Umami

Health and Wellness - Digital Wellbeing

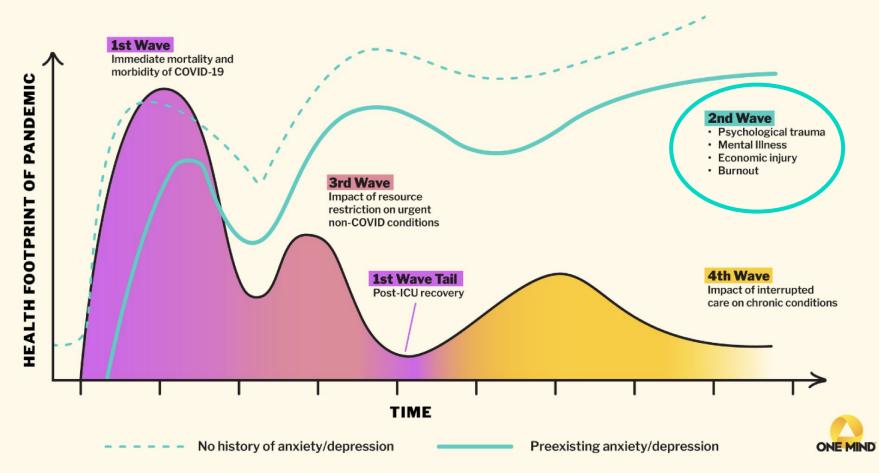
Erin Smith, Helen He, Karen Ge, Roy Nehoran







COVID-19 IMPACT TIMELINE



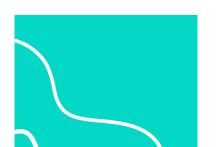
Meet the Umami Team





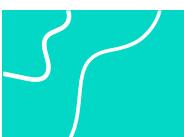


Karen G.

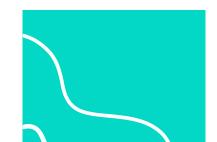


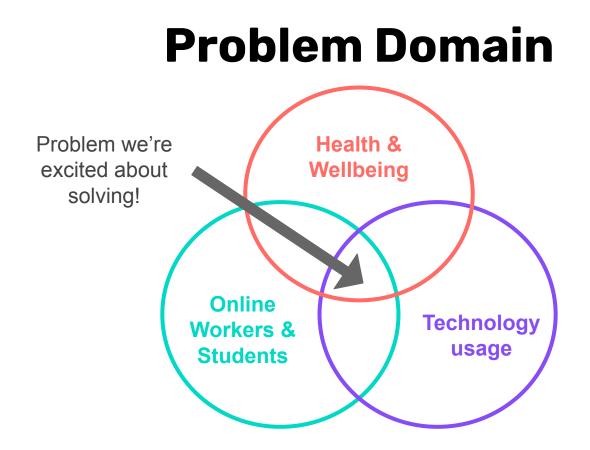










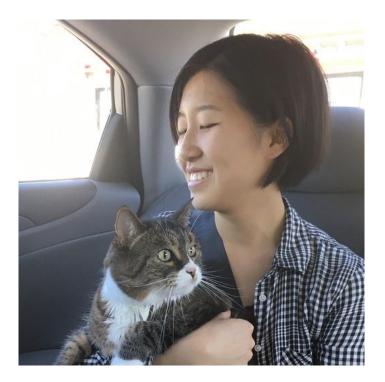


Initial PoV

We met Angela, a Stanford student attending school online.

We were amazed to realize that the lower functionality of the iPad helped her stay more focused and less dependent on it.

It would be game changing to help users feel more in control and powerful over their devices.



Additional Interviews



Jennie

First-grade teacher Teaches in Redwood City Works completely online

Zoom interview



"You can really tell when something has been **designed by teachers** and students, and when it hasn't."



