

Moving & Rebuilding

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Easing Life Transitions, CS 147



**“Moving is
HARD.”**

Our Roadmap

INTRO

01



Who are we?
Why “Moving”?

NEEDFINDING

02



Needfinding and
Interview
Methodology

INTERVIEWS

03



Interview Results

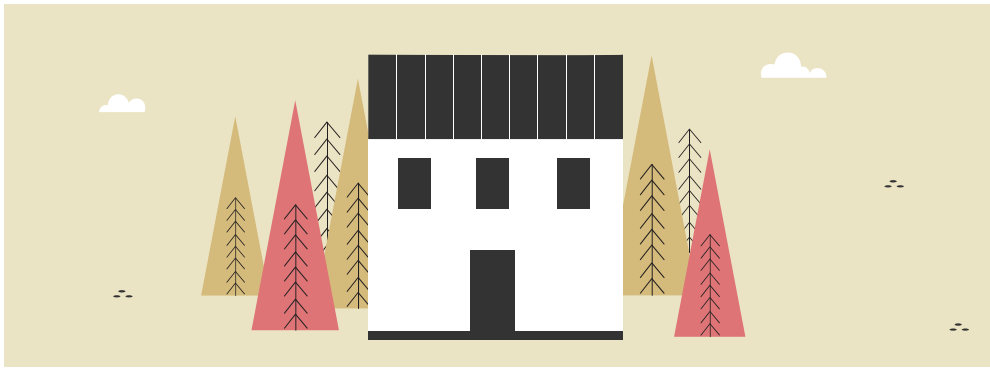
ANALYSIS

04



Interview Insights
and Analysis

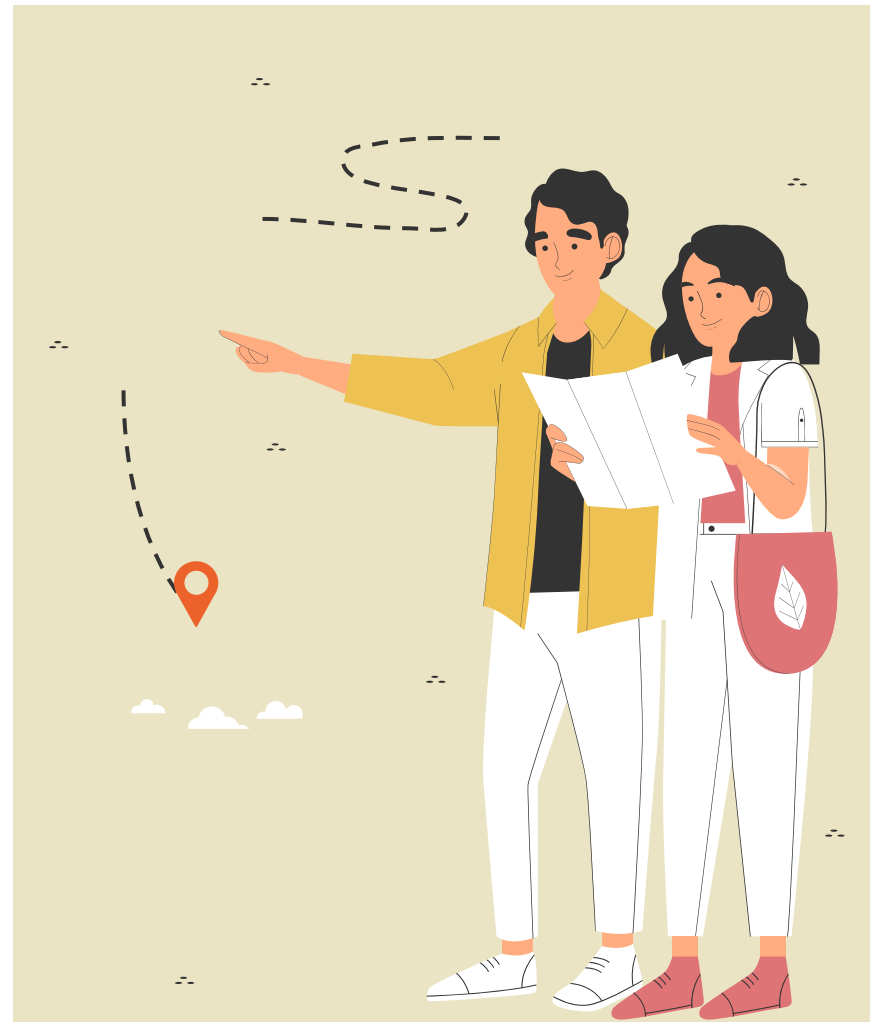
Empathy Map



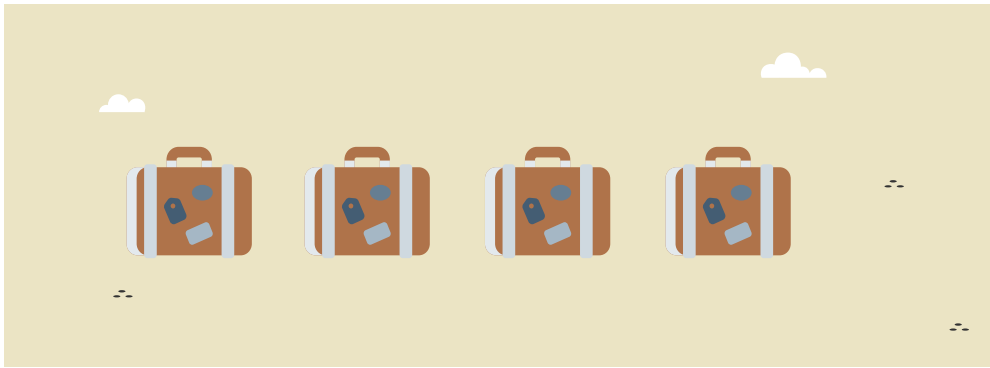
Meet the Team

We are Emily, Bryan,
Mhar, & Ada.

