Foreword

The Capstone course represents the conclusion of the HCI/d professional Master’s program at Indiana University School of Informatics, Computing, and Engineering.

Students pursue their own independent project, scaffolded by the course, their peers, and the teaching team (2 faculty members and 3 associate instructors). The Capstone is each student’s opportunity to show themselves, their peers, and potential employers what they can do. This collection of 44 projects is part of the culmination of their efforts.

Students choose from one of four types of projects: Interaction Design, User Research for Design, Service Design, or Academic Research. Methods overlap considerably across all four types. The final deliverables determine which type a student has completed.
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Sanchit Soni
Annie Sparrow
Shelby Elizabeth Stephens
James Walsh
Yuki Zhang
Liya (Julia) Zhu
Interaction Design

Culminates in the development, proposal, and evaluation of an interactive artifact. Along with other process documentation, students deliver an interactive prototype.

User Research for Design

Emphasizes user experience research, including the design and execution of one or more user studies, data analysis, and synthesis in the forms of implications for design and ten design concepts informed by results.
**Service Design**

Culminates in the development and proposal of a service, which is an organized system that provides for or accommodates a need and may contain many products. Along with other process documentation, students also deliver service blueprints and customer journey maps.

**Academic Research**

Culminates in a novel scientific contribution expressed in a publishable paper. It consists of a rigorous literature review, study design, presentation of results, and well-considered implications for the research community.
Interaction Design

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I can see myself playing more often with Oscar now.
GoodBall: Playing with Your Dog
In-Person or Remotely
Tosh Anand

Process

Despite our best efforts, dogs are home alone for extended periods of time missing their share of daily exercise which is important to stay healthy, stimulate the mind, and avoid boredom-induced destructive behaviors. I met with dog owners at home, studied animal-computer interaction literature, and collected exemplars of current dog products. Through this research, I decided to explore playfulness. I conducted an in-home experience prototyping session using Sphero—a sensor heavy remote-controlled robotic ball—to explore the concept of playing remotely with your dog. I learned that it is essential for both dogs and owners to be active participants for an emotionally intimate interaction.

Outcomes

In designing an interactive toy system, GoodBall, I sought to bring pet owners closer to their pets through mutual play. Two separate interactive toys, one for owners (The HumanBall) and one for their pets (The DogBall), create a playful experience that can be enjoyed both intimately and remotely. The DogBall’s remote connectivity and autonomous motion allows pets to engage with the DogBall on their own, while the owner’s HumanBall acts as a controller for the DogBall, nudging them to co-participate in play.
Co-lab: Shifting Remote Research Towards a More Interactive Approach

Nicole Anicetti

Process

How can remote research be more engaging to enrich feedback from users? Information gathered from 8 interviews, literature review, and exemplar collections inspired various concept generations. The interviews revolved around better understanding methods of remote collaboration, remote research, and co-creation. From this research I learned to generate concepts that emphasized a welcoming, informative instructions, and teaching through example. I then conducted user evaluations with 6 participants. Ultimately three rounds of iterations were completed to incorporate feedback from these sessions.

Outcomes

The current concept is an interactive remote research tool that encourages users to provide feedback in prompted manners. An onboarding process works as a welcoming introduction to the activity at hand, and allows the user to practice with the commenting tools before beginning the research session. Utilizing emotional reactions, drawing, and commenting, the participant can react to content, adding in their thoughts and feelings towards a potential design.

React: The user can react to proposed designs by showing what they do and do not like by dragging emojis to specific spots.

Contribute: The user can contribute and elaborate their ideas by leaving comments on the proposed design.
Idealyze: An Idea Collaboration and Management Tool for Design

Isha Bagha

Process

I began my process exploring creativity at a high level. After curating dozens of exemplars and conducting secondary research, I found people have trouble developing ideas during the creative problem solving process. I conducted research with six participants and found there is a gap in communication between stakeholder’s expectations and how designers develop and communicate their ideas. I sketched ideas as probes for critique during research to understand potential directions and pitfalls. The final design evolved through these probes and further exploration of exemplars. Primary research insights and co-design sessions from usability testing also helped to drive the final design.

Outcomes

Idealyze encourages communication between designers and stakeholders. Users add projects and invite collaborators to share feedback on ideas. Designers upload solutions in formats such as interactive prototypes and storyboards to better develop and communicate their ideas. Designers can gather needs from various stakeholders to decide how to prioritize and develop ideas. This part of the design process is typically neglected. Idealyze serves as a mediator for allowing these conversations to happen.
CAN INFORMATION BE PRESENTED IN A DIFFERENT WAY?
Spaudio: An Auditory Spatial Interface for the Blind and Visually Impaired

Diandian Cao

Process

I interviewed 8 participants recruited from Facebook groups, each with various degrees of and history with visual impairment, to learn how auditory and haptic feedback help them to navigate digital and physical spaces.

After deciding to move on with stereo soundscape design to compensate the current screen readers, I built an interactive prototype with Unity, and tested on 2 people with visual impairment and 4 blindfolded sighted participants.

After synthesizing the findings, and researching more on Auditory Spatial Human-Computer Interfaces, I created a physical experience prototype to play with the location and content of the audio source to refine my design.

Outcomes

Current Screen Reader technology (for example, VoiceOver on iOS) is limited; hierarchy and other meaningful information are lost and it’s boring. The auditory spatial user interface leverages the strength of blind and visually impaired users of getting information from a complex audio environment. While users are interacting with a digital device, all information is captured and analyzed based on its style and content. A spatial sound environment is generated which simultaneously plays spatial sounds from different locations with different voices. Using a controller, the user can more easily navigate to the information they want.
Motion Apprentice: Training Technology to Respond to Your Gestures
Dipt Chaudhary

**Process**

Video prototypes and What-If cards were used to initiate a discussion around the future of gestural technology and how it could be applied. Activities were conducted with 7 participants initially with slight variations in questions asked.

**Concept Mapping, Co-design and Exemplars led to potential design spaces (computer shortcuts, light switches, music, outer space) and a key insight - There is no way to design a gestural interaction which would be intuitive for every person.**

**Outcomes**

1. Train

   ADD NEW GESTURE

   NEXT

   Creating YOUTUBE GESTURE...

