1. Mind-Mapping

My explorations started in a quite trivial way. First I was trying to understand what is really my motivation behind this, why do I want to do this, what do I want to achieve etc. I used mind maps to do so (repeated quite few times throughout the 1st cycle)

2. Field Exploration

I continued this cycle by exploring the field through indirect ways: publications, blogs, forums, articles on dying/death/living. I already knew people that were going through dying and have been reading their blogs for years. This step helped me understand a little bit more about them and the way the people surrounding them behave.

3. Interviews & Context Mapping

I realized I had to make more radical and direct steps in order to get a direction. Till that moment I had a quite complex situation in my mind, wanting to deal with all the steps from the moment someone learns he/she is going to die till the "after-effect" people go through when he/she is gone. I conducted 5 semi-structured interviews with people that had experienced that process in total. The interesting parts I got back were so many, I had to categorize and re-arrange my notes several times in order to draw some conclusions (context-mapping). I found common spots and many differences compared to my experience.

With these steps I had a clear direction in my mind (the together|apart) but still couldn't make it concrete or down to paper.
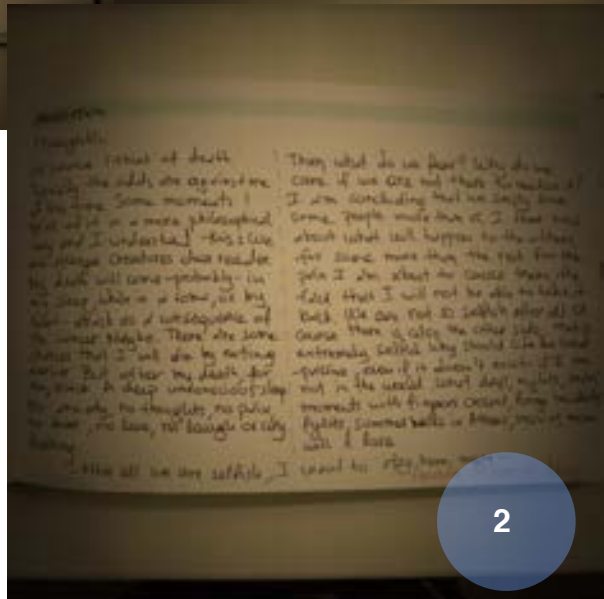
Mind-Mapping

Field exploration

Interviews + Context mapping
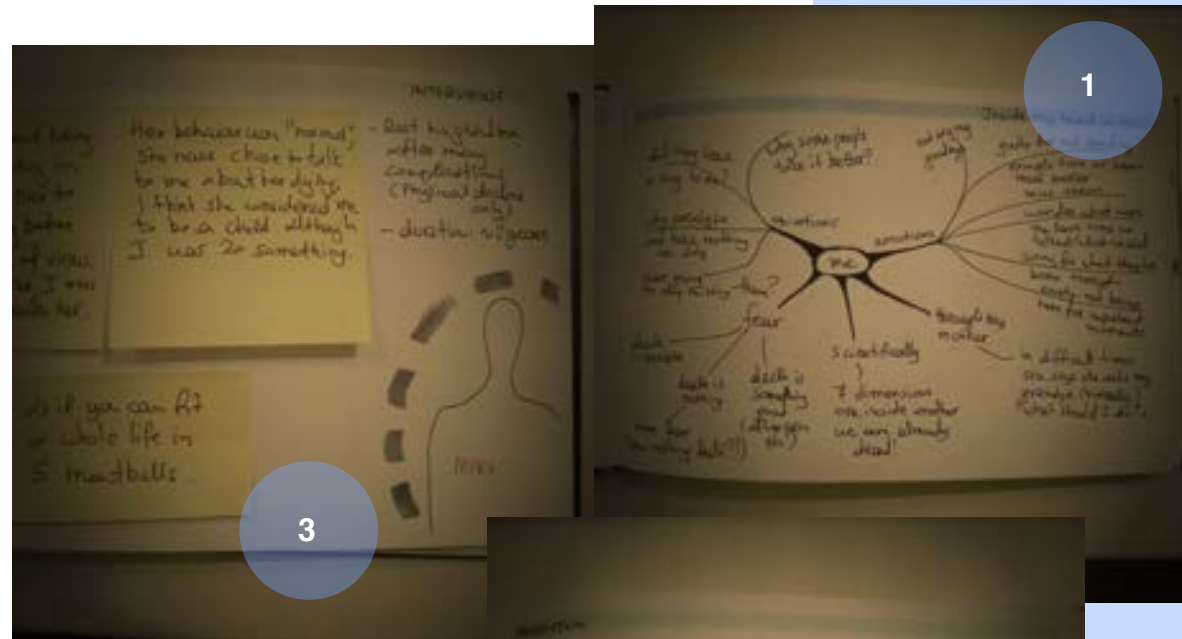
EXPLORING INTERACTIONS