01



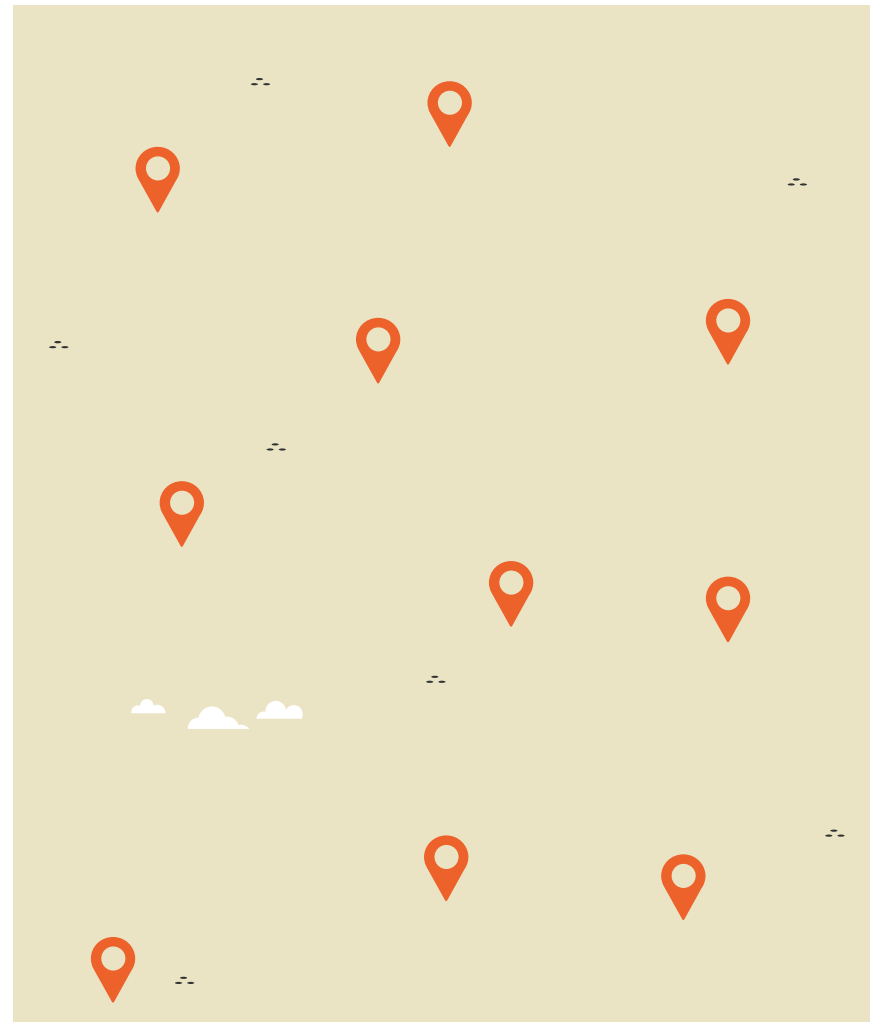




Meet the Team

We have all moved domestically and/or internationally

01



A Few Places We've Lived (and Moved)



Canada

USA

Philippines

Indonesia

Singapore



Needfinding Methodology



Who Did We Interview?



Harriette, 51

Maine

Morgan, 23

New Orleans

Sarah, 37

LA

Salima, 46

Bay Area

How We Recruited & Where we interviewed

- Friends, family, and friends of friends



zoom

What did we ask?

- Can you walk me through what the moving process was like for you?
- Can you tell me about something you kept during the move and why?
- Tell me about a time when you were really discouraged or struggling during a move?

Who Did We Interview & Why?



Extreme
User

Harriette, 51

Maine

Lived on a shipping boat for a year that made stops around the world

Moved 12+ times as a child

Morgan, 23

New Orleans

Law school transfer student

NJ to NOLA in one weekend

Who Did We Interview & Why?

Sarah, 37