   To youtube.com

   CREATE

   PERFORM GESTURE TO ADD

   YOUTUBE GESTURE 76% MATCH!

   Opening youtube.com ...

2. Recall

3. Transfer

A system of devices trained to respond to your gestures increases productivity and makes it easier to transfer these instructions to new devices as well.

The teaching interface uses a Leap Motion hand tracking device to detect gestures. It enables the user to map their own specific gesture to open a specific URL in a new tab. If you have a Leap Motion device connected to your computer, only then you can try out the Motion Apprentice prototype.
Idle Game for Long-Distance: Maintaining Relationship via Communication

Cheng (Alison) Cheng

Process

I interviewed 5 participants to learn about their love story. Insights gained directed me to focus on helping couples who have been in a long-distance relationship for a long time. I also learned that couples mainly rely on their phones for contact. My design does not intend to take away their time, letting to switch another platform.

Outcomes

My design is a low-engagement tree caring game intending to support long-distance communication. I invited participants to share their opinions on my design sketches. I also created a prototype with Unity and Arduino to allows people to interact with the object. This prototype helps participants to see how their interaction can change well-being of the digital tree.

Harbor is a tree caring idle game displayed in a digital frame to help long-distance couples maintain their relationship and provide treatment for relationship. It displays time and date. The frame is placed in a personal space such as bedroom. By interacting with the frame, the tree can grow and flourish. This asynchronous idle game allows voice memo exchange. Once voice is left, a bird will fly in and carry the message to the other side of frame. With the bird’s chirping, your significant other can tap and hear you.
Improving the eSports Viewing Experience for League of Legends Fans

Kayla Elain Cooper

Process

eSports are a growing phenomenon, and few designers engage with this massive online network of gamers. In my work, I sought to understand how I could use design to support League of Legend fans to be more actively engaged as viewers.

I performed both participant observations and interviews to identify stagnant aspects of the viewing experience, focusing on improving the viewing experience for fans of eSports despite their location.

Outcomes

Regardless of location, League of Legends fans can come together through the client and watch eSports. Instead of relying on serveral applications and websites, everything has been condensed to create an experience that anyone can enjoy together. Now fans can see how their friends feel about the game through live emotes, while using voice and text chat to communicate. Additionally, stats and Twitter feeds are condensed into a console that can be changed at any time.
Memorializing the Mundane: Personal Ownership in Urban Public Space

Cameron Davis

Process

I originally began this project to explore the ways in which our urban spaces can be inherently or intentionally classist. I started to see the underlying issue more in terms of how a public space instills a sense of ownership at the individual level of a community. To explore this area, I used a combination of literature, observational, and visual analysis methodologies to inform my own perceptions of public space, and produce concepts and prototypes within the given theme.

Outcomes

From this research, I noticed the ways in which people leave traces of themselves in their cities and wanted to design a service to empower that. Trace seeks to mark those occasions of daily public life that, while not worthy of a statue or physical monument, mean something to the individuals in that space and thus the community at large.
Storytelling and Design: Toolkits for Sensitizing and Research

Cecilia Rayne Gutknecht

Process

The initial goal was to craft a toolkit for research into storytelling and how it fits into design. I generated a toolkit comprised of five activities, and deployed them with a series of designers before analyzing the data.

Based on the research, I began generating new toolkits, iterating on the original ideas and trying various methods to produce reusable activities. I tested different materials, presentations, and textures for interaction.

Outcomes

The findings led to storytelling frameworks, tools, and methodologies. The toolkits sensitized designers, making them conscious of their positionality and intention and leading them to gain insights into their own approach.

Toolkit A: The first toolkit is for design researchers to use by themselves or with a team to prepare for participant research. It includes card sorting, mapping, and brainstorming activities to help sensitize and situate their mindsets.

Toolkit B: The second toolkit is for designers to deploy with participants. This toolkit includes story cards, storyboarding materials, and generative exercises to elicit stories and ideas from participants and create understanding for designers.
Grip Strength As a Predictive Indicator of Performance
Ethan Hetzler

Process

I asked a weightlifter, Alex Kovaleski, to participate in a diary study and record his grip strength and the results of his weightlifting sessions every day for two months to see if grip strength can be used as a personalized predictor of performance.

Outcomes

Grip strength has been shown to correlate with a wide array of bodily functions such as cognitive fatigue, reaction times, fall risk, and recovery from surgery. By tracking daily fluctuations in grip strength and establishing individualized norms, we can begin to predict daily fluctuations in performance. These predictions can then be used to more effectively and efficiently schedule routine processes. I see this process being most useful in athletics but it also presents opportunities in healthcare and corporate settings.
Avahan: Empowering Indian Youth for Career Aspirations and Individual Growth

Vikas Reddy Jangam

Process

Problem: Indian middle and low-class population lack access to important resources for professional work development. Young people especially do not have opportunities for creative and independent thinking.

Research: To understand existing socio-political, economic and cultural reality in India, I conducted literature review and collected exemplars. I interviewed 11 people, spanning all stakeholder groups (parents, teens, adults, and teachers).

Insights: I learned that users highly relied on parents, cousins and the community members to determine their life choices. Use of mobile and Internet was widespread, but primarily for entertainment purposes.

Outcomes

Avahan is an online community which allows patrons to gain early-on exposure to diverse disciplines. By joining groups of people with similar interests, they can seek guidance, debate, and volunteer to enhance their skills and pursue their dream careers.

I learned that the aspirations and ability of my target audience are factored by the community they identify themselves with. And they are constrained by cost and location. Our solution is to empower the patrons with a bigger and cost-free community of like-minded individuals to grow and prosper together.
YOUR USER GROUP

These are the people who use your product and hopefully like it.
Quandary: Design Ideation Through Creative and Absurd Methods

Stella Jeong

Process

Interviews and Observations: I began my research process with learning about how designers/researchers use methods in their everyday practice. I learned what were common methods in the industry and the limitations of the workplace.

Workshop Activities: I created a series of activities that a group of designers took part in. The activities were meant to encourage using unique and different methods. The session led to a few iterations on the activities for the design.

User Testing and Iterations: The session and the research lead to the idea of creating a game as a medium for the uncertainty. The game involves putting an existing design through a variety of “risky” or “safe” scenarios.

Outcomes

The final design concept is a hybrid card toolkit and mobile application that can encourage designers and researchers to create absurd or unique design methods and research processes.

