

# DESIGN THINKING

## on DIGITAL LEARNING

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DESIGN QUAKE

a design thinking consultancy

# SESSION GOALS

UNDERSTAND **DESIGN THINKING** AS  
A TOOL/PROCESS TO USE IN YOUR  
PLANNING

IDENTIFY NEEDS AND OBSTACLES IN  
IMPLEMENTATION OF  
**TRANSFORMATIONAL CHANGE** LIKE  
DIGITAL LEARNING ON CAMPUS

IDENTIFY ASSETS AND BARRIERS TO  
**GARNERING FACULTY SUPPORT**

**GET TO KNOW EACH OTHER** A BIT  
BETTER

HAVE FUN!



# AGENDA



# AGENDA

**SHARE STORIES OF IMPLEMENTING  
TRANSFORMATIONAL CHANGE ON CAMPUS**

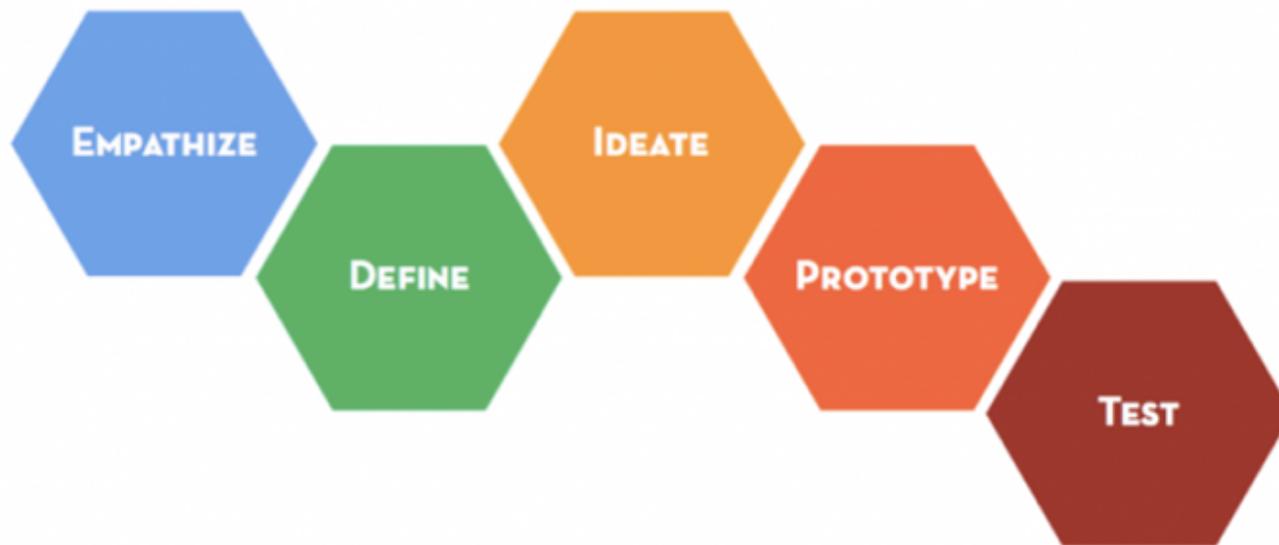
**<BREAK>**

**GROUP IDEATION:  
KEY STRATEGIES AND OBSTACLES**

**ROLE OF FACULTY IN SUCCESS:  
EMPATHY AND IDEATION**



# WHAT IS DESIGN THINKING?

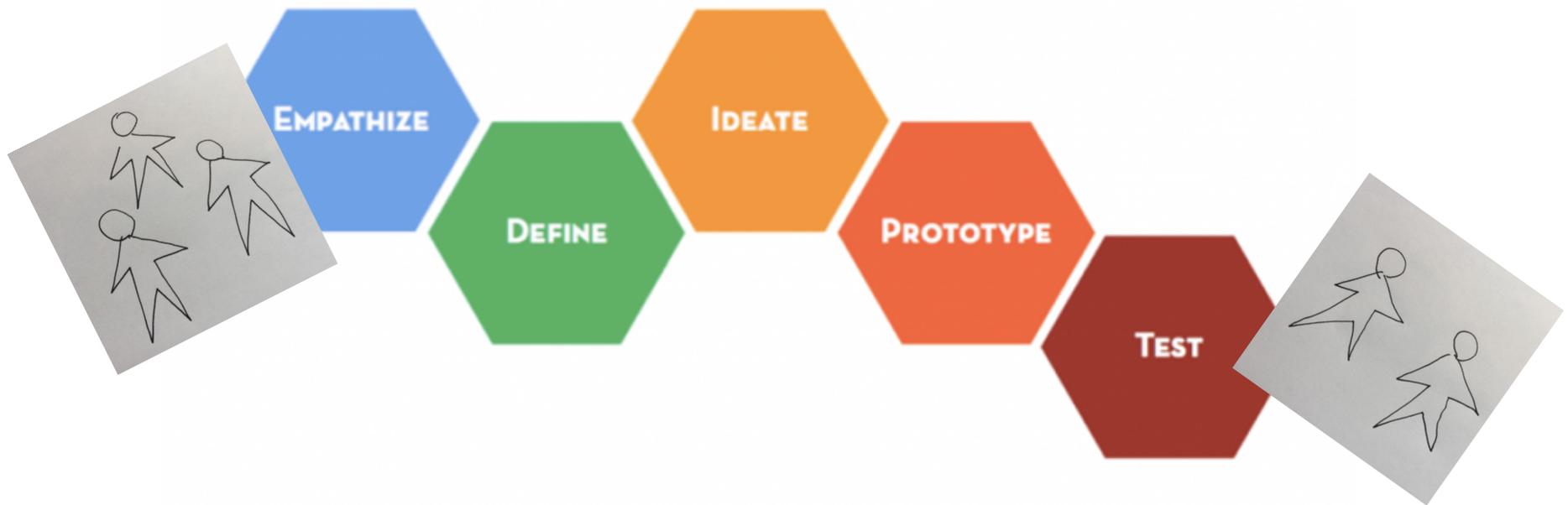


A CUSTOMER-CENTERED INNOVATION PROCESS

*attribution: Stanford d.school*



# WHAT IS DESIGN THINKING?



A **CUSTOMER-CENTERED** INNOVATION PROCESS

*attribution: Stanford d.school*



# AN EXAMPLE

↓  
**IDEO**  
PROUDLY PRESENTS

## A CAFETERIA DESIGNED FOR ME

How IDEO Helped the San Francisco  
Unified School District Redesign its Food System

attribution: [ideo.com](http://ideo.com)



# THE INSIGHT

IDEO

→ ELEMENTARY SCHOOL ←

## BRIDGETTE

AGE 10

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“I’m in the 5<sup>th</sup> grade. My favorite activity is soccer. Things that make me happy are my dog and cat. When I grow up I want to be an animal rights activist.”