Process Report

Cycle 1

1. Role Playing

When the 2nd cycle started I asked from group members in the studio to role-play some of the current interactions (as I understood the context from my interviews). There were some helpful insights but there were too concentrated on the moment of interaction with a very declined person (including grand-child, dying grand-parent and the mediator grand-mother to connect those two). Which was interesting but not what I wanted to do.

2. Psycho-geographical map (role play)

Another role play I tried was to make people participate in my first concept which was to create conversation about mapping locations the grand-child has been to with colors (according to bad/good experience). This was a disaster! I found out that the concept was too ''free'' to create anything. Participants struggled to find topics to discuss. Which made me develop my concept a step further.

3. Quest/Questionnaire online

Based on the results of the previous step I decided to guide the grandchildren more in order to complete quests that would result in having something meaningful to share to their grandparents. I created few quests, instructions and an online questionnaire. I asked from 2 people to complete the quests (one per day) and try to communicate the results to their grandparents. They took pictures for 6 days, and from the results of the questionnaire I understood they liked the process. They didn't like that I asked them to do so everyday (so that was something to remain free for them to decide), they indeed felt they could use more time with their grandparents realizing time flies by but they didn't want to communicate the results to their grandparents! That made me realize there is a barrier there. I found some answers to that later on. Another thing to be considered was how would grandchildren get introduced to this product. If grandparents bought that for them it would make it a forced procedure. Same with parents. Another question that I explored in the 3rd cycle.
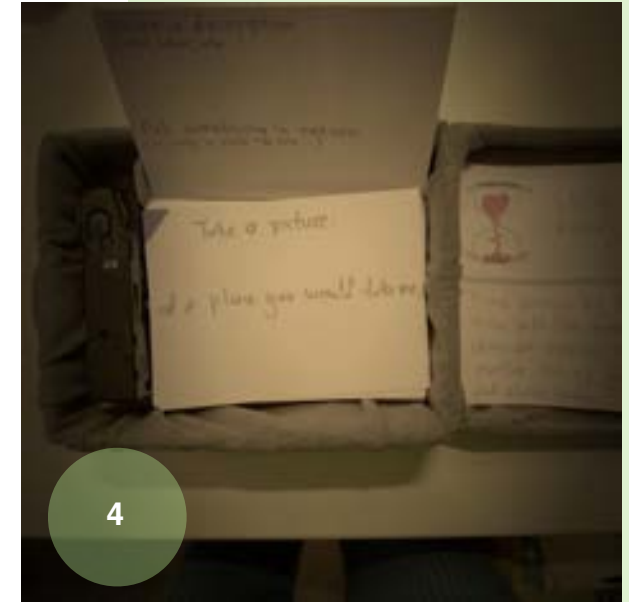

