# Needfinding

Inclusive Design

# Team



**Helen Fang**

**Christian White**

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# Hidden Disabilities

# Needfinding Methodology

# Gina Wei

## WHO

Student Teacher, Bay Area High School

Former Counselor, The Bridge Peer Counseling Center



personal connection | in-person

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Student Teacher, Bay Area High School

Former Counselor, The Bridge Peer Counseling Center



personal connection | in-person

# Sydney Maples

## WHO

Stanford University, Symbolic Systems

Executive member of CS+Mental Health



personal connection | in-person

# Alyssa Noll

## WHO

Researcher, Juno Therapeutics

American Sign Language Instructor

CODA (Child of Deaf Adults)



personal connection | over Skype

# Guiding Our Needfinding

gina                    sydney                    alyssa

Why do people reach out to the Bridge?

Based on your experience at the Bridge, what has been the most effective way of helping callers and why?

Tell us about a challenging counseling session. How did it make you feel and why?

# Guiding Our Needfinding

gina                    sydney                    alyssa

How did you get involved with CS+Mental Health?

Tell me about a project you were involved in.

How did this experience shape your views
about this space?

CS+
Mental
Health

# Guiding Our Needfinding

gina                    sydney                    alyssa

What are the challenges/nuances of communicating with your parents?

Tell me about the ways you and your family use technology

Can you describe a unique live-event experience your parents have had?

# Interview Results & Analysis

# Gina Wei

tensions                    contradictions                    surprises

"People come to Bridge because they don't want to burden their friends. Friends are just busy."

"There is pressure to be perfect."

# Gina Wei

"Anyone can become a peer counselor…but it takes a lot of training."

The Bridge is a good source of help, but it isn't long-term solution.

# Gina Wei

Bridge simply provides anonymity/confidentiality, and points to other resources.

Peer counselors never give advice/speak from personal experience, but help people formulate their own thoughts & plans.

# Sydney Maples

Mental health as a discipline is pretty "subjective," "mood-based," and "not quantitative."

Knowledge gap is a major roadblock for integrating tech in mental health.

# Sydney Maples

Tech can unlock data wealth but is also limited (hippocratic oath, patient confidentiality).

"People in academia are interested in unpacking data but don't have technical backgrounds to do so, and vice versa for computer scientists."
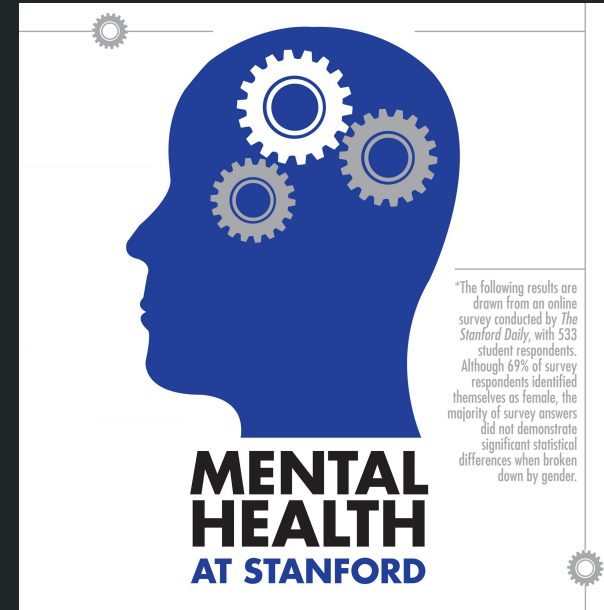
# Sydney Maples

User interfaces of existing tools (i.e. DISC Predictive Scale) are very outdated and people don't like using it.



*The following results are drawn from an online survey conducted by *The Stanford Daily*, with 533 student respondents. Although 69% of survey respondents identified themselves as female, the majority of survey answers did not demonstrate significant statistical differences when broken down by gender.

**MENTAL HEALTH AT STANFORD**

"Anonymity and confidentiality"

"Vulnerable"

"Burden"

"Knowledge Gap"

"Not quantitative"

SAY

THINK

Empathize

Never give advice

Never follow up

Ethical/legal limitations

DO

Engaged, eye contact

Conscientious of speech (Gina)

Fidgeted when talking about project challenges

Engaged, otherwise (Sydney)

FEEL

Frustrated by red tape

Excited by multidisciplinary interest

Safety, but limited by protocol

Empathetic but restrained in voicing personal opinions

# NEEDS

To feel safe while vulnerable.

Bridge the knowledge gap between medical professionals and engineers.

# INSIGHTS

Everyone can help, but at the same time a lot of time and training is required.

When approaching mental health, we need to keep in mind the legal and ethical protocols that are in place to protect these people.

# Alyssa Noll

Hearing people are often distrustful of interpreters, esp. over phone.

People make fun of interpreters, deaf people's voices, deaf culture.

Hearing people complain about deaf accommodations.

# Alyssa Noll

Automated captioning is now the most common translation method, but deaf community does not prefer it ("automated craptions").

Communication is much easier now with smartphones, but many deaf people do not own them.



