

Your mission: Redesign the first-generation graduate student experience . . . for your **partner**.

Start by gaining **empathy**.

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1. Interview 8 min (2 sessions x 4 minutes each)

Notes from your first interview

2. Dig deeper 8 min (2 sessions x 4 minutes each)

Notes from your second interview

# Reframe the problem.

## 3. Capture findings 3 min

**needs:** things they are trying to do\*

\*use verbs

**insights:** new learnings about your partner's feelings/ worldview to leverage in your design\*

\*make inferences from what you heard

## 4. Define problem statement 3 min



\_\_\_\_\_  
Partner (name/description)

needs a way

\_\_\_\_\_  
user's need


Surprisingly or because or but ...

(circle one)

\_\_\_\_\_  
insight

# Ideate: generate alternatives to test.

5. Sketch at least 5 *radical* ways to meet your user's needs 4 min



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Write your problem statement above

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6. Share your solutions and capture feedback 8 min (2 sessions · 4 min each)

Notes

# Iterate based on feedback.

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## 7. **Reflect** and **generate** a new solution 3 min

Sketch your big idea, note details if necessary!

# Build and test.

## 8. **Build** your solution

Make something your partner can interact with!

[not here]

10 min

d. 

## 9. **Share** your solution and get feedback

+ What worked...

- What could be improved...

? Questions...

! Ideas...

8 min (2 sessions x 4 minutes each)

Switch roles & repeat sharing.