Amplifying Mentoring

The Mentoring Partnership of Southwestern Pennsylvania
Carnegie Mellon University

Team Dynamite | Summer 2017

Imagine 2025...

What will youth mentoring look like in the year 2025? We've spent the past eight months utilizing human-computer interaction methods in order to realize that future. For the first four months, we researched ongoing ways to ensure mentoring quality and availability. We then built a roadmap and prototypes based on the opportunity areas we identified.

In this report, we'll reveal our framework for the future of mentoring. Our vision projects what Everyday Mentoring could look like in the year 2025, a roadmap we call EM2025. We will delve into essential components of our solution and explore how to expand the reach of mentoring.

We envision a world with a seamless support structure of caring adults for every child — a world in which all adults have the tools they need at an arm's reach to be more impactful in their relationships with young people.
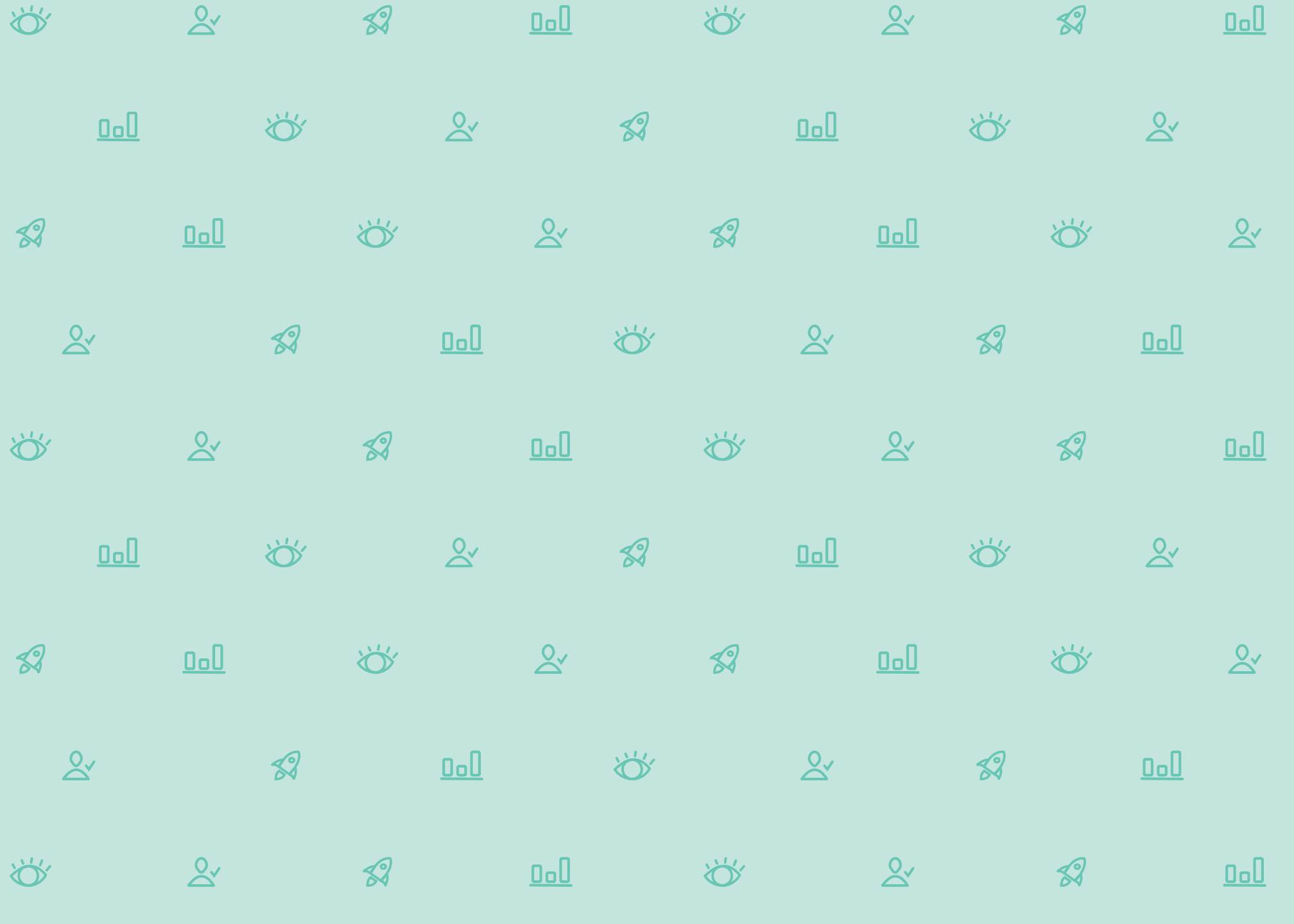
Table of Contents

Our exploratory research methods included observation and interview sessions with mentors, mentees, and programs staff (top) and affinity diagramming to synthesize the large amount of information we gathered (bottom).
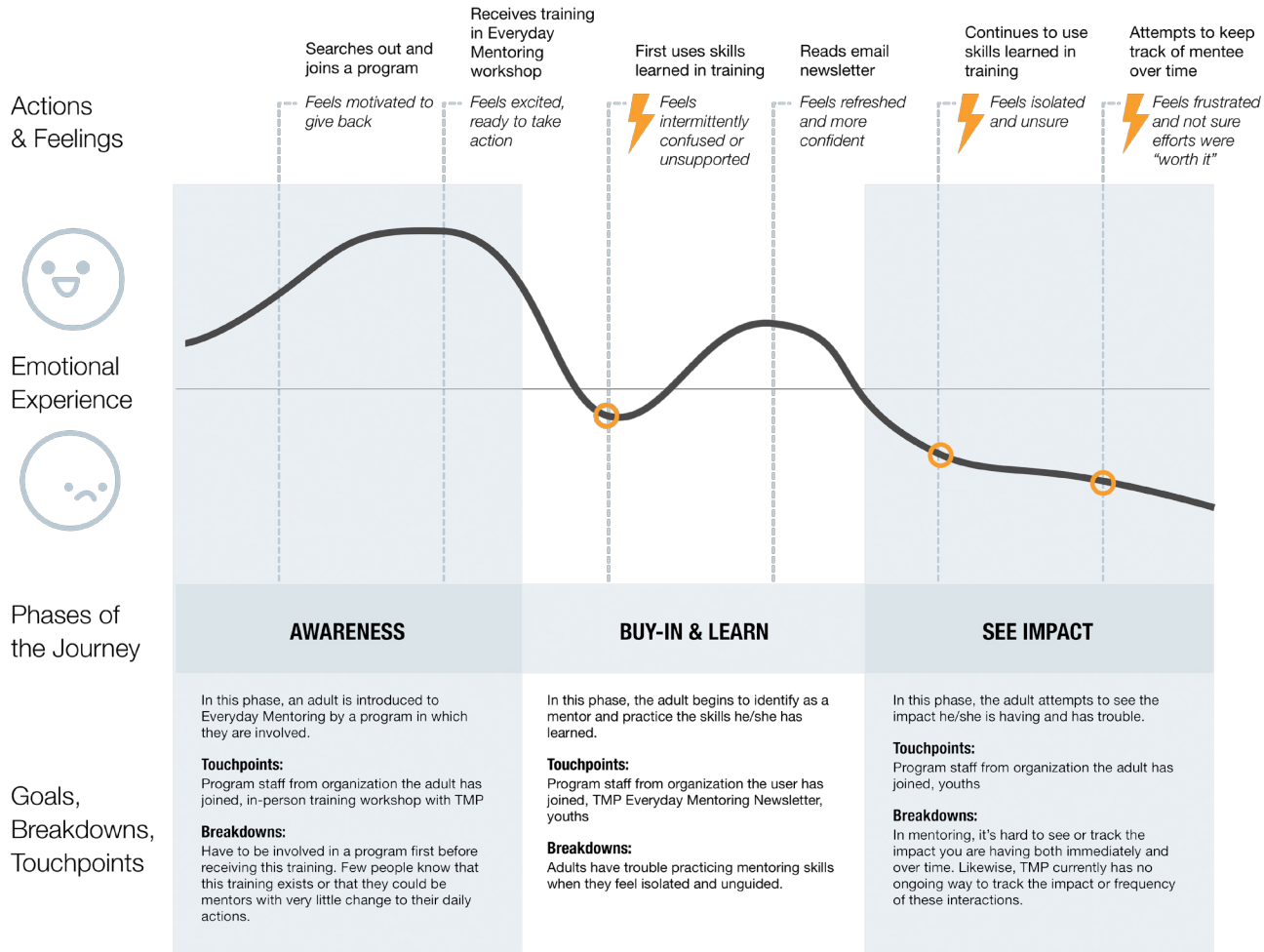

