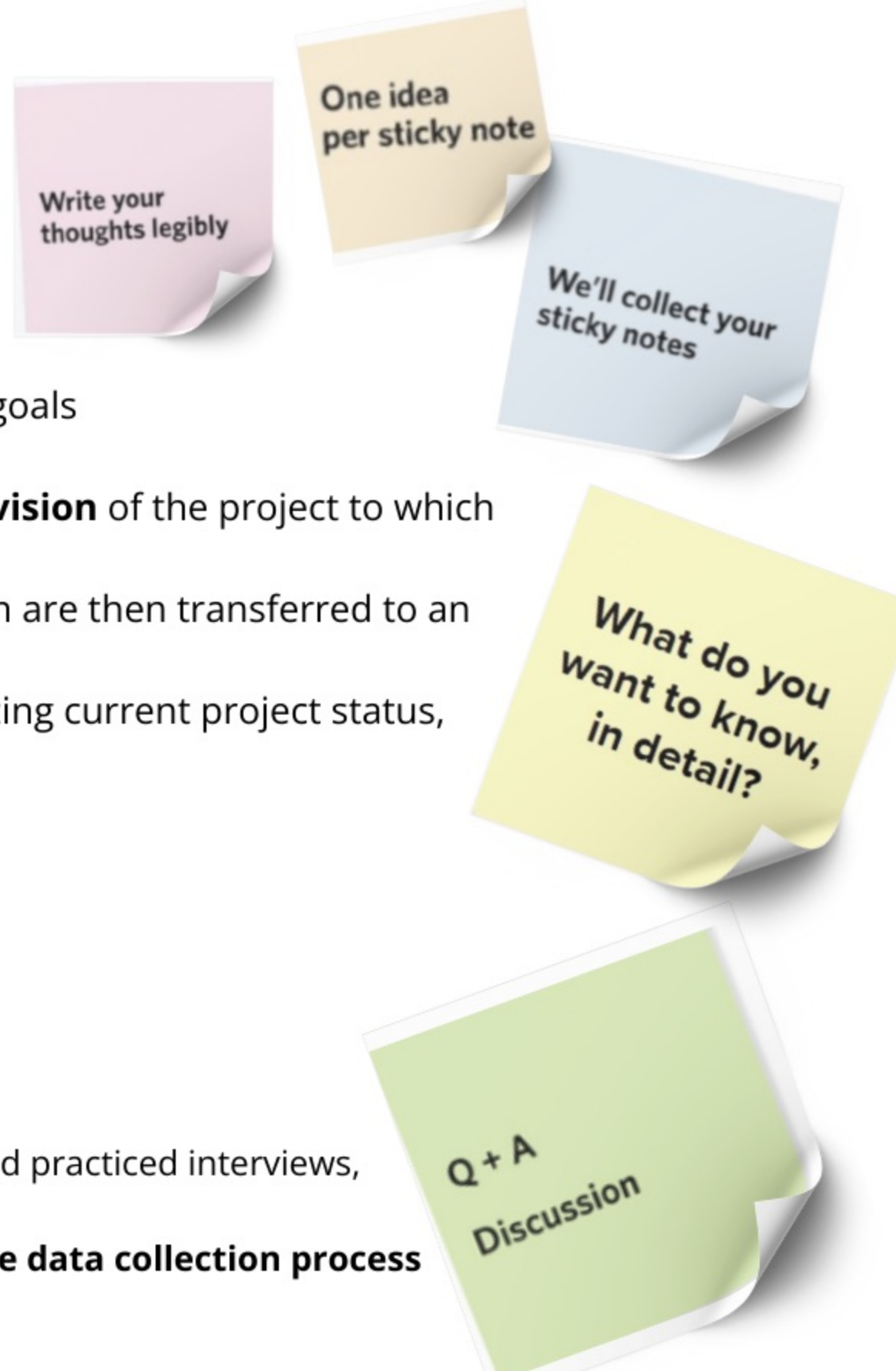


Background

- 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/space** related issues. During the course of the project we implemented the **DORIS Design Thinking Process** to understand the challenges employees are facing at 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



1 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

2 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**

3 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)

