

The Online Learning Challenge

Design Project Zero

I adapted this method from the original, developed by the d.school at Stanford:

<https://drive.google.com/file/d/1yoEK0Dyr9XC9WR8pA4lO3SJaQ001cT3L/view> This is also a good example: <https://sites.google.com/view/newventuredevelopment/dp0>

The Task | total duration 90 min

(Re-) **Design the online learning experience for your partner.** This can be a product or service or campaign. But it has to address an actual need your partner has. Your goal is to find out about such a need and then to design something useful and meaningful for your partner.

Your Name Your Partner's Name
Gabriel Hourigan Velko Stoychev

Interview | 10 Min + 2x10 min

In order to do so, you must understand what is important to your partner. We start designing by gaining empathy. Have your partner walk you through everything relevant to her **online learning experience**. Try to understand what your partner seeks to accomplish and how design can help to do so.

First, each of you takes ten minutes to prepare questions. Second, interview for ten minutes. Then, switch interview roles.

Example Questions: *Tell me about your expectations for **online learning**. What were you hoping to accomplish? What did you hope to see or experience? What has worked so far? What's been missing? What would interest or excite you?" (Use table below for notes)*

Question Answer	
Tell me whether HSRW has met your expectations for online learning so far?	Actually, let me think about that. I didn't know what to expect. First time being at university. I expected everything to be harder. It's simpler than what I thought. Very good for designer thinking. Exceeded because it's not intimidating.
What were you hoping for? <Already discussed>	

Where has HSRW been successful in your online learning experience?	<Already discussed>
Where do you think your online learning experience has been lacking?	Reliant on a consistent internet connection. Lots of small technical difficulties like mics being left on. Often missing something important and feel too shy to ask when I miss something because then you're slowing down the whole class.
What have you enjoyed about the semester being from home?	Financial reasons. Able to stay at home with the online classes. Much cheaper.
What are your expectations for next semester? Assuming it will also be online.	Going to be more of the same. Still going to be in my room listening to stuff. But, will have something new starting with the projects. I'm really interested in trying new stuff.

What would interest or excite you? Doing something different with actual project work.

Reframe the Problem | 5 min

Try to put into words what you learned during the interview.

Goals and Wishes: What is your partner trying to achieve? <i>use verbs</i>
Learn how to design properly, experience new things, and want practical knowledge.

Insights: New learnings about your partner's feelings and motivations. What's something you see about your partner's experience that maybe s/he doesn't see? <i>make inferences from what you heard</i>
I see that Velko has self-doubt about this degree including this module but, from what I can tell they are unwarranted. The core of the reason for thinking this module is not for him is a lack of communication ability (which questions to ask) but, I disagree, he is doing well.

Point of View | 5 min

Describe the person you are designing for, based on what you learned during the interview.

My Partner Velko Stoychev

needs a way to ... 1. Find confidence in his design method and ability.

2

Design Methods 2021 Dipl.-Des. Henrik Mucha, M.Sc.

2. See the entire lecture without lag.
Have a stable internet connection.

because ... (or "but ..." or "surprisingly ...") He needs more experience with real design projects and a stable connection in class.

Design Ideas | 10 min

Sketch three different design solutions that will meet your partner's need(s) as identified during the interview.

Design Idea #1 A new feature on the video call where we can pause and rewind in real-time. Similar to livestreaming on the video platform YouTube. Also, record the lectures and make them available to watch online.

Design Idea #2 Onboarding experience for new students and to start new semesters.

To give students an understanding of what to expect at university:

- Life at uni (going through online software (moodle), call etiquette etc)
- Examples of what online classes are like. Show it is no concern.
- Give students a clear, designated contact who can help address any concerns they have (not just for onboarding but the whole degree).

Design Idea #3 Create a feature where people can ask questions anonymously in the lecture. That

way students won't feel self-conscious about 'disrupting' the class.

Share Ideas and Gather Feedback | 10 min

First, explain your design to your partner. Second, ask what is good and what is bad about

it. Finally, ask how it could be improved.

Feedback	
Good Bad	
1. Velko really likes the concept because professors sometimes	1. Lectures could be leaked illegally.

Design Methods 2021 Dipl.-Des. Henrik Mucha, M.Sc.

upload presentations but there is no explanation to go along with it.	
How can it be improved? Ensure that the lectures are uploaded to a secure location which does not allow downloads and add a contract for students saying that they will not share this content.	
2. Velko believes that this type of help is very important to give special attention to new coming students and to explain how the university works and where to find help when needed. He stated that this one is the best of all 3 because it's exactly what he would want to have when he came to HSRW .	2. Velko questioned whether it is really necessary to give examples of how online classes will go, since we will find out for ourselves once it begins. However, he reiterated that a Moodle and other HSRW a website guide would be really appreciated.
How can it be improved? Make the examples of class only optional to view (YouTube videos perhaps). Rather than a mandatory course. Set some form of consistency for Moodle so that all classes use it the same way (currently, some teachers don't even use it and others are very organized).	
3. The third idea would help make shy students are more comfortable.	3. Students need to be put into these 'awkward' situations and communicate to gain confidence.
How can it be improved? Perhaps only allow this feature in the first semester.	

Ideation | 10 min

Reflect and generate a new solution.

Design Solution

Develop a system to integrate and essentially onboard new students onto our University's online systems (moodle, HIS, HISinone etc.), which at best can be obtuse and confusing and at worst a barrier which actually impedes students to perform at their best.

4

Design Methods 2021 Dipl.-Des. Henrik Mucha, M.Sc.

5