Users first will define their product or design concept that they will primarily reference through the process. Each product will be transported to a different type of genre, world, time period, or environment that has its own detailed and immersive backstory.

Each card is connected to a certain quandary or drastic change that users will use to invent unique and different methods and design ideas. After going through the quandary, the activity brings you back to reality, where users will revisit their different and new methods and ideas for present day, feasible concepts.
Privacy Policy

This privacy notice discloses the privacy practices for the website. It will notify you of the following:

1. What personally identifiable information is collected.
2. What personally identifiable information is shared.
3. What choices are available to you regarding the use of your personally identifiable information.
4. Whether the security measures in place to protect your personally identifiable information.

We are the sole owners of the information collected on this website. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to comply with the law.

Unless you ask us not to, we may contact you via email in the future to notify you about changes to this privacy policy.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via email:

- See what data we have about you, if any.
- Change/delete any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.
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We use industry standard encryption methods to protect your personal information. We use secure server software (SSL) to encrypt the transmission of your information. This means that any data you send to us cannot be read or modified by others during transmission.

We protect against unauthorized access to your personal information. We use a firewall and other technology to protect against unauthorized access to your personal information.

If you feel that we are not abiding by this privacy policy, you should contact us immediately.

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In order to use our website, a user must first complete the registration form. The information will be used to verify the user's identity and to ensure that only registered users can access certain parts of the website.

If you have trouble processing an order, we will use this information to contact you. If you use cookies on your site, you must provide a separate notice for the use of these cookies.

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If you share information collected on your site with others, you should be notified of these cookies.

We share aggregated demographic information with our partners and advertisers. This information cannot be used to identify any individual person.

We use an outside shipping company to ship orders, and a credit card processing company to bill orders. These companies do not retain, store, share, or use your personally identifiable information for any reason.

From time-to-time our site requests information via surveys or contests. Participation in these is voluntary, and you may choose whether or not to participate and therefore disclose this information.

Contact Information will be used to notify the winners and award prizes. Survey information will be used for research purposes.

We comply with law enforcement and share your data when requested by law.
Usable and Secure: A Redesign of the Average Privacy Policy

Justice Juraschek

Process

I started with an extremely broad scope and slowly began to narrow my focus down through both primary and secondary research consisting of user research and design activities. Once I properly constrained my scope to privacy policies, I performed a second round of research to understand the general public’s interactions with them. Above, you will see an example privacy policy that I had users mark to visibly show their reading patterns when interacting with legal documents. I used this step to aid in the removal of biases I possessed as well as begin sketching out potential solutions. I learned that privacy policies are not currently serving their purpose of informing users to the point where they are not serving companies as intended.

Outcomes

From the data I gained, I designed a modular, visual, privacy profile service that breaks down privacy policies into digestible icons and terms. I broke general privacy policies into six primary categories and represented them visually as seen above. Instead of needing to read every privacy policy, a user is able to see only the ways that the service deviates from their defined preferences. The screens you see are an example of what this looks like through the account creation process of the service Spotify.
Nurturing Serendipitous Discovery of Library Collections with Digital Browsing

Peggy Lu

**Process**

**Problem Framing**
Starting with library discovery services, I organized results from literature review and expert interviews with affinity diagrams, and focused on the interplay between serendipity and browsing.

**Research of Browsing Experience**
To understand people’s browsing experiences with physical shelves and different digital platforms, I conducted observations, text analysis and contextual inquiries on people’s journey of discovery.

**Concept Exploration**
With the findings, I started exploring concepts that can replicate unique characteristics of physical browsing and capitalize on the potentials of technology with exemplars and paper sketches.

**Outcomes**

A digital browsing environment for libraries with the goal of (1) showing individual items in the context of collection; (2) maintaining the flow of moving between collections and a single item by minimizing the interaction cost, and (3) providing a more engaging and intuitive browsing experience that encourages meaningful exploration.

With the slider controlling the congruence of the results and showing others’ paths of exploration, the system should further nurture serendipitous discovery.
Make a bucket list of things you've always wanted to do.
See if you can cross out any of them together.
Box of Memories: Creating New Memories in Long Distance Relationships
Sanjana Mathur

Process

Couples in a long distance relationship often struggle with communication due to factors like lack of proximity, gaps in time zones, distinct lifestyles and different social groups, with nothing in common with each other.

By conducting several interviews, cultural probes, and a diary study, I learned that couples hold on to mementos and gifts as a reminder of old memories and to make up for the absence of new memories with their partners.

The final design is a card set that facilitates couples to create new memories remotely by completing and reflecting on different activities. The card set has been tested with four couples in a long distance relationship.

Outcomes

Box of Memories is a card game for couples in a long distance relationship. It contains a set of cards with different activities that encourage trying new things together, breaking down everyday monotony, and can also be used as pick-me-ups during tough days. The back of each activity card gives the partner a chance to reflect on their experience of completing the activity with their partner, making the card itself a tangible memory they can hold on to or send to their partner. The cards are designed to increase the feeling of connection between couples in a long distance relationship.
"Every once in awhile, a product so revolutionary comes along that it changes everything."

- Steve Jobs introducing the iPhone in 2007
Smartphone School: Helping Millennials Evaluate Their Relationship with Smartphones

Hayden Mills

Process

In the project, I explored the topic of internet addiction, specifically, I focused on smartphone addiction because of the ever-growing body of research pointing to heavy smartphone use by the millennial generation. Now if you haven’t been under a rock for the last 10 years it doesn’t take a masters degree to realize that people use their smartphones all the time. What I found through interviewing over 40 people about their digital habits is that it’s not clear whether this heavy use, 4+ hours a day, is good or bad. Through research, it became clear that my generation did not need someone telling them how much they sucked for using smartphones. Instead, they needed a place that helped them evaluate their relationship with their smartphones.

Outcomes

smartphoneschool.org is a free, 7 day program that helps you evaluate your relationship with your phone and gain actionable steps to make your relationship healthier and more meaningful and allow you to understand how pervasive smartphones have become in our world. This goal is achieved by giving users the latest statistics, research, and stories on smartphone use/addiction, and allowing them to share their own personal smartphone stories.
Interaction Design

Mobile Attachment Turns Shopping Cart Into Personal Shopping Assistant
Riley Mineart

Process

I conducted 4 user research methods: survey, what-if scenarios, in-store observation, and affinity diagramming. From these, I identified the 3 main customer pain points when shopping: locating the item, correct size, and price.

