

POVs and Experience Prototypes

Due: At the start of your studio (Thur/Fri Jan. 28-29)

Overview

In this assignment you will revisit the findings from your needfinding, interview more participants based on a deeper focus, and formulate points of view (POVs) for your potential users. From there, you will craft several “How Might We” (HMW) statements to frame the problem area and intended design goal. Based on the best HMW statements that frame the problem space, you will brainstorm several solutions. Using the best of these solutions, you will create and test **three** “experience prototypes” to further your needfinding and develop a better idea as to where to focus your project.

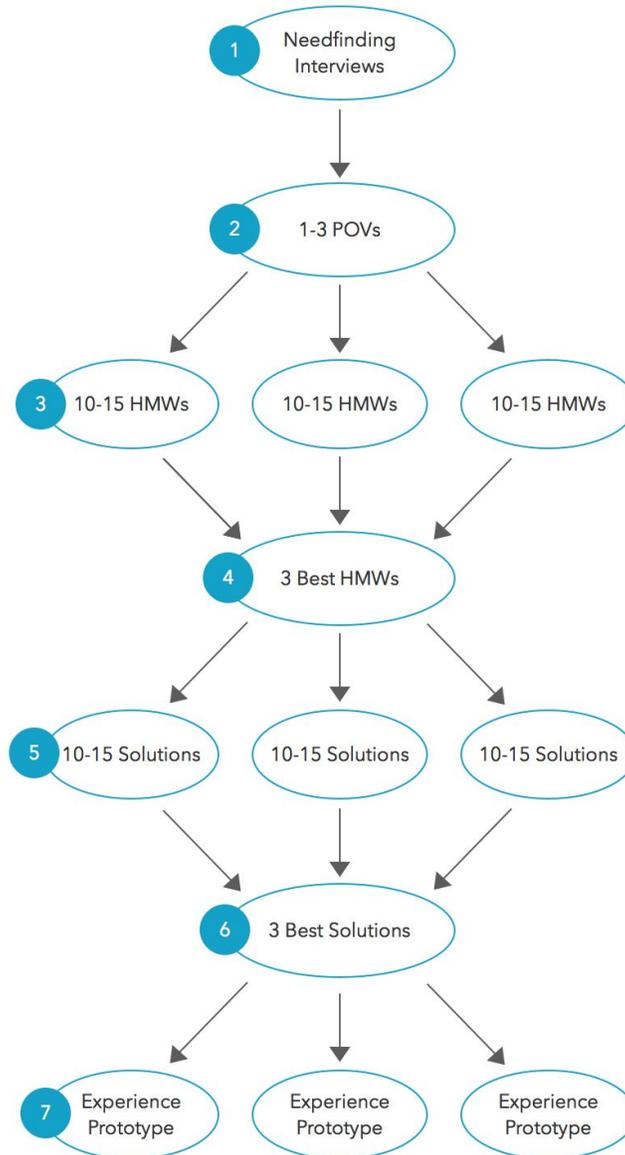
Note: brainstorming is a significant part of this assignment, so we highly recommend using a visual collaboration tool such as [Miro](#), where your team can create boards and [add sticky notes](#). You can [sign up for a free Education account](#), which will give you and your team unlimited boards to work with.

Project Requirements

1. **Additional Interviews & Synthesis:** Finalize needfinding based on the comments and feedback from your CA and studio last week. **Interview at least 2 new people** (remember to interview in pairs). If you’ve narrowed down what you want to do (e.g., from health down to cancer recovery), interview a range of users that would be affected in that problem area. You can only interview **one Stanford** student max.
Combine the new data with your prior data to see if some interesting themes appear in more than one interview. Feel free to use [empathy maps](#), [journey maps](#) or other methods to help you synthesize — i.e., **find needs** and **insights** from *all* of your interview data.
2. **POV Development:** Refer back to the Point of View (POVs) from studio last week and *refine* these POVs or come up with new ones based on the additional need-finding interviews you’ve done. Select **1-3 POVs** that you find most compelling (refer to the diagram on the next page).
3. **HMW Generation:** Generate **10-15** “How Might We” (HMW) statements for **each** of your POVs. Refer to this d.school guide on how to [generate powerful HMW statements](#).
4. **Best HMWs:** From the pool of *all* your HMWs generated in step 3, select the **3 best HMWs**. Refer to this [brainstorm selection](#) method card for selecting ideas.
5. **Brainstorm Solutions:** Brainstorm with post-its on how to solve your HMW questions. Remember from the first studio — quickly put up as *many* ideas as possible. There are no bad ideas at this stage. Try to think of at least **10-15 solutions per each of the 3 best HMWs**.
6. **Best Solutions:** Select the **top 3 solutions overall** – *diversity* of ideas is best at this stage. Again, refer to the [brainstorm selection](#) method card.
7. **Experience Prototyping:** Chances are, your solutions make certain **assumptions** about your users/solution that you may not have accounted for — it could be in human behavior, trust, or *interest*. As a result, you will need to **test the assumptions** you’ve made that would potentially make a given solution effective. You’re looking for a reaction — strong or otherwise

— to your concept. Note the experience prototype is still a part of the *needfinding* process — it's testing your assumptions and the need with this very early stage conceptual prototype.

