Design Thinking Studio

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Agenda

Activities

- Just do it!
- Curse of knowledge
- Following the thread
- From there to here

Gallery Walk

- Look at an example

Exercise

- Create a journey map
- Identify the people
- Look at the gaps
- Plan an insight session

Just do it!

Total time: 15 minutes

Name your team ….(some thing cool)

Build the a tower using the material provided.

Team with the tallest tower wins.

You have 8 minutes to finish building the tower. Towers must stand for 5 minutes after finishing.

Comments

Thinking Like a Designer

Background: Who am I? What do I do? Where do I work?

What is design thinking?

Drawing
Focus on experience to gain insight
Thinking about the journey
Design with and not for people
Managing change in your institutions

Excellence = Design X Culture

Curse of Knowledge

10 minutes

Copy the image provided

Do not flip the original!

3 minutes to draw

Discussion

Follow the Thread

10 minutes

Using a single line draw the edges of the things around you. Do not lift the pen/pencil-make one continuous line. This is a 360 degree view of the room you are in.

You have 5 minutes to finish the drawing.

Discussion

From Home to Here

10 minutes

Map your journey from your home to the Design Thinking Studio. Mark important transitions. How were you feeling at each stage of the journey?

You have 5 minutes to finish the drawing.

Discussion

Break

5 Minutes

Gallery Walk

30 minutes

Let us take a walk together and look at an example.

What is the design process? Stage? How were students engaged?

Discussion

Mapping the Student Journey

30 minutes

Map the important steps in a student's journey from admission to their return to college next academic year. Just do it! 20 minutes

Use "time" to organize space.

Discussion
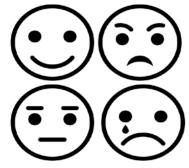
People + Places + Processes

20 minutes

Add the following information to your journey map

Identify the people students interact with.

What are the places and processes used (face to face, online, printed form, phone call)?

In your opinion, what is the quality of their experience?

15 minutes

Discussion

Gaps

15 minutes

Identify an interaction you will like to improve.

What is the gap between where you are and where you want to be?

Create a list of design improvements you think the student's will want in the interaction.

Insight session with Students

15 minutes

Plan an insight session with students. Your goal is to understand student preferences for improvements in the process you wish to change.

How will you select students? How will you invite students? Can you pay them for their time? Who will facilitate the session? How long? Structure the session? How will you seek their insights? How will you ask them to prioritize the insights they have shared.

Report out.

Discussion

Debrief

Thank you!

Provide feedback on your way out?