After funneling down my insights I moved into the ideation stage. I created a series of sketches that included different styles of mounts and ways of providing charge. My sketch shown above illustrates my desired features in the most feasible way.

I designed a low-fidelity prototype to help assist the customer with the 3 pain points. This phone mount is attached to the cart and provides charge. It is accompanied by interface sketches that would work in correlation with the mount.

Outcomes

Next, I designed a high-fidelity mount where the customer can insert their phone and use the “in-store experience” handsfree. This device includes wireless charging, dual security, a quick press release button, and RFID protection.

Lastly, I was able to create high-fidelity interfaces of my app extension. The customer is prompted to use the “in-store experience” as they enter a Kohl’s store. It contains 3 features: price scanner, take me to an item, and can’t find my size.
Communication between healthcare teams involved in long-term care of senior population is a problem. I conducted interviews, surveys, and contextual inquiry with nurses in an assisted living facility and a hospital to investigate the cause.

I identified various problems such as use of multiple modes of communication like fax, emails, and phone calls; difficulties in tracing medical history of patients who were transitioning, and identifying the personnel for contact in other facilities.

The outcome of this project is a minimum viable prototype for a web messaging application that brings together caregiver teams from various healthcare facilities such as hospitals, nursing homes, hospices, and assisted living communities.

**Features**

- Seamless conversation thread interface against patient records with an ability to tag your own messages.
- Clear view of all healthcare providers in a patient’s network that allows all collaborators to reach out to each other.
- Hospital Readmission Risk Score calculated through Activities of Daily Living (ADL) that helps in predicting patient condition in advance.
An Emergency Medical Service (EMS) Collection of Space and Safety

Austin Schiffer

**Process**

I began my research by looking into the medical field and quickly narrowed down my scope to paramedics and technicians within the EMS. I then conducted three rounds of interviews and co-design sessions to understand the differences in how EMS operates. The infrastructure in the ambulance does not effectively support the needs of the EMS technicians. I created a collection of 80 concepts centered around safety and space inside the ambulance. These concepts are based on the feedback from technicians.

**Outcomes**

The technician in the back of the ambulance rarely straps themselves securely while they work on a patient. In Figure 1, a technician wears an inflatable suit to protect them in an accident. Additionally, the space in the cab of the ambulance is not used efficiently. In Figure 2, the commonly used buttons, such as sirens and lights, drop down from the ceiling and the computer rising from the console. I also created other concepts similar to the space and safety of the ambulance.
CREATE DAILY.

BREATHE.

MOTIVATE.
YBA Events: A Tool to Boost Exposure of Young Black Artists

Ashley R. Smith

Process

Designing with Artists
I met with a group of artists with the goal of co-designing and gaining design ideas. I was able to find that artists value support, resources, and opportunities for new streams of income.

Narrowing Down to the Main Concept
Finding reliable resources is one thing that artists value most when pursuing a freelance career. This discovery helped me narrow down to a solution that helps artists gain exposure.

Final Design
I started sketching my final design. Through this process, I was able to validate what works best through A/B testings and other methods that helped me know what was user-friendly.

Outcomes

Young Black Artists, or YBA, is a social media platform for artists of African descent to receive exposure for their creative endeavors. In order to expand the efforts of this movement, YBA Events is a resource designed for Artists who are hoping to receive recognition and exposure through physically showcasing their work. Artists who hope to one day become a full-time entrepreneur need opportunities to showcase their talents so that they can gain an audience. Already, there are many opportunities out there in our communities and internationally, but they are difficult to find. YBA Events pulls all of these resources from the Internet into one place in order to inform Artists in the YBA community about opportunities that are made just for them.

An example of a booth setup at an exhibition for Artists and other entrepreneurs
Areal Lingo
Areal Lingo: Dimensional Dictionaries of Evocative Textual Interactions

Sean Smith

Process

Why words? I explored the meaning of immersion through a lexicon of evocative words. I set out to expand the language of emotion and expose the everyday to obscure situations that are usually passed through our subconscious.

Why VR? Because of its immersive nature, VR has more of an emotional impact and creates more empathy than most ways of communication and storytelling. It engages through visceral sensations and real-life scale.

User Testing: Two insights I gained from user evaluation include: (1) Virtual UI/text placement matters for user attention. (2) On a holistic level, immersive storytelling triggers others to express and reflect on their own stories and emotions.

Outcomes

I utilize the juxtaposition of two immersive tools: written descriptions and virtual reality. In this prototype, I introduce one example of a dimensional world dictionary. From the onboard, a person takes a world and uses it as a key to open a portal.

The portal takes you to “Shinrin-yoku,” the idea of immersing yourself in a forest for self-reflection. The main takeaway is how people digest the new information from the virtual and ask themselves how they can implement the experience in reality.
Chew Fish: A Management System for Lake Owners in the Yangtze Region, China

Tian Song

Process

My design is based on a lake ecosystem in the Yangtze region of China. I wanted to help new lake owners better manage their “eco lakes” through design.

The lake ecosystem provides a sustainable lifestyle, as well as source of income to those choosing to relocate back into the suburbs from city life.

I conducted fieldwork in China consisting both of observations and interviews. I also tried to attend to the historical development of this practice.

Outcomes

Through this design, I hope to support eco lake management as a sustainable practice and alternative lifestyle in suburban China. My final design helps integrate important resources new lake owners may depend on such as locating their lakes, monitoring them, and connecting with a broader chain of stakeholders who may be interested in purchasing fish.
I'm sad because I'm stuck inside all day...

I hope the door opens soon so I can go outside...
Doggie Doorkeeper: A Device That Makes Your Life Less Ruff
Annie Sparrow

Process

My love for dogs inspired me to explore the space between humans and pets. From there the idea sparked from a simple conversation at the dog park.

My research began with a participatory design workshop. Here my participants were able to express their perfect dog door. In addition, I continued to explore the mind of the dog owner through a survey.

My research insight led me to design a smart dog door. Shown above are assets from my concept testing. From this, I found that most dog owners were excited, and are open to using a smart dog door in their home.