Jeff Principal UI Designer at BMC Software Lives in Seattle, has been working remotely even before pandemic

Microsoft Teams interview

"I think a lot of people aren't equipped yet to realize that in some ways, they might actually be **helping** themselves by **not being always available.**"

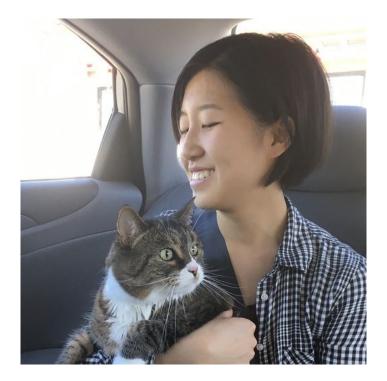
Revised POVs and HMWs

PoV1(Revised)

We met Angela, a Stanford student who is a peer counselor at The Bridge.

We were amazed to realize that she stayed more focused on her work when using her iPad, which had lower functionality.

It would be game changing to help users feel more powerful and goal-directed when using their devices.



HMWs for PoV 1

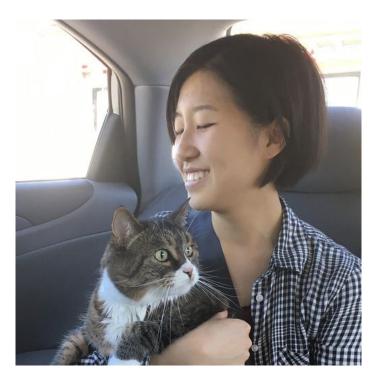
- HMW lower functionality of laptops/phones?
- HMW encourage users to control their devices?
- HMW help people be more intentional about their tech usage?
- HMW help users reflect on their tech usage?
- HMW educate people about their tech usage?
- HMW create space outside of their device?
- HMW limit technology around specific user-defined goals?
- HMW deep clean our devices?
- HMW educate about designing and revamping your technology?
- HMW keep users focused on their outside-device life?
- HMW connect users with accountability methods/people/experts?
- HMW use social pressure to keep users focused?
- HMW make users feel powerful?
- HMW help users get into a flow state and stay there with their devices?

PoV 2

We met Angela, a Stanford student studying remotely and a peer counselor at The Bridge.

We were amazed to realize that she found video call interfaces lonely, with having to see her friends in boxes (In other words, it might be the interface itself that amplified the feeling of loneliness.)

It would be game changing to make video calls feel more meaningful and less mechanical.



HMWs for PoV 2

- HMW make the interface friendlier?
- HMW emulate in-person interaction?
- HMW make people less self-conscious?
- HMW facilitate meaningful relationships?
- HMW customize the UI based on each user?
- HMW break the ice in meeting new people?
- HMW make transitioning into/out of video calls more comfy?
- HMW inspire serendipity/spontaneity of zoom calls?
- HMW use technology to reduce flaking?
- HMW reduce the stigma/representation of loneliness?
- HMW help people appreciate their current social interactions more?
- HMW make socializing over Zoom the most exciting type of social interaction?
- HMW make socializing via technology refreshing instead of draining?
- HMW make communicating online more like a campus?

PoV 3

We met Jeff, a UX architect who worked remotely before COVID but now is helping people who have gone remote since COVID.

We were amazed to realize that Jeff thinks people can help themselves and their companies by not always being available and choosing not to respond immediately or at all.

It would be game changing to help people feel less overwhelmed by work communications.



HMWs for PoV 3

- HMW create and manage filters for distractions?
- HMW remove all notifications?
- HMW set up times for/without distractions?
- HMW change the culture around responsiveness?
- HMW make notifications better, more helpful, less distracting?
- HMW help people manage which notifications to pay attention to?
- HMW help people be less overwhelmed by work notifications?
- HMW help people disconnect more meaningfully?
- HMW integrate more deliberate workflow?
- HMW make taking breaks more valued in our culture?
- HMW broaden and make worker's identities more full?
- HMW incentivize/clarify work-life balance?
- HMW help people connect with themselves as a whole person?

PoV 4

We met Jennie, an experienced first grade teacher who now works entirely online due to COVID.

We were amazed to realize that Jennie managed to find creative ways to work entirely online after a bad concussion and neck and back problems.

It would be game changing to educate and guide people on screens about their physical health and posture.



