

Travel and Relationships: POV, HMW, Exp Prototypes.

CS147 Fall 2022

Jason, Derek, Karson, Winston



Team Presentation



Jason Lin

Sophomore

Declared HCI 1 week and 1 day ago

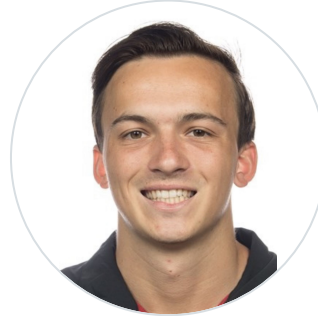
Likes to juggle, jog, joggle (both at same time); make motorized couches



Derek Hwang

Coterm

Went to undergrad in the rather more picturesque land of San Diego



Karson Lippert

Senior

Currently in

Out of quarantine. 😊



Winston Shum

Senior

Knows great travelers!

Problem Domain.



Travel and Relationships.

What has travel looked like before and around COVID-19?

How do we **create** and **maintain** relationships while traveling?

Problem Domain.



Travel and Relationships.

How do people check in? In what ways?

How do travellers create meaningful connections
with the local people?



1.

Additional Needfinding

How can we gain further insights?



New Perspectives



- What does a frequent business traveler experience?
- How do people at home feel?

The Travelling Actor & The Professor Parent



- Travelling Actor

- Friends in many countries
- “Out of sight, out of mind”
- Values control

- Professor Parent

- Don't want to be “helicopter” parent
- Keeps in contact at least once a week
- Deployed, but was stressful to communicate



Major Takeaways



- Meeting new people based on common work interests
- Comfortable with distance
- Concern about checking in too much

A historical map of the North Atlantic and Europe. The map shows the North Atlantic Ocean, the Gulf of St. Lawrence, and the Bay of Biscay. Red lines represent shipping routes, connecting major ports in North America (like New York, Boston, and Philadelphia) to Europe (like London, Liverpool, and the Mediterranean). The map also shows the Tropic of Cancer and various geographical features like the Iguazu Plateau and the Tuat Oasis. The text "2." is overlaid on the map.

2.

Point Of Views & How Might We



Studio 2: Initial POV



We met *Gerald*, a CEO of a global travel agency.

We were surprised to realize that even during trips for vacation, he was still in work mode, evaluating hotels and restaurants.

We wonder if this means he is stressed about finding backup options or potential opportunities for his future tours.



It would be game changing if we could help break the mindset of travel =

K.

Revised Point Of View Statements



Creating Routine (and Safety) In New Places

- We met **participant 3**, a high school student commuting daily on the caltrain to school.
- We were surprised by how fine he was about walking through a “sketchy” route every day to take the caltrain
- We wonder if this means that routine instills a sense of safety
- It would be game-changing to **bring some of this sense of routine into new places.**

Vibe Checks

- We met **participant 8** an infectious disease expert who lives locally and has four children who live far and travel frequently.
- We were surprised to learn that he doesn't worry much about his family's safety and status when they are traveling, but he still likes to stay in touch with them and talk at least once a week.
- We wonder if this means that he trusts his kids to be cautious and safe, or if he doesn't want to be too intrusive of their lives and appear to be a helicopter parent.
- It would be game changing if there was a **quick and easy way for him to check up on family** without needing to directly contact them as he says he doesn't want to be a 'helicopter parent'.

Global Friends

- We met **participant 7**, a young actor studying at Stanford who starred in Gotham since he was a young kid and often travels for work to conventions and film shootings.
- We were surprised that he prefers having friends all across the world even if he doesn't speak with them for long periods of time when he's not in the same region as they are.
- We wonder if this means that professionals who travel often for work do not want all their friends to be localized in one place and would prefer seeing foreign friends once in a while.
- It would be game changing to **help professionals who travel a lot meet new friends on a global scale** to create non-localized friend groups.

How Might We...?



Creating Routine (and Safety) In New Places

How might we:

1. How might we create patterns in one's behavior when traveling?
2. How might we create familiarity even in new places?
3. How might we make roads safer (less sketchy)?
4. How might we cut the walk to the Caltrain completely?
5. How might we get friends to ride the Caltrain together?
6. How might we make the school and Caltrain closer together?
7. **How might we encourage people to take/follow established routines?**
8. How might we lead people to take safer and easier routes?
9. How might we make people not need to feel a sense of routine?
10. How might we share routines between people?
11. How might we make more routes within the scope of routines' routines – to create a penumbra of safe routines?
12. How might we redefine what routine is – and instead have ready for unexpected events?
13. How might we make an interrupted routine not unsafe, but exciting?
14. **How might we enlist peers to help ease a newbie's way into a new place rather than a routine chore?**
15. How might we make Caltrain commutes specifically more interesting?
16. How might we keep the same routine exciting?

