Design Discovery

Prof. James A. Landay
Computer Science Department
Stanford University

Autumn 2022

September 28, 2022

* some slides based on those of Julie Stanford, Sliced Bread Design
“What we are working on is going to be ridden in, sat upon, looked at, talked into, activated, operated, or in some way used by people individually or en masse. If the point of contact between the product and the people becomes a point of friction, then the industrial designer has failed. If, on the other hand, people are made safer, more comfortable, more eager to purchase, more efficient—or just plain happier—the designer has succeeded.”

— Henry Dreyfuss, *Designing For People*, Simon and Shuster, 1955
Hall of Fame or Shame?

http://www.dol.wa.gov
**Design Thinking for User Experience Design, Prototyping & Evaluation**

**UPDATE**

Is your driver license expiring soon? [Renew your license online](#)! Limited in-person appointments available. [Learn more](#). Apply for a first-time instruction permit [online](#).

![Washington State Department of Licensing](image)

**Renew your license online**

Don't wait, renew now!

You can renew your driver license online safely and securely:
- Anytime it's convenient for you.
- Up to 1 year before it expires.
- With your bank account and skip the credit card fee.

[Renew your license online](#) now!

**More news** [REAL ID enforcement delayed until October 1, 2021](#)

**Drivers**

- Get a driver license
- Renew your driver license
- Update your driver license/ID card
- Check the status of a license/ID card
- Learn how to reinstate your driver license

... more driver & ID cards

**Vehicles & boats**

- Renew your tabs
- Transfer ownership of a vehicle into your name
- Get WA license plates
- Buying a vehicle
- Selling a vehicle

... more vehicles & boats

**Professions**

- Renew your professional license
- Get a professional license
- Look up a professional or business license
- Setup account access
- Uniform Commercial Code (UCC)

... more professions

- Find offices & hours
- Get a form
- Moving to WA?
- View list of licenses

License eXpress

Check out License eXpress or our other [online services](#)
Hall of Fame!

http://www.dol.wa.gov/

+ UI is (mostly) clean & uncluttered
+ Most common task prominent (renew)
+ 3 other key users/tasks right up front
+ Less important info (tweets, videos) below fold
+ Multiple language options are clearly indicated
+ Similarity & connectedness gives strong aesthetic & indicates navigation
  - examples of Gestalt Principles

- A bit busy overall, but easy to fix
- Update at top seems weird (really an update?)
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Outline

• Design Discovery
• Needfinding
Design Process: Discovery

- characteristics of customers & tasks (AKA Needfinding)
- understand client’s expectations
- determine scope of project
- evaluate existing products & practices

Design Thinking

Discovery

Design Exploration

Design Refinement

Production
Design Thinking Process

1. Empathize
2. Define
3. Ideate
4. Prototype
5. Test
Empathy: Feel what they feel

Principles

1) Immerse
2) Observe
3) Engage

“You Can Observe a Lot Just by Watching”
– Yogi Berra
Bronislaw Malinowski Learning From Trobriand Islanders (1914)

Image Courtesy Wikipedia: https://upload.wikimedia.org/wikipedia/commons/1/1e/Wmalinowski_trobriand_isles_1918.jpg
Technique: Active Observation

Observe & interview *without knowing what* you are looking for

*discover what* is interesting!
Needs gaps within a system
Needfinding

discover opportunities by recognizing those gaps
Desire line

“traces of use or wear that indicate preferred methods of interaction with an object or environment”
– Universal Principles of Design, P. 76

Figure out the story of what and why...
And tell a new one
Pay attention to *all* the artifacts

Look for workarounds & hacks

“Errors” are a goldmine
Getting to Why

Needfinding starts with basic questions of everyday experiences

But moves from
- closed ended questions to open ended questions
- “whats” to “whys”
- actions to feelings

*Engage* people in *their environment*
A needfinding interview is....

One in which the interviewee speaks 90% of the time.
Be ready to hear something new and be changed by it.
Defer your agenda & unlock their world
Step into the interviewee’s shoes
Be curious
Have a “beginners’ mindset”
Interview

Good interviews require a broad set of questions – but be prepared to veer
Interviews typically share the same basic structure as a story:

- **Introduction**
  - Intro
  - Background

- **Rising Action**
  - Build Rapport

- **Climax**
  - Evoke stories

- **Denouement**
  - Explore emotions
  - Reflection
  - Wrap-Up

Closed-ended questions / What

Open-ended questions / Why
What Did She Do Wrong?
Interview

Adapted from Michael Barry

I’m here to learn about...