Exploring Mentoring

In January 2017, The Mentoring Partnership of Southwestern Pennsylvania (TMP) came to us with a challenge: find a way to scale quality mentoring and reduce the shortage of mentors. We spent four months researching different areas of the national mentoring landscape that we could improve with technology. To ensure that we had a holistic view of mentoring, we expanded our research beyond official mentoring organizations and talked to many different types of youth mentors.

We distilled these four months of research in our report *Unpacking Mentoring*, which highlights our most compelling insights. The journey map on the right shows some of the pain points that were revealed through this research.

We identified the opportunity to more effectively train adults who already work with youths and help them recognize their potential as Everyday Mentors. Everyday Mentoring is a concept coined by TMP, which recognizes that people can make a mentoring difference in their everyday interactions with young people. Our research revealed that we are not doing enough to help realize the full potential and reach of Everyday Mentoring.

THE CURRENT EVERYDAY MENTOR JOURNEY

Actions & Feelings

Searches out and joins a program

Feels motivated to give back

Receives training in Everyday Mentoring workshop

Feels excited, ready to take action

First uses skills learned in training

Feels intermittently confused or unsupported

Reads email newsletter

Feels refreshed and more confident

Continues to use skills learned in training

Feels isolated and unsure

Attempts to keep track of mentee over time

Feels frustrated and not sure efforts were "worth it"

Emotional Experience

Phases of the Journey

AWARENESS	BUY-IN & LEARN	SEE IMPACT

Goals, Breakdowns, Touchpoints

In this phase, an adult is introduced to Everyday Mentoring by a program in which they are involved.

Touchpoints:
Program staff from organization the adult has joined, in-person training workshop with TMP

Breakdowns:
Have to be involved in a program first before receiving this training. Few people know that this training exists or that they could be mentors with very little change to their daily actions.

In this phase, the adult begins to identify as a mentor and practice the skills he/she has learned.

Touchpoints:
Program staff from organization the user has joined, TMP Everyday Mentoring Newsletter, youths

Breakdowns:
Adults have trouble practicing mentoring skills when they feel isolated and unguided.

In this phase, the adult attempts to see the impact he/she is having and has trouble.

Touchpoints:
Program staff from organization the adult has joined, youths

Breakdowns:
In mentoring, it's hard to see or track the impact you are having both immediately and over time. Likewise, TMP currently has no ongoing way to track the impact or frequency of these interactions.
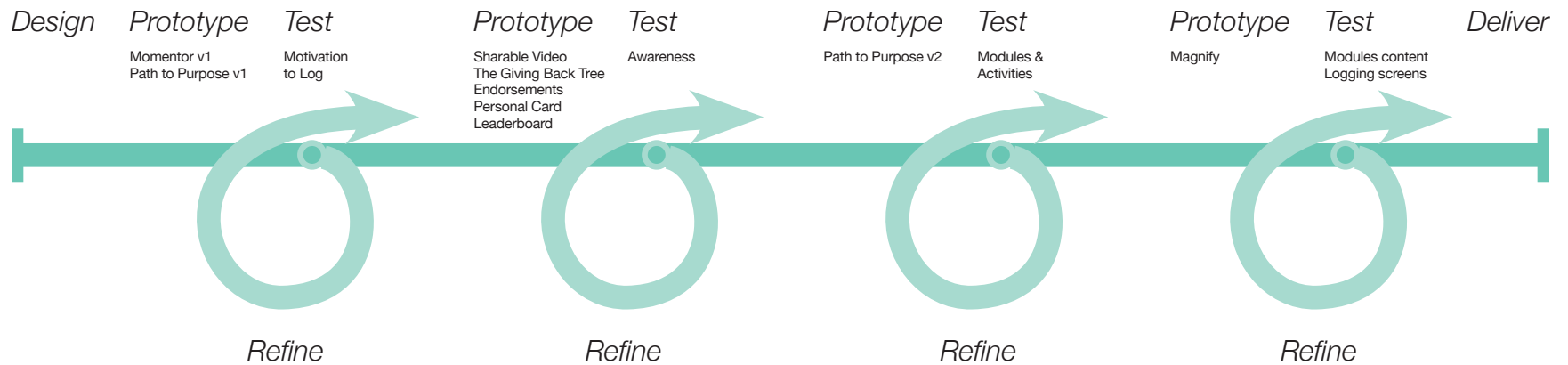
Defining a Solution

After conducting our research, we spent the next four months crafting a concrete solution. We followed Google Ventures' design sprint process to rapidly test our core assumptions and iterate on our designs. The big question and overall mission we started with was "How can we make Everyday Mentoring a household name and trusted practice?" With each design sprint we tackled a new problem, such as understanding user motivation to log data, or gauging efficacy of the training content.

IDEATING

We started the design process by rapidly generating concepts to address the breakdowns uncovered in our research. We initiated each ideation session by listing our assumptions— the key questions and risks we needed to address in order to ensure our solution was successful. Each member of the team contributed a wide variety of ideas, from which we narrowed to build and test.

