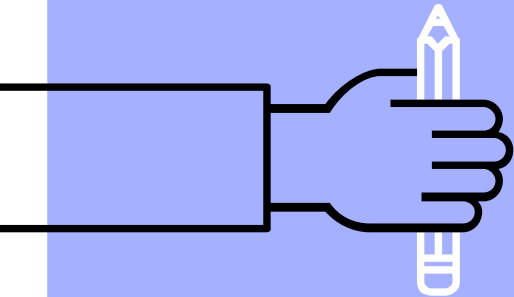
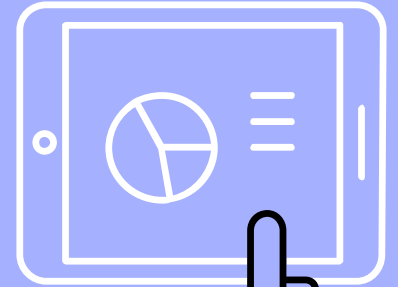
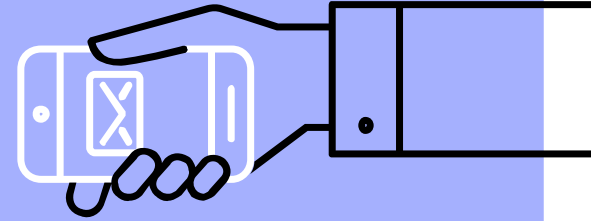


# NEEDFINDING

By Delali, Carolina, and  
Katherine



# TEAM MEMBERS



**Delali Azamati**

CS

Senior



**Carolina Borbon**

SymSys

Junior



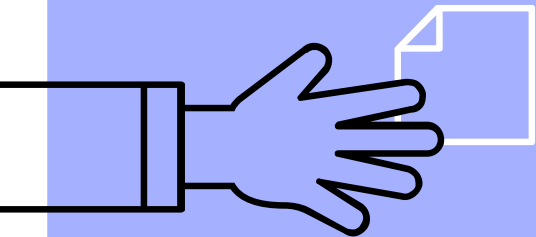
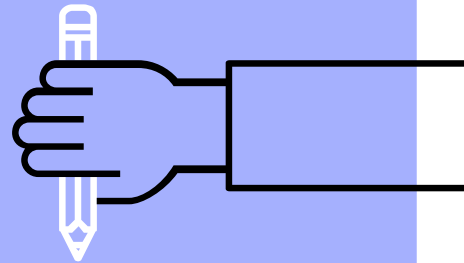
**Katherine Liu**

CS

Senior

# 1. NEEDFINDING METHODOLOGY

Details on our participants





# Participant 1

Newly Immigrated Student  
Spent 22 years in Togo

# Participant Overview



## Participant 1

Newly Immigrated Student  
Spent 22 years in Togo



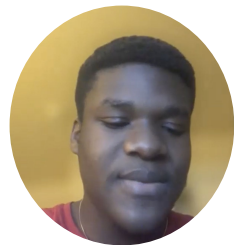
## Participant 2

**(extreme user)**

Lifelong wheelchair user  
Director of OAE



# Participant Overview



## Participant 1

Newly Immigrated Student  
Spent 22 years in Togo



## Participant 2

**(extreme user)**

Lifelong wheelchair user  
Director of OAE

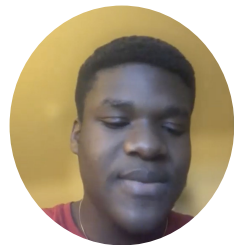


## Participant 3

ADHD  
Formerly undocumented immigrant



# Participant Overview



## Participant 1

Newly Immigrated Student  
Spent 22 years in Togo



## Participant 2

**(extreme user)**

Lifelong wheelchair user  
Director of OAE



## Participant 3

ADHD  
Formerly undocumented immigrant

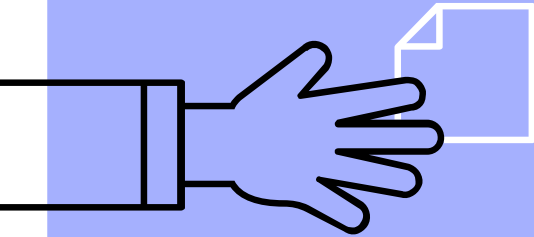
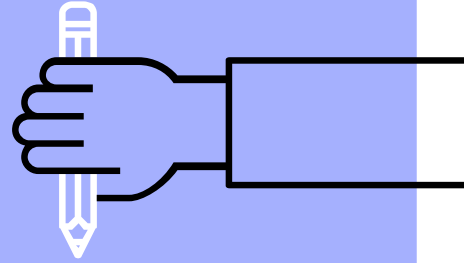


