

Define: POVs, HMWs & Experience Prototypes

Assignment 2

Team Intros



Maroua

Class of 2026
Computer Science,
Human Computer
Interaction



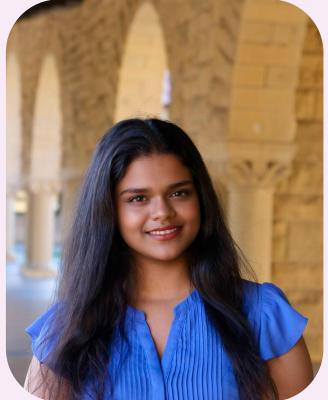
Nick

Class of 2024 (2025?)
Mechanical Engineering,
Product Realization



Taralyn

Class of 2026
Computer Science,
Human Computer
Interaction



Varsha

Class of 2026
Computer Science,
Human Computer
Interaction

Original problem domain: Stress

**Refined problem domain: Stress from
High Productivity and Achievement**

01

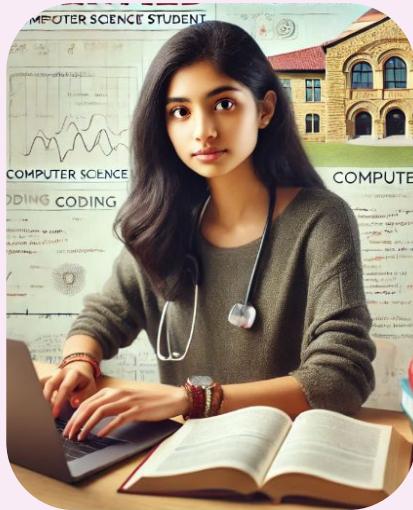
Additional needfinding results and key findings

Old Interviews



Julie (55)

Has idealistic habits but struggles to fully implement them



Emi (20)

Balances work and life while thriving on high achievement



James (30)

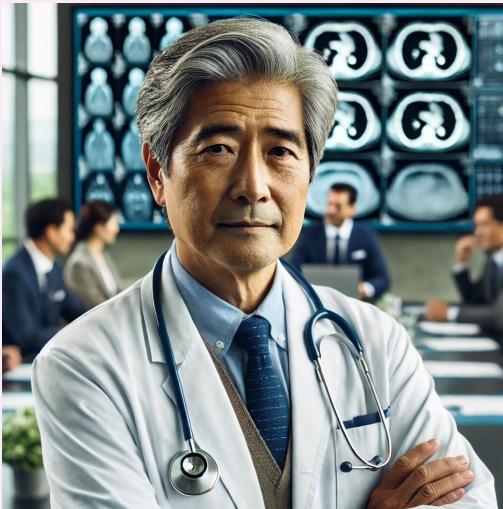
Understands stress management down to a science



Danna (17)

Navigates the pressures of competitive high school culture

New Interviews



Dr. V

Dr. Luce

After narrowing the scope of our problem domain, we interviewed people who could provide valuable insights about Stress from High Productivity and Achievement

Dr. V

Interventional radiologist, considers himself a “workaholic”

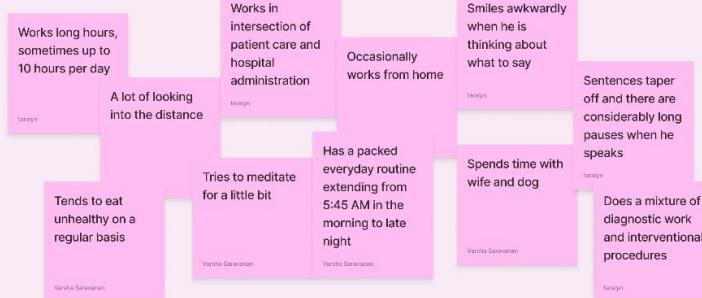
Say



Think



Do



Feel



Dr. V's Key Quotes

"I wonder if i had more time if I actually would change anything... probably not"

taralyn

"The best parts of my job are days when I get to take care of patients directly!"