LA

Moved to Stanford as a transfer student, then back home to LA

Salima, 46

Bay Area

Moved from Indonesia to Hawaii for college, then back to Indonesia

Moved back to USA (Bay Area) with husband and 2 kids

Harriette - Extreme User

BORN

North
Carolina

Guam

California

Washington

Florida

West
Virginia

Georgia

1 year

6 years

A few
months

A few
months

1.5
years

uncertain

2-3 years

Harriette - Extreme User

American
Samoa

7 months

Washington
State

3 years

Peru

1 year

Washington

a few
years

New
Hampshire

a little bit
of time

CURRENT

Maine

30+
years



Harriette - Extreme User

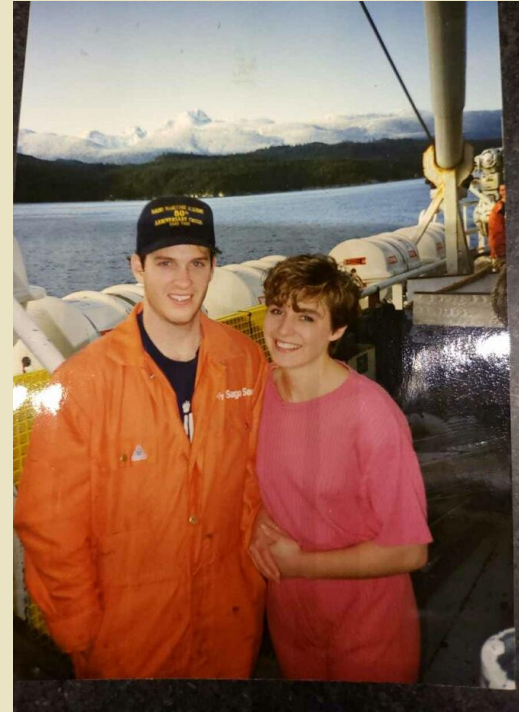
- Moving never got easier, always the same hard feelings
- There should be a grounding presence in your life wherever you move

Religion grounded her

Interview Results

"I wish I knew that it would be alright"

- Harriette



Interview Results

"Self-sufficiency means being able to leave some place at any time"