PROTOTYPING

We used prototypes to test the assumptions embedded in our designs. We grouped and prioritized each set of assumptions before choosing the right prototyping method that would solicit the kind of feedback we needed. We

Design	Prototype	Test	Prototype	Test	Prototype	Test	Prototype	Test	Deliver
	Momentor v1 Path to Purpose v1	Motivation to Log	Sharable Video The Giving Back Tree Endorsements Personal Card Leaderboard	Awareness	Path to Purpose v2	Modules & Activities	Magnify	Modules content Logging screens	

Refine   *Refine*   *Refine*   *Refine*

crafted many different types of interactive prototypes, including clickable storyboards and videos for concept validation and mobile applications for usability testing. Our goal in testing was to solicit authentic reactions from users by showing them prototypes that were as realistic as possible.

TESTING AND REFINING

Getting real feedback from our target users was essential to our design process. We used a number of different methods for testing: Interviews, speed dating, and think-aloud usability testing. We took what we learned from each testing session and refined our prototypes. This way, over eight weeks, we were able to gain a full picture of our user and better understand how our solution could fit in a user's world.

11
PROTOTYPES

42
PARTICIPANTS

Our iterative design and testing process meant that every new prototype was built on feedback from previous tests. The succession of prototypes and tests are illustrated in the diagram above.

THE FUTURE
OF EVERYDAY MENTORING
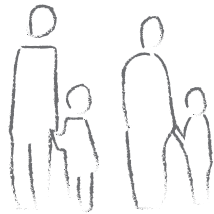
EVERYDAY MENTORS

Everyday Mentoring is a promising concept from The Mentoring Partnership, and the foundation of our vision. On top of that is EM2025, a framework for making Everyday Mentoring a reality. Magnify is one implementation we designed within EM2025 to help Everyday Mentors build skills and share knowledge.

MAGNIFY MOBILE APP

EM2025 FRAMEWORK

EVERYDAY MENTORING

THE VISION: EM2025

EM2025 is the framework that empowers adults to be mentor-like in their everyday interactions with youths. We believe it has the potential to increase the number of mentoring relationships in Pennsylvania and nationwide. EM2025 is not just about making Everyday Mentor training accessible to everybody, it is about creating the right incentives and environment to foster a habit of mentoring. The four stages of EM2025 are: awareness, buy-in, learn by doing, and see results.

THE EXECUTION: MAGNIFY

Magnify is a mobile application that places Everyday Mentor training within the context of people's lives. While EM2025 is a blueprint that can take on many different implementations over time, Magnify is our vision of how EM2025 can be implemented within the next 2 years. It builds a steady habit of mentoring, all the while making users aware of the impact they are making and gathering general data for TMP about mentoring interactions nationwide.

Magnify's Target User

MAX

"I used to be a Big Brother, but I just don't have the time now or ever am around kids with my new job."

DEMOGRAPHICS
31-50, Male
Software Developer in Pittsburgh
Spends most of his time at work

GOALS
Wants to feel a part of the community, but needs to focus on his job.

FRUSTRATIONS
Doesn't feel like there is enough time in the day for him to do everything he wants, such as volunteer work. His new job also doesn't have any opportunities to interact with youths.

SARAH

"Sometimes the students can be so challenging. I know I need to step in, but I don't even know where to begin."

DEMOGRAPHICS
18-30, Female
Middle School P.E. Teacher in Pittsburgh
Spends her time with students in the gym.

GOALS
Wants to have more mentoring training to improve her interactions with all youth, not just the ones who behave well.

FRUSTRATIONS
Doesn't have the time to go to a 2-hour training session or the network to know how to get involved.

SHAUN

"I have a new coach who doesn't quite know how to better interact with the players. How can I help her?"

DEMOGRAPHICS
51+, Male
Baseball Club Director and Head Coach
Spends most of his time coaching and organizing other coaches

GOALS
Wants to show others the value of mentoring, and help the new coaches he mentors strengthen their relationships with youth.
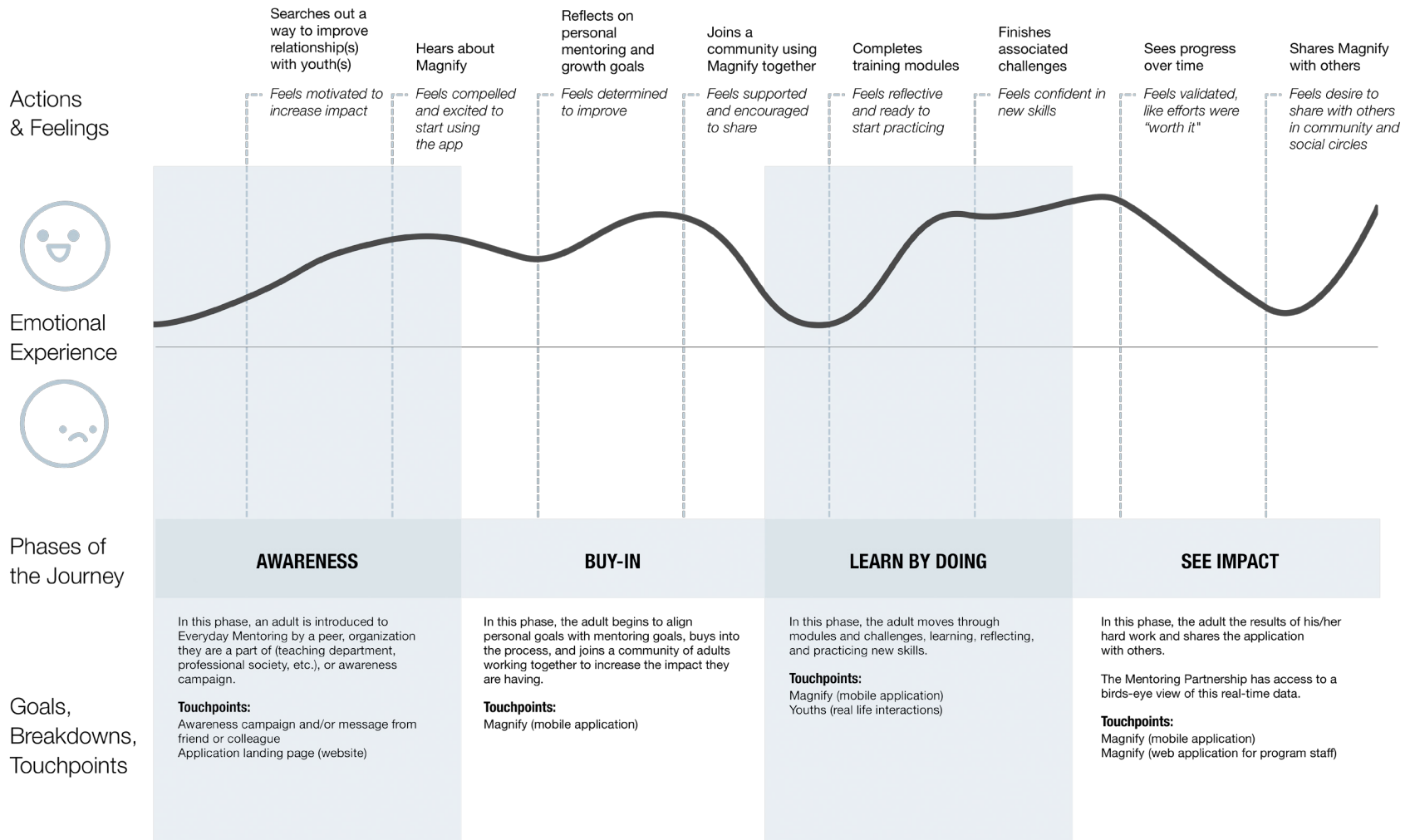
FRUSTRATIONS
He struggles with saying no to people or opportunities, and often overcommits himself.
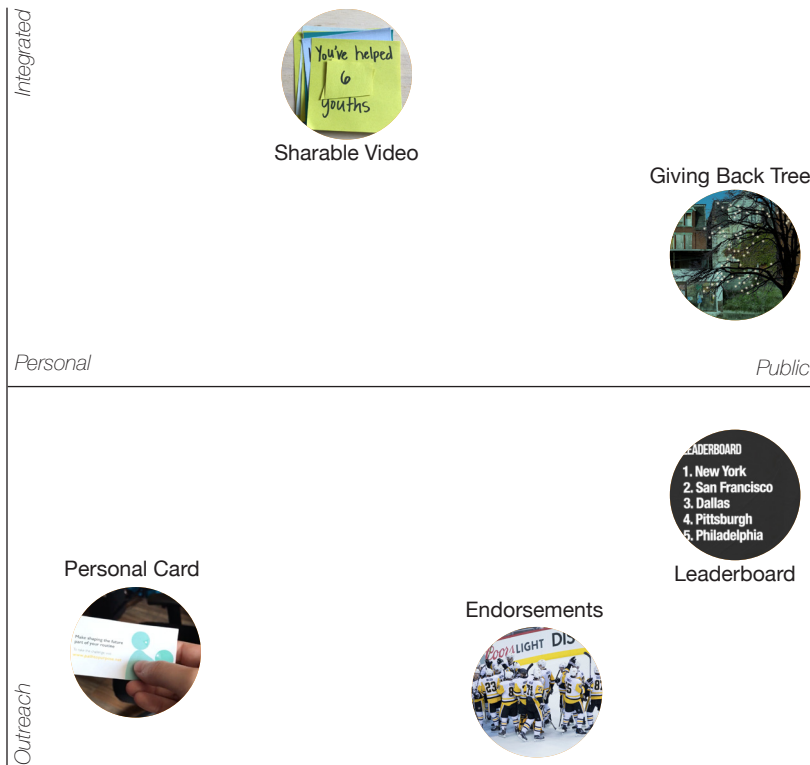
EM2025