taralyn

"Worry, uncertainty, a lack of control, and not knowing what's going to happen... these are how I would define stress"

taralyn

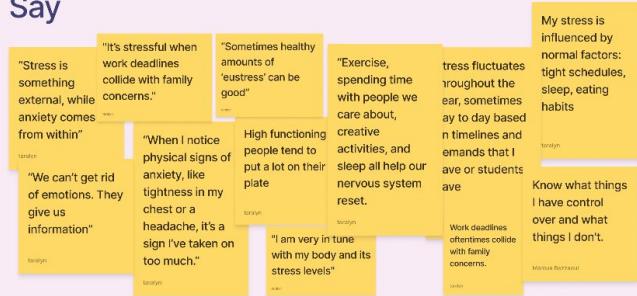




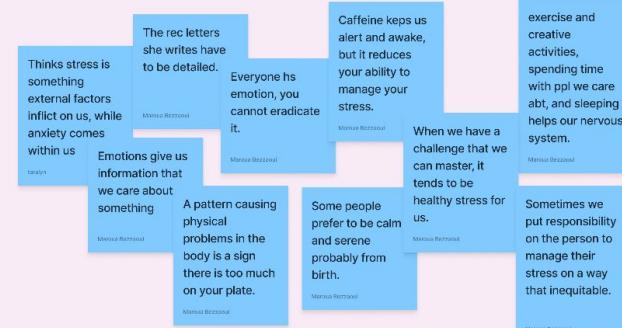
Dr. Luce (Domain Expert)

Licensed psychologist + clinical professor of psychology

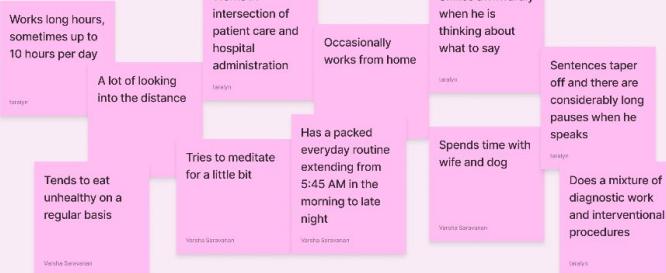
Say



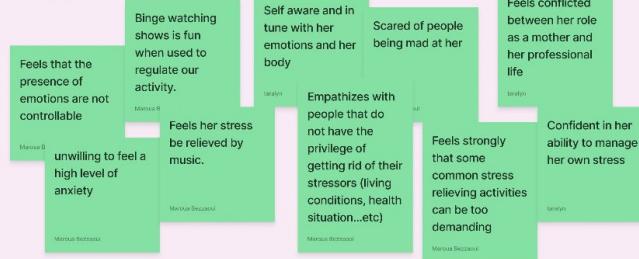
Think



Do



Feel



Dr. Luce's Key Quotes

"Sometimes healthy amounts of 'eustress' can be good"

taralyn

"Stress is something external, while anxiety comes from within."

taralyn

"I am very in tune with my body and its stress levels"

taralyn

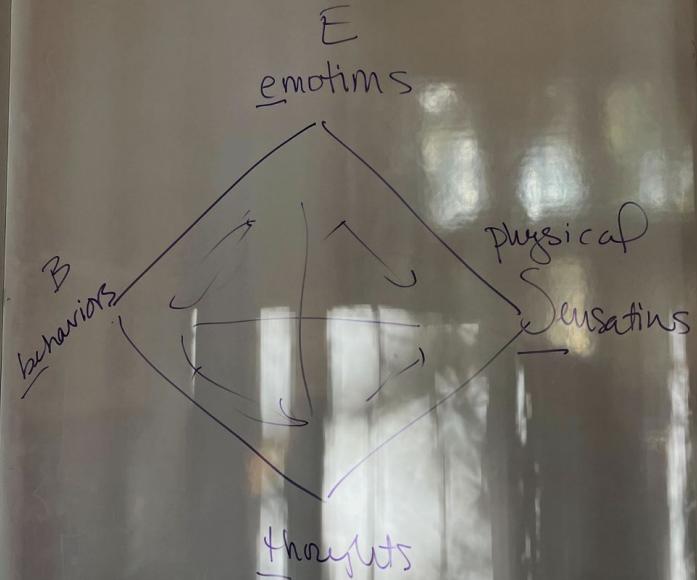
"It's stressful when work deadlines collide with family concerns."

taralyn

Full circle moment from our first interview with Julie!



stressor: finals



Key Insights

Dr. V:

- There can be a lot of anxiety surrounding a lack of control or uncertainty in a professional context
- Some people feel more fulfilled when they see the direct impact their work is making
- Having more time, and thus less stress, does not equate to getting more done

Dr. Luce:

- A person is past their threshold for stress when they start to notice signs of physical decline
- Being in tune with your personal physical and mental wellbeing can help to reduce stress
- There is such thing as healthy amounts of “good stress”. This “eustress” can serve as a motivator for some

POVs and HMWs

Danna: POV

We met...