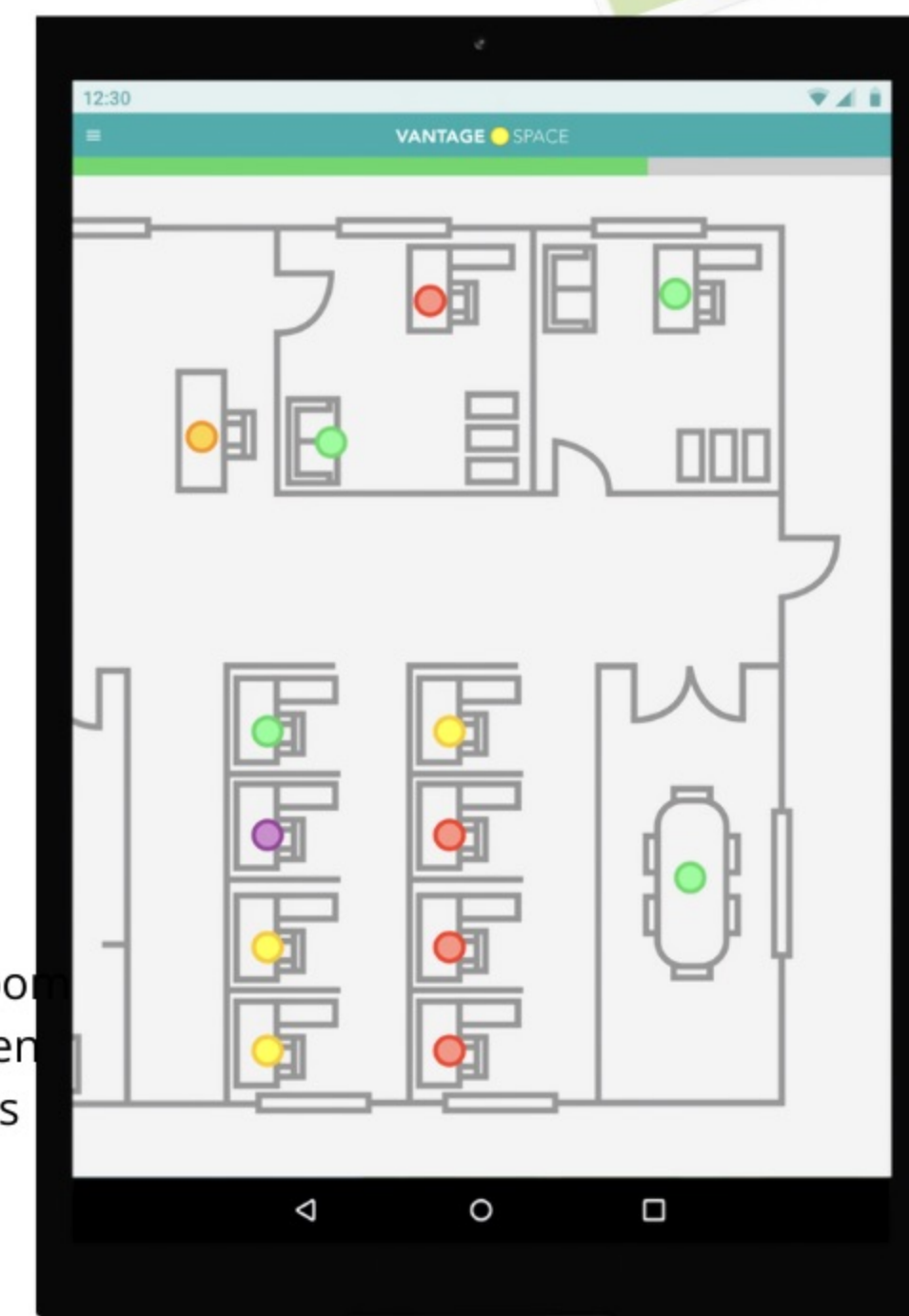


Figure 1: Vantage Space

Figure 1: Illustrates workspaces as dots, with colors indicating room status according to the Vantage Space key: red for occupied, green for unoccupied, and yellow for signs of life and orange means it is inaccessible

4 Challenge Defining Meeting

- **Purpose:** Prepared a challenge-defining document **summarizing data** for the Data Mine Leadership team.
- **Process:**
 - Before the meeting, all the data was synthesized into a challenge-defining document and shared with attendees. All data gathered was presented during the meeting
- **Outcome:** The Data Mine Leadership team **gained clarity on the challenges faced** and aligned on strategy for the next part