AUTOMATIC CRAPTIONS

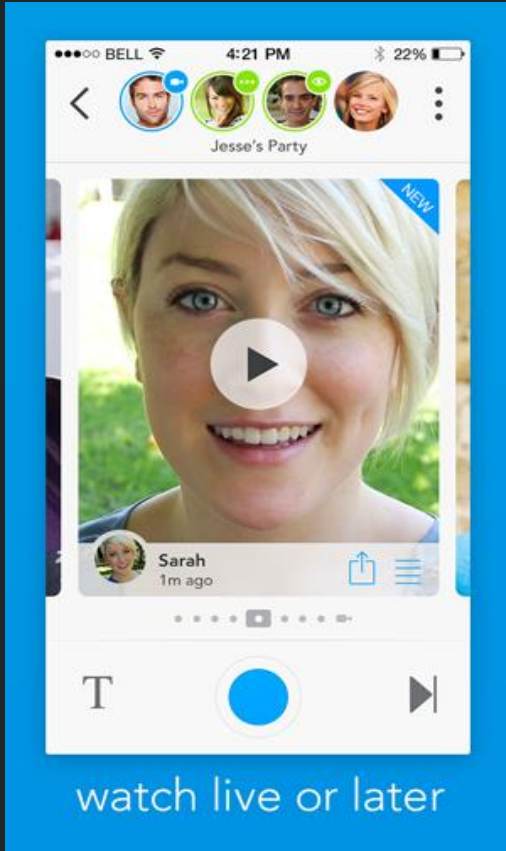i think is in doubt about a future together because the fans are fickle ass

# Alyssa Noll
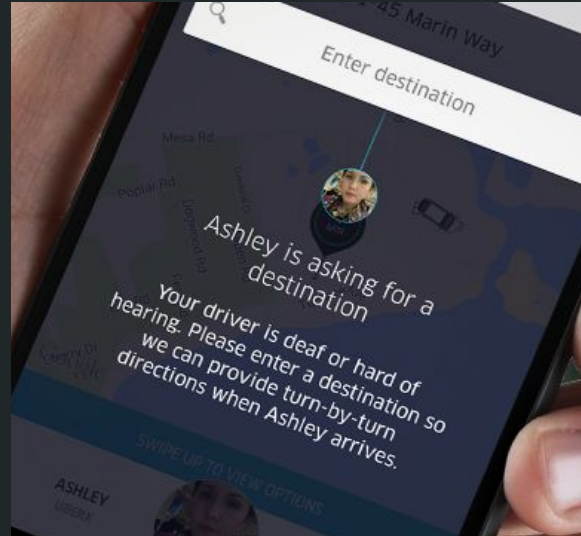
ASL communication relies heavily on body language, facial emotions.

A lot of people don't realize English is a second language for deaf people.

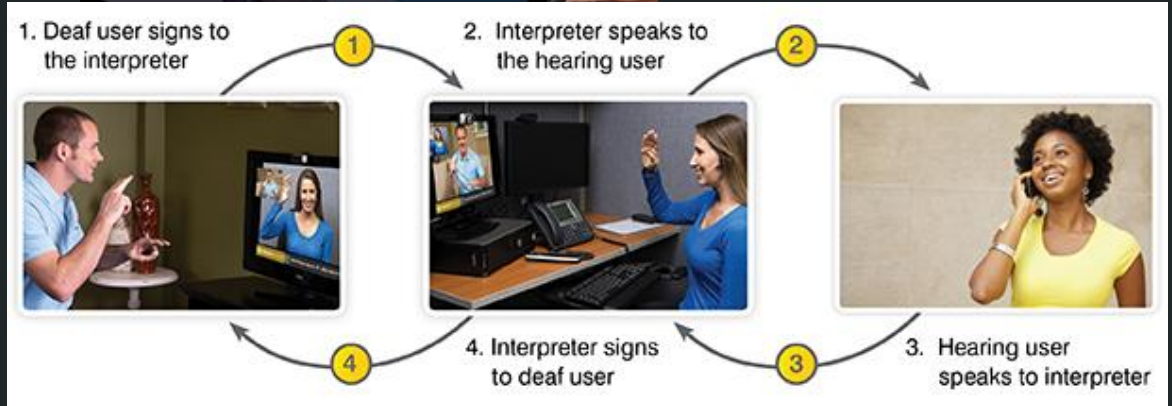Audio live events are really enjoyable with a good live interpreter.

**2. Uber**

**3. VRS**

**1. Glide**

## SAY

"Captioning is a barrier"

"Full audio experience"

"For once the intended audience"

"Experiencing live events"

## THINK

Wish her parents could access more content

Information sharing is extremely valued

Liked the Inclusion in Uber's app

## DO

Gestured a lot with hands

Demonstrated ASL signs

Pronounced facial expressions

## FEEL

Frustrated by stigma/ignorance

Upset by translation deficiencies

Excited by new technologies

# NEEDS

Access to equal amounts of content

Better translation methods

More understanding/empathy from the hearing community

# INSIGHTS

Huge role that technology can play in improving communication

Cannot have inclusion for deaf community without first gaining the empathy of hearing people

# Summary

There is a lot of need in the mental health space, but difficult to address due to its qualitative nature and ethical/legal hurdles.

Technology can play a huge role in giving the deaf community experience that hearing people take for granted.

# Moving Forward

- Zina Jawadi: Hearing Loss Association of America, hard of hearing
- Cathy Haas: American Sign Language lecturer (Stanford), deaf
- Janet Nystrom: Director of Deaf Services of Palo Alto DSPA
- ASL interpreters

# Image Sources

- http://stanfordmh.com/
- http://www.glide.me/blog
- http://www.sorensonvrs.com/svrs
- https://newsroom.uber.com/app-updates-for-deaf-and-hard-of-hearing-partners/
- https://www.exposingtruth.com/mental-health-series-recap/
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