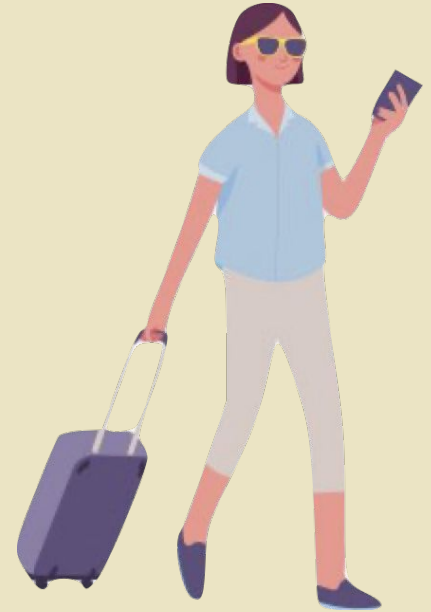
- **Sarah**



Interview Results

"Family makes life so much easier."

- **Salima**



Interview Results

"Sometimes it feels like a studios vacation because it's such a different culture."

- Morgan



Harriette, 51

Extreme User! Agency

settled in maine - had baby Moved 12 places

keeping in contact with people through letters
chicken roast - community giving this to her
always knew someone before she moved - church
relationship with religion tied to community
"grounding"

CHURCH

scared vs reality: immersed herself in everything she wanted to avoid to make it home
moving to paris was finally her choice
A lot of moving was forced on her by her "tupper" parents
Spirited an "East Coast v. West Coast" cultural choice for herself

hard to bring up to respond to mixed children
Does not want instability of constantly moving for HER CHILDREN

Morgan, 23

When disaster strikes! Agency

NJ -> New Orleans Impetus: Law School

evacuation procedure was scary, she didn't know what to do

the week after she moved
started some "memorials" from one friend in the area
let her pray, mix religious advice

weather differences: hurricane - evacuation procedures
let introduced as the only asian person in the class in her new school - joined a specific lawyers association

This move was symbolic for her - she was a transfer student and made the jump to move with the hope it would improve her life

She was in CHARGE

move was tied to her emotions of where her life was going (depressed emotionally)

"surreal"
study described the moment she was kicked out of her house
"broken glass", "singing in the heart"

really abrupt decision

questioning herself is this the right move? Only STOPPED QUESTIONING WHEN EVERYTHING CAME TOGETHER

Transportation: "trapped", reliant

talks about difficulties of transportation -> New Orleans had slow, unreliable public transport

Campus community

Sarah, 37

Self sufficiency Lack of community RETURNED to same place

3 kids LA -> Bay -> LA

didn't like move because she couldn't find community

values diversity

walking around old routes and "seeing buildings" they "remember you"

ong back down to LA

nourishment
very enthusiastic about food -> showing her new partner to all the taco trucks

Racism
isolating
exclusion

gave her healthy space
positive: natural family boundaries
disowned

Impetus: wanting to move -> right time
volunteered a lot, politically active
self sufficiency, building a safe environment for family, values, mobility and comfort

unofficial "labor of commerce" for LA

Ownership of her shelter / place of living made a big difference for her

emotional and physical distance -> works at different speeds
just because you're physically settled, doesn't mean you emotionally feel like you're at home

picking right back with her friends in LA

depression
Spiritual Loss
Hated the Bay but got what she wanted from it: financial gain, professional, professional experience

emphasized moving back to LA was "not running away" she got what she needed

gaining things from moving - got something out of a place

reenergized, ancestors and mother nature can take care of her

first thing she did - list of taco trucks!

language - speaking spanish with workers at local mexican market - helped her at Mexico Park

moved with kids and without kids

Salima, 46

Culture Shock Traditional Values Sharing values with children

green card marriage

importance of networking

same location, but different time - lots of differences

importance of quality of life, convenience (e.g. transport)

warning legal system -> had someone with similar background mentoring her

church

Difficulty connecting with home during her 1st move to Hawaii during college

Was a lot easier during her more modern move - ie, wifi not letters

inertia - settling and letting go/jarring

contradictions of moving

settling, lack of inertia

fear of leaving things behind
fear of restarting

safety net- older friend who moved earlier

now helps other people from home country

getting the most out of something

"grounding"

managing house and kids

valued family more (needed help taking care of kids)