- Danna, a high achieving high school senior with lots of expectations on her.

We were surprised to notice...

- Despite her awareness and frustration with the self-destructive, competitive Bay Area culture, she fed into it by letting pride prevent her from quitting AP Chemistry, even though it "ruined her year" and caused intense struggle.

We wonder if it means...

- Danna has an internal fear of going against the status quo.

It would be game changing if...

- We can maintain a sense of fulfillment and value in going against the grain / doing something different.

Danna: HMWs

- HMW foster a societal shift from being accomplishment-driven to valuing personal growth and well-being?
- HMW reframe failure as an essential part of learning and success, rather than something to hide?
- **HMW empower young individuals to explore future possibilities without feeling restricted by convention?**

Julie: POV

We met...

- Julie, a self-employed vegan cooking teacher and married mother of two who has ADD, loves yoga, and is very particular about her health.

We were surprised to notice...

- While she attempts to follow idealistic lifestyle habits, she falls short of implementing them.

We wonder if it means...

- She convinces herself she can handle more than she actually does, due to various individual-specific barriers.

It would be game changing if...

- We can understand the different aspects preventing people from reaching their full potential in their life pursuits.

Julie: HMWs

- HMW utilize an individual's context to derive insights that boost their productivity?
- HMW lower the barrier of mental energy required for different tasks?
- **HMW enable people to bring awareness to their existing lifestyle habits?**

Dr. V: New POV

We met...

- Dr. V, an interventional radiologist from Sacramento who considers himself a high-strung workaholic who is dedicated and meticulous about his work.

We were surprised to notice...

- Despite his willingness to work on a team, he struggles to trust others and rather not delegate his tasks as he is worried about their quality of work.

We wonder if it means...

- His lack of trust with delegation stems from the need for direct impact.

It would be game changing if...

- we can provide reassurance when he feels his impact is indirect

Dr. V: HMWs

- HMW encourage highly attentive individuals to trust others?
- HMW reframe negative feelings associated with stress into constructive experiences?
- **HMW mimic the feeling of direct impact, even when that may not be present?**

03

Solutions and Experience Prototypes

HMW empower young individuals to explore future possibilities without feeling restricted by convention?

Solution 1

An app where young individuals can swipe left or right on unconventional career exploration activities, partnered with local companies and organizations. Users are encouraged to perform tasks and reflect on their experiences, cultivating a culture of learning and discovery.

Problem & Solution #1

HMW empower young individuals to explore future possibilities without feeling restricted by convention?

Solution: An app where young individuals can swipe left or right on **unconventional career exploration activities**, partnered with local companies and organizations. Users are encouraged to perform tasks and reflect on their experiences, cultivating a culture of **learning and discovery**.

Novelty: An **engaging, low-stakes** way to explore **unconventional career paths** and opportunities that might otherwise feel daunting to explore.

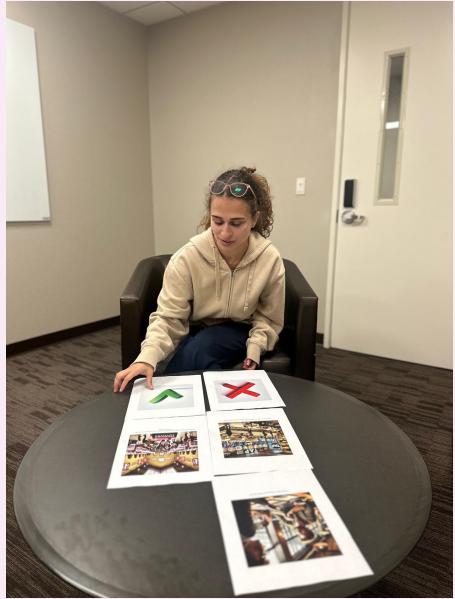
Assumption: Users will **follow through** and perform the tasks that might be outside their comfort zone.

Test: Participants are presented with three **unconventional activities**, each represented by an image and brief description, and sort them into “yes” or “no” piles. They then **complete the selected tasks**, with pre- and post-surveys used to assess changes in their experiences and perspectives.



“I was a bit nervous at first but it ended up being fun!”