Outcomes

The smart dog door has a weather proofing/senor mat. When a dog sits on it, the door will “call” the owner’s phone, giving them the option to open the door. Otherwise, the door stays locked. More features include a camera, treat dispenser, and speaker.

The Doggie Doorkeeper app allows the owner to control their dog door remotely. The app features include: a dog log, weather reports, and a live video feed of the door.
Dabble: Supporting Informal Education Activities Through Making and Tinkering

Shelby Elizabeth Stephens

**Process**

Today’s educational activity kits fail at four core aspects: assume interests, lack affordability, are cookie cutter, and don’t support inclusivity.

Informal education settings have low funding and require a lot of planning, resources, and capability. Lecturing in afterschool settings fails to keep children engaged.

I worked with educational coordinators, members at Boys and Girls club, and performed material inquiry research to re-imagine new uses for everyday materials that could support learning in after school settings.

**Outcomes**

Using existing resources, I created an activity consisting of everyday materials and material cards to help children feel challenged, interested, and empowered.

Making and Tinkering begins to take shape no matter how the cards are sorted or divvied, allowing endless possibilities for creations to arise. The cards simply provide suggestions, inspiration, and alternative ways of seeing everyday materials, while the children are the visionaries.

Top left image credit: https://www.digitaltrends.com/computing/littlebits-code-kit-review/
In virtual and augmented reality, graphics appear to us as places, people, and objects in the world. What should the future look like? What kinds of interactions might be useful, fun, and meaningful? I thought it’d be best to start small.

I conducted artifact analyses of miniature objects and developed a concept map of open-ended designs. I created each idea in Unity, a game engine, and collected them together in a virtual place: The Miniature Library of Miniatures.

Miniatures are experiential objects rather than tools. Broadly re-imagining them in VR reveals a wide-range of interesting directions. One concept, “The Kinetic Toy,” is based on office toys. I showed it to a neuroscientist to imagine interactive ways children could learn about the brain. At the library, you can make friends with a fairy, feed diorama dinosaurs, terraform Mars, and crush city buildings. This catalog of experience prototypes is meant to be checked out and borrowed from, so come visit and stay a little!
Mindcuff: Making Self-Control Fashionable with Interactive Jewelry

Liya (Julia) Zhu

Process
Since ancient times, apart from adorning the body, jewelry served as a way to constrain the individual. Combining jewelry and interaction design, I created Mindcuff, an interactive jewelry to facilitate self-control. The design connects human’s spiritual goals with natural bodily needs and desires. Interrogating traditional forms like handcuffs, as well as novel interactive technologies for personal health, I found a symbiosis, where the two forms speak to each other. Throughout the whole process, I brought both crafting and design research methods to imagine new interactive forms and aesthetics for jewelry.

Outcomes
The final design is an interactive jewelry worn on the hand. It connects to the body system, collects body data and displays the reminder as a tattoo.

Besides the “tattoo interface” on the hand, the jewelry has vibrating, tightening and other tangible interactions to remind the user in a more playful and intimate way.
User Research for Design

Anchal Aggarwal
Philip Begel
Nyah Bell
Claudia Castro Lozano
Emily Fath
Ryan Griggs
Ethan Helfrich
Patrick Hermiller
Alexander Hoffmann
Jessica Imes
Miringu Kiarie
Braden King
Tingyu Li
Brian O'Connor
Pavithra Ramamurthy
Sanchit Soni
Yuki Zhang
Understanding Interactions Between Children and Robots at Preschools

Anchal Aggarwal

Process

Children between the ages of 3 to 5 exhibit different behaviors which are influenced by people and objects around them. From my interviews with preschool teachers, I found out that children would get better at problem solving if they play with robots rather than other kinds of technology. The challenge was to find ways to integrate robots seamlessly into their environment.

I collaborated with a daycare and we made robots a part of their daily storytelling activity. The teacher read a story to the children followed by an interactive activity time with the robot. Through these observations, I found out how movements, sound, and looks facilitate interactions between robots and children.

Outcomes

This project shaped my thinking about robots to being companions rather than being intruders. Seeing the teacher seamlessly integrate the robot as part of the storytelling activity suggested that it could act as a learning aid. Children instinctively formed emotional bond with the robot and social connections with other children. As designers, we need to be attentive to details which facilitate such bonds. It doesn’t matter how close to reality the robots look but what matters is how people can relate to them.
Envisioning a Cryptoinfused World: Human Challenges in Designing for Blockchain

Philip Begel

Process

My master’s thesis explores the implications of blockchain technologies using the lens of speculative futures. Informed by user research, I convey **design concepts and experiences that imagine a cryptoinfused world**. By highlighting the fundamental human challenges requisite in their interactions, I reveal where design fits to make a positive impact.

Through my research, I aimed to reframe the end-user experience from intimidating towards being fun, simple, and delightful as blockchain’s success depends on adoption by not only interested users, but everyday people. I relied on **interviews** with blockchain industry professionals, **participatory design workshops**, and a wide-range of sources accessed **across the web**.

Outcomes

Addressing the challenges, I propose three **design strategies that incorporate trust-building and educational elements**. I **concretize these strategies through conceptual UIs** depicting optimistic, game-like interfaces, ways to transmit transparency, and analogies to distill complexity. Mixing storytelling and imagery, I wrote **design fictions** and crafted **moodboards** to speculatively forecast the implications, and look beyond blockchain today to raise possibilities and issues affecting our social fabric.
Strangers are just friends you have yet to meet.
Special Places: Facilitating Social or Anti-Social Interactions in Cafes

Nyah Bell

Process

A cafe is a social environment with many faces and meanings. **Servicescape** examines how the built environment influences social behavior. Before innovation, it is important to **understand what a cafe is then explore how a cafe can evolve.**

In role-playing as a cafe patron, it was easier to understand their experience and design with their needs in mind. By modeling cafe spaces, I became the architect, the interior designer, and ultimately the experience designer.