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### LISTEN TO BRIDGETTE

At lunch, Bridgette likes to share food with her friends. It makes the cafeteria much more fun.



attribution: ideo.com



# THE SOLUTION



## COMMUNAL EATING

In elementary schools, students sit around round tables, learn to serve one another, and discover foods together. Staff serve in courses off of a cart. With food served in stages, students eat more of every course and they no longer have to wait in line.

# INTERVIEW EACH OTHER

Q: "Tell me about a time you successfully implemented transformational change on campus."



# INTERVIEW EACH OTHER - AGAIN

Q: "Tell me more about the process you used to implement change successfully."

Q: "What were the key drivers of success?"



# HEADLINE WHAT YOU HEARD



**BASED ON YOUR  
PARTNER'S STORY,  
WHAT ARE SOME OF THE  
KEY DRIVERS OF  
SUCCESS?**



# SHARE WITH YOUR GROUP



**TAKE TURNS SHARING  
YOUR POST-ITS**

**SUMMARIZE THEMES**

**DOCUMENT YOUR  
THEMES ON LARGER  
POST-ITS TO REPORT  
OUT**



# INTERVIEW A NEW PARTNER

Q: "Tell me what you think about this task of implementing a digital courseware project on your campus. What are your concerns/fears?"



# HEADLINE WHAT YOU HEARD



**BASED ON  
YOUR INTERVIEW, WHAT  
ARE SOME OF YOUR  
PARTNER'S CONCERNS?**



# SHARE WITH YOUR GROUP



**TAKE TURNS SHARING  
YOUR POST-ITS**

**SUMMARIZE THEMES**

**DOCUMENT YOUR  
THEMES ON LARGER  
POST-ITS TO REPORT  
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# DISCUSSION

WHAT DID WE **MISS**?