We envisioned that in the year 2025, a potential Everyday Mentor can seamlessly move through the mentoring journey. She becomes aware of her potential as a mentor through campaigns led by TMP or when drafted by her own social or professional circles. She learns to self-identify as a mentor and becomes a member of an active mentoring community. She learns and intentionally practices mentoring skills. Finally, she is able to see and track her impact, and others are able to interact with this data as well.

Actions & Feelings

Searches out a way to improve relationship(s) with youth(s)

Feels motivated to increase impact

Hears about Magnify

Feels compelled and excited to start using the app

Reflects on personal mentoring and growth goals

Feels determined to improve

Joins a community using Magnify together

Feels supported and encouraged to share

Completes training modules

Feels reflective and ready to start practicing

Finishes associated challenges

Feels confident in new skills

Sees progress over time

Feels validated, like efforts were "worth it"

Shares Magnify with others

Feels desire to share with others in community and social circles

Emotional Experience

Phases of the Journey

AWARENESS	BUY-IN	LEARN BY DOING	SEE IMPACT

Goals, Breakdowns, Touchpoints

AWARENESS

In this phase, an adult is introduced to Everyday Mentoring by a peer, organization they are a part of (teaching department, professional society, etc.), or awareness campaign.

Touchpoints:
Awareness campaign and/or message from friend or colleague
Application landing page (website)

BUY-IN

In this phase, the adult begins to align personal goals with mentoring goals, buys into the process, and joins a community of adults working together to increase the impact they are having.

Touchpoints:
Magnify (mobile application)

LEARN BY DOING

In this phase, the adult moves through modules and challenges, learning, reflecting, and practicing new skills.

Touchpoints:
Magnify (mobile application)
Youths (real life interactions)

SEE IMPACT

In this phase, the adult the results of his/her hard work and shares the application with others.

The Mentoring Partnership has access to a birds-eye view of this real-time data.

Touchpoints:
Magnify (mobile application)
Magnify (web application for program staff)

Integrated

You've helped 6 youths

Sharable Video

Giving Back Tree

Personal

Public

LEADERBOARD
1. New York
2. San Francisco
3. Dallas
4. Pittsburgh
5. Philadelphia

Personal Card

Leaderboard

Endorsements

COORS LIGHT DIS

Outreach

Awareness campaigns come in many forms. Of the five awareness campaigns we prototyped and tested (above) the Giving Tree and the Sharable Video were people's favorites.

Awareness

The overarching goal driving our work is to make Everyday Mentoring a common, trusted practice. In order to increase awareness of Everyday Mentoring, we explored five different awareness campaigns that showcased a different solution to attract someone's attention. The prototypes fell on a spectrum from personal to public outreach, with varying levels of integration with data generated from Magnify. Two prototypes really resonated with our target users.

SHARABLE VIDEO
We created a curated video, designed to be auto-generated by Magnify and shared on social media. It incorporated personal testimonies and mentoring statistics to show impact. It's crafted to pique interest from a user's connections and lead to a landing page with more information about the product.

GIVING BACK TREE
This solution was an ambient display in the form of a tree placed in a popular neighborhood with lighting that was driven by data from our product. For example, as a new user would join the service or post an interaction, the tree would light up in real time to attract the attention of a passerby to come up and find out more. On the tree is a sign with a scannable code directing the potential user to the product's landing page for more information.

KEY FEATURES OF AWARENESS

Connects to data generated in Magnify

Sparks interest with joy and meaning

Engages through real user stories

Reaches communities through shared spaces and experiences

JOY INDUCING

Most users reacted positively to an entry point that brought them immediate joy and sparked their interest through meaningful metaphors.
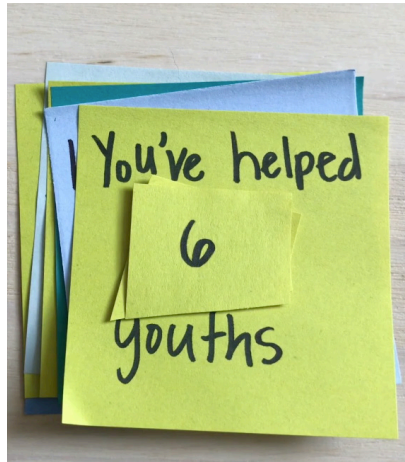
PERSONAL ENGAGEMENT

Users are drawn in by seeing what others had done. They appreciate the personal connection or having someone in their network post or send them something.