Outcomes

Facilitating brief social interactions in a public space where leisurely time is spent, or encouraging play or isolating behavior will hopefully help people begin to feel that the space is their own. The underlying values are about embracing yourself and accepting others. I believe that people should feel free to feel comfortable in the world around them. Perhaps the world around them can help.
VR and Education: Understanding Parents’ Perspectives

Claudia Castro Lozano

Process

Virtual reality is an emerging technology that currently is used mostly for gaming, and its mass adoption has been slower than expected. In this project, I am specifically focusing on virtual reality as an educational tool from parents’ perspectives. In order to inform and narrow down my user research, I talked to a UX researcher at HTC VIVE, the CEO of MetaVRse, a VR professor at IU, and did literature review. I conducted a survey, semi-structured interviews, “what if” scenarios, VR immersion (Vive), a toolkit, and a co-design session.

Outcomes

Through my research I found some parents did not know what VR was, or if they knew there was a lack of motivation to try this technology. After immersion, parents pointed out a potential educational value, and expressed their concerns about VR.

The “inside of the human eye” and “learn as a native” respectively are educational VR experiences I developed as part of a series of concepts I proposed to address the insights I got from my research.
Outlaws Assisted: Helping Downhill Skateboarders Practice Their Sport Safely

Emily Fath

Process

Amateur downhill skateboarders have few outlets for legally practicing their sport aside from sanctioned events, which provide an opportunity to progress with the proper safety precautions in place. However, sanctioned events are not always easily accessible in terms of both organizing and attending, and may lead skaters to resort to “outlaw” races—ad hoc events that take place on open roads. I conducted user research to propose designs for aiding these athletes in practicing safely and maintaining their community.

Outcomes

Through observations, intercept interviews, a survey, and a focus group, I learned that event planning is a delicate process with many inconsistencies, making it difficult to standardize or understand without first-hand experience.

One of my concepts, the “Conversation in a Box,” includes cards that event-planners would fill out with stakeholders in a co-design activity, so that both parties could have a more organized discussion about the logistics of planning skateboarding events.
Envisioning the Future of Blockchain for Students Using Design Methods

Ryan Griggs

Process

Blockchain is a new and difficult concept to grasp. My goals were to educate students and speculate on its potential. Blockchain will impact everyone’s life, so people will need to have an understanding of how it could potentially affect them. I designed and executed a participatory workshop that brought university students together for hands-on activities to speculate and learn about Blockchain. By having something tangible like Legos, the participants were better able to visualize Blockchain.

Outcomes

Because Blockchain has the potential to affect a vast majority of industries we work in, the final outcomes from this project were speculative scenarios of how different industries could look like using Blockchain. How could current issues in certain industries be solved in the future with Blockchain? After collecting results from What-if scenarios, I turned them into a speculative design fiction, explaining what our world could look like in the future with Blockchain.
User-Centered Music for Sleep

Ethan Helfrich

**Process**

My research was conducted to gain insights into individuals’ sleep habits so that I might have a better understanding of how to develop generative music and sound to help increase the amount and quality of sleep.

I conducted user research through multiple rounds of interviews, co-design sessions, and sound profiling to gain insights into my participants’ sleep habits. With this, I developed a sound prototype based off of my participants’ sound preferences. Usability tests were conducted via a diary study.

**Outcomes**

From conducting this research, I discovered that sounds need to be customized to an individual user’s tastes, incorporating their habits each night before bed, their cultural background, and their life experiences. Using the insights I gained from this research, I developed several potential designs, including a standalone generative music sound machine and generative music plugin for existing music streaming services.
I focused on breakdowns that occur during projects at software companies. I conducted interviews and elicitation sessions and found issues happen when project ideas are siloed early on and not evaluated with a diversity of opinion by a team. This approach leads to re-work and added development cycles due to incorrect problem framing. A more collaborative approach is needed earlier on in projects to align design, technology, business and customer needs.

Outcomes

Based on these findings I created a toolkit that could be used by product teams to prioritize and identify what projects to work on next and align as a team earlier on in the decision making process. The toolkit includes four methods:

**Empathy Map** - creating an empathy map aligns the team on a user and breaks down ideas they might be stuck on.

**Customer Journey + Competitive Analysis** - a customer journey map with market considerations identifies pain points that are actionable.

**Project Ideas** - Sketching out ideas as a team can help align everyone on feasibility and usability of a product.

**Priority Map** - Prioritize project ideas based on effort and impact.
“What could be better than walking through a beautiful park and throwing at trees, drinking fountains, open car windows...”
- ‘Steady’ Ed Headrick, Father of Disc Golf
Disc Golf and Design: Understanding Sustainable Exertion Experiences

Alexander Hoffmann

Process

Disc Golf is a fringe sport gaining momentum. After researching two key aspects driving its growth, I focused on how the sport can be framed as a design space in terms of sustainability and exertion experiences.

I conducted participant observation and personal artifact inventories to gain insights for design intervention.

Finally, I consulted with Will Schusterick, a pro disc golfer, course designer, and founder of ‘Disc Golf Instruction’. This expert interview extended beyond research, and served as an invitation for him to act on my findings.

Outcomes

Leveraging sustainability in the sport, I developed concepts to support the integration of design and disc golf to pursue sustainable exertion experiences.

This research may inform ways design can seek disc golf as a space for exploration. It also explores sustainability and exertion experiences as design spaces. These areas provide an opportunity to engage people in playful, sustainable exercise.
Design for Mental Health: Understanding Empathy Through Sensitizing Designs

Jessica Imes

Process

To understand how designers can engage those with mental health diagnoses in a more therapeutic way, I conducted interviews with mental health professionals, UX designers and individuals with mental health diagnoses.

Outcomes

My research suggests people’s perception of empathy greatly impacts their comfortability and the level at which they disclose meaningful information. While designers do not always have the time to curate a genuine, empathetic relationship with their users, they must identify ways to break down barriers in designing for those with mental health issues in order to create more meaningful products. Guided by research, I created ten critical design concepts which explore ways to sensitize designers to the symptoms of anxiety and depression. It is my hope that concepts such as “Blurred Vision” [right] will help raise critical questions as to how designers can engage with individuals with mental health issues and expose additional ways to engage in a more authentic, empathetic understanding of this population.

By creating a hands-on card sorting activity aimed at encouraging self-disclosure and exploring thoughts and feelings about emotions, my goal was to determine if this research method would help designers and participants to establish a more empathetic relationship.
The Design of Wellbeing
I collected 100+ design exemplars to unpack the complexity of well-being. I used the insights to set up both interviews and co-design sessions. From 20 interviews and 2 co-design sessions I learned that perspectives on student well-being were unique when examined in close context. However, when analyzed together recurrent patterns emerged, namely: health, community, and meaning.