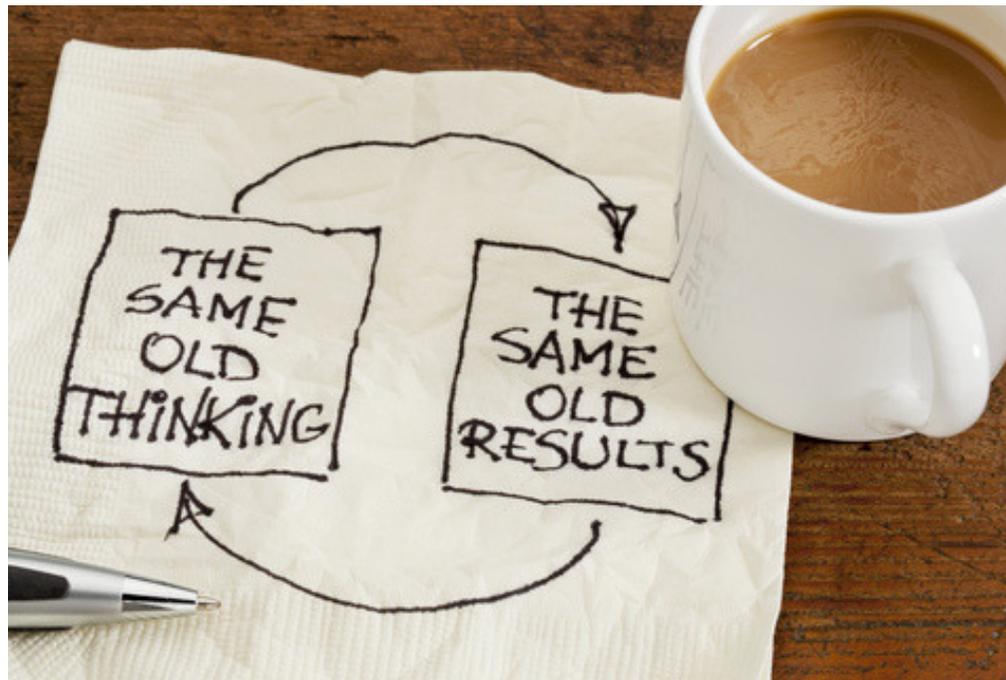
WHAT **RESONATES** WITH YOU AS YOU START TO  
THINK THROUGH THE IMPLEMENTATION OF  
**DIGITAL LEARNING**?

**WHAT'S RELEVANT**?





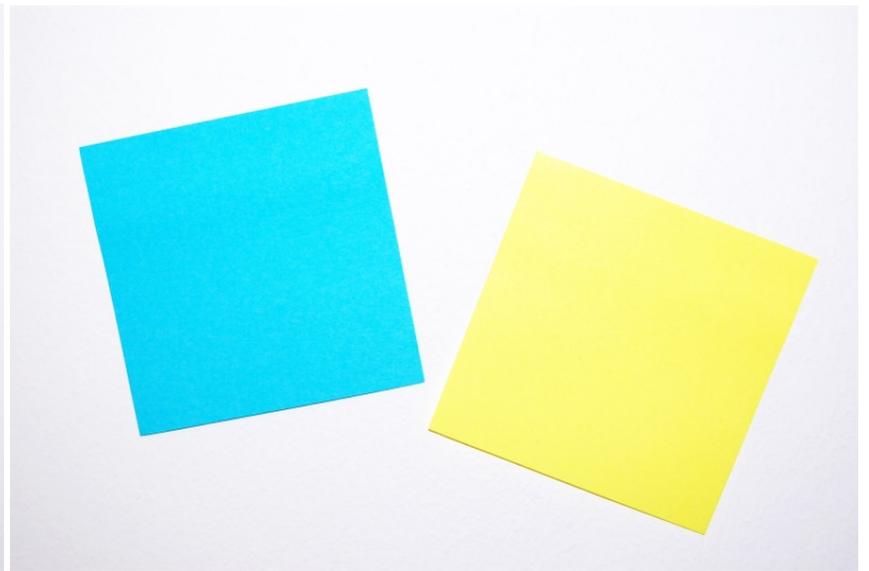
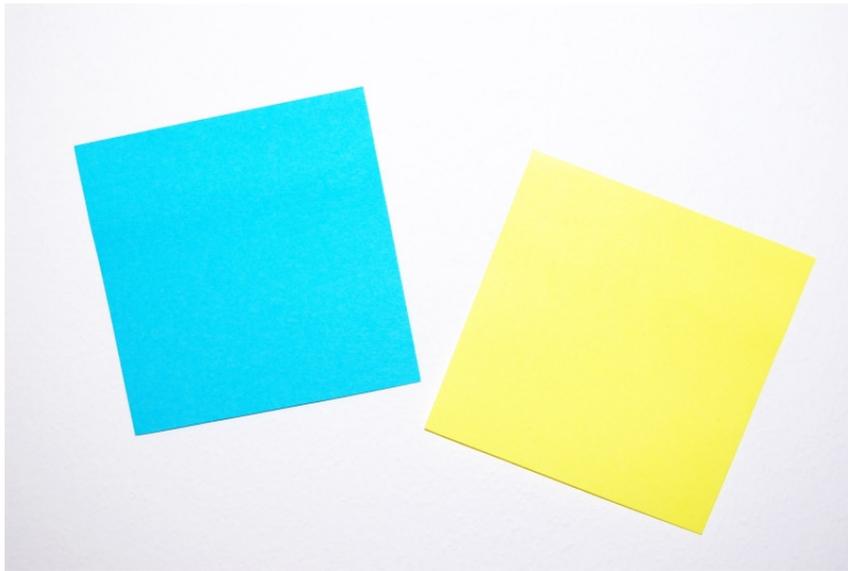
# BREAK



# VOTING

-  MOST IMPACTFUL
-  MOST LIKELY TO SUCCEED
-  MY FAVORITE

# SHARE GROUP'S TOP 3-5 FAVORITE IDEAS



# EMPATHY FOR FACULTY

As a group, discuss the following:

What is a typical day for a faculty member like?