HMWs for PoV 4

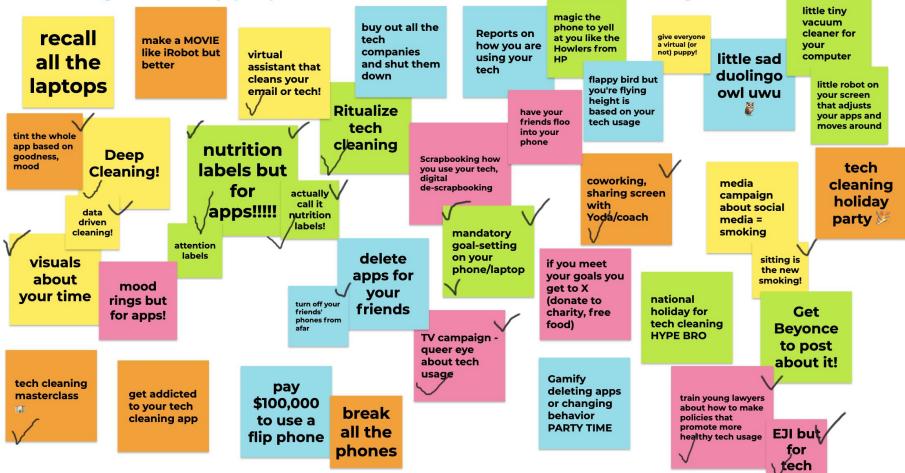
- HMW make people more aware of their posture?
- HMW abolish sitting?
- HMW give people facts about screen health?
- HMW make chairs and other tech more ergonomic?
- HMW make exercise more exciting?
- HMW design technology to be actively beneficial for physical health?
- HMW lessons of relevant physical health?
- HMW encourage people to be more mindful of physical health?
- HMW help teachers adjusting to sitting for long periods of time in front of a screen?
- HMW help online school feel more like recess all the time?

Top 3 How Might We's

PoV 1 (Angela)

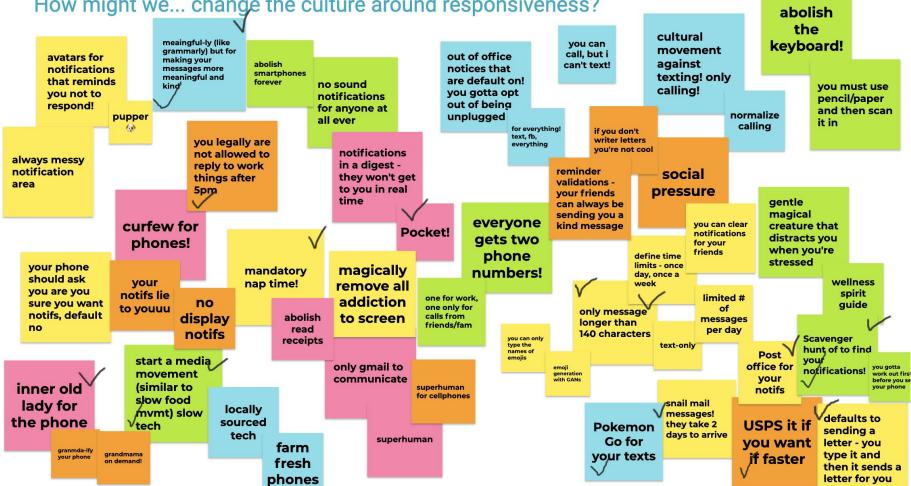
How might we help people be more intentional about their tech usage?

How might we... help people be more intentional about their tech usage?



PoV 3 (Jeff)

How might we change the culture around responsiveness?



How might we... change the culture around responsiveness?

PoV 1 (Angela)

How might we help users get into a flow state and stay there with their devices?

How might we... help users get into a flow state* and stay there with their devices?



Our Top **3** 4 Solutions

We used heat-map voting on our brainstormed ideas, and chose:



Nutrition labels for apps



Mandatory goal-setting



Mindful deep cleaning



Customized flow state extension



Experience Prototypes



Nutrition labels for apps

Collecting and summarizing data (structured like a nutrition label) about each app that displays before download/usage



Nutrition labels for apps

Collecting and summarizing data (structured like a nutrition label) about each app that displays before download/usage

Assumption

Wellbeing information (time used, number of notifications, engagement label, productivity, etc) is useful for users to decide whether to download apps.

