

Design Thinking: Creative Hacks for Guided Pathways

Strengthening Student Success Conference

October 10, 2019

9:40 am - 10:40 am

Facilitator/ Presenter Team

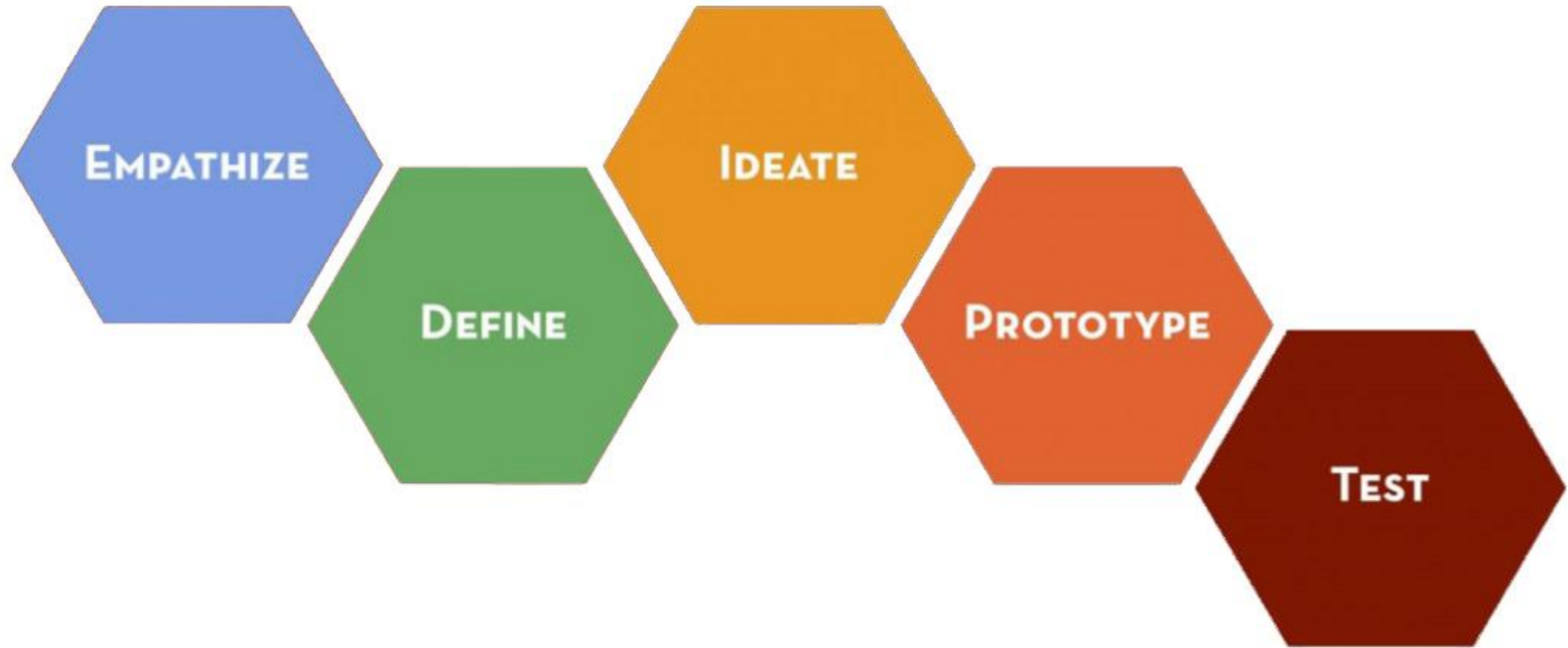


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Design Thinking Process



Today we will cover

- Empathize: understand our user
- Define: develop an actionable problem statement
- Ideate: brainstorm ideas for hacks



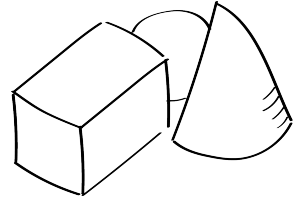
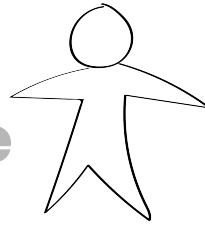
Design Thinking Hacks

- Small, scrappy experiments
- Small steps towards big change
- Low-risk, cheaper, quick
- Using what you have

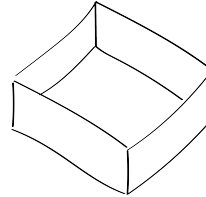


Levers Of Design

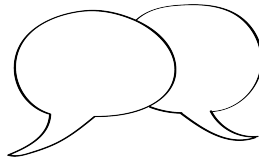
Role



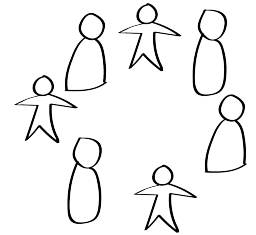
Objects



Space



Communication



Ritual

Source: [Design for
Belonging d.K12 LAB](#)

THE HACK MINDSET

What we mean when we talk about hacking.



**Don't over think it,
just try it.**



**Use "failures" as
opportunities to learn.**



**Keep the goal small,
the team tight and
the timeline short.**

Source: <http://schoolretool.org/>

CLP

Career
Ladders
Project

Energy booster

Partner activity

Design Challenge

Develop hacks to address a GP steering committee's challenges



User Interview



User interview: GP lead

“I’m really frustrated and concerned about lack of engagement. People don’t show up consistently and they’re on their phones/laptops during the meeting. People are also at different levels of understanding regarding Guided Pathways on the team.”

User interview: Team member A

“I don’t think we have a very clear sense of our vision for GP. I see the projects we have going on, but where are we going? What’s our long-term goal? How do we get there? I feel like people are moving their own projects forward without a collective goal.”

User interview: Team member B

“I feel like we keep talking about the same things over and over again. How many times do we have to engage in discussions before we move to action? We owe it to our students to make tangible changes as quickly as we can.”

User interview: Team member C

“I’m not exactly sure how I can best contribute to these meetings. As a new member, I don’t feel my ideas are valued in this space. It seems like a ton of discussions happened before I joined and they haven’t made efforts to get newer people up to speed.”

Interview Insights



- Individually: Write down 3-5 things you noticed
- As a group, identify challenges you see based on GP team member interviews. What are some underlying themes?

Define the Problem

Create an actionable problem statement

- Define the user (who)
- Define the need (what)
- Key insight (why)



Define the Problem

The unfocused and reflective Guided Pathways team needs to build a shared culture because members don't feel ownership and choose to disengage as a result.



Design Thinking Hacks



Each group will focus on one category:

- Space
- Objects
- Ritual
- Role
- Communication

Rapid Brainstorm

Write it, Say it, Stick it

- One idea per post-it
- No judgement
- *Wild* ideas. Have fun!
- Go for quantity
- Yes, and...(build on ideas)
- Be visual



Selection

Review all post-its

- Individually vote on top 3
- Choose 1 as a group
- Take note: Describe your hack. How does it work? What does it mean? How does it meet the user need?
- Roles: note taker and sharer





Share Out

Today we covered

- Empathize: understand our user
- Define: develop an actionable problem statement
- Ideate: brainstorm ideas for hacks



Resources

tinyurl.com/DThacks-SSSC19



(Re)sources:

[Stanford dSchool Design Thinking Bootcamp Bootleg](#)

Closing Reflection



- As we wrap-up this session, what are your takeaways?
- Where might you be able to use hacks?

For more information, please contact:

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Thank you!