“I feel a little more motivated to put myself out there, you know, you get to learn so much that way.”



Aya swiping on her tasks



Aya attending the career fair



Nico asking strangers for career advice



Nico ordering a new item From TAP!

Experience Prototype #1

Assumption: Users will follow through and perform the tasks that might be outside their comfort zone.

Participants?

2 Stanford undergrads



Aya



Nico

Successes

Participants completed all the tasks that they said yes to

Participants indicated an overall positive experience performing these tasks

Participants carried about these tasks immediately after saying yes to them

Struggles

Participants initially felt uncertain on how to about these tasks

Some participants were turned down/faced restrictions in carrying out task

Participants indicated that “asking a stranger for career advice” seemed unrealistic

Key Learnings

Even if individually were hesitant at first, they were motivated to complete tasks

Participants felt a sense of accomplishment and pride after successfully completing the task

Participants indicated that they feel a bit more open to trying or doing something new

HMW enable people to bring awareness to their existing lifestyle habits

Solution 2

A stress journal that correlates stress levels to specific habits. It provides personalized suggestions and insights, helping you optimize and tailor your habits for better stress management. Tracking features allow users to assign stress values to different things they do.

Problem & Solution #2

HMW enable people to bring awareness to their existing lifestyle habits

Solution: A **stress journal** that correlates stress levels to specific habits. It provides personalized suggestions and insights, helping you optimize and tailor your habits for better stress management. Tracking features allow users to assign stress values to different things they do.

Novelty: We have never seen a service that **normalizes logging your stress levels** throughout the day

Assumption: People are willing to track their stress multiple times a day.

Test: Individuals fill out a **bucket diagram** to represent their stress levels throughout the day, every hour from 3 pm - 10 pm. If they miss a bucket, they are not allowed to fill it out.

Once the individual has filled in all the buckets at 10 pm, they submit the diagram and are then ask a **series of questions** asking them to reflect on the exercise

Name: _____ Text this number when you are done: 201-783-9512

How much stress are you feeling?

Fill up these buckets during these times
If you miss a bucket, don't fill it out

3:00 PM	4:00 PM	5:00 PM	6:00 PM
7:00 PM	8:00 PM	9:00 PM	10:00 PM

Questions: How did u feel doing it? If you missed any time slots, could you explain why?

"I actually like it. Very zen."

"It felt nice to reflect and process what I was feeling and how my mood was changing over time."

Experience Prototype #2

Assumption: People are willing to track their stress multiple times a day

Participants?

2 Stanford undergrads,
2 Stanford alumni



Emily



Matthew



Chris



Ibrahim

Successes

Participants filled a majority of the buckets with differing levels of stress

Participants liked reflecting as the day went by

Participants liked understanding what times they are stress during the day

Struggles

It was easy to forget to fill in the diagram especially in succession

People initially felt obligated to fill in the buckets

Further testing is necessary to see if people can keep logging for multiple days

Key Learnings

Tracking your stress levels does make you aware of your stress

People enjoy logging their stresses down multiple times day

We want to create a method that allows easy recording of stress without being too invasive or annoying

More Results from Solution 2

Name: _____

Text this number when you are done: 201-783-9512

How much stress are you feeling?

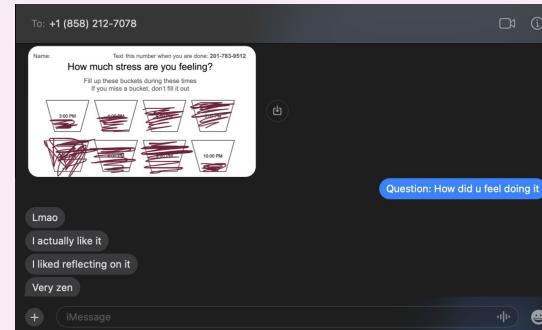
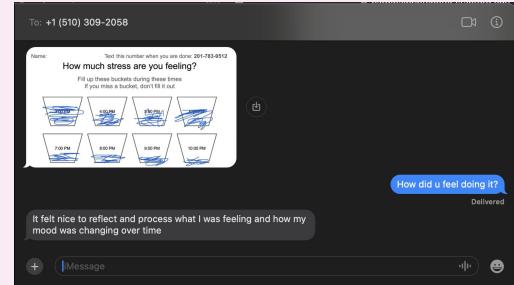
Fill up these buckets during these times
If you miss a bucket, don't fill it out

3:00 PM 4:00 PM 5:00 PM 6:00 PM
7:00 PM 8:00 PM 9:00 PM 10:00 PM

Last question: How did you feel doing it? 23:20 ✓

Grounded 23:21

It gave me the chance to stop and think about how I was feeling which is usually never do 23:21



HMW mimic the feeling of direct impact, even when that may not be present?