From my research, I created the Tristar Framework, which posits that being, doing, and having are functions of thoughts, behavior, and emotion, the basis of the most utilized mental health treatment: Cognitive Behavior Therapy. For student wellbeing to occur, thoughts, behavior, and emotion may be directed toward health, community, and meaning. Using this framework, I generated 10 design concepts. One of the concepts is a physical balance to help students maintain their mental health.
Artificial Intelligence as a Design Material

Braden King

Process

Artificial intelligence is dramatically changing the way we design products, services, and experiences. As designers, it is important to understand the principles and challenges of using artificial intelligence as a new type of design material.

To understand these principles and challenges, I read the latest books and conducted research with professionals that have experience with artificial intelligence projects. Next, I created an affinity diagram to synthesize all of the information I gained.

Outcomes

<table>
<thead>
<tr>
<th>Insights</th>
<th>Proposals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finalized graphs portray data as ultimate truth</td>
<td>Graphs should look like sketches to show fragility</td>
</tr>
<tr>
<td>There is bias in every dataset</td>
<td>A set of questions to help designers discover the bias within data</td>
</tr>
<tr>
<td>Humans need to correct decisions made by AI</td>
<td>Designers should build interfaces that allow human-in-the-loop corrections</td>
</tr>
<tr>
<td>Agentive technology should have their own personalities</td>
<td>A system for pairing human personas to agentive personas</td>
</tr>
<tr>
<td>Users aren’t fully aware about how machine learning systems operate</td>
<td>Designers should build in adjustments for users to shape their own algorithms</td>
</tr>
</tbody>
</table>

My research gave me a much deeper and holistic understanding of how the fields of UX Design and Artificial Intelligence are mutually shaping one another. I built a raspberry pi version of the Google Assistant to better understand the limitations of the technology in a hands-on way. I also developed a set of proposals for designers who are assigned to artificial intelligence projects in the future, such as a system to match agentive personas with a target user group.
Live Well, Live Long: Noncommunicable Disease Data Tracking and Transmission

Tingyu Li

Process

Compared to general patients, the treatment for uncommunicable disease patients is longer and more complicated. With the goal of helping them to live well and live long, I explored design spaces with the patients and caregivers.

I conducted contextual inquiries, deployed a card sorting game, and co-designed solutions with caregivers and patients. I learned patients were often not motivated to share their data with the health system due to personal privacy concerns.

Outcomes

With the purpose of designing for behavioral change, I proposed 10 design recommendations for motivating patients to track and transmit their dietary behavior and medicine routine.

To motivate the patients to take actions as such, it’s essential to provide them feedbacks about their health condition, such as doctor’s warnings and advice. Patients, especially the older adults, are more comfortable communicating with other stakeholders by recording video or audio. My proposed concepts strive to minimize the learning curve for patients to provide feedbacks of their current condition and empowers caregivers and doctors to provide more effective health services.
“Run Through It, Not to It”: Cultivating Identity As Long-Term Motivation for Running

Brian O’Connor

Process

Running is a strenuous sport, making it difficult for new and even current runners to stick to their training schedules and push themselves to improve. As a runner, this is something I have personally experienced. While existing products for runners are focused on tracking progress, I sought to use technology to motivate and make running more enjoyable.

Through a set of interviews, I found that a runner’s attitude before a run impacts how much they enjoy it, though runners are not fully conscious of what affects motivation. I deployed a user engagement toolkit to help participants to surface and express the complex factors influencing motivation. I also built a mood board to connect abstract elements of the experience.

Outcomes

My research surfaced two groups of design implications. First, solutions should be personalized for individual runners, adapt over time, foster a positive perception of running, and elevate the runner’s engagement. Second, designs should reinforce the user’s identity as a runner. Identity is not commonly considered when designing technologies, but in my work, I found it plays a key role in motivating runners to stay engaged. Using these insights, I developed 10 concepts, one of which is depicted on the right. In this concept, I use augmented reality to project micro-goals onto the environment, helping to promote presence and engagement during the run while speaking to the user’s identity as a runner.
Enchanted Environments: A Collaborative Ecosystem of Cognitive Objects

Pavithra Ramamurthy

Process
We live among thousands of objects everyday, yet few designs consider how objects could function as a collaborative ecosystem. I explored the possibility of networked IoT objects having sentience, personalities, and the ability to intelligently respond to people. I grounded my project in design research, using contextual inquiry, ethnographic interviews, and co-design methods. I built and tested a prototype using field deployments, asking my users to design speculative ecosystems with me, which paved the way to a collection of sentient objects with personality archetypes.

Outcomes
Within the speculative ecosystem, personalities of sentient objects facilitated mindful engagements between objects and people, contributing to a deeper sense of fulfillment from performing daily activities. People expected to form emotional bonds and desired for these objects to meet them mid-way during task completions like another social-being. A pillow was no longer a pillow, but took the role of a pet, fulfilling the owner’s desire for emotional comfort, as well as support. As designers, we need to be attentive to this evocative nature of objects, especially when we aim to design smart and robotic technologies for humans.
Meaningful Focusing Accomplishing
**Attention Economy: Making Interactions Purposeful**

Sanchit Soni

**Process**

After conducting literature review and exemplar collection, I created a generative research toolkit to unpack how people define qualities such as meaningfulness, persuasion, focus, overconsumption, attention-grabbing, and sense of accomplishment.

Participants played different roles as interaction designers and personas and had probing discussions around these themes to come up with scenarios and solutions they deemed as one of the six qualities described.

The sessions helped create an array of ideas, scenarios, interactions, and activities which would define these qualities. I then created an interactive ‘inspiration in a box’ as recommendation pieces.

**Outcomes**

The outcome of this project is a set of design implications or “inspiration in a box” which can be used by different stakeholders such as average consumers of the technology, designers, product managers, developers, thought leaders and CXOs to determine if their product or service can become meaningful, distraction-free and purposeful, and can avoid interactions which are overly attention-grabbing, persuasive or manipulative in nature.
Enhancing Home Life: What Do Asian Female Professionals Expect from Smart Home Robots

Yuki Zhang

Process

Online User Study
Since all the participants are from China, the user studies are conducted online. I mainly interviewed them about their regular daily routines after work and their habits of staying at home.