COMMUNITY OUTREACH

Users loved a public display that reached out and engaged their entire community. This could be in the form of an art display or an endorsement from a local sports team.

19

CONCEPTS CREATED

5

FINAL PROTOTYPES

5

PARTICIPANTS

USER TESTING

We tested all five prototypes with five participants of varying ages and experience levels. We found that while users preferred the curated video and Giving Tree concepts above the rest, age differences were an important consideration when targeting certain groups. A younger demographic seemed to prefer social media engagement, while an older demographic preferred connecting on a more personal level.

"I would share my own video in hopes that it would glorify mentoring and inspire others."

112 T.A. (Female, 18-30) reacting to the Sharable Video

"I love this because it's really creative, but also really informative about its purpose."

Former Music Teacher (Male, 31-50) reacting to the Giving Back Tree

Sarah's Story

Sarah is browsing her favorite social media site when she sees a video posted by her friend that recaps his achievements using Magnify.

Seeing all of the personal stories and videos of her friend being a mentor to the youth around him inspires her to learn more about the app.
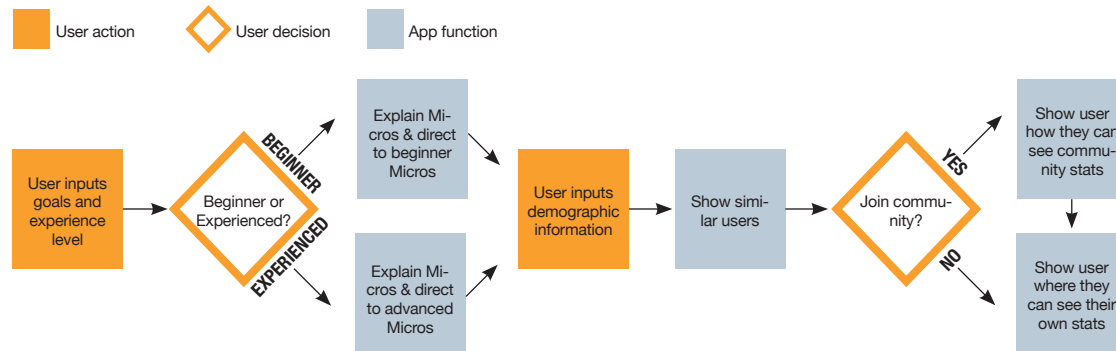
Sarah comments on the video congratulating her friend and inquiring more about his experience.

Buy-In

In order to help potential Everyday Mentors understand their role and the purpose of training, we front-loaded foundational information to ground them in the purpose of Magnify. An easy, personalized onboarding process caters to two different, identified target personas: the beginner and experienced Everyday Mentor. Magnify collects demographic and location data in order to connect users to a like-minded community and for TMP to learn more about the mentoring landscape.
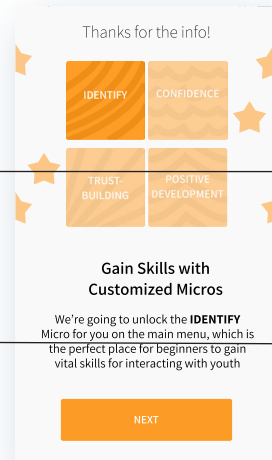
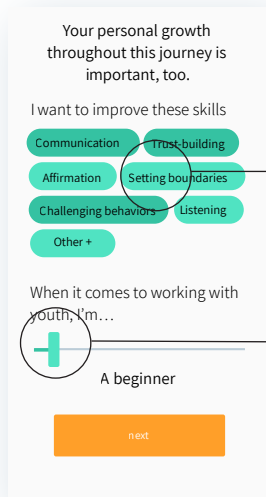**Users can select multiple roles to identify their current interactions with youths.**

We know why you're here. Now we want to know more about you.

Enter your name

During the day I'm a…

Teacher	Coach	Tutor
Volunteer	Police Officer
Bus Driver	Other +

I interact with youth when…

| Teaching | Coaching | Working |
| At church | Volunteering |
| Other + |

Enter your city or town

next

The Mentoring Partnership wants to know who these Everyday Mentors are and where they are, to better understand the state of Everyday Mentoring.

BUY-IN USER FLOW

■ User action   ◇ User decision   ■ App function

User inputs goals and experience level

Beginner or Experienced?

BEGINNER → Explain Micros & direct to beginner Micros

EXPERIENCED → Explain Micros & direct to advanced Micros

User inputs demographic information

Show similar users

Join community?

YES → Show user how they can see community stats

NO → Show user where they can see their own stats

DEMOGRAPHIC INFORMATION

By gathering this data during the onboarding survey on Magnify, we can connect the user to a community of similar users. At the same time, it provides The Mentoring Partnership with a wealth of information about who is becoming an Everyday Mentor, from which they can draw other insights.

Your personal growth throughout this journey is important, too.

I want to improve these skills

Communication Trust-building
Affirmation Setting boundaries
Challenging behaviors Listening
Other +

When it comes to working with youth, I'm…

A beginner

next

Thanks for the info!

IDENTIFY CONFIDENCE

TRUST-BUILDING POSITIVE DEVELOPMENT

Gain Skills with Customized Micros

We're going to unlock the **IDENTIFY** Micro for you on the main menu, which is the perfect place for beginners to gain vital skills for interacting with youth

NEXT

A user identifies the areas where they would like to gain skills.

By indicating their experience level on the slider, the user will be placed into the appropriate first module for them.

Onboards with quick and simple screens

Allows users to set personal goals

Personalizes lesson content based on skill level

PERSONAL GOALS

Training on Magnify allows each user to grow development skills and set personal goals. Users can choose what character development goals they would like to develop while improving their mentoring skills through Magnify.

SKILL LEVEL

Each experience level of an Everyday Mentor requires different training material. A simple slider allows a user to identify as either a beginner or experienced mentor. This identifier helps determine the appropriate starting point for the user based on their level of experience.

6

CONCEPTS CREATED

2

FINAL PROTOTYPES

10

PARTICIPANTS

USER TESTING

After testing our onboarding prototype with a variety of users, we solidified the two main personas our product is targeting. Sarah is the beginner, someone who is just starting out in their daily interactions with youth such as a new teacher or coach. Shaun is the experienced mentor, someone who has been interacting with youth daily for a while and most likely organizes or oversees other mentors. Each user we talked to appreciated a simple, yet powerful introduction to help them understand what they will get out of using Magnify.

"Identify. I get it. It's what I need to get started. The key points."
LeapCMU T.A. (Male 18-30)

"It feels like it should say some very basic rules for when you are mentoring. Remember you are helping others. Every single small interaction can be magnified greatly."
University Professor (Male 51+)

Sarah's Story Continued

Sarah downloads the app Magnify after learning about it from her friend.

