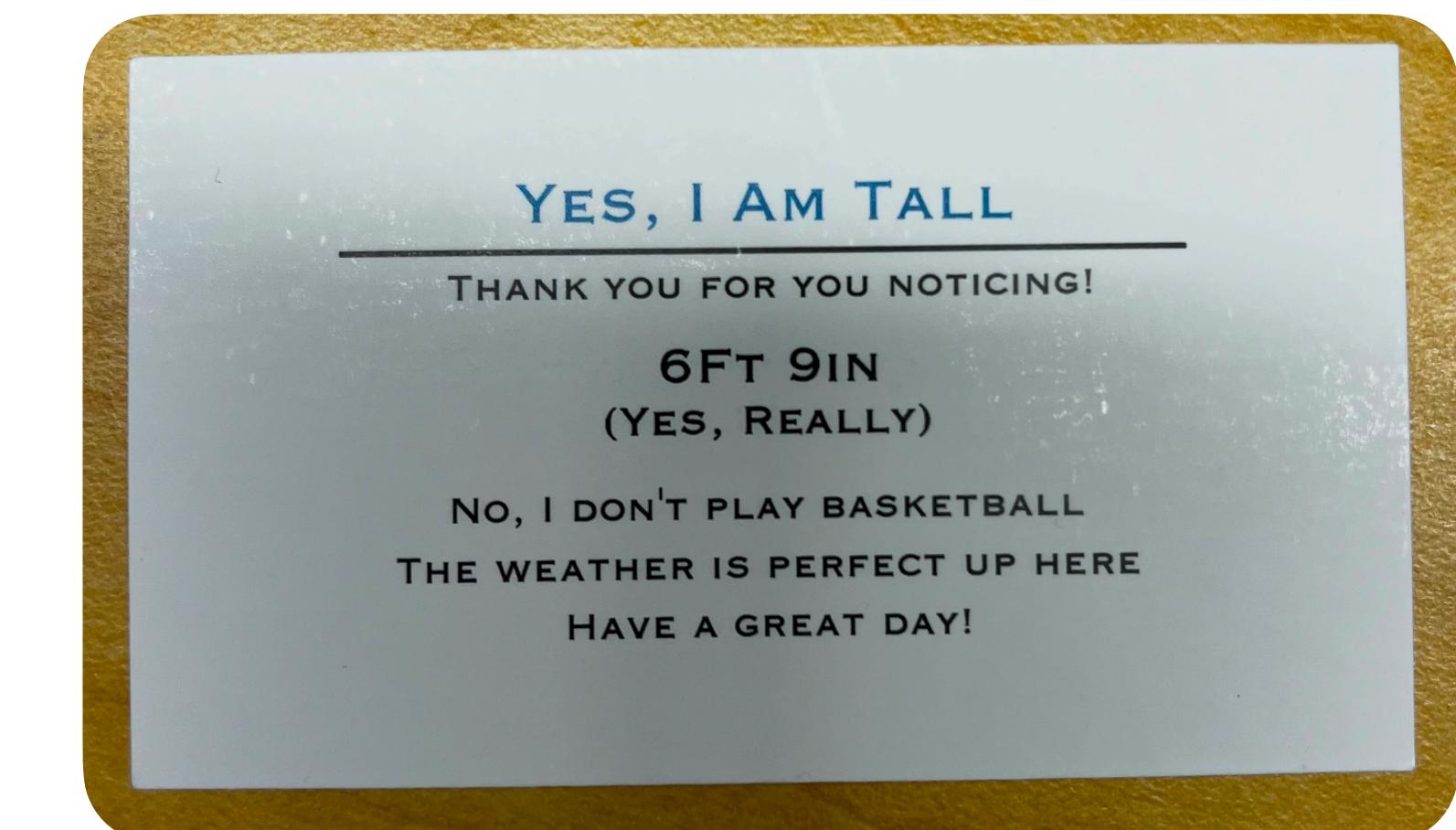
Time

Sympathy

Companionship

James

- Lifestyle
 - Left corporate sales job
 - Spends his days job searching
 - Is married and is trying for a kid
 - Workouts everyday in the mornings
- Has his stress down to a science
 - Calms down by drinking water
 - Knows he will feel anxious later in the day due to lower levels of dopamine
 - Accepts stress and manages it very well
- Emphasizes social interactions and listening to others
 - "Silence can be a weapon & tool to understand others."
 - Thinks talking with others combats stress
 - Having an open-mind to stress is how you can keep it in balance