EXPLORING INTERACTIONS

Process Report
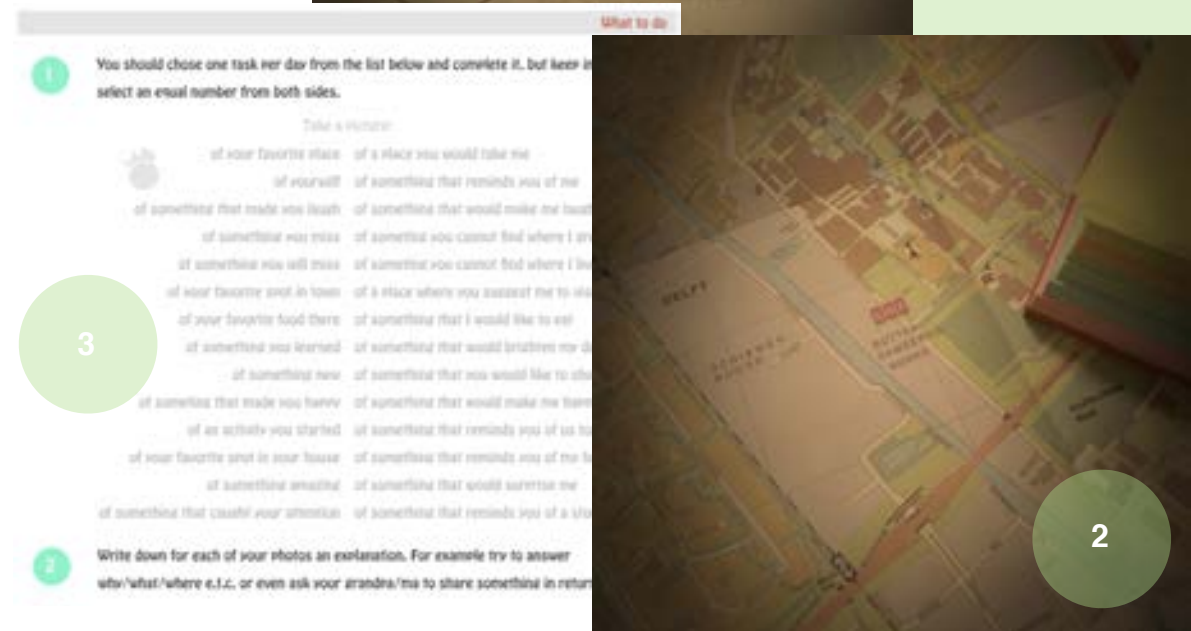
4. Quest-Box/Prototyping

Since the main insight was that the grandchildren didn't want to share that results with their grandparents I thought to push it a bit to find out why. I created a box that one participant tested throughout Christmas with a booklet of tasks. At that point I was a bit stuck because I couldn't understand what was going wrong. The answers came from two directions. The friend that got the box asked me whether he could use pictures he already had to be shared with his grandma and ask the stories of them instead of taking new ones! And the other one was that I had the chance to meat my own grandma as described in the next part of the report.

1. Discussion with my grandma

When my grandma asked me ''how are things in Delft going, university and all?'' I answered ''nice''. And I realized that I just summarized the past 6 months of my life in a ''nice'' because all the details were gone. You should be able to share what you lived the moment you live it or as soon as possible!

2. Co-Design Session

When I got back from christmas vacations I involved a new participant that knew nothing so far about my project. That has been a revelation in so many ways. All the pieces of my puzzle fell into place (creating new questions though!). The main insight from this exploration was that there is actually only one quest that all my previous quests were falling under! It's only about sharing moments in your new environment that are connected to your past! I invited my new participant to share same of her photos taken under that quest with her grandma and she came back with so many stories. With the quest she captured a bike because it reminded her of a certain day in her childhood, share that with her grandma (over skype) and told me that her grandma told her stories about the way things with bikes were when she was a child (she actually didn't know how to ride one). Then her grandma also wanted to share a photo of that time with my participant and did so using the parents to scan it and sent it. And I saw the real potential for the side of the grandparent (only that I couldn't explore it further).


