

Human-Centred Research and Design in Crisis: Part 2

CS-E4002, Summer 2020

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Aalto University
School of Science

hcrdcrisis2020.wordpress.com

Course Outcomes

Understanding of how **human-centred research, design** and technological innovations can productively engage the complex challenges emerging in **crisis contexts**, including natural and man-made disasters, socio-political crises, and the COVID-19 pandemic.

Critical skills to recognize the limitations and **ethical implications** of conducting **research, participatory design**, and deployment of **technologies** including **security, privacy** and any unintended consequences of such work, while applying rigorous **human-centred design principles** and practices to have a meaningful impact in such crisis situations.

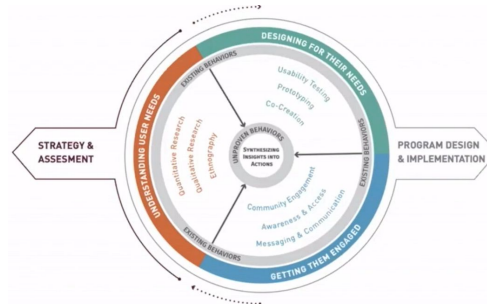


Part 1. Lectures

- Understanding Crisis and Role of Human-Centred Design

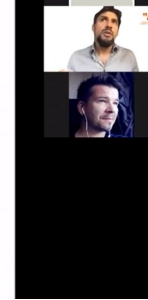
- Role of ICT, Interaction Design & Data Science in Crisis Response

- Challenges of Security and Privacy in Crisis Contexts



HUMAN CENTERED DESIGN

HCD integrates a broad set of practices around a common understanding of user needs that can improve strategic decision-making as well as increase the effectiveness of individual programs.



Common approaches



BUILDING TRUST



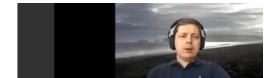
Crisis Communications



Technology and privacy



- ▶ Privacy guarantee: even if you see a user's report knowing it came from her, you can only guess what she answered



Part 1. Lectures

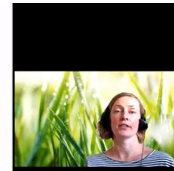
- Conducting User Experience Research for Healthcare Contexts
- Multi-modal Interaction, Design Thinking and Ecologies of Crisis
- Crisis Informatics, Social Media and Ethics of Co-Creation

Torpie, K. (2014).
Customer service vs. patient care.

Patient Experience Journal, 1(2), 6-8.

...profitability (meaning, on the business side, quality of patient care, on profit) makes perfect sense. That is the goal of any capital venture. But, healthcare is not like other businesses and patients are unlike other kinds of customers.

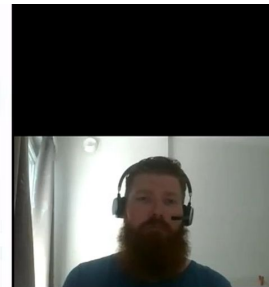
'Customers' are generally well people who enjoy elevated status by virtue of their potential to purchase goods or services. Patients, on the other hand, are (by current



HUS*

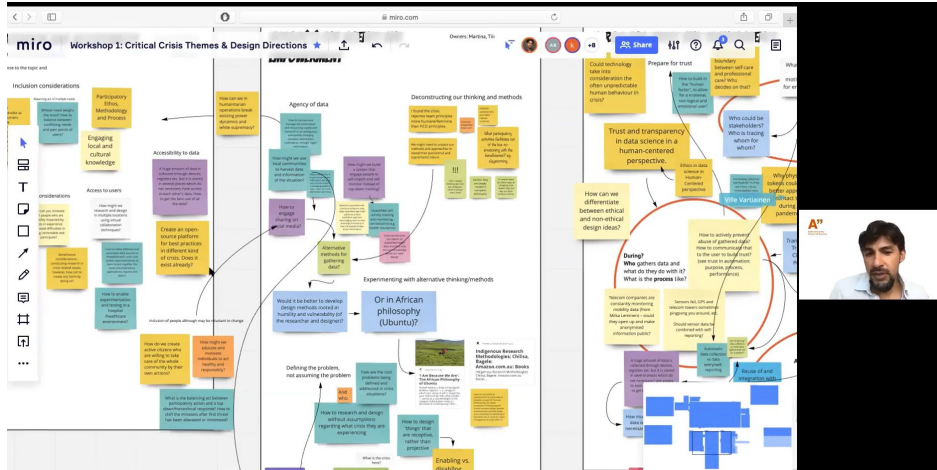
DATA

- >100 Data bases, each very different with their data structure.
- 20-20 000 Tables per data base.