Vibe Checks

How might we:

1. How might we make checking up a seamless part of the workflow?
2. How might we make the other party (children) who are traveling feel check in?
3. How might we use peer pressure to encourage people typically pressed in?
4. How might we make check-ins even quicker or more painless?
5. How might we make check-ins a part of our daily routine, like showing teeth?
6. How might we make checking in not a chore, but something fun to do?
7. How might we make check-ins not like check-ins, but more like playing a game?
8. **How might we boil down check-ins to their core essence – some form of interaction – instead of only checking in with "are you alive" sort of texts?**
9. How might we make checking in not helicopter parent-y?
10. How might we show parents how to check in in a non-overbearing, honest manner?
11. How might we make children perceive parent check-ins as not overbearing?
12. **How might we make checking in like a game, like getting your daily rewards for Temple Run?**
13. How might we make check-ins unnecessary?
14. How might we make parents not feel obligated to check in?
15. How might we help someone check-in with multiple people at once in a simple and low-communication way?

Global Friends

How might we:

1. How might we make checking up a seamless part of the workflow?
2. How might we make the other party (children) who are traveling feel more obligated to check in?
3. How might we use peer pressure to encourage people typically pressed on time to check in?
4. How might we make check-ins even quicker or more painless?
5. How might we make check-ins a part of our daily routine, like showering or brushing teeth?
6. How might we make checking in not a chore, but something fun to do?
7. How might we make check-ins not like check-ins, but more like playing a game together?
8. **How might we boil down check-ins to their core essence – some form of interaction – instead of only checking in with "are you alive" sort of texts?**
 - a. **How might we simplify and/or diversify methods of check-ins?**
9. **How might we make checking in not helicopter parent-y?**
10. How might we show parents how to check in in a non-overbearing, helicopter-y manner?
11. How might we make children perceive parent check-ins as not overbearing?
12. How might we make checking in like a game, like getting your daily rewards for Temple Run?
13. How might we make check-ins unnecessary?
14. How might we make parents not feel obligated to check in?
15. How might we help someone check-in with multiple people at once in a simple and low-communication way?

POV 1: Creating Routine (and Safety) In New Places



We met participant 3, a high school student **commuting daily** on the caltrain to school. We were surprised by how **fine** he was about walking through a “**sketchy**” route every day to take the caltrain. We wonder if this means that **routine instills a sense of safety**. It would be game-changing to bring some of this sense of **routine into new places**.



How might we enlist peers to help ease a newbie's way into a new routine and/or area?

POV 2: Vibe Checks



We met **participant 8** an infectious disease expert who lives locally and has four children who live far and travel frequently. We were surprised to learn that he **doesn't worry much about his family's safety** and status when they are traveling, but he still **likes to stay in touch with them** and talk at least once a week. We wonder if this means that he trusts his kids to be cautious and safe, or if **he doesn't want to be too intrusive of their lives** and appear to be a **helicopter parent**. It would be game changing if there was a **quick and easy way for him to check up on family** without needing to directly contact them as he says he doesn't want to be a 'helicopter parent'.



How might we simplify and/or diversify methods of check-ins?

POV 3: Global Friends



We met **participant 7**, a young actor studying at Stanford who starred in Gotham since he was a young kid and often travels for work to conventions and film shootings. We were surprised that he prefers **having friends all across the world** even if he doesn't speak with them for long periods of time when he's not in the same region as they are. We wonder if this means that professionals who travel often for work do not want all their friends to be localized in one place and would **prefer seeing foreign friends once in a while**. It would be game changing to **help professionals who travel a lot meet new friends on a global scale** to create non-localized friend groups.



How might we gather traveling professionals together?



3.

Solutions & Experience Prototypes

The Initial Test



Solutions & Experience Prototypes



- Many Solutions
- Experience Prototype for Solution
- Test the assumptions ~~assumptions~~

Solution 1: Helping Suggest



- Mobile video platform to connect travellers and locals
- Allows travellers to contact someone familiar with the area for tips, tricks, and life hacks!

