Does TDM Workspace have Room(s) for Improvement?

Background

- DORIS is a team of design researchers who use a unique design thinking process that enables people to solve their workplace challenges by empowering organizations to make meaningful decisions and enact innovative solutions.
- This year 2023-2024, we worked with DORIS to help the Data Mine solve their workplace related issues. During the course of the project we implemented the DORIS Design Thinking Process to understand the challenges employees are facing in the workplace.
- Using qualitative analysis methods, we found data to quantify challenges and worked on finding solutions to the Data Mine's problems.

The Design Thinking Process

Project Alignment Meeting

- **Purpose**: Align the Data Mine Leadership team with project goals.
- **Process**:
  - Leadership team members were asked questions about vision of the project to which they responded in post-it notes.
  - Post-it notes were categorized into major themes which are then transferred to an Excel file for analysis.
- **Outcome**: Developed a comprehensive document summarizing current project status, goals, and research questions.

Kickoff Meeting

- **Process**:
  - Practicing speaking roles, assigned roles for data collection and practiced interviews, prepared to help everything flow smoothly.
- **Outcome**: The TDM employees learnt about the project and the data collection process.

Data Collection

- **Interviews**: Interviews with The Data Mine staff, students, and TAs explored team culture, growth barriers, and inclusiveness, with survey data gathered via Qualtrics.
- **Usability Study**:
  - During a two-week workplace study, employee locations and activities were tracked in real-time using the Vantage Space platform, gathering data on activities and occupancy (Refer to Figure 1).

Solution Defining Workshop

- **Process**:
  - Data Mine Staff: brainstorm realistic solutions to their main challenges.
  - Students: used the process of diverging (generating ideas/codes) and converging (grouping like themes/problems together) to extract common themes from the discussion (Solving Workshop).
- **Outcome**: Pinpointed additional steps required for problem resolution and refined the focus to specific issues.

Final Leadership Meeting

- **Process**:
  - An insight report was created to summarize all the aspects of the project given to the attendees. All the insights were presented during the meeting.
- **Outcome**: The TDM Leadership members gained insights and strategies to solve their challenges.

Conclusion

- Collaborating with DORIS, we aided The Data Mine in addressing their space issues through the DORIS design thinking process, enhancing skills in meeting facilitation, convergent and divergent analysis, and qualitative data collection and analysis.

Future Goals

- The Data Mine is starting to put our suggested solutions into action.
- Considering a future reevaluation of their workplace to assess successes and areas needing improvement.
- Keeping communication channels open to offer ongoing support and make necessary adjustments based on feedback and observations. This review process will pinpoint successful aspects and areas that may need fine-tuning.

Tools

- **Vantage Space**: a mobile app that allowed the TDM team to collect data on the usage of the three TDM spaces every hour.
- **Mural**: a digital platform used to connect teams by allowing team members to edit a whiteboard and see edits as they occur. Used as a central place for generating ideas for everyone.
- **Qualtrics**: a website that allows for easy survey creation and data collection.
- **Google Sheets**: a cloud-based spreadsheet software that allows real-time collaboration for organizing, analyzing, and visualizing data.

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**Figure 1**: Vantage Space

**Figure 2**: Example Graph Showing Challenges Faced

**Figure 3**: Venn Diagram Illustrating Various Problems Discussed

**Figure 4**: How Mural was used for student analysis of data from Solving Session