Solution Defining Workshop

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

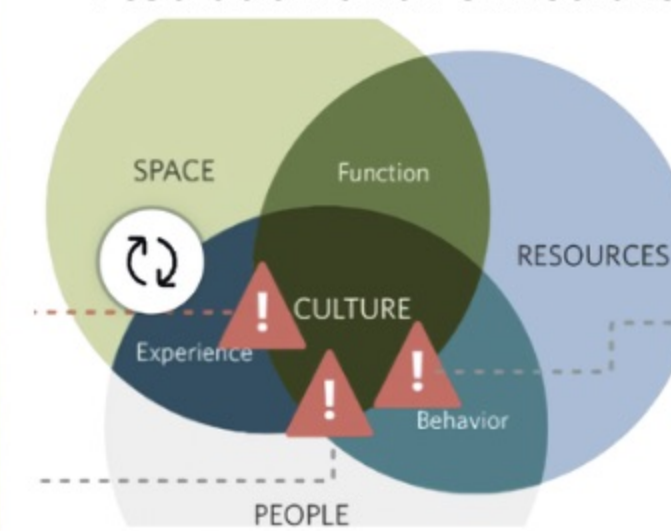


Figure 3: Venn Diagram Illustrating Various Problems Discussed

6 Final Leadership Meeting

- **Process :**
 - An insight report was created to **summarize all the aspects for the project** and 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 workspace 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