- a. Define what you want to learn by **building 3 experience prototypes**, one each for an assumption you want to test about each of your top 3 solutions.
- b. Remember to define the **artifacts**, the **roles** (for actors and the customer), and the **scene/environment**. Define a script of what will happen.
- c. Normally, you would construct this prototype out of paper, creating a low-fi conceptualization of the idea. Given the remote situation, you can use digital artifacts to test assumptions. For example, if you are assuming that people want to work online with strangers, you can manually create a calendar event with a Zoom link pairing strangers together as your experience prototype. **You should not be creating a digital interface** at this stage (i.e., you might use a Google doc or form, but not a prototyping tool or code). This is not a working prototype, nor should it represent a complete solution (see the [prototype to test method card](#)). This is something that allows you to test a *piece* of your solution.
- d. **Experience Prototype Testing:** Test each prototype with at least one person (**3 people total**). You may only test with *one Stanford* student max and these should be new participants who you have not interviewed previously. Practice on yourselves first. During the test, one group member should observe and take notes, while the other members may need to play multiple roles, depending on the prototype you've created. **Note what you learned about your assumption.**



Deliverables

Along with your presentation slides (details below), create a PDF version of the slides that you will turn into your Google Drive directory by the deadline. You will link the PDFs and downloadable versions of the original files off of your team website later in the quarter—i.e., if you use Google Slides, you will download as PowerPoint or KeyNote and put that on your site.

Make sure to create a new subdirectory titled “Assignment 2” in your team’s directory and upload your deliverables into that folder.

Presentation Guidelines

One person from your team will present in studio. Please limit **presentation time to 12 minutes**. You'll have an additional 5 minutes afterwards for questions and feedback with studio members.

Present your prototypes and findings with the suggested structure:

1. Introduction (1 slide)
 - a. List **team name** and **introduce** your team members (first name & last initial)
 - b. What is your **problem** domain (in addition to the studio theme)
2. Initial POV you had going into this testing (1 slide)
3. Additional needfinding results (2 slides)
 - a. Who you interviewed & what you found out (include images)
4. Three Revised POV(s) (3 slides)
 - a. (“We met.. who needs... because ... We were amazed to realize ... It would be game changing if...”)
 - b. In the **notes section of your slides**, provide a *sampling* of the 10 HMW statements generated for each of the POVs
5. Present the **three** top HMW statements **with the POVs** they stem from (3 slides)
6. Present the **three** best solutions (3 slides)
7. Three Experience Prototypes: (3 slides)
 - a. Short **description** of each prototype, including the **assumption** you were testing, and **how** it was tested (with pictures for the prototype & test)
 - b. Results: 1-2 bullets on each of: Things that worked, things that didn't work, surprises, and new **learnings**
 - c. Validity: Was the assumption valid? Why or why not? Any new assumptions that emerged?
8. Solution: Which of these solutions or a combination of solutions would be best to solve the problem? Why?
9. Summary (what the key learnings & next steps? What would motivate others to follow you?)

Examples of **good presentations** from previous teams:

[Thread](#)

[Coral](#)

Presentation Grading Criteria

The presentation grading will be broken into two components: the individual grade of the presenter based on the **presentation slides and delivery** and a group grade for the **inclusion of appropriate content**. The grades for each of these components are explained in more detail below.

Group Grade

- ___ Description of revised POVs, HMWs, and brainstorming of selected solutions (25 points)
- ___ Description of testing (detailed data, methods, appropriateness of participants) (25 points)
- ___ Description of experience prototypes (diversity & appropriateness) (25 points)

___ Description of the insights from the testing and the selected solution (25 points)

Presenter Grade

___ Use well-designed slides. Ensure that the presentation shows appropriate preparation, and that visual aids are aesthetic, effective, prepared, and properly employed. (50 points)

___ Cover the required scope within the **12 minute time period** (not including 5 minutes for questions/feedback). Practice and time your presentation in advance as we will cut you off if you go over. (20 points)

___ Ensure the presenter makes eye contact (10 points)

___ Ensure the presenter projects their voice well (20 points)