Toolkits
I used a set of 31 pictures as my toolkits, which showed the most common activities that people might do, in order to prompt participants to talk more about their after-work life.

Video Prompt
The videos of the four different smart home products work as a prompt for users to talk about their feelings and expectations of future AI robots.

Outcomes
Home is the comfort zone for the specific user group I did research on. They are looking for a completely private and quiet place to be themselves without pressure. They even like being away from the Internet and social media. What they are looking for is not being isolated from the outside world, but to gain energy back by staying in their comfort zone. However, companionship is still needed. They still want to release pressure by talking, touching, looking and sensing. Since directly talking with another human is too stressful for them, they turn to other things, like pets or dolls. They can become obsessed with virtual objects, like idols, manga characters or even transportation. They are expecting home robots to create a private space for them and understand their thoughts and feelings gradually, so that they can build trust with it over time.
Service Design

Leslie Huang
WeCook: A Public Kitchen Space to Support Better Eating Habits for Underweight People

Leslie Huang

**Process**

**INSPIRATION EXPLORATION**
Underweight people have a hard time finding resources. Commercial advertising and social attention inspired my interest for this project.

**INTERVIEWS**
My interviews with diet professionals helped me identify better eating experience as the key element of my project. I refined it through design research methods.

**USER RESEARCH**
I studied participants’ lifestyle through user research. I focused on underweight people living in the metropolis area with busy schedules since it is hard for them to find shared kitchen space.

**JOURNEY MAP**
Each group unit includes different roles. The whole journey includes motivation, online/offline communication, and weekly or biweekly meetups.

**BLUE PRINT**
The whole system of this design involves group leaders, participants, and guest instructors (optional). In the metropolis city, the design can run as a business.

**Outcomes**

WeCook comprises three products. The first is online communication platform which can be built based on WeChat, Slack or other messenger applications. The communication channel helps the groups maintain social contact and meet up regularly. The second is preparation mechanism, which is the system of preparation behind every event. The third product is the experience of cooking and meeting up in a “shared” kitchen space.
Anchal Aggarwal

*Design is my journey with the users. They share their experiences and I explore them.*

Philip Begel

*I want to go beyond what is commonly accepted in people’s trapped visions of the world.*

Tosh Anand

*Every design situation is unique in that it relies on a tailored process and the willingness to listen, learn and grow.*

Nyah Bell

*I strive for seamless and well-crafted interaction design.*

Nicole Anicetti

*I want to empower and advocate for people to get the most out of the products in their lives.*

Diandian Cao

*Designers are lifelong learners. Learning, practicing, and reflecting make us who we are.*

Isha Bagha

*I believe design is genuinely caring about and understanding others, and building solutions accordingly.*

Claudia Castro Lozano

*Design is about exploring and finding new ways to make a difference in people’s lives.*
Dipt Chaudhary
Push the boundary of what’s possible. Design the details, design the experiences, and design the distribution of power.

Cheng (Alison) Cheng
Design is about discovering and fulfilling unknown needs.

Kayla Elain Cooper
Every design tells a story.

Cameron Davis
There is no such thing as a final design, only the first, second, third, and so on.

Emily Fath
More is less, but “more” means different things to different people; the designer must uncover this meaning.

Ryan Griggs
Design is what makes us human.

Cecilia Rayne Gutknecht
Design is driven by passion, shaped with reason, and guided by judgment—we balance the known and unknown through heart and mind.

Ethan Helfrich
Good design in many ways is like ambient music, “as ignorable as it is interesting.”
Patrick Hermiller
*Designer by day, weightlifter by night.*

Design allows me to collaborate with people and create concepts for complex problems.

Jessica Imes

Design is about solving everyday problems. The beauty in this is being able to improve people’s lives.

Ethan Hetzler

I aspire to design for a future where opportunities meet the right people, and technology empowers us to improve and evolve.

Vikas Reddy Jangam

I want to facilitate thoughtful design that simplifies experience.

Alexander Hoffmann

I believe design is complex, nuanced, and powerful. It shouldn’t be taken lightly.

Stella Jeong

Inspiration is the sublimation of design.

Leslie Huang

Love people. Make great things.

Justice Juraschek

Design is about solving everyday problems. The beauty in this is being able to improve people’s lives.
Miringu Kiarie
For me, design is about finding and cultivating what’s meaningful. Doing so with diligence. Doing so with others.

Braden King
To design is to intentionally serve human needs while navigating ambiguity.

Tingyu Li
I craft delightful experiences as a heartfelt response to make the world better, one person at a time.

Peggy Lu
Designers should make ethical changes that lead to ethical impacts.

Sanjana Mathur
I believe design is purposeful problem-solving.

Hayden Mills
Design is listening with love and building with thoughtfulness.

Riley Mineart
My passion in design is fueled by creating enjoyable experiences that harness the intuitive tendencies of the user.

Brian O’Connor
Good design questions the way things are now and looks toward what they could be.
Designing is a game of chess that we play with our users; except in this game, everyone wins.

Pavithra Ramamurthy

Design is not about me; it’s about impacting people and looking at the problem in an unconventional way.

Austin Schiffer

Design shapes the chaotic world of ideas into orderly plans through care, craft, and conversations.

Ujala Qasim

I want to tell stories and create satisfying experiences that evoke positive, honest change with long-term inspiration.

Sean Smith

Design is diving into issues and driving them to resolution.

Tian Song

Design is a journey that takes empathy and understanding. Designing is enjoying experience.

Ashley R. Smith

To design is to uncomplex human complexities, one pixel at a time.

Sanchit Soni

I strive towards a design that engages the user in an unforgettable, yet seamless experience.

Annie Sparrow
Robotic sidekicks, time travel, tiny worlds, good graphics, and rock and roll.

James Walsh

Reinventing the ways that squares can fit into a triangular space.

Shelby Elizabeth Stephens

Which version of design is a better one? The next version.

Yuki Zhang

Good design is pleasant, intuitive and egoless. It allows magic to happen easily.

Liya (Julia) Zhu

Reinventing the ways that squares can fit into a triangular space.

Shelby Elizabeth Stephens

Which version of design is a better one? The next version.

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