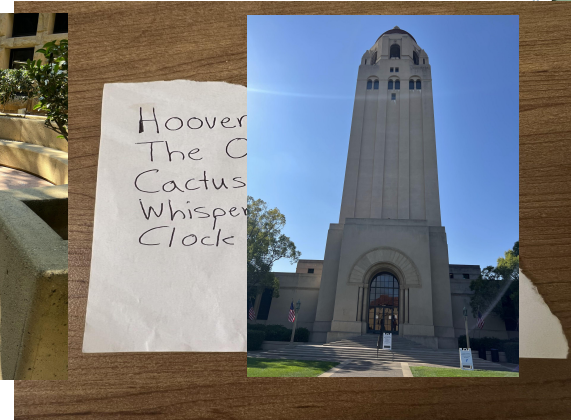


People want to talk to locals; locals want to talk to people

Prototype 1: Helping Suggest



- Prototype
 - ➔ List of recommended travel destinations on Stanford Campus
 - ➔ 2 perspectives, Local & Tourist
 - ➔ Directions to travel destination
- Participants
 - ➔ Tourists - 2 Groups
 - ➔ Stanford Students - 3 Students



Hoover
The C
Cactus
Whisper
Clock

Prototype 1: Helping Suggest



The Assumption is **valid**

And we could look into recommendations!

→ Stanford students were happy to help (if they knew the location)

→ assistance
Tourists don't really need help with directions

Solution 2: Photo Check in



- Passive method of “checking in” with family & friends
- Instant and unobtrusive



People want family members to see their photos

Prototype 2: Photo Check



➤ Prototype

→ Photos on participants phone



you would

Tennessee visiting Stanford for

Stanford

g the Career Fair from NeoCIS

Prototype 2: Photo Check In



The Assumption is **valid**

But, we should consider “context” of photos

mentioned coworkers

Solution 3: Custom Conference



- Facilitates custom meetings with people with shared interests
- Allow professionals to meet up with other professionals in the area



Professionals in the same industry want to meet up when they go to new places (both close and far) no matter the industry or the level of career experience

Prototype 3: Custom Conference



- Prototype
 - ➔ Meetup Simulation “app”
- Participants
 - ➔ Candidates crypto/blockchain development space and the finance space in New York - 2 Groups
 - ➔ SWIF (Stanford) attending Silver Lake off-campus event

Prototype 3: Custom Conference



New York Crypto



Stanford Silver Lake

Prototype 3: Custom Conference



The Assumption is **somewhat valid**

People in the same industry generally like meeting others in the same industry, and may have meeting preferences

similar event

A historical map of the North Atlantic and Europe. The map shows the North Atlantic Ocean, the Gulf of St. Lawrence, and the Bay of Biscay. Red lines represent shipping routes, starting from the British Isles and the North Atlantic, heading south towards the Mediterranean Sea. The map includes various geographical features like the Tropic of Cancer, the Ighidi Tuat Oasis, and the Ahaggar Plateau. Major cities like London, Paris, and Rome are marked. The map is titled "4. Next Steps" and "Continuing Progress".

4.

Next Steps

Continuing Progress



Next Steps: Solution



- Moving forward with Solution 2: Photo Check in

Next Steps: Ethics & Audience



Ethics Considerations:

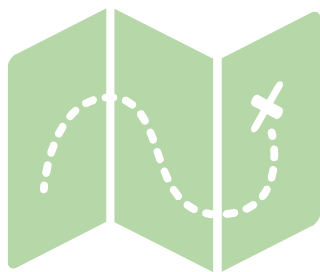
- Passive photo sharing could have privacy issues
- Malicious parties could use photo sharing to stalk or otherwise follow other people
- Content control / filters for sensitive photos

Serves:

- Individuals with technology and internet connection

Missing

- Lower-Income Individuals
- Individuals in remote locations



THANKS!
Any questions?

Appendix.



POV Brainstorm

Derek's POV

12. We met Mr. and Mrs. Liu, an elderly Asian couple from San Jose which travels frequently to both domestic and international destinations.

We were surprised to learn that they immediately deleted Line, an app used for communication within their international tour group, once the tour was over.

We wonder if this means that Mr. and Mrs. Liu believe that they don't need to maintain any potential relationships made during the duration of the tour.

It would be game changing if Mr. and Mrs. Liu could create lasting friendships and/or connections when traveling in a tour group.

13. We met Ms. Jay Gallo, a Masters student studying the arts who commutes from Santa Cruz to San Francisco using the Caltrain.

We were surprised to learn that when Ms. Gallo travels for Emerald City Common (Seattle) before Covid-19 her group stays in an Airbnb and cooks their own meals during the duration of the Convention.