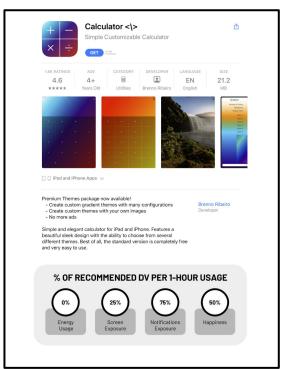


Experience Prototype 1

Synchronous testing: Printed out apps with standard app store info, along with nutrition labels, for in-person "app store." Asked 3 people to browse store.



Above: App store setup



Right: An app for sale, nutrition label included

Validity

- Assumption was not valid, labels were not useful to decide whether to download apps
- Users cared more about existing information like screenshots, ratings, and # of downloads

Results

What worked?

Participants found physical "app store" setup to be fun, reminds them of grocery shopping.

What didn't?

- Customers rely more on screenshot previews, ratings, and # downloads to judge app.
- Didn't like that label had to be explained.

Surprises?

"Nutrients" for nutrition labels were subject to debate (e.g. defining app's "engagement," "productivity"...)

New learnings

- Customers preferred to download already-popular apps, even if they knew apps were bad for digital health, since everyone else uses it.
- Otherwise, customers preferred to just go by screenshots, ratings, and # of downloads in downloading apps.



Mandatory Goal-setting

Prompting users for their goals when using their device: what do you need to do? how long will it take? which apps and websites will you need?



Mandatory Goal-setting

Prompting users for their goals when using their device: what do you need to do? how long will it take? which apps and websites will you need?

Assumption

Users are willing to set goals (time, apps needed) before using technology, and doing that is helpful.



Experience Prototype 2

Synchronous: Asked someone to join a zoom call, set a goal for the next 10 minutes, and which programs they need. We stayed on the call with audio and video off, and then asked questions after.

Asynchronous: Asked **10** people to fill out a Google Form prototype that tests goal-setting, from defining their task to reporting how it went afterwards.

Goal-Setting Survey

Thanks for helping me out!! This is super low-key for my CS 147 project (with Karen, Erin and	
Before you start	and see if it helps! And it's
Fill this out right before you start your task	after if you want. The form should
What do you want to do on your device? (your task) *	s are depend on what you do it for.
Your answer	infusing, let me know, but also you)
What type of device are you using? *	Congrats you finished your task!
O Computer	How long did it end up taking you? (in minutes, approximately)
O Phone	
O Other:	Your answer
How many minutes do you think this task will take? *	Did you only open the programs/apps/websites you listed? Whatever happened, lmk below! Your answer
When you're ready to start your task,	Was this helpful at all in completing your task? If so, in what way? Any information is helpful!
Next	Your answer
	What didn't work? And how could it be better?

Validity

- Users are willing to take a couple minutes to define a task before they get to work
- Setting the time and defining a task to work on is helpful to productivity
- Setting which apps you need beforehand and just using those is unrealistic
- Deciding on a blacklist of apps that are distracting may be helpful



Results

What worked?

- Synchronous user was very productive!
- He knew which apps would distract him

What didn't?

- Couldn't differentiate between effects of zoom call and the prototype itself on productivity
- Can't enforce using specific apps asynchronously

Surprises?

- People get their tasks done every time, usually with less time than they allocate
- There's always apps/programs that users need that they don't think of ahead of time

New learnings

- It is easy to list apps that aren't needed, and use websites that weren't listed
- Being intentional about what users are doing and how long is helpful



Deep cleaning

Regular, guided wholescale cleaning up settings and deleting of apps based on users' data and research



Deep cleaning

Regular, guided wholescale cleaning up settings and deleting of apps based on users' data and research

Assumption

People want to declutter and optimize their technology usage.