She inputs some basic information about herself, like that she's a new coach in the Pittsburgh area who wants to improve her interactions with her players.

With her personal goals set, Sarah can focus on applying the new skills she learns to the aspects of her relationships that are most important to her.
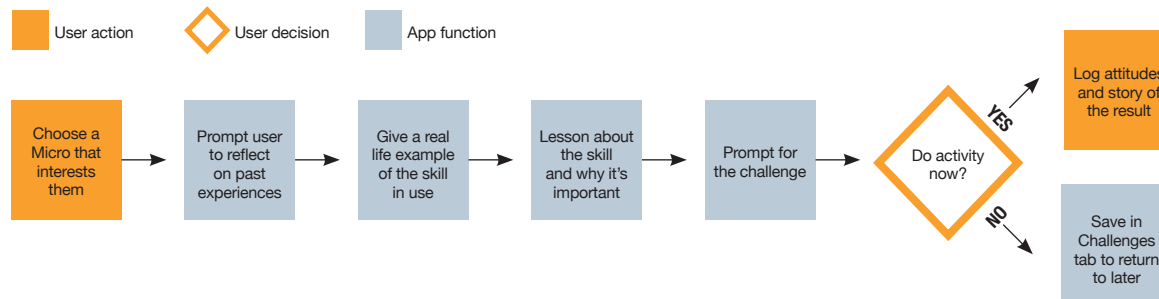
Learn by Doing

Magnify is centered around helping users develop new mentoring skills and motivating them to practice these skills in their everyday lives. Micro lessons within Magnify are crafted from the Mentoring Partnership's existing Everyday Mentor training material. Each lesson focuses in on a single skill of Everyday Mentoring and is delivered in four interactive steps. At its core, each lesson motivates users to reflect on their own experiences, view stories from others, complete a challenge, and log the results of their actions.

Prompting users to think about their past experiences helps set the stage for applying lessons in the future.
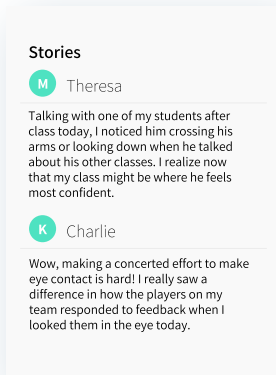
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Reflect

Staying attuned to the youth in our lives means listening with our eyes as well as our ears. Can you remember an interaction you've had where someone's nonverbal behaviors were more of a window into how they felt than the words they were saying?

NEXT >

LEARN BY DOING USER FLOW

■ User action   ◇ User decision   ■ App function

Choose a Micro that interests them	→	Prompt user to reflect on past experiences	→	Give a real life example of the skill in use	→	Lesson about the skill and why it's important	→	Prompt for the challenge	→	Do activity now?

YES → Log attitudes and story of the result

NO → Save in Challenges tab to return to later

REFLECTION

In Magnify, simple prompts help the user to reflect on a past experience related to the Micro. This step sets the user's mindset to think about where the lesson can be applied in their own life.

Stories

M Theresa

Talking with one of my students after class today, I noticed him crossing his arms or looking down when he talked about his other classes. I realize now that my class might be where he feels most confident.

K Charlie

Wow, making a concerted effort to make eye contact is hard! I really saw a difference in how the players on my team responded to feedback when I looked them in the eye today.

A Challenge: Focus Pocus

In a conversation you have today focus on your body language and tone of voice, and notice the other person's reactions.

Did you have a better conversation with someone by listening with your eyes?

I DID IT

I'LL DO IT LATER

The progress bar lets users know how far along they are in the Micro, so they know how much time they need to commit.

If the user completes the Micro at a time when they are not around youth, they have the option to come back and finish the challenge later.

KEY FEATURES OF LEARN BY DOING

Teaches basic skills proven to be effective practice for mentoring

Helps people connect new skills to past experiences through self-reflection

Creates actionable next steps for people to start practicing their skills every day

LEARN FROM OTHERS

Within each Micro, Magnify provides real-world examples of how the lessons were put into action by members of a user's community. Reading these scenarios from others helps ground the user and strengthens their ability to apply the lesson in their own life.

REAL-WORLD APPLICATION

Each Micro in Magnify concludes with an actionable challenge that nudges users to apply the skills they've learned to their everyday lives. These challenges help motivate users to take the step towards becoming Everyday Mentors through simple actions.

7
CONCEPTS CREATED

4
FINAL PROTOTYPES

32
PARTICIPANTS

USER TESTING

Testing the flow of the Micro lessons and the relevance of the content was imperative for creating an effective mobile Everyday Mentor training solution. Based on user feedback, we iterated on this flow and content multiple times in order to craft a comprehensive experience for our users.

From user testing with a range of participants that had varying levels of experience working with youth, we were able to better understand which lessons, activities, and challenges resonated with each user. We discovered that the act of reflection is an important step in getting users to see how new skills can be applied within their own lives and that users were more willing to complete challenges if they could return to them later at their own pace.

"I think it'd be useful. I haven't had any formal mentoring training and this would be far easier than going some place to get formal training — to just be able to do it from my phone, whenever I had time."

LeapCMU T.A. (Male 18-30)

Sarah's Story Continued

When Sarah finishes a Micro in Magnify on how to be a better listener, she is challenged to observe the body language of her players during their next practice.

At practice she sees one player sitting on the sidelines. She puts these skills she's recently practiced in Magnify to work and is able to connect with the girl in a way she never has before.

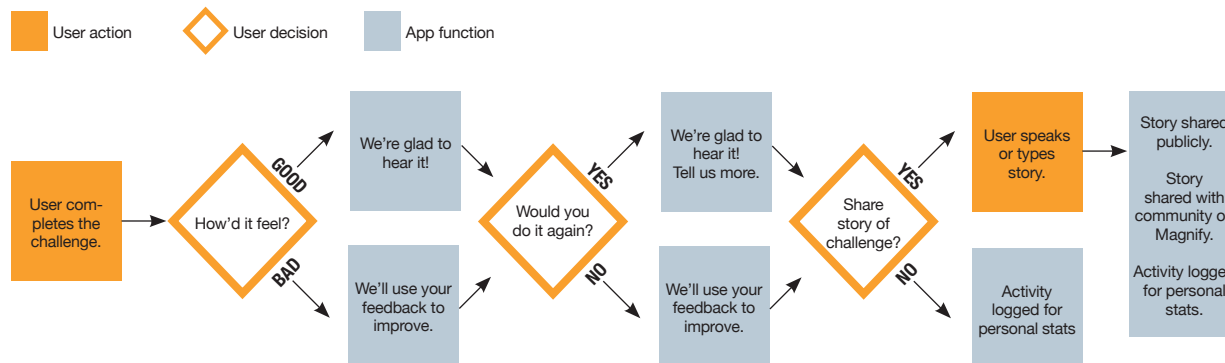She feels confident that her new listening skills will help her be a better coach and role model.