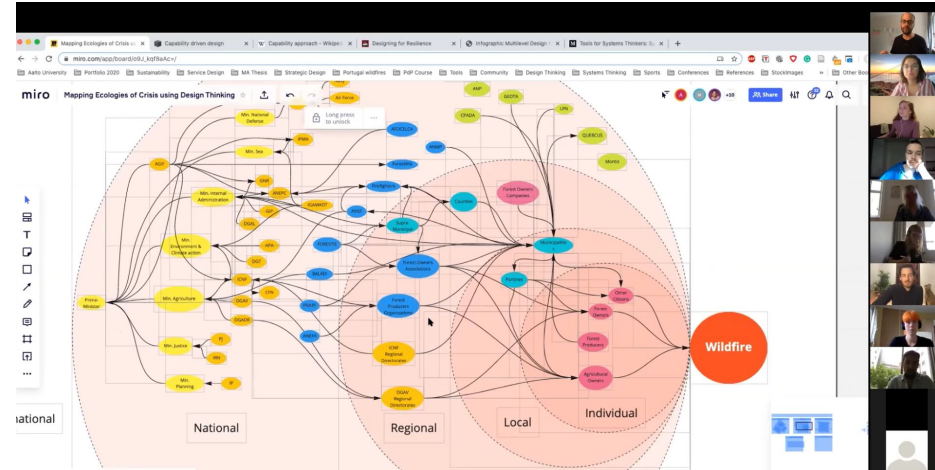


Part 1. Participatory Workshops

Rethinking Critical Crisis Themes and Design Directions



Mapping Ecologies of Crisis using Design Thinking



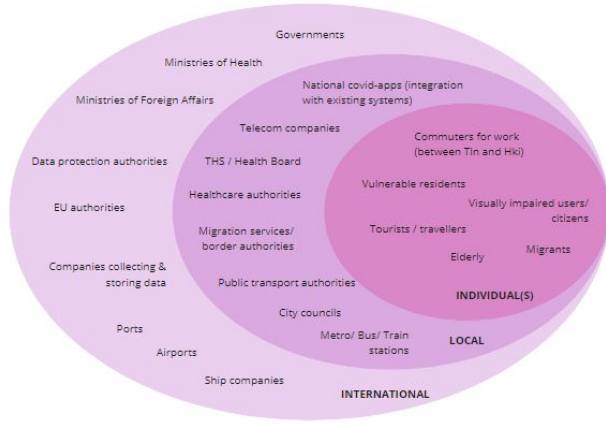
Part 1. Participants Design Directions

- Reforming HCD for Contact Tracing Technologies, by Divya and Kiko
- Purposeful Innovation Fitness as a Vehicle to Unlock Opportunities in Crises, by Pauliina, Tiina and Floris
- Designing Human-Centric Solutions (private), by Maimuna
- Voice for Urban Mobility Platform Elaboration, by Triin
- Discovering, unlearning and relearning the thinking and doing, by Martina
- A multidimensional approach towards disaster and crisis management by using social media and artificial intelligence COVID-19: A Case study Proposal (private), by Ahmed
- Human-Centred Research and Design in Crisis (private), by Özge
- Ethically responsible information design for communicating of zoonoses (private), by Suvi
- Without diverse representation, there is no empathy for diverse experiences, by Henriette
- Social media impact on crisis management, by Maryam

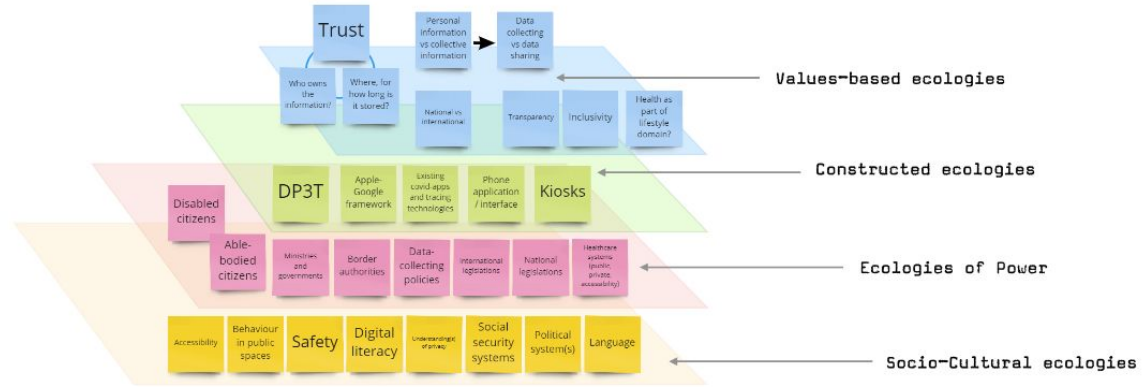


Part 1. Participants Design Directions

STAKEHOLDERS MAP



MAP OF ECOLOGIES



Summary of Project Concept Presentations

« Previous / Next »

magdamihalache / July 22, 2020 / Final Assignment, Projects, Summary Reflections / Edit

Participants in the *Human-Centred Research and Design in Crisis* course are taking a two-week break from July 15-30. This provides an opportunity to reflect on the concepts learned throughout the course, as well as prepare for Part 2 which will be more project-oriented.

In wrapping up part 1, students posted their final project concepts, unveiling the design directions and putting together the assignments they have been working on over the previous 6 weeks.