Closed-ended questions / What

Open-ended questions / Why

Background

Intro

Build Rapport

Rising Action

Evoke stories

Climax

Explore emotions

Denouement

Reflection

Wrap-Up

Autumn 2022

Design Thinking for User Experience Design, Prototyping & Evaluation
A Better Introduction...
Interview Questions – Background

- **Background** — “Tell me about what you do here.”

- **Sequence** — “Walk me through your day yesterday…then what do you do next?”

- **Physical tour** — “Take me on a tour of how you build the panels…”

- **Virtual tour** — “Walk me through your sales process from the beginning…”

- **Participation** — “Can you show me exactly how you prepare a customer bid?”

- **Exhaustive List** — “What are all the different municipalities where you sell?”
Interview

What do you do for work?

Take me on a tour of your kitchen

Introduction

Build Rapport

Closed-ended questions / What

Open-ended questions / Why

Climax

Explore emotions

Denouement

Reflection

Wrap-Up

Adapted from Michael Barry
Interview Questions – Build Rapport

• Naïve Outsider Perspective — “I’m not from LA, how does the housing market work here?”

• Changes Over Time — “How are things different than they were last year?”

• Reflecting Back — “So, what I hear you saying is….. is that right?”

• Quantity — “How many of your competitors fall into that category?”

• Tasks and organizational structures — “Can you draw me a diagram of your org. chart?”

• Native Language — “Why do you call your office ‘the command post’?”
Walk me through all the jobs you’ve had since high school.
Interview Questions – Stories & Emotions

- **Clarification** – “...and when you say ‘I’m a closer,’ what do you mean exactly?”

- **Success and Failure** – “Describe your most successful sales call. Now tell me about a sales call that was an absolute disaster.”

- **Peer Comparison** – “Do your colleagues share your sales techniques?”

- **Other Viewpoint Comparison** – “What would other solar owners think about that?”

- **Characterization and Comparison** – “Could you characterize your sales style and compare it to Mike’s?”
Follow up and pull that thread

- Adjust your questions to their previous answers
- Ask questions in language they use / understand
- Pick up on / ask for examples
- Be flexible
Interview

I heard you say that you were reluctant to talk to John… tell me more about that.

Adapted from Michael Barry
You mentioned you were focused on a calm year, but I hear you say you have no time to plan a vacation…

Adapted from Michael Barry
Interview Questions – Reflection

• Point to Their Reaction – “Why do you roll your eyes when you say that?”

• Suggestive Opinion – “Some people have very negative feelings about emotional sales pitches. What are your feelings about it?”

• Contradictions – “You tell me you can sell ice cubes to Eskimos, but you also tell me you have a deep concern for your customers. How do these two work together?”
Interview

Rise Acting

Climax

Explore emotions

Denouement

Reflection

Evoke stories

Wrap-Up

Keep recording... the last five minutes of an interview are often the best
A few last tips

• Remember that people make sense (to themselves)

• Your job is to be able to explain how they make sense
  - get to the bottom of things & understand the what & why

• Create a discussion guide with lots of questions (themes), but be ready to veer to pull threads
Administrivia

1) Fill out studio form by today at 5 PM ([link](https://bit.ly/cs147-22au-studio))

2) Studio assignments coming out late Wed PM (or early Thur AM)
   - attend assigned studio unless pre-cleared by staff
   - inform your TA if you will not be there this week (e.g., have some excused absence)

3) Studio absence policy
   - 1st absence is free for a legit reason ([must](#) inform TA in advance)
   - 2nd absence for a legit reason requires make-up assignment ([must](#) inform TA in advance)
   - after that you start to lose participation points

4) Teams will be arranged by Friday night/Saturday afternoon at latest

5) Use the slack channels to keep up with Q&A & announcements

6) Make sure to regularly check course web site: [cs147.stanford.edu](http://cs147.stanford.edu)

7) James’ office hours: Fri 1:30-2:00 PM & TBD, scheduled through [link](https://calendly.com/landay/landay-office-hours)
**Autumn 2022**

### Design Thinking for User Experience Design, Prototyping & Evaluation

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<td>Holtzblatt &amp; Beyer, Contextual Design: Principles of Contextual Inquiry (Ch 3)</td>
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<td>Watch: ABC News Nightline IDEO Deep Dive, July 1999 (22 minutes)</td>
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**Experience Prototypes (group)**

due next studio (Oct 13-14)
BREAK
Choosing Participants

• Representative of target users (current or future users)
  – usually *not* Stanford students
• Interview people on both sides of an interaction (e.g., Lyft)
• Experts good for background but aren’t substitute for users
• Consider interviewing at least one *extreme* user
  – e.g., airport design: flies every week vs. never flown vs. a wheelchair user
• Typically interview 6-12 people individually for 30-90 min

• Note: interviewing children may require permission
Choosing Participants: Extreme Users

- Users are often distributed in a bell curve with mainstream users in the center & ‘extreme users’ on either end.