SAYS

what did they SAY that surprised you

SAYS

| | | | | |
|---|---|---|---|--|
| Breakfast is her favorite meal of the day npyun | Works out everyday (60-90 min) npyun | Hates chores (ironing, dishes, laundry), only does it if and only if her husband is away. npyun | Listens to podcasts when doing something she hates npyun | Hates driving because it is stressful being late, getting to her location, or getting stuck in traffic npyun |
| Doesn't like caffeine but makes and drinks cold brew npyun | Schedules tasks and meetings 30 minutes ahead, likes setting her own deadlines npyun | Loves to talk to people and has a lot of friends, when she is stressed she has to tell someone npyun | She tends to forget words to describe the kitchen tool and things/ ingredients for her job npyun | Loves to read, part of her nightly routine everyday, loves fantasy, thrillers, non-fiction npyun |
| Her sister is more stressed than herself npyun | Is typically late to events npyun | Money is not the "end all be all" but it can make you happy if its a LOT of money npyun | Is Vegan 97% of the time npyun | Has a diary and reflects a lot on her day and actions; mentions that spending time reflecting makes you happier npyun |

10 min

THINKS

based on what they say/do, what might they be thinking?

THINKS

| | | | | |
|---|--|--|---|--|
| Thinks about her performance especially during the interview npyun | Thinks about her friends npyun | Trying to impress others npyun | Thinks about what others think about her npyun | Thinks that she is neglected by her husband some times when she rants npyun |
| Thinks that being in a routine helps her manage her stress npyun | Thinks of ways to connect with others npyun | Thinks intentionally about how her actions will affect others npyun | Thinks that she should be guilty not working npyun | Think her stress is not as strong as others npyun |
| Invalidates her own stress npyun | Thinks that people should rely on her npyun | Thinks that she can't sit still and do mundane tasks npyun | Type anything, @mention anyone npyun | Type anything, @mention anyone npyun |

10 min

FEELS

what might they be feeling?

FEELS

| | | | | |
|---|--|---|---|---|
| Feels sad to not be with her kids npyun | Happy when she gets to places early npyun | Feels sad and stressed when she does not follow her routine npyun | Feels strong senses of dread not being in a full-time job npyun | Stressed about making new recipes npyun |
| Concerned about her sister's stress levels Maroua Bezzaoui | Feels the need to be understood npyun | Feels guilty about not upholding her values, whether big or small npyun | Not totally proud of her commitment to her dietary choices npyun | Feels not concerned about deadlines npyun |
| Feels upset when losing things npyun | Feels stressed with external noises npyun | Feels lucky with her current situation (kids are all okay, husband's job can support both of them) npyun | Feels confident in her stress management skills npyun | Feels relaxed when listening to her podcasts npyun |

10 min

DOES

observations on what they do (ie: body language)

DOES

| | | | | |
|--|---|--|--|--|
| Removing hat because it was hot npyun | Adjusting seating position npyun | Moving her legs npyun | Maintains eye contact and observes our facial expressions npyun | Kept motioning to sip her drink even though there was only ice left npyun |
| Touches her face frequently npyun | Got distracted by a friend she saw npyun | Focuses on certain things and topics npyun | Facial expressions match what she says (smiles when talking about something she loves, frowns a little when talking about some stress cause etc..) Maroua Bezzaoui | Ignores and does not acknowledge the bug bothering her Maroua Bezzaoui |
| Straightens out her posture npyun | Very polite npyun | Cleans up water and crumbs on table before we sat npyun | Type anything, @mention anyone npyun | Type anything, @mention anyone npyun |