See Results

Magnify is able to track mentoring interactions and provide a data-driven view of the impact of mentoring. A personalized stats page in Magnify shows users their personal growth and mastery of the Everyday Mentoring content. Additionally, a public website connected to Magnify posts aggregated statistics to help raise awareness and track the overall impact of mentoring nationwide.

How'd it feel?

You just finished a challenge. How did it make you feel?

Giving users two simple choices lowers the barrier to entering their information.

SEE RESULTS USER FLOW

User action   User decision   App function

User completes the challenge.

How'd it feel?

GOOD → We're glad to hear it!

BAD → We'll use your feedback to improve.

Would you do it again?

YES → We're glad to hear it! Tell us more.

NO → We'll use your feedback to improve.

Share story of challenge?

YES → User speaks or types story.

NO → Activity logged for personal stats

Story shared publicly.

Story shared with community on Magnify.

Activity logged for personal stats.

PERSONAL PROGRESS

Simple questions at the end of every Micro help track the user's confidence with the material. Data visualizations of the user's progress and mastery helps motivate the user to keep progressing through the app.
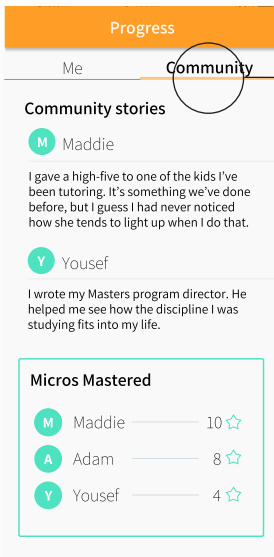
KEY FEATURES OF SEE RESULTS

Quickly records user feedback to track personal stats and stories.

Motivates trainees by sharing experiences of similar users.

Gathers and displays public data about the state of Everyday Mentoring.
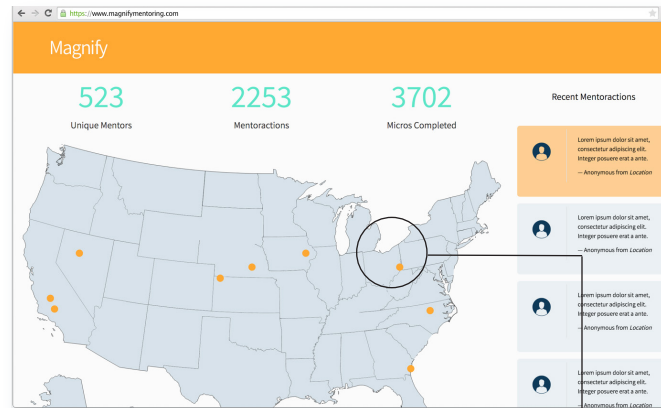
COMMUNITY MOTIVATION

Based on the demographic information provided by the user, Magnify invites users to join communities of other Everyday Mentors facing similar challenges. Members of these communities can offer support to one another, share stories, and engage in friendly competition.

THE DATA BEHIND MENTORING

A public website pulls data from Magnify to visualize mentoring interactions nationwide. The Mentoring Partnership can use this tool to track high engagement areas. Magnify users can see their impact and the actions of those around them.

5

CONCEPTS CREATED

4

FINAL PROTOTYPES

32

PARTICIPANTS

USER TESTING

From our early research, we discovered that mentors need to know the impact they are having in order to grow as mentors. We used this insight to guide the design of our personal and community progress pages. We conducted multiple rounds of testing where we asked each user what they need to see in order to feel like they are making progress and having an impact. Many wanted to see the journey they have made and a composite of all the different aspects of their mentor training. For community statistics, we added a leaderboard to show overall progress and shared stories to help Everyday Mentors learn from other's experiences.

"I like doing things for my own sake. This would help me keep track of my own progress through the app."

LeapCMU T.A. (Male 18-30)
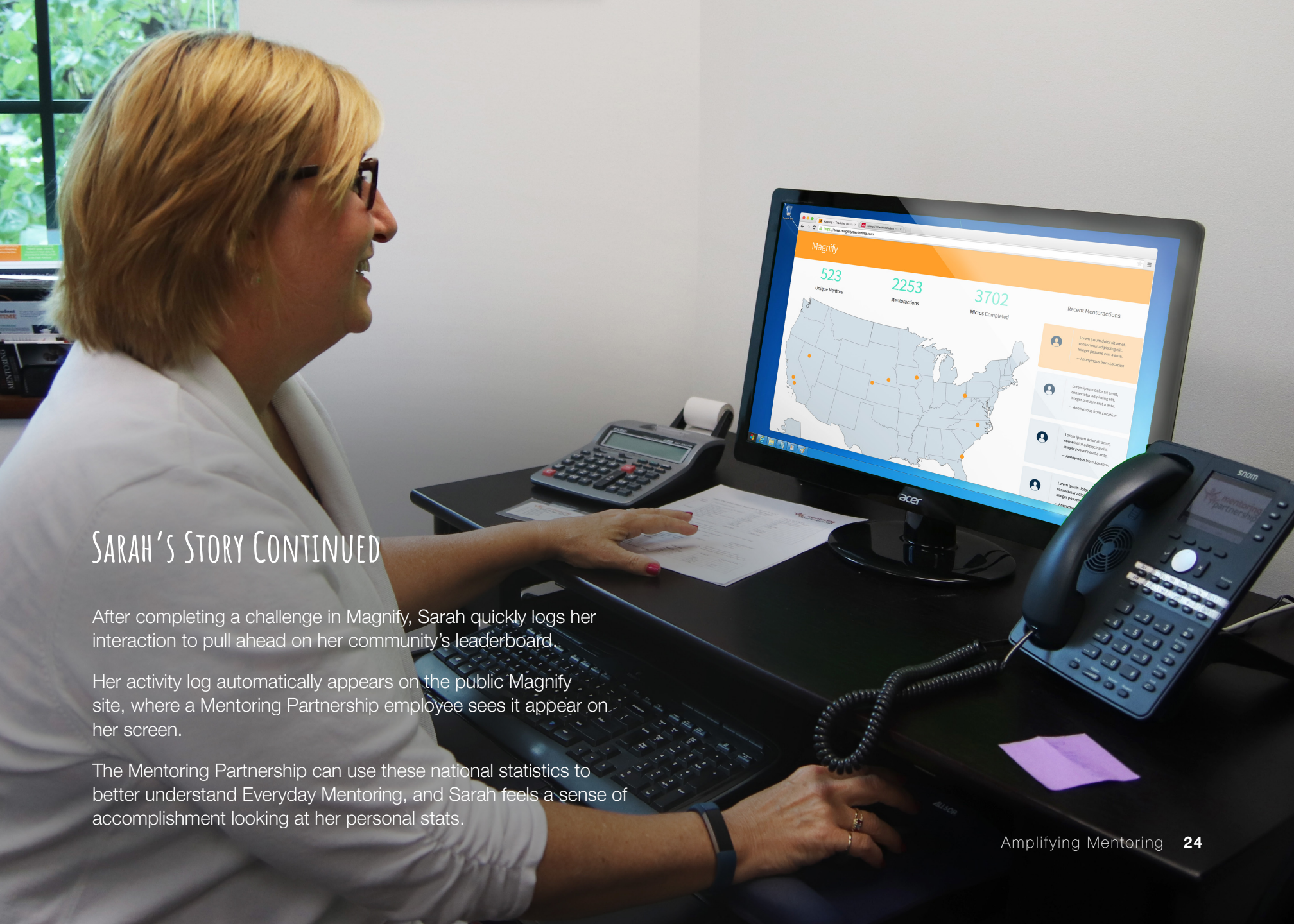
Sarah's Story Continued

After completing a challenge in Magnify, Sarah quickly logs her interaction to pull ahead on her community's leaderboard.