- The spectrum can relate to any aspect of their identities:
  - ability
  - socioeconomic status
  - interest in a topic
  - situation
  - behavior
  - …
Whose Perspectives are Missing?

- Fast-paced iteration can limit who we talk to
  - when including certain people, we implicitly decide who to exclude

- How can we *include* & *learn from* people with different identities?
  - e.g., people with disabilities, racially marginalized communities

- Be mindful of who tech has historically underserved
  - e.g., Joy Buolamwini from MIT has shown that Facial recognition AI is less accurate for women of color, since training databases are predominantly white & male
Where to Recruit

- Depends on target audience…
- Nextdoor.com
- Facebook / wechat groups
- Craig’s List
- Local email lists (e.g., parents, etc.)
- Snowball sampling – when you recruit someone ask them to pass it on to others they think would be good…
- What’s worked for you??
Types of Questions to Avoid

- What they would do / like / want in hypothetical scenarios
- How often they do things
- How much they like things on an absolute scale
- Avoid *binary* questions
- “Tell me a story about yourself”
Common Pitfalls – Suggesting Answers

“How was that decision reached? Was there a big meeting? Did your boss decide without you?…”

• Let the informant paint his or her own categories of meaning
• Avoid suggesting answers
• Trust the question – ask it & stop talking

Let there be silence
Good Questions
(a little bit of) 
Silence is Golden
Common Pitfalls – Hypothetical Situations

“What if I designed something that wasn’t as round and soft and annoying as your current thing and instead bounced up and down. Would that work for you?”

“What about your friends? What would they do?”

- Ask about events & things that actually happened/exist
- Get their point of view, not what they think someone else might do
There is More Than One Way to Ask “Why?”

- Tell me more about that
- Tell me what you mean when you say XXX
- [last phrase the person said]?
What mistakes do you spot?

https://www.youtube.com/watch?v=U4UKwd0KExc&feature=youtu.be
What works well?

https://www.youtube.com/watch?v=eNMTJTrTQQ&t=213s
“Hearing is through the ears, but listening is through the mind.” – Someone
What Are the Gems?

• You’ve uncovered a surprise/found what is missing

• You can explain why people do unusual things

• You want to tell others about what you learned
Share With Your Team

• Stories
• Photos
• Sketches
• Quotes
Form groups of 3 with those around you

You have been hired by Stanford University to reimagine the student COVID testing experience for students returning to campus from summer break.

In each group:
There will be an interviewer, a participant, and a note-taker.
After 5 minutes, switch roles so that everyone gets the chance to try two roles

After two rounds (I’ll call time):
One person from the BR choose(s) one to share in the Slack:
  • An interesting *insight or story*
  • Something that *went well* about the interview
  • Something that *didn’t work* about the interview
Users: Unique or One of Many?

“Take the attitude that nothing any person does is done for no reason; if you think it’s for no reason, you don’t yet understand the point of view from which it makes sense.

Take the attitude that nothing any person does is unique to them, it always represents an important class of customers whose needs will not be met if you don’t figure out what’s going on.”

(p. 63, Contextual Design)
Ethical Considerations in Needfinding

- Power
- Language
- Standpoint
- Inclusion
Ethical Considerations in Needfinding: Power

Testing/fieldwork can be coercive if there is a power imbalance (e.g., in under resourced communities)

People may feel no option but to speak to you or give you their time even though they may not get anything of value in return.
Ethical Considerations in Needfinding: Power

Power imbalances between the researchers and interviewees may create bias in results.

“When the interviewer is a foreign researcher requiring a translator, the bias towards the interviewer’s artifact increases to 5x.”

Ethical Considerations in Needfinding: Language

The language used to describe underserved communities may contain historical prejudice and may affect the way we understand and address their needs and interests.