Experience Prototype 3

Synchronous asked one synchronous participant (artist at San Francisco Conservatory) to do a series of guided exercises on his email usage. There were 3 steps:

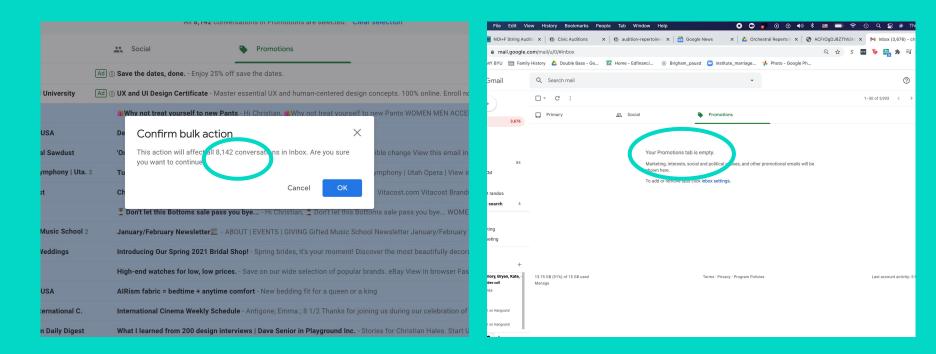
1) Do a series of exercises to reflect on his overall goals for the next year, his goals for using email, and what his current email usage looks and feels like.

2) Do a guided deep cleaning of his email inbox (get to inbox 0 for social and promotional emails!).

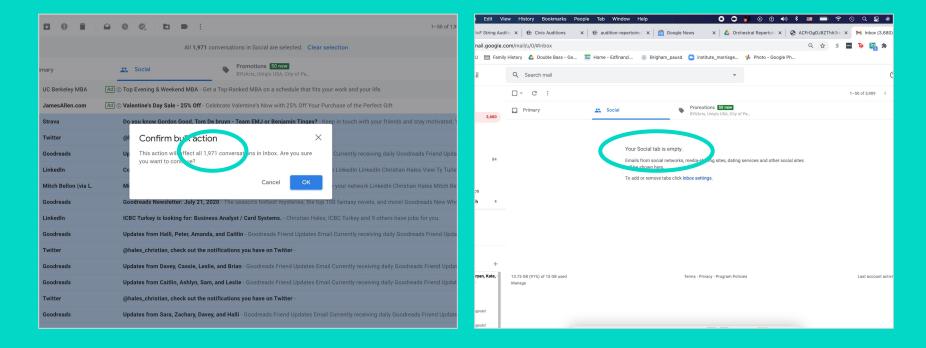
3) Develop a plan for how to sustainability optimize his email usage to contribute to his overall life goals + decide one tiny habit to adopt for the next 21 days to improve the effects of his email usage on his wellbeing.











Validity

- Appears to be valid assumption
- User expressed a newfound sense of calm + control after the experiment.
- The user also expressed excitement about the idea, and mentioned this was something he had been meaning to do for a long time.
- New assumption: Optimization plans for technology usage are sustainable long-term



Results

What worked?

- 3 part process: starting with defining goals -> guided deep cleaning -> reflection and develop plan + choose tiny habit to implement now
- Framing technology cleaning as a mindfulness exercise

What didn't?

- Part of the inbox was too messy to clean
- Longer session would have been nice

Surprises?

- How productive + calm someone felt after just one guided, mindful digital cleaning session
- Excitement to digitally clean

New learnings

- Coaching can be valuable (also new assumption)
- Reframing mundane tasks is key (mindfulness reframing)





A customized extension that optimizes tasks to have challenge-skills balance, clear goals and unambiguous feedback.





Flow State Extension

A customized extension that optimizes tasks to have challenge-skills balance, clear goals and unambiguous feedback.

Assumption

People know when they are in flow, and computers/devices can help get them there.