Her activity log automatically appears on the public Magnify site, where a Mentoring Partnership employee sees it appear on her screen.

The Mentoring Partnership can use these national statistics to better understand Everyday Mentoring, and Sarah feels a sense of accomplishment looking at her personal stats.

Magnify will make Everyday Mentor training accessible to more people than ever before. We envision a future where every youth has a seamless support network of trained Everyday Mentors.

Benefits of EM2025

Our team believes Magnify and the end-to-end EM2025 journey can positively shape the mentoring landscape nationwide. By maintaining high-quality mentoring while increasing the quantity of Everyday Mentors, we envision a future that benefits the youth, adults, and mentoring programs.

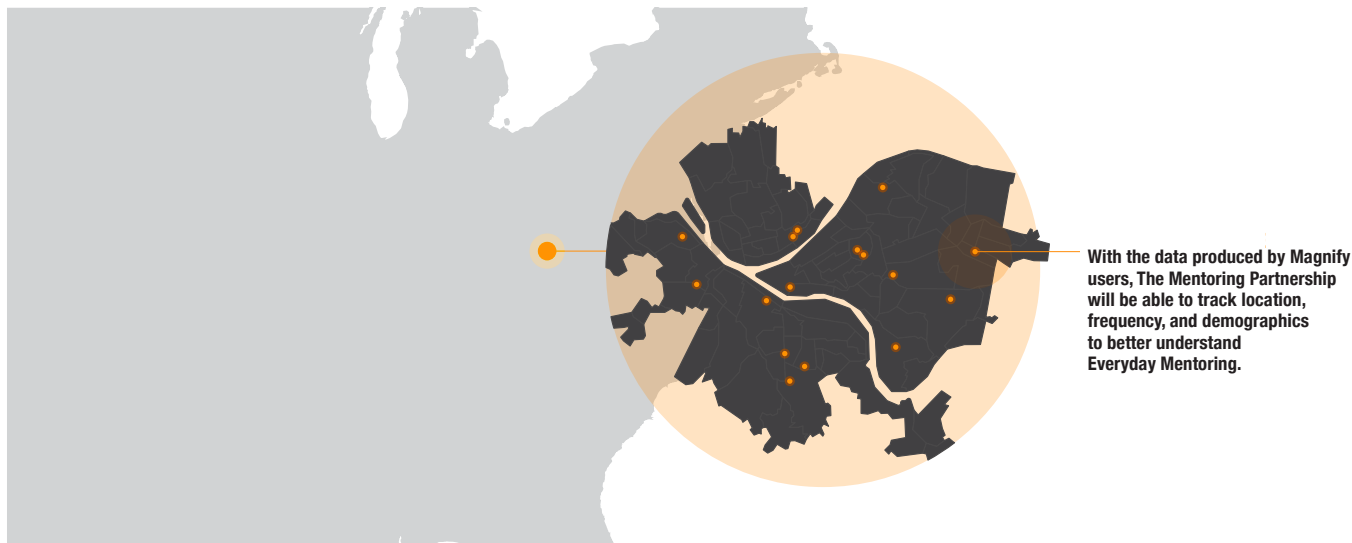## SEAMLESS SUPPORT SYSTEM FOR YOUTH

Youths are the true beneficiaries of Magnify. As more adults within a community become involved with Magnify, the youths of that community gain a seamless support system of mentor-minded adults. This allows all youth in a community, not only those in formal mentoring relationships, to experience the benefits that caring adults have to offer.

CONNECTED COMMUNITY OF CONFIDENT EVERYDAY MENTORS

Through completing challenges, sharing stories, and reading examples of mentoring from others, users of Magnify can be confident that they will make a positive impact through small, everyday interactions. By connecting Everyday Mentors together, Magnify creates a community that allows users to learn from the expertise of others, and to contribute their own stories as guidance for the less-experienced.

COMMUNICATING EVERYDAY MENTORING WITH DATA

EM2025 has the potential to propel Everyday Mentoring to national recognition. This solution acts as the glue that brings together disjointed Everyday Mentoring efforts around the country. With this new wealth of data, The Mentoring Partnership can better understand the mentoring landscape, supervise the quality of Everyday Mentoring, and provide appropriate resources for mentoring programs. Additionally, an increase of identified mentors could help expand the reach of formal mentoring programs.

With the data produced by Magnify users, The Mentoring Partnership will be able to track location, frequency, and demographics to better understand Everyday Mentoring.

Acknowledgments

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ABOUT THE MENTORING PARTNERSHIP

The Mentoring Partnership of Southwestern Pennsylvania helps youth by delivering resources to mentoring programs. They promote the importance of quality mentoring, present best practices and research, and deliver training. They also provide technical assistance and professional development for the staff and volunteers of local programs.

ABOUT MHCI

The Masters of Human-Computer Interaction (MHCI) program at Carnegie Mellon University is the first program in the world dedicated to preparing professionals for careers related to human-computer interaction, user experience design, and user-centered research. The MHCI program integrates service and design thinking into a rigorous curriculum that prepares students to guide the future of human and technology interactions.

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HCI! Human-Computer Interaction Institute | MHCI Program

Additional Materials

This report is the result of eight months of research, human-centered design, user testing, and preparation for future implementation. Supporting materials (listed below) that went into this process can be found on the attached USB. A record of our process is posted under the #sprintmhci hashtag on Twitter.

ON THE ATTACHED USB

PDF of HCI Process Presentation

Project Plan

Hunt Statement

Secondary Research Report

Primary Research Report

Speed Dating Storyboards

Considerations for Future Solutions

PDF of Spring Presentation: Growing It Right

PDF of Spring Report: Unpacking Mentoring

Additional ideas

Prototypes

Recordings of User Study Sessions

Flow charts

Design Specifications

Product Roadmap

EM2025 Website

Summer Presentation

Amplifying Mentoring video

PDF of Summer Presentation: Amplifying Mentoring

PDF of Summer Report: Amplifying Mentoring

Record of Client Communication