## Participant 4

Hard of hearing  
Hearing aid user

# Participant Overview

## 2. INTERVIEW RESULTS



# Interviewee 1 Results



"Here, you know, I'm kind of **alone.**"

"Everybody, ...is **in his own house** ...can't go out and be greeting people like ...in Togo"



“

*I encounter people who are trying to do diversity work: they include people of color, people of different gender orientations. There's a list, right? **People with disabilities should always be on that list.** It shouldn't take someone like me to remind them.*

- Interviewee 2



# Interviewee 3 Results



People hear **executive dysfunction** and think we need more options and time. But the more options, the **harder it is to choose.**

With **sensory issues**, I can only drink oat milk, but it's **expensive.**

People think we don't pay taxes and get government benefits. But the **help that is available is hidden.**

# Interviewee 3 Results



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# Interviewee 3 Results



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With **sensory issues**, I can only drink oat milk, but it's **expensive.**

People think we don't pay taxes and get government benefits. But the **help that is available is hidden.**

# Interviewee 4 Results



The microphone that Stanford's OAE provides to HoH students.  
(Not the exact microphone, but the closest image we could find.)

It wasn't too difficult to hand it to the professor, but **getting it back would be hard**. I have to **arrive early** to hand the mic to the professor.



# Interviewee 4 Results

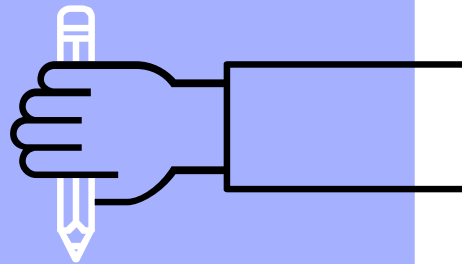
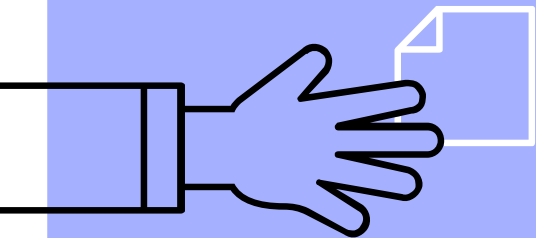


The microphone that Stanford's OAE provides to HoH students.  
(Not the exact microphone, but the closest image we could find.)

It costs almost **\$2k**, and it's really **inconvenient** to carry around.



# 3. ANALYSIS



## Say

what I do every day is just going home going to school going home

If the Professor asked me a question directly it's kind of difficult for me to show up or come out with my ideas. I have the idea, but I don't express it as well as I want to.

Here you know i'm kind of alone.

right now i'm trying to express myself, you can notice that i'm i'm having a little bit trouble.

You know, like I said this was my first time come here, so I was in the citizens line for like 30 minutes for noticing that no I should be visitor line.

I noticed that dictator always want you to understand and they are kind of always here for you.

when i'm writing a paper, this is kind of easy for me, because I have all the time to you know sort out my idea

this a new experience, too, because i'm used to being with friends, my family... and this is kind of different.

everybody ...is in his own house w/ his own family, you can't go out and be greeting people like we used to do in Africa or Togo you know.