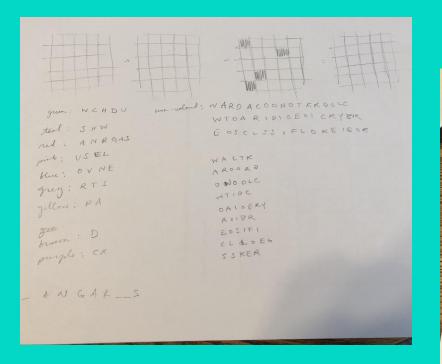
Experience Prototype 4

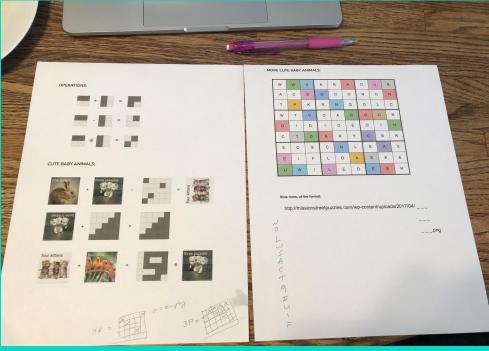
Synchronous: Asked **3** participants to engage with a challenging puzzle, giving them the choice of doing it on paper or with a computer. All chose to use paper, but one also chose to use the computer. Questionnaire to measure their level of flow afterwards.

Asynchronous: Asked **25** people to reflect about the last time they were in a flow state, and what tools helped them get there.

Tech in ansewr? Tools Activity description no none dancing! yes google, asking mentor, video calls (screen share) debugging, figuring out a codebase yes autograder code, slack, web dev, python, latex making a new ML homew assignment and releasing no drawing paper, music, notepad, internet references drawing!	vork
yes google, asking mentor, video calls (screen share) debugging, figuring out a codebase making a new ML homew assignment and releasing no drawing paper, music, notepad, internet references drawing!	vork
yes google, asking mentor, video calls (screen share) codebase making a new ML homew assignment and releasing no drawing paper, music, notepad, internet references drawing!	vork
yes autograder code, slack, web dev, python, latex assignment and releasing no drawing paper, music, notepad, internet references drawing!	
yes garage band, mic, headphones recording music for a cap	pella group
yes intangible tool of visualization! zoom swole!	
yes google, desktop writing a policy memo	
yes genomic coding software, google coding a script for researc	ch
yes google, spreadsheets, databases work for research	
yes google docs/spreadsheets writing novel	
no sewing machine sewing stuffed animal bee	e
no paper pencil math test!	
Unity, Aseprite, Audacity, Discord, and Visual Studio yes during development making a game	
yes computer, coding, took destressing breaks finishing cs homework	
linguistics pset (note othe the class don't like doing a yes/kinda computer, pen to copy down on paper on computer either)	
yes onenote, pencil physics pset, drawing dia	grams
yes programming libraries, computer cs homework!	
no acrylic pouring, paint making a painting	
yes word processing, music/headphones applying to HBRex	
trying to configure terminal manuals, config files email in it	al to check
yes just Spotify making a themed playlist	







Validity

- Appears to be valid!
- Testing for the flow state showed that people could flow both with paper and on the computer
- People recognize when they're in flow state
- New assumption: Devices can implement specific aspects (from users and research) that cultivate flow



Results

What worked?

- challenging, fun puzzle inspired a mini-flow state
- distractions definitely detract

What didn't?

- time limit can hinder flow state
- a puzzle that is too challenging can demotivate

Surprises?

- the clarity of goals or how much structure is needed varies widely between people
- time limits can sometimes demotivate if the task is not intrinsically motivated

New learnings

- User-defined tasks are key
- Users need access to other tools and flexibility
- Social flowing should be explored

Top Solution

A combination!

- Data-driven support
- User-defined timed goals
- Mindful coaching/reframing
- Flow customization for deep work





Summary

We've narrowed in on using data and technology to help people self-actualize

From our prototypes so far, we've learned:

- Data influences and supports, if in right context
- Social and coaching components are key
- Mindfulness reframing is helpful
- Users know their goals but distractions get in their way



Questions?



Extra Artifacts

a result of flow state + acrylic paint!



various things i "need" (6 different canvas tabs, three email inboxes, etc, etc.) and maybe it would be helpful to have all those in different windows so i can't get distracted by everything at once.

I think it was somewhat helpful to think ahead about what I need to use, but I generally don't get too distracted when trying to work, so I don't think it was as useful as it could have been. But also not sure where you're going with this so I could be misreading!

I don't think it really affected my task, since those are mostly the apps/websites I have open anyways

No?