Solution 3

An impact visualization tool that shows how a manager's actions influence others and the broader system. It highlights the ripple effects of his contributions and identifies areas for improvement.

Problem & Solution #3

HMW mimic the feeling of direct impact, even when that may not be present?

Solution: An **impact visualization tool** An impact visualization tool that shows how a manager's actions influence others and the broader system. It highlights the ripple effects of his contributions and identifies areas for improvement.

Novelty: This solution **enhances perceived impact**, accomplishment, and fulfillment even without direct impact and immediate feedback

Assumption: Seeing the scope of one's own impact would reduce anxiety and make them feel more fulfilled

Test: Have two players participate in a **social experiment**. One subject is given a list of tasks that she relays to her sub manager. We ask the manager to leave the room while the sub manager relays the tasks to the lowest employee to do. In the meantime, the manager answers preliminary questions regarding their thoughts about the task and on the employee hierarchy. We then showed them an impact visualization tool specific to their situation, then asked follow up questions to assess the effects it had on the manager's stress and work fulfillment.



"I don't fully trust her [Chloe]" - Avery before completing activity

"I feel much better about Chloe's managerial skills and how I influenced the work Ed did" - Avery after completing activity

Experience Prototype #3

Assumption: Seeing the scope of one's own impact would reduce anxiety and make them feel more fulfilled

Participants?

2 Stanford undergrads,



Chloe



Avery

Successes

Participants indicated during the post-visualization quiz that the impact map did make them feel more **trusting** of the employees under them

Participants liked having a **tangible measure** for their impact and work

Struggles

One participant felt even more unsatisfied being able to see the exact magnitude, or *how low* the lowest employee's understanding of the task list was

The visualization tool was very bare bones and didn't allow for any of the participants to engage with it

Key Learnings

Providing tools such as this one can promote trust in the workplace, thus reducing stress

Too much transparency could cause tension and stress within a team dynamic

Participants *did* in fact feel more fulfilled and glad that they could see the impact they were making

Prototyping Key Takeaways

- Individuals are more likely to follow through on tasks they've personally selected.
- Despite initial uncertainty, completing tasks leaves individuals with a sense of satisfaction.
- Tasks requiring consistent logging are easily forgotten.
- Participants appreciated seeing the impact of their contribution after delegating work to others

Chosen Solution

Solution #1: Allowing exploration of unconventional career exploration activities, partnering with local companies and organizations, for young individuals

Next Steps - Refining our Solution

- Clarify task expectations through well articulated instructions
- Ensure that the tasks are realistic for the average person to complete
- Incorporate feedback loops within the app to allow users to share their experiences, motivating others
- Expand user testing to get broader perspectives on the tasks
- Make tasks more representative of unconventional career exploration

Ethical Considerations

	Serves	Excludes
Usability	Individuals who want to understand their stress	Individuals who deny their stress
Accessibility	Anyone who can download the application	People without internet or digital skills or suffer from learning disabilities
Sustainability & Society	The younger, growing workforce who are learning how to deal with stress	People who do not empathize with others
Focus	Users trying to understand and optimize their stress patterns	Those who are addicted to social media and need external validation
User Involvement	Users open to regular notifications	Users who dislike or stressed by notifications
Privacy	Users who are willing to digitally track their personal lives	Those who are uncomfortable with uploading their personal experiences

Thank you !

Appendix

Danna's HMW Brainstorming

- Hmw remove the fear surrounding taking a different path
- Hmw give people a safe place to experiment with different paths
 - Hmw connect danna with people who took unconventional paths
 - Hmw give danna the resources to pursue different paths
- Hmw remove the stigma others cast on those following an unconventional path
- Hmw ensure danna receives validation and value if she were to take a different path
- Hmw place more emphasis on the journey and the process, rather than the end result
- Hmw reduce the pressure to meet external expectations (ie: peers, parents, etc)
- Hmw reframe the concept of taking a different path as growth, opportunity for success, and self discovery; rather than “quitting”, “dropping something”, or “giving up”
- How might me improve her self worth?
- How might we make others stop talking about their accomplishments?
- Hmw bring perspective into how people are on different paths?
- Hmw make people not base their self worth on just academic success
- Hmw make hearing about others' accomplishments be something inspiring instead of intimidating