“the ‘at-risk’ label is highly problematic and often implicitly racist and classist… [it] locates problems in individuals, families, and communities, rather than in institutional structures that create and maintain inequality.”
Ethical Considerations in Needfinding: Standpoint

- Our ability to empathize with people who are different from us may be affected by a variety of situational factors.

- Empathetic design requires **acknowledging** that members of underserved communities & underrepresented minorities have **perspectives that are not immediately accessible** to the more privileged & empowered.

- Listening & **incorporating their standpoints** is crucial as a point of departure for research.
Ethical Considerations in Needfinding: Standpoint

Users not only have greater knowledge of their wants/needs but also of their *assets*

*Emergent Strategies:* “whenever people face challenges, they are always already working to face those challenges” (Sasha-Constanza Chock, *Design Justice*)

*Watch HCI Seminar (CS 547 from April, 2019)*

“Design Justice and the distribution of affordances and disaffordances under the matrix of domination”

https://design-justice.pubpub.org

https://www.akpress.org/emergentstrategy.html
Ethical Considerations in Needfinding: Inclusion

• Accommodation
  – meet your interviewees where they are (not just physically)
  – making people comfortable & safe leads to the best interviews & insights
  – accommodations vary depending on who your interviewee is (signers for hearing-impaired, interpreters for non-native English speakers, etc.)
  – be mindful of power dynamics

• Accountability
  – involve interviewees in later stages of the design process as well
  – does your design address their wants & needs?
Caveats of User-Centered Design

- Politics
  - “agents of change” can cause controversy
  - important to get buy-in from all those involved

- Customers are not always right
  - cannot anticipate new technology accurately
  - your job is to design & build system customers will want, not system customers say they want
  - “Henry Ford-Steve Jobs Fallacy”
    - If Ford asked/observed what problem people had, he’d have found: “we want to get places faster, cheaper, more comfortably”

- Design/observe forever without prototyping
  - rapid prototyping, evaluation & iteration is key

“A lot of times, people don’t know what they want until you show it to them.”

- Steve Jobs, Co-founder of Apple
Discussion Guide Resources

- Creating an Effective Discussion Guide for User Research, Medium
- 5 Steps to Create Good User Interview Questions, Medium
- Asking the right questions during user research, interviews, and testing, uxdesign.cc, Medium
- Sample UX Research Plan (discussion guide + context), Smashing Magazine
- Just Enough Research, by Erika Hall of Mule Design, Talk at UX Salon 2016 (30 min. video)
- HCI Guidelines for Gender Equity and Inclusivity, by Morgan Klaus Scheuerman, Katta Spiel, Oliver L. Haimson, Foad Hamidi, Stacy M. Branham
[note: lots of good material on this page, but linking directly to the survey section, as relevant for everyone]
Further Reading

• Books
  – *User and Task Analysis for Interface Design* by Joann T. Hackos, Janice C. Redish
  – *The Inmates are Running the Asylum* by Alan Cooper
  – *The Design of Everyday Things* by Don Norman
  – *Observing the User Experience*, Goodman, Kuniavsky & Moed
  – *Design Justice*, Sasha-Constanza Chock

• Institute of Design at Stanford (AKA the d.school)
  – lots of online materials at [http://dschool.stanford.edu](http://dschool.stanford.edu)
Further Reading on Ethical Issues With Community-based Research


- “Imperialist Tendencies” blog post by Jan Chipchase, http://janchipchase.com/content/essays/imperialist-tendencies/

- “To Hell with Good Intentions” by Ivan Illich, speech to the Conference on InterAmerican Student Projects (CIASP), April 20, 1968, https://www.uvm.edu/~jashman/CDAE195_ESCI375/To%20Hell%20with%20Good%20Intentions.pdf


- Ruined by Design: A Design Ethics and Activism Book by Mike Monteiro, 2019
Further Reading on Ethical Issues


Needfinding Summary

• Build *empathy* with customers

• *Listen* to them to *discover* interesting insights

• Exit Ticket #1: [https://bit.ly/cs147-22au-exit1](https://bit.ly/cs147-22au-exit1) due in 24 hours (by Thursday, Sep 28\(^{th}\), 3:30 PM PT)
Next Time

• Studio
  – Design Project 0 – and team preferences

• Lecture
  Monday – Define: Unpacking needfinding results to define problem/domain of interest

• Readings
  – Tips for Working Successfully in a Group by Randy Pausch
  – The Discipline of Teams, by Katzenbach and Smith, Harvard Business Review

• Listen: Invisible Women, 99% Invisible, Episode 363 (39 minutes)