Not particularly, but it might be good for other tasks!

sure! Mmm

Truthfully bro, I am completely absorbed in a challenging but doable task every time I go to zoom swole. And when I can't hold a plank for 4 minutes straight, or some other exercise, I try to scaffold the workout for myself so that it's a notch easier rather than a full-on break. I also use the intangible tool of visualization- how much better I'll feel at the end if I keep holding, and how much time I'll have to rest later so I can make it through now

The time before that was when I was moving from kimball to Branner and I was getting tired and I would get overwhelmed deciding on the next best thing to do and waste time thinking about it, and I'd just tell myself "anything but stand still is the right thing to do" and that helped me a lotreminding myself that there are lots of "right" ways to complete a task

nly open the programs/apps/websites you listed?

ugh i left everything open in the background. i didn't click it though!)

No, i did a quick runthrough of other social media

I forgot to list arXiv to check on papers, as well as GitHub for the code for those papers! I also visited the conference website, and jupyter notebook, but I guess I kind of covered that.

No, needed to intermittently check other things like email

No, I also opened Preview

Yes, but I opened File Explorer. Text editor. Was tempted to use Apple Notes, but sometimes spend too much time making lists. Could be helpful to have a whitelist. interestingly (kind of related) for the people i've talked with in this word formation class that p set was for, it seems like no one likes to do the p set on a computer, people need to process the data with paper and pen to see the connections

oooh thats an excellent observation!

Today, 20:51

heya! would super appreciate if you took a quick minute to answer this question: could you describe the last time you were completely absorbed in a challenging but doable task? what were you doing, and did you use any tools to do so?

yeah so about two seconds ago i was writing

i'm trying to edit a scene and add more action and description to it bc right now it's just dialogue

but action and description are. not my strong suit.

tools: my brain, my hands, and my 2017 MacBook Pro

whoa

wait so did i just interrupt your flow state

Read 20:56

it's okay i'll get back into it

Extra Artifacts

	Was this helpful at all in completing your task? If so, in what	t way?	No	
	8 responses		Nop	
	i think so!		Mig	
	No		pers	
	making me think about only what i NEEDED open was insightful b various things i "need" (6 different canvas tabs, three email inbox helpful to have all those in different windows so i can't get distract	es, etc, etc.) and maybe it would be	Did you only open the prog 9 responses	
	I think it was somewhat helpful to think ahead about what I need to use, but I generally don't get too distracted when trying to work, so I don't think it was as useful as it could have been. But also not sure where under going with this as a second by an ending of the second		Yes	
	where you're going with this so I could be misreading!		yeah!	
What didn't work? And how could it be better?		Yep (though i left everything		
5 responses			No, i did a quick runthrough o	
I'm really bad at being disciplined when I'm the one who sets the rules.		I forgot to list arXiv to check conference website, and jupy		
a good idea would be to make people commit to their answers before telling them that they can't open anything but what they said. then it feels more permanent and you have to follow the instructions.		No, needed to intermittently		
There wasn't anything in particu	ular that didn't work :)		No, I also opened Preview	
I think the task was too easy fo	r this to help		Yes, but I opened File Explore time making lists. Could be h	
Could fool yourself into thinking	g you need to use a website. Would be good if time limit and not forever.		unie making iists. Could be i	
Could fool yourself into thinking	g you need to use a website. Would be good if time limit and not forever.		and the second second	

Would it be helpful if there was a program that strictly enforced only using the programs/websites you listed? Or not letting you use the distracting websites?

6 responses

Yes

Ah. I see! I would suggest doing the inverse - having a program that strictly enforces NOT using websites that you blacklist, e.g. things that would be detrimental to productivity like YouTube/Reddit, etc. I don't think it's possible for me to list the exact set of apps/sites that would potentially enable me to be productive, but doing the inverse is much easier because I know what could potentially derail me!

It might be helpful at times when I am having trouble focusing specifically. Honestly, I felt like the more important part was being intentional about deciding on a task and approximating how long it would take.

e! I needed to open Preview, so this would have been detrimental

ht switch settings if it was for a bit if it's easy. Don't know if a program could judge you as much as a son.

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check other things like email

er. Text editor. Was tempted to use Apple Notes, but sometimes spend too much nelpful to have a whitelist.



THANKS!

Do you have any questions?

info@slidesgo.com +91 620 421 838 yourcompany.com



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