Found an Indonesian community in America

Values formed before she moved

Traditional values

Asia vs. America

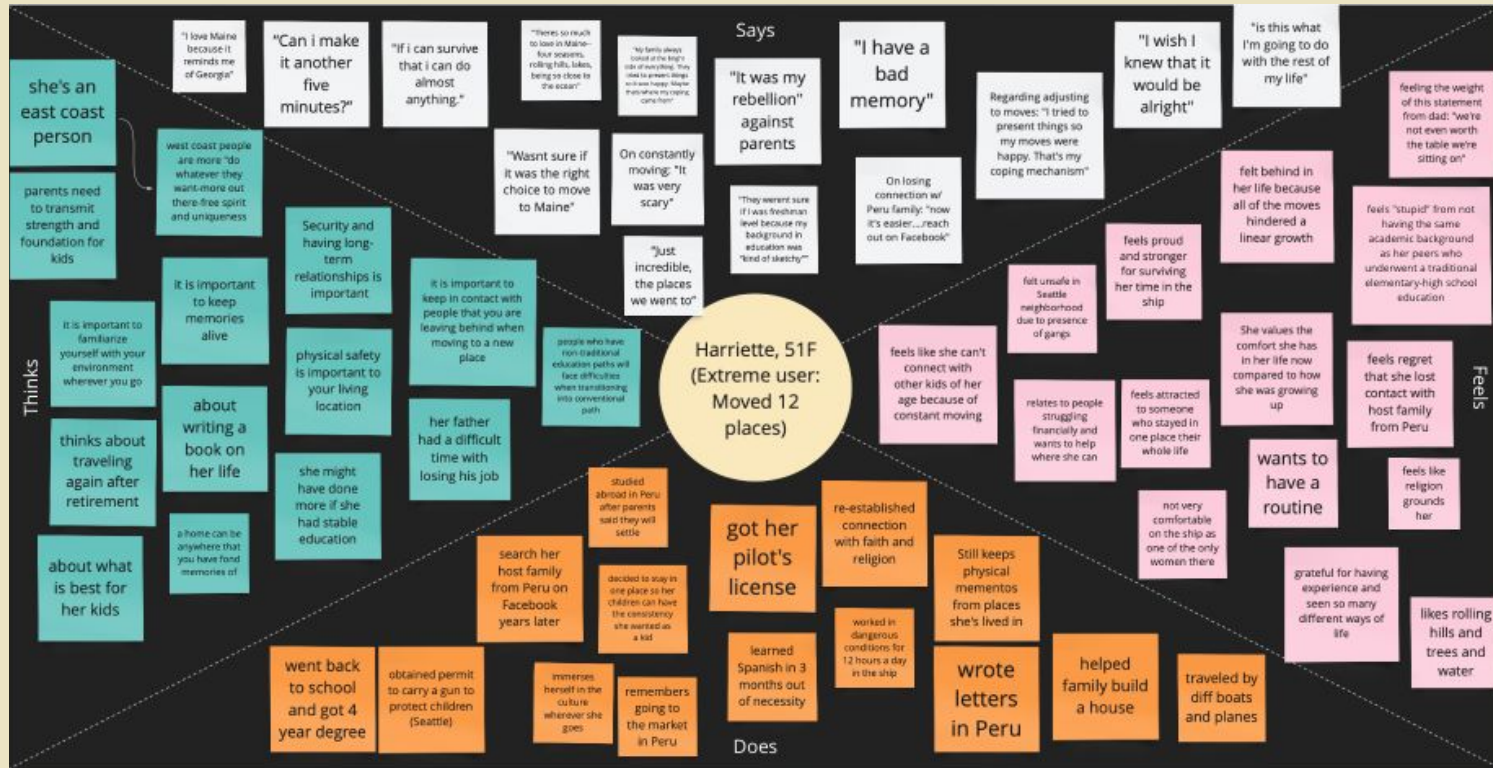
Collective v. Individual

regrets with moving -> education system

cultural importance

shift of importance on FAMILY

Empathy Map



Tensions & Contradictions

- TENSIONS
 - Personal wants clashed with parents' wants
 - Couldn't speak the language in Peru
 - Father giving up religion (her life boat)
- CONTRADICTIONS
 - Describes Peru experience as lonely yet her specific memories about Peru were full of joy
 - Timelines were inconsistent

Surprises

- SURPRISES
 - She chose to be a stay at home mom and keep her family in one place, very different from her nomadic childhood
 - Ability to quickly adapt to a new environment came from anxiety
 - Spoke very warmly about her host family in Peru but did not message them when she found them on FB

Tensions, Contradictions, Surprises

TENSION

personal wants clashed with parents' wants

getting her pilot's license - her father flew planes

father "quitting" the religion when she was 11/12

Couldn't speak Spanish when everyone in Peru only spoke that and couldn't speak English

her parents moving three hours away from her and her husband when they had moved there to be close to family

they felt comfortable moving to new places bc of people from their religion--now who are they going to get ADVICE from?

life on the ship was incredibly physically and emotionally challenging--felt isolated as one of the only women, exhausted by work

said she sought out rotary club to go to Australia b/c she was really into that but signed up to go to Peru when there was no space for Aus.

wanted to make friendships but also felt inferior and insecure compared to other kids due to her moving so much

CONTRADICTION

She describes Peru was lonely yet her recollection of Peru memories seemed full of joy and fondness --> could it be because she was away from her parents? AGENCY?

Timelines weren't consistent when she was recounting her past locations--perhaps she forgot? (she was the same age range in two cities)