3. Wizard of OZ with skype

Knowing that my quest has the intended interaction I took it one step further in the last week of this course. I wanted to test whether you could annotate the discussions according to the flow there is (because this is the actual goal of my project). First I conducted a skype meeting with my mom using a metronome that I manually controlled when our conversation was going well lowering the rhythm when it wasn't going well (in terms of flow). That was, as I expected, annoying. So I created a small animated .gif to be displayed on screen while you talk that was actually my logo's heart pulsing. It wasn't annoying but I'm not sure it helped as well. I don't have a definite conclusion on that direction. My final exploration was to ''press'' buttons according to whether what is being said is Boring| Interesting | Favorite (just quickly and dirty on paper) with my participant. I think it could work, but it needs more exploration.
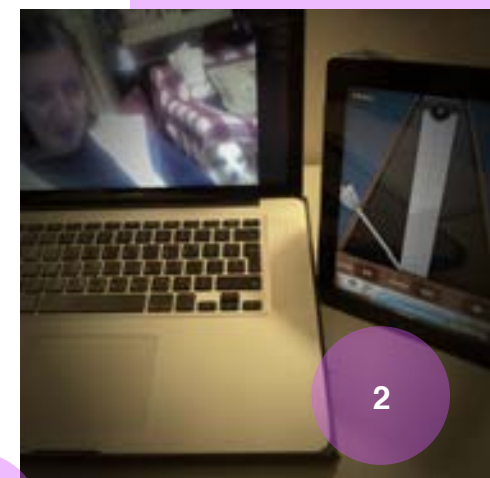
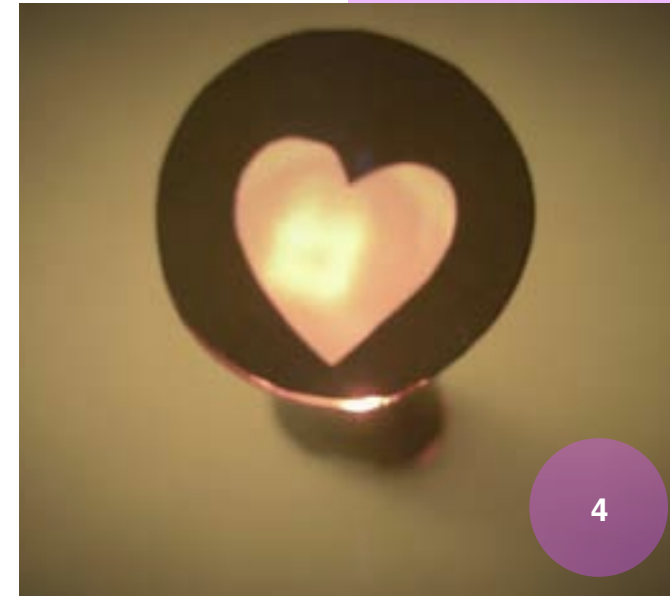## EXPLORING INTERACTIONS
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4. Ideation for camera

Another thing that came up from the co-design session is the question ''how is your grandparent going to be notified?'' and ''what if I don't have a camera?''. The scenario was that the participant had always to make a phone-call at her home first to notify her grandma to log in on skype first. Taking into account my interaction qualities and the precious feeling my proposal should have I realized the product should have its own camera, notifier and communication device. If it is dedicated to this purpose then it becomes intimate and valuable compared to an iphone that can take pictures and an ipad that can have skype for communication. Since not much time was left the ideation was purely based on metaphorical notions that I find relevant. Both the camera and notification device were designed in the shape of an hourglass to pass my message that time passes by. On top of that, this would allow the camera to take pictures like a pinhole camera which gives a feeling of old photos (I filmed my video using the same effect).
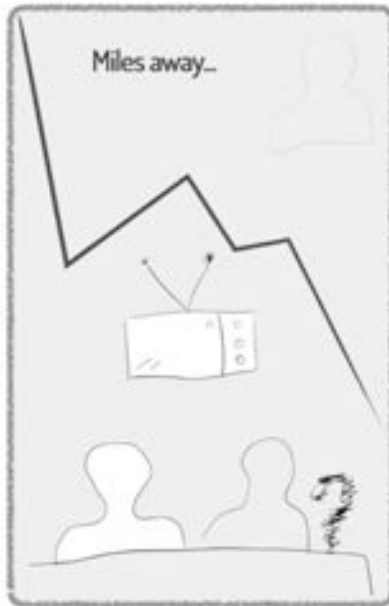