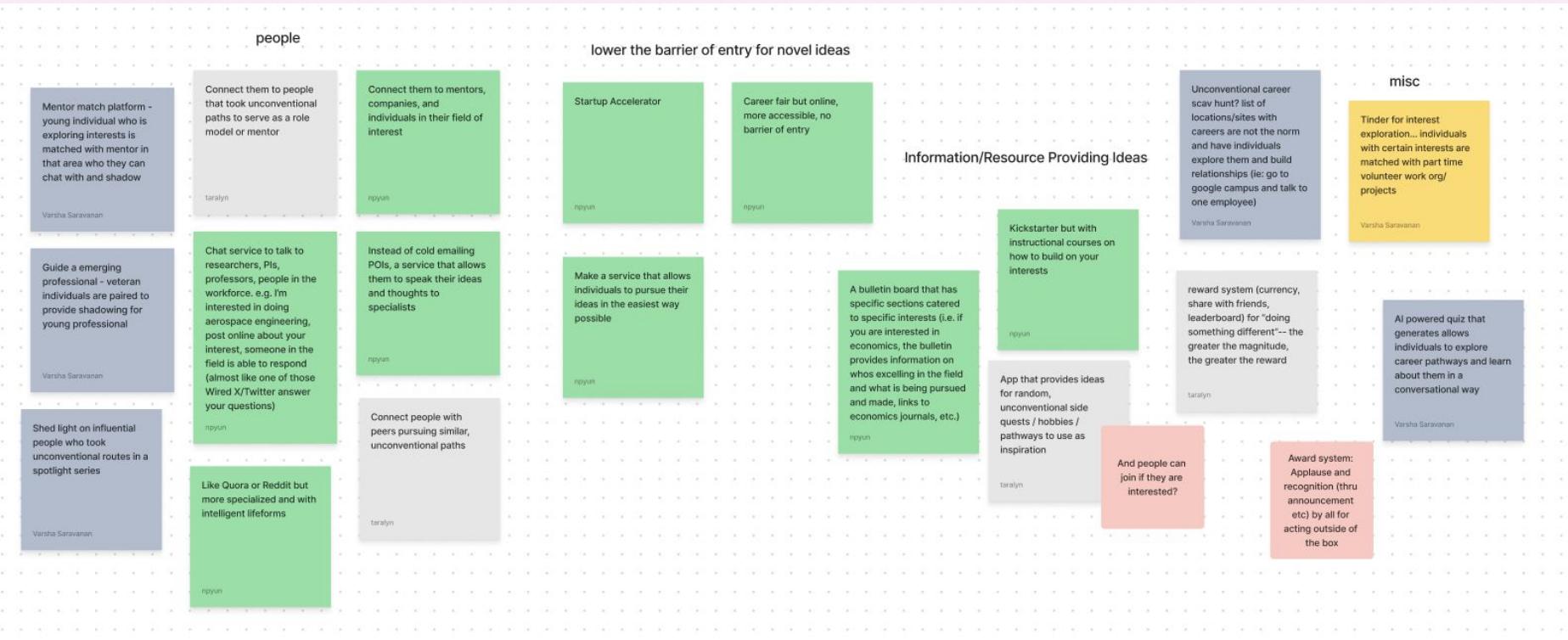
Julie's HMW Brainstorming

- HMW help people understand their capacities better?
- HMW bring more acceptance into not needing to optimize your lifestyle at all times?
- HMW allow people to have balanced goals?
- HMW help people achieve goals with more achievable/ broken down targets?
- HMW make people more intentional with the things they choose to take on?
- HMW make people more efficient with their time so they have time to do everything?
- HMW make it less stressful to have a lot of things doing on?
- HMW make people recognize where their capacity is / the max amount they can take on
- HMW make it okay to not do everything?
- HMW remove the stress barrier out of the picture, so that people have the capacity to pursue everything?
- HMW leverage an individual's context and derive insights in order to enhance their productivity?
- HMW make sure people are aware of their current stress levels at a given time?
- HMW leverage patterns in human tendencies to optimize productivity
- HMW uncover how individuals experience and interpret their stress patterns?
- HMW lower the barrier of mental energy required for different tasks