We wonder if this means that Ms. Gallo feels that it is more beneficial for her to save money for the convention instead of spending it in local shops.

It would be game changing to help Ms. Gallo

1. Explore the city site in its outside area around the convention / convention center.
2. Reduce the financial burden of traveling / participating in Emerald City Common (less related to Travel / Safety / Relationships)

15. We met Mr. Luke Tchang, a young professional active in the cryptocurrency technology and start-up space.

We were surprised to learn that Luke met his girlfriend in New York, during a summer trip to Boston, through a mutual friend and laughed that his friend met their girlfriend through Tinder (during the same trip).

We wonder if this means that Mr. Luke feels that the best way to connect to other people is through other humans instead of digital apps.

It would be game changing if we could connect travelers to locals with a strong connection to their communities.

 Jason Chen Lin
7:54 PM Oct 10

like



We were surprised to learn that Luke met his girlfriend in New York, during a summer trip to Boston, through a mutual friend and laughed that his friend met their girlfriend through Tinder (during the same trip).

We wonder if this means that Mr. Luke feels that the best way to connect to other people is through other humans instead of digital apps.

It would be game changing if we could connect travelers to locals with a strong connection to their communities.

Jason's POVs

• **100 (HMW)** involves a young professional internationalist and currently attending an overseas university at recess, having recently settled down in an area further away from a base of international friends.

• **We were surprised by the fact he would be wanted to talk to his parents more, but he only shares with them once every 3 months due to his business - not that he often releases information from them about where he is so they do not worry.**

• **we wonder if this means that there is no form of technology that connects people across borders and that he is not a person.**

• **it would be game changing if other people to connect with their loved ones more frequently in a more convenient way in the international non-convention way.**

• **We met Jim, a free arts student commuting daily on the Caltrain from SF to Santa Cruz, who loves local shops and local coffee shops.**

• **We were surprised by the fact that although they take the Caltrain daily, they still received a lot of the results of the Hanoi trip from current checking if they were good but it would be mostly routine by now.**

• **We wonder if this means that certain family place safety as a point issue and do not let it fade into routine.**

• **it would be game changing to automatically and more conveniently give peace of mind to family members without tedious routine.**

• **We (HMW) remember 2, a high school student commuting daily on the caltrain to school.**

• **We were surprised by how free he was about walking through a "skatey" route every day to take the caltrain.**

• **we wonder if this means that routine results a sense of safety.**

• **it would be game changing to bring some of this sense of routine into some places.**

Winston's POVs

• **We (HMW) heard Winston, a young actor studying at Stanford who starred in Gotham since he was 5 years old and their family has to work in construction and film shooting.**

• **he was surprised that his parents having friends all across the world even if they don't speak with them for long periods of time when he's not in the same region as they are.**

• **we wonder if this means that professionals who travel often do so to work all their friends to be localized in one place and would prefer seeing friends there once in a while.**

• **it would be game changing to help professionals who travel a lot meet new friends on a global scale to create relationships from groups.**

Karson's POVs

• **We (HMW) met Karson, an infectious disease expert who lives locally and has four children who live far and travel frequently.**

• **We were surprised to learn that he doesn't worry much about his family's safety and stress when they are traveling, but he still likes to stay in touch with them and talk at least once a week.**

• **We wonder if this means that he trusts his kids to be cautious and safe, or if he doesn't want to be his children of their own and appear to be a helicopter parent.**

• **it would be game changing if there was a quick and easy way for him to check up on family without needing to directly worry to make sure his kids had always been to have "helicopter" parent.**

 Jason Chen Lin
7:54 PM Oct 10

like



 Jason Chen Lin
7:52 PM Oct 10

i like this one



 Jason Chen Lin
7:59 PM Oct 10

too sim to karson's



 Jason Chen Lin
7:58 PM Oct 10

this might be too solution-y



 Jason Chen Lin
7:58 PM Oct 10

* For full POV, HMW, and Solution Brainstorm, please go to the linked document

Appendix.



HMW Brainstorm

Creating Thrives and Safety in New Places

- 1. How might we create parties to meet before when traveling?
- 2. How might we create parties to meet before when traveling?
- 3. How might we create parties to meet before when traveling?
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Global Goals

- 1. How might we encourage traveling professionals to meet new people?
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Who Check

- 1. How might we encourage traveling professionals to meet new people?
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Who might we:

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- 15. How might we encourage traveling professionals to meet new people?