## Do

take longer than other people to express a thought

watch movies in English

tries to pick up cultural cues by engaging in American pop culture

extra tasks that native English speakers do not have to do

be friendly and try to bond with others

try to adapt to others

avails himself to meet new people

plays soccer with neighborhood friends

## Think

a language barrier is mentally taxing

being in a new culture is challenging

there's not many people to have conversations / practice English with

when it is and isn't okay to engage in conversation with natives

other people do not struggle in this way

that other people do not understand his experience

Americans are only nice when required to (ie restaurants) but are not sincere otherwise

## Feel

isolated

loneliness

afraid that a professor will call on him to answer a question

tired

boredom

estranged

shy

singled out

excluded

# Say

what I do every day is just going home going to school going home

# Think

that other people do not understand his experience

# Do

avails himself to meet new people

plays soccer with neighborhood friends

# Feel

isolated

boredom



## Insights and Needs: Interviewee 1

**Insight:** *There is this strong desire to be a part of American society but Pedro lacks the ability to initiate these experiences*

**Need:** *for a gradual integration into this new society/ culture that does not leave Pedro feeling isolated*

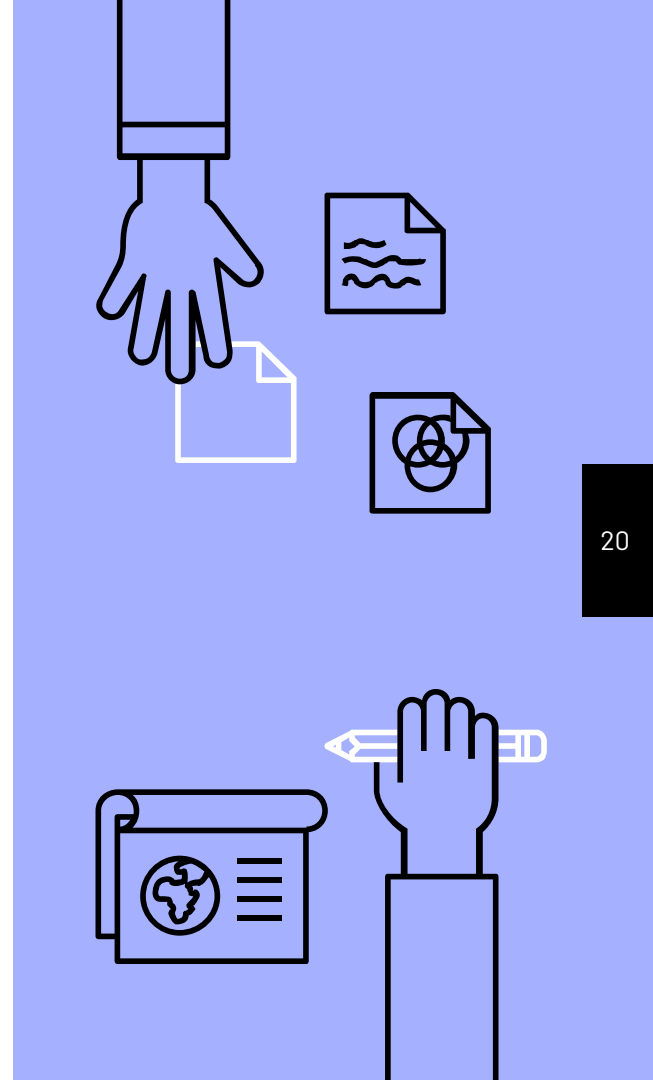


# INSIGHTS FROM EXTREME USER: two major challenges

“Hassle factor”



Attitudinal



# Insights and Needs: Interviewee 3

*People without ADHD  
misunderstanding what  
life is like with ADHD*

*For people to learn to stop  
“babying” people with ADHD*

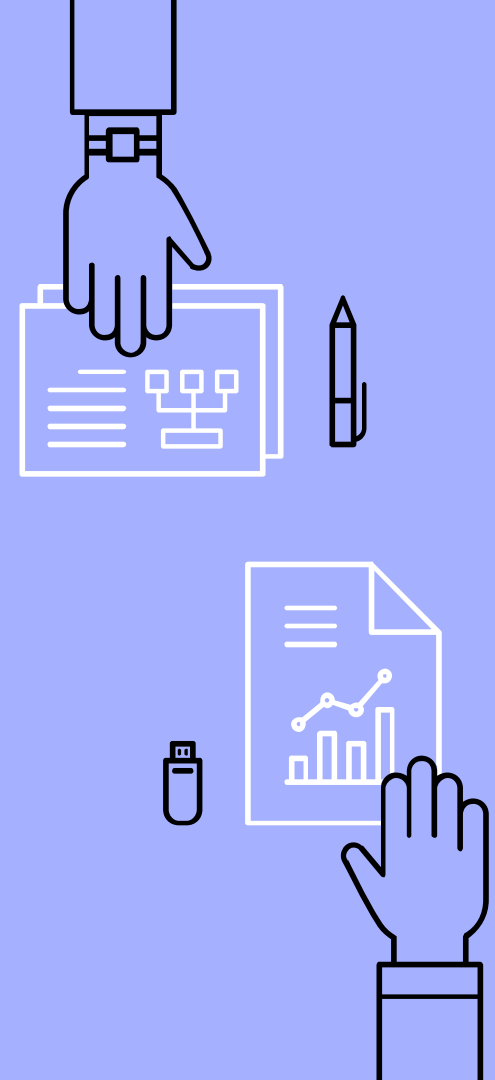
*Undocumented immigrants  
don't know about available  
resources, or know but are too  
scared to use them*

*A way for undocumented  
immigrants to learn about the  
help that they can get safely*

# Insights: Interviewee 4

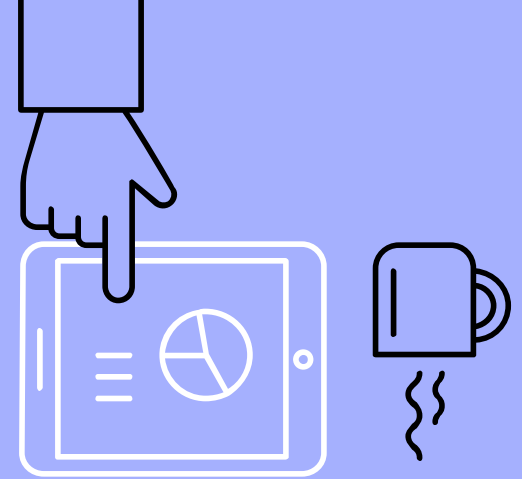


The solutions that the OAE thinks is most helpful for students with disabilities are still surprisingly inconvenient to use.

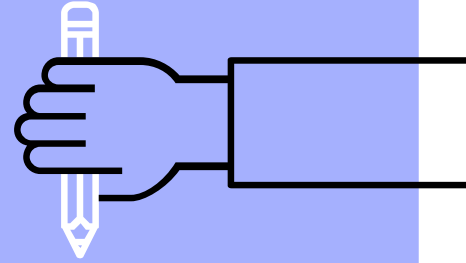
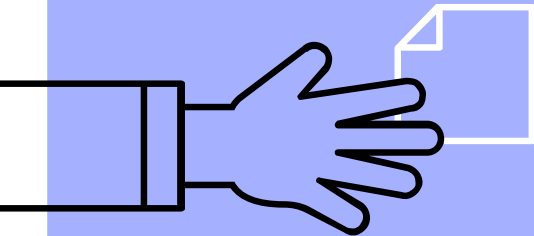


# SUMMARY

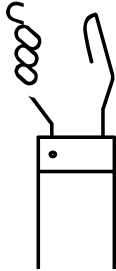
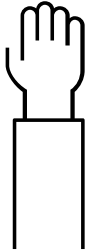
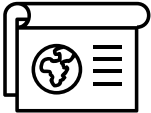
- ▶ Feelings of exclusion
- ▶ Mental work
- ▶ Extra tasks the rest of the population does not do
- ▶ Accessibility is expensive
- ▶ General population being uneducated about disability



Feedback?



# EXTRA GRAPHICS





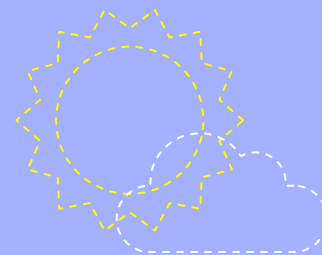
SlidesCarnival icons are editable shapes.

This means that you can:

- Resize them without losing quality.
- Change line color, width and style.

Isn't that nice? :)

Examples:



# DIAGRAMS AND INFOGRAPHICS