What's going well for them?

What's challenging?



# FACULTY CHAMPION

As a group, discuss the following:

What are the key characteristics that this person should have?

What's essential?

What's nice to have?



# GROUP IDEATION



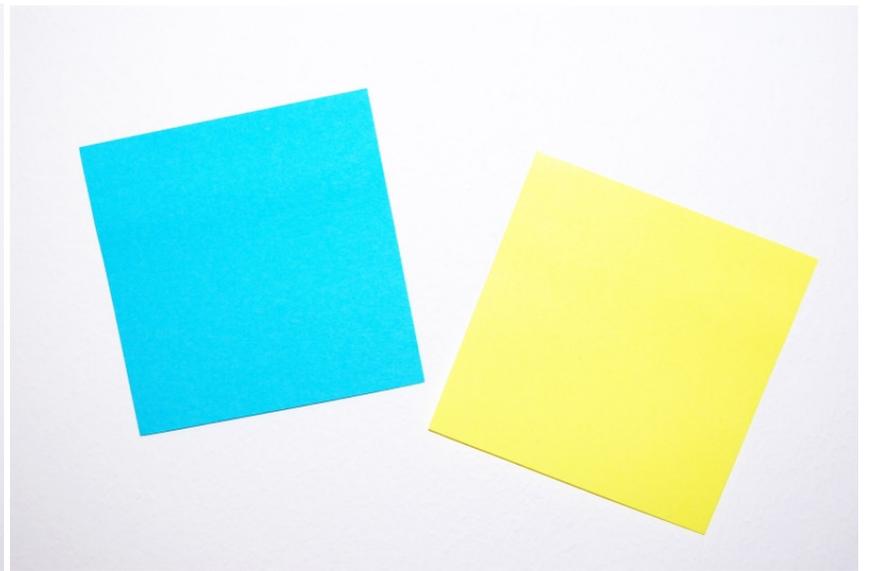
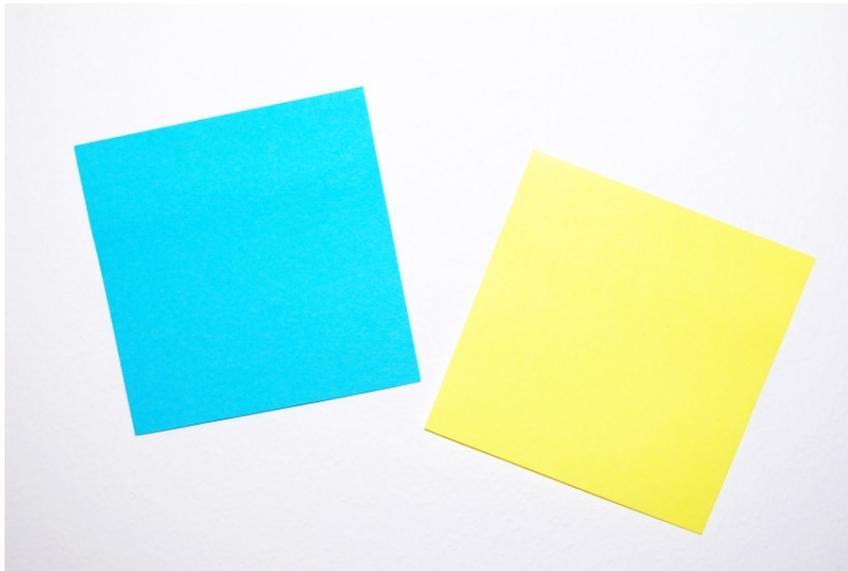
**HOW MIGHT YOU  
ENGAGE FACULTY AS A  
WHOLE TO EMBRACE  
THIS CONCEPT?**



# VOTING

-  MOST IMPACTFUL
-  MOST LIKELY TO SUCCEED
-  MY FAVORITE

# SHARE GROUP'S TOP 3-5 FAVORITE IDEAS



# ADDITIONAL TOOLS

**EMPATHY  
INTERVIEWS  
OF FACULTY**

**EMPATHY  
INTERVIEWS  
OF STUDENTS**

**IDEATION  
WITH  
DIVERSE  
VIEWPOINTS**

**INCLUDE  
FACULTY IN  
IDEATION  
AND  
PROCESS**

# QUESTIONS