Winston Chak Wing Shum
8:19 PM Oct 10

like

2

Winston Chak Wing Shum
8:20 PM Oct 10

like

1

Jason Chen Lin
8:20 PM Oct 10

like

- 10. How might we show parents how to check in in a non-overbearing, helicopter manner?
- 11. How might we make children perceive parent check-ins as not overbearing?
- 12. How might we make checking in like a game, like getting your daily rewards for Temple Run?
- 13. How might we make check-ins unnecessary?
- 14. How might we make parents not feel obligated to check in?
- 15. How might we help someone check-in with multiple people at once in a simple and low-communication way?

* For full POV, HMW, and Solution Brainstorm, please go to the linked document

Appendix.



Solution Brainstorm

Solutions

How might we **enable people to help each other** via **one-to-one** or **small groups** in a **lockdown**?

1. Develop a list of groups to join
2. Social network to share location
3. Create a community calendar where you complete helpful activities with a new person
4. Address how the group operates when doing a new activity
5. New experiences
6. Building of a list could create some sort of reward system upon completion
7. Community calendar where you complete helpful activities with a new person
8. Community calendar where you complete helpful activities with a new person
9. When meeting for a community, build an online calendar of local events (dates of when you plan to meet) that lists activities for the day (or month)
10. When meeting for a community, build an online calendar of local events (dates of when you plan to meet) that lists activities for the day (or month)
11. Use My Time to be networked from location. A group quickly helps help from each other and can quickly help each other when they are in need
12. Develop a calendar of local events (dates of when you plan to meet) that lists activities for the day (or month)
13. Support and publicize to make the right one
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How might we **enable people to help each other** via **one-to-one** or **small groups** in a **lockdown**?


1. A way to share photos, videos, and audio of what you've been doing that -
2. A way to share photos, videos, and audio of what you've been doing that -
3. A way to share photos, videos, and audio of what you've been doing that -
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6. A way to share photos, videos, and audio of what you've been doing that -
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1. **members to see their photos**
2. **ALTERNATELY** from solution in #1, this could even be on the lockdown (enabled by iOS)
3. The app lets you to click on button "ok or not" - one tap only
4. An app that you quickly upload a photo, video, and share a photo that gets sent to all members (friends). Similar to Instagram but easier and casual - meant for family
5. Sending personal patterns of phone buzzes
6. A way to share little audio journals of the day with each other, for more in-depth connection and coverage
7. Alarm clock you can set with a check-in message. You set the other person's alarm, and can wake them and tell them you've been doing (or absolutely meant them)
8. easy way to send little gifts across geography - like send a message about with a click
9. Cooperative game where each family member needs to log in every day for everyone to get points and beat the other families
10. PVP game where each family member needs to log on to take it out and triumph over the other ones
11. Texting Amazon (not necessarily physical), send something immediately across the world (by internet)

How might we **enable people to help each other** via **one-to-one** or **small groups** in a **lockdown**?

1. Utilizing locals or other local travel agencies, we can source relevant information on which professional meeting locations, whether that be in conference rooms or outdoor venues, etc.
2. Digital (AR/VR) maps of professionals where they were last in the area
3. Use some app that allows agencies and venues to post their venue photos and designs for meetings
4. Create an app that allows people to view locations where professionals met with each other for meetings - available something similar to a real map in a sense
5. Industry specific set of locations to meet
6. Set up a virtual meeting space in "rooms" of industry members and meet agencies to create cool venue spaces that are permanent instead of temporary
7. Utilize VR to create a virtual space to connect with others in a new location
8. App that allows users to create meeting events at public locations and shares the number of people attending

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7. Utilize VR to create a virtual space to connect with others in a new location
8. App that allows users to create meeting events at public locations and shares the number of people attending
9. **Separate into specific groups by profession, you can form subsets of groups on the app, each with group where and location**
 1. **Assumption: people in the same industry will meet others in the same industry while traveling**
10. Using a digital room, allow for professionals to create custom themes via the tedious process of planning
11. Tinder bar for networking spaces (you match with spaces and date with other people lol, essentially you're making a bucket list of all the professional event spaces you need to go to)
12. Limited time, each event to get together and obtain a special discount or opportunity
13. Room booking solution (like last night) - be able to see who is there currently (or just see someone is booked) can see who is in other niche channel. Rely on location tracking
14. Choose to connect with different individuals based on interests and schedules, and have a 3-minute video call, then either chat or see whether you want to meet or not. If you just match with them and get contact information to meet up.
15. Spend during sessions all over the world



* For full POV, HMW, and Solution Brainstorm, please go to the linked document