Constantly called herself stupid despite recounting many instances of her resourcefulness and ability to pick things up quickly (e.g. language)

She says she doesn't have regrets about settling in Maine -- but also said later that she thinks about moving from time to time.

SURPRISES

A drastic difference between the stay-at-home mom life she chose as an adult (20+ years) vs the nomadic lifestyle she had as a kid

she has not felt the itch to relocate or stay in new locations despite the richness of her experiences in past locations

Talking warmly about host family, calling them mom instead of host mom -but didn't message them when she found them on FB

of all the places she's been, she only said how incredible a location was in Peru that her host brother showed her and mom

Ability to quickly adapt to a new environment comes from a point of anxiety

things don't get easier after every move--same feelings of anxiety and lack of roots

Inferences & Questions

- What gets easier after every move? What doesn't?
- What does it take for someone to feel safe in a new environment? Comfortable?
- HMW help people find their grounding force in a new location?
- HMW ease and inspire someone to uphold relationships with people in their previous locations?

Analysis

INSIGHT: Moving might be the “right” thing to do, but inertia is hard

NEED: To feel prepared, emotionally and physically, to start the exhausting process of moving

"It was hard for me to move back [to the US] because I was comfortable in Indonesia."
- Salima

"I was questioning myself: is this the right move?"
- Morgan

Analysis

INSIGHT: Even if you are physically settled, it does not mean you are emotionally settled

NEED: A tool to track emotional progress after a move

"I felt my ancestors and mother nature were able to take care of me in LA whereas they couldn't penetrate in the Bay"

- Sarah

Analysis

INSIGHT: Experiences moving are so different but emotions connect them

NEED: A way to process these emotions and connect with others that are feeling the same


"I tried to present things so my moves were happy. That's my coping mechanism"
- Hariette

On explaining moving to her kids, "**I tried to make it seem like a game for them**"
- Sarah