Dr. V's HMW Brainstorming

- HMW make it easier for Dr. V to delegate tasks
- HMW help Dr. V see the impact of his work
- HMW provide quantifiable measures of his impact
- HMW make the managerial positions more like the patient-care positions
- HMW can we center the word fulfillment around non-professional contexts
- HMW create a system that allows Dr. V to manage several things and people at once
- HMW give Dr. V immediate feedback on the work of the people under him
- HMW improve team communication
- HMW reframe delegating tasks around “trust” rather than “fear”
- HMW make delegating tasks feel as impactful as directly helping a patient

Solution 1 Brainstorming



Solution 2 Brainstorming

Mood	social	Counter / tracker
<p>AI Mood tracker that is able to determine if you actually enjoy what you are doing everyday (is able to assess if it's need-work- or if it can be changed) it will suggest changes if it sees spikes in discomfort or boredom</p> <p>mpyan</p>	<p>AI that has learned about my patterns and fluctuations in stress, productivity, and energy levels and turns around to tell me when my most optimal times to work are</p> <p>takayu</p>	<p>Stress meter where I can log different things going on in my life and it will tell me when it is "snowballing", potentially incorporating AI to attach numbers to descriptions (ie: i lost my job and I feel my chest tightening up = high number), potentially making it social- "your friend's stress level is 11 102... reach out?"</p> <p>Marsha Saravanan</p>
<p>Peer buddy program - help individuals build new, productive, healthy habits and hold them accountable</p> <p>Vansha Saravanan</p>	<p>Micro habit app - encourages people to try out new habits that are has potential to enhance their life; baby steps so its not overwhelming</p> <p>Vansha Saravanan</p>	<p>A notification system that tells you to try something new or different</p> <p>mpyan</p>
<p>Challenge App - trends where people challenge themselves to incorporate something new in their lives.</p> <p>Vansha Saravanan</p>	<p>create a Hashtag #IChangedMyHabit so people can share and cheer on each other</p> <p>mpyan</p>	<p>Stress log with tracker and correlate that to specific habits; provide trained suggestions/ insights on optimize and tailor your habits</p> <p>Marsha Saravanan</p>
	<p>#Being comfortable with being uncomfortable</p> <p>Takayu, mpyan, tonyan</p>	<p>Ping ping ping until user does what they promised</p> <p>mpyan</p>
	<p>A friend tracker/stranger talking tracker, counts how many times you make a new friend, because inherently meeting new people will cause you to do different things.</p> <p>mpyan</p>	<p>A tracker that counts each time you do something the same day in a row, rewards you initially for being consistent and after a certain amount it tells you to do something different</p> <p>mpyan</p>
	<p>Community for new habit building - could be social media based/ allows individuals more insights into new habits/changing old ways</p> <p>Vansha Saravanan</p>	<p>An AI assistant, that tracks what you do, how often you do it, reminds you if you haven't done it, and suggests something new that could be interesting (not too different from what you are used to but inherently different) e.g. drink coffee everyday, suggest matcha</p> <p>mpyan</p>
		<p>An interactive calendar that suggests new ideas every week</p> <p>mpyan</p>

Solution 3 Brainstorming

fun graphics (ie: big piece being subdivided into little pieces, status bars) to visualize the delegation of tasks

taralyn

AI that delegates tasks for you by assessing what everyone is good at, then takes in their progress and result to learn from for next time

taralyn

give different tasks a magnitude- dr. v can take the ones w a higher magnitude of importance, but delegate out the less important ones

taralyn

impact map- so he can see his impact trickle down and how its impacting others and areas for improvement

taralyn

Transparent status trackers, regular intervals individuals are prompted to update, so Dr V can feel reassured and up to date

Varsha Saravanan

AI powered summarization tool, captures what peoples/team does and comes back to Dr. V with reports

Varsha Saravanan

gantt chart-gamified

taralyn

Bottom up approach to people management, have people in lower positions report their status

npvyan

Come up with custom schedule that sprinkle in field work - can involve some AI/automated tool that creates this plan

Varsha Saravanan

All in one repository where all the info is documented so if Dr. V wants to proof read/check work he can

Varsha Saravanan

recursive tree

taralyn

Heat map + impact map = overlapping maps to assess and capture areas of focus and optimize his impact and where to focus on

Varsha Saravanan

Link to Additional Notes on Experience Prototypes

[Experience Prototype Procedure, Notes and Results](#)