10 min

Analysis: Observations

Schedules tasks and meetings 30 minutes ahead, likes setting her own deadlines

npyun

Contradiction

Is typically late to events

npyun

Maintains eye contact and observes our facial expressions

npyun

Is Vegan 97% of the time

npyun

Thinks that being in a routine helps her manage her stress

npyun

Feels sad and stressed when she does not follow her routine

npyun

Kept motioning to sip her drink even though there was only ice left

npyun

Thinks about what others think about her

npyun

Doesn't like caffeine but makes and drinks cold brew

npyun

Thinks that she should be guilty not working

npyun

Loves to talk to people and has a lot of friends, when she is stressed she has to tell someone

npyun

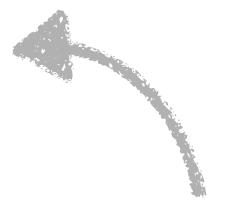
Contradiction

Feels guilty about not upholding her values, whether big or small

npyun

Analysis: Observations

Schedules tasks and meetings 30 minutes ahead, likes setting her own deadlines



Insight:

Time management can affect their stress levels. Time is one thing people cannot control.

npyun

Thinks that being in routine helps her manage her stress

npyun

The guilty not working

When people set routines, they expect themselves to follow them.

npyun

Is typically late to events

npyun

bad and stressed when she does not follow her routine

The guilty not working

Maintains eye contact and observes our facial expressions

npyun

Kept motioning to sip her drink even though there was only ice left

npyun

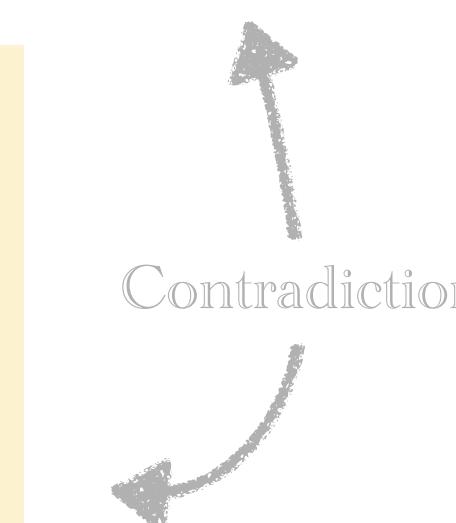
Thinks about what others think about her

Insight:

Social interactions can be an outlet and inlet of stress. There seems to be a delicate balance.

Loves to talk to people and has a lot of friends, when she is stressed she has to tell someone

npyun



Is Vegan 97% of the time

npyun

Doesn't make brew

npyun

Insight:
Values are important but there seems to be a limit to how many a person can maintain.

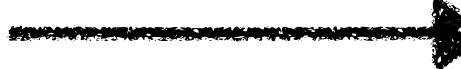
Feels guilty about not upholding her values, whether big or small

npyun

Insights

Inferences

Time management can affect their stress levels. Time is one thing people cannot control.



The guilt surrounding “not doing enough” or “being unproductive” is a relevant stressor, especially in the Bay Area.

When people set routines, they expect themselves to follow them.



While people put schedules and routines in place with the intent to reduce stress, inevitable deviation from routines make them even more stressed.

Social interactions can be an outlet and inlet of stress. There seems to be a delicate balance.



Constantly seeking validation from others can be stressful.

Values are important but there seems to be a limit to how many a person can maintain.



People are very idealistic about what they can do and uphold, which can perpetuate stress.

Domain of Interest

- People are willing to talk about how they deal with stress.
- Stress can build up and go unnoticed. Smaller stressors can snowball and passively influence people's well-beings.
- Stress can be exerted in different forms. Understanding subtle hints of stress during the interview could better inform us about the interviewee.

Users

- Most people we talked to had ways to manage their stress.
- People used their past experiences to talk about their stress.
- We wonder if our users provided idealistic answers. We would like to see how well they follow their stress management practices.

Synthesis

- Work on HMW and POV statements to identify specific needs
- Further extrapolate content from our data to create questions for future interviews
- Define different categories of stress

Interview

- Go to different locations to increase sample size and variety
- Interview individuals who do not have a clear practice of stress management
- Talk to a domain expert to learn more about stress from a physiological standpoint
- Ask for video recording to reevaluate body language

Scope

- Narrow project scope
- Determine group of intended users to target
- Focus on type(s) of stress(es)