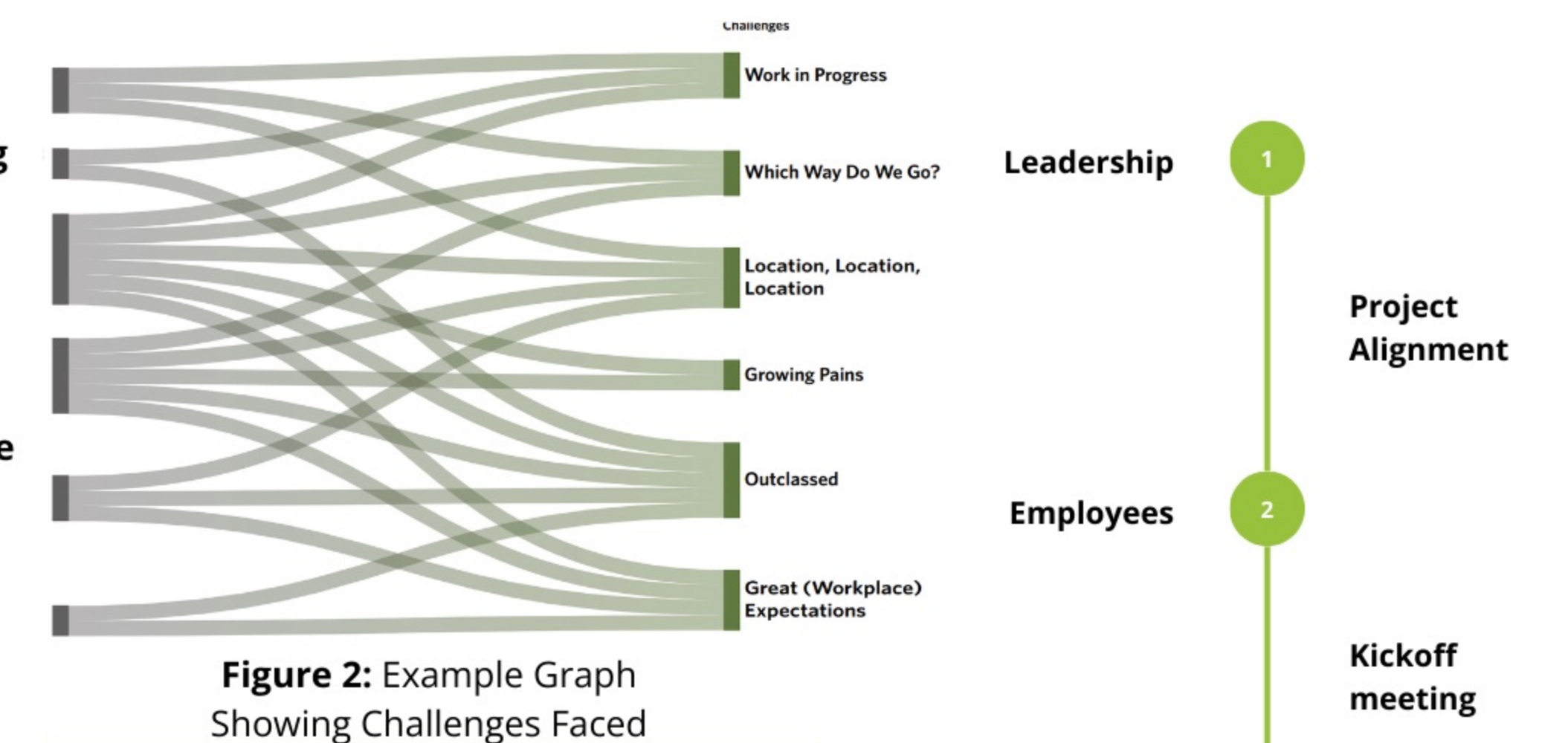


Figure 2: Example Graph Showing Challenges Faced

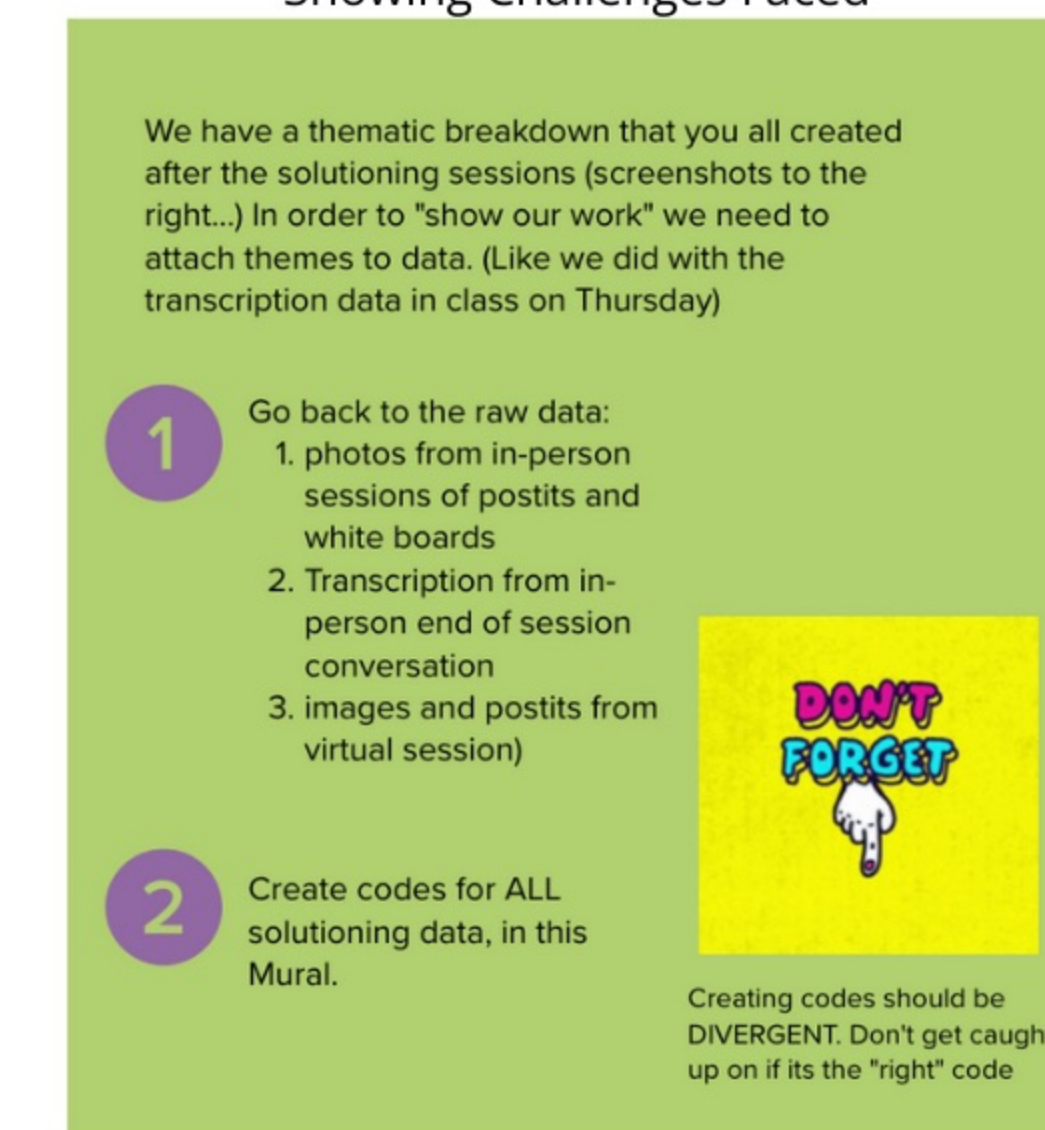


Figure 4: How Mural was used for student analysis of data from Solutioning Session

- 1 Leadership Project Alignment
- 2 Employees Kickoff meeting
- 3 Patrons Interviews, study and surveys
- 4 Leadership Challenge Defining
- 5 Employees Solutions & Review
- 6 Leadership

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