The final design directions are meant to build on the 3 previous assignments and to address the crisis

Part 2. Timeline



Part 2. Assessment

- 1) Reflective blog post on AI Ethics
- 2) Organizing a workshop and summarizing outcomes
- 3) Final project presentation and brief write-up

Part 2. Organizing Workshops

- Choose a topic related to your project but also have a broader appeal to offer pedagogical lessons or design directions for others too
- At least 2 people pair up to develop and organize a workshop
- Add suggested readings and learning/design outcomes expected
- You can invite a guest to present or share an aspect of your work as part of the session or show video or materials to inspire your thinking and brainstorming.

Harvard Business Review

Emerging from the Crisis
The pandemic has fundamentally changed the way we work. How do we see that a course for their organizations and build their teams through these times?

PwC's Indigenous Consulting

PwC's indigenous consulting practice provides critical advice to government, corporations and community directors on indigenous matters.



www.changingourfuture.com

WHITE SUPREMACY CULTURE: Characteristics

From Dismantling Racism: A Workbook for Social Change Groups, by Kenneth Jones and Tema Okun, ChangeWork, 2001...



Designers, we need to talk about Desirable, Viable, Feasible
Ideas seem obvious in time of the founding fathers of design, the screen it, and it's had a huge influence on my career...



CONVERSATIONS WITH PEOPLE WHO HATE ME — Dylan Marron



Designing for Resilience
Designing for resilience can ensure that critical systems continue to operate despite unexpected threats...



mother MANUAL

REFLECTION PART 1 OF THE COURSE

When adding ideas, think about the following:
What went well for you during the course?
What could be improved to help your learning path?



PLANNING PART 2 OF THE COURSE

When adding ideas, think about the following:
What topics would you like to lead/attend to?



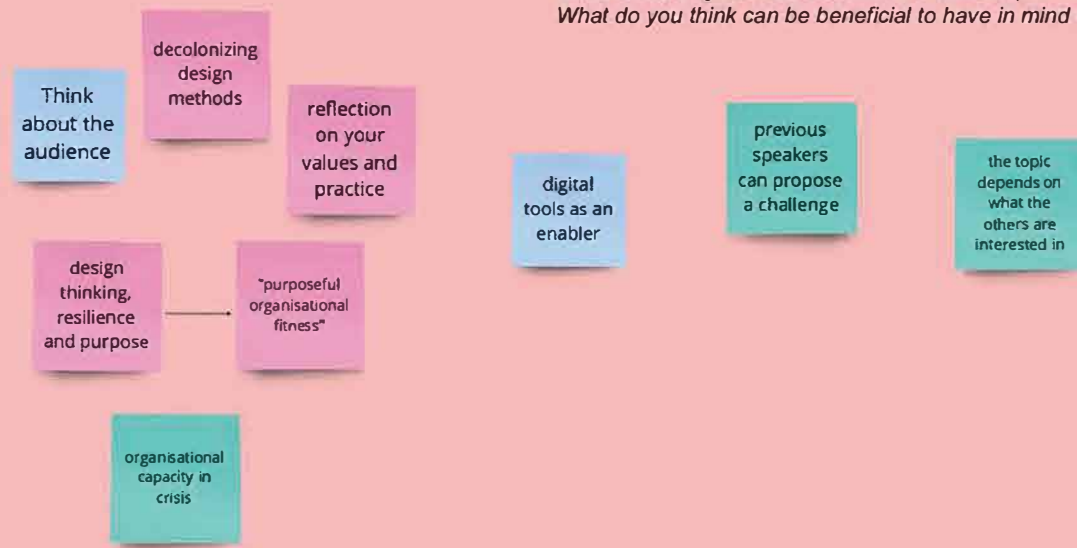
REFLECTION PROJECT CONCEPT

When adding ideas, think about the following:
What is your current progress in the project?
What challenges did you encounter in your project?
What are the next steps in your project you can think of?



WORKSHOP TOPICS AND PLANNING

When adding ideas, think about the following:
What ideas do you have in mind for a workshop?
What do you think can be beneficial to have in mind when planning a workshop?

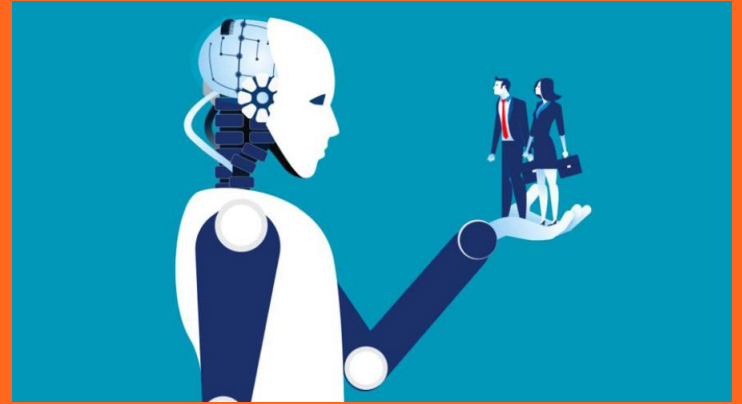


Next Monday: Ethics and Politics of AI in Society

Nitin Sawhney, Ph. D.

Professor of Practice, Aalto University

Monday, Aug 03, 10:15 – 11:45



*CS-E4002: Human-Centred Research and Design
in Crisis*

Aalto University