Summary

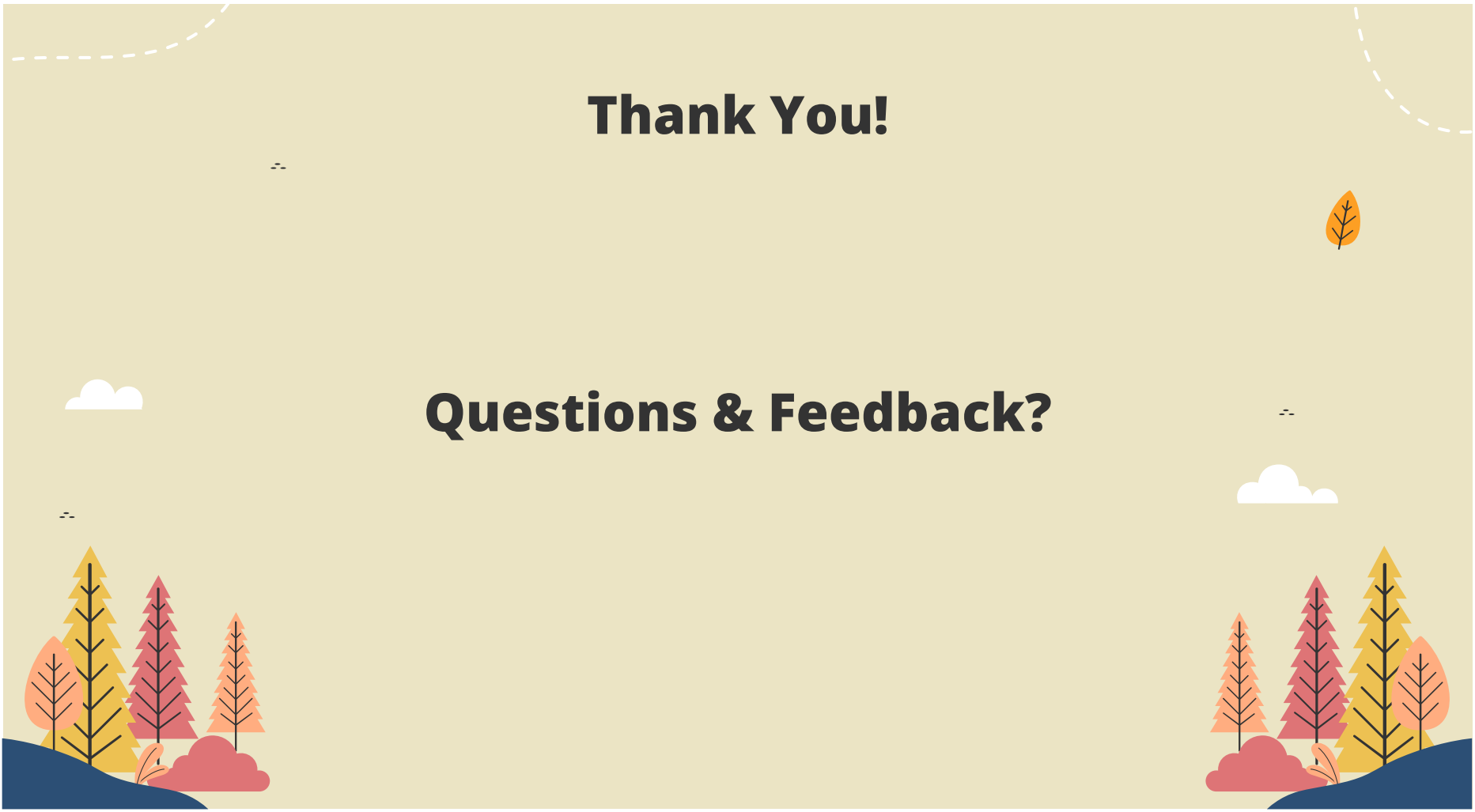


- We moved, it was hard.
 - We asked people to tell us about their life changing and life challenging times moving
 - We were surprised that it was not moving logistics that struck a chord, but the emotional labour
 - We learned that moving, never really gets easier, no matter how many times you do it
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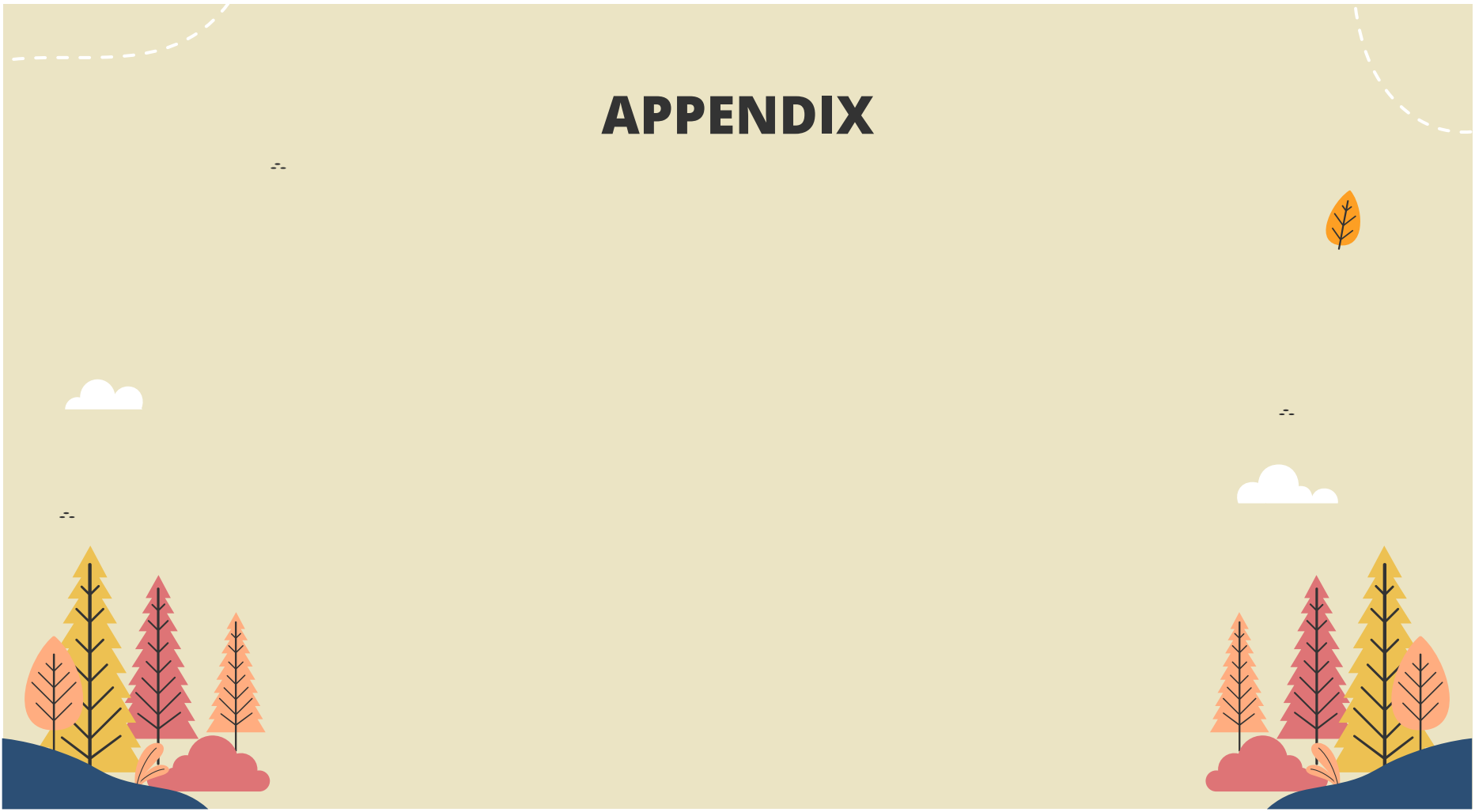


Thank You!

Questions & Feedback?



APPENDIX



Empathy Map Continued

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Questions?

HMW allow users to find their grounding force in a new location?

What does stability mean for people?

What gets easier after every move you make?

How do people build their community when moving to some place new?

How do you FEEL safe in a new environment?

HMW ease a new-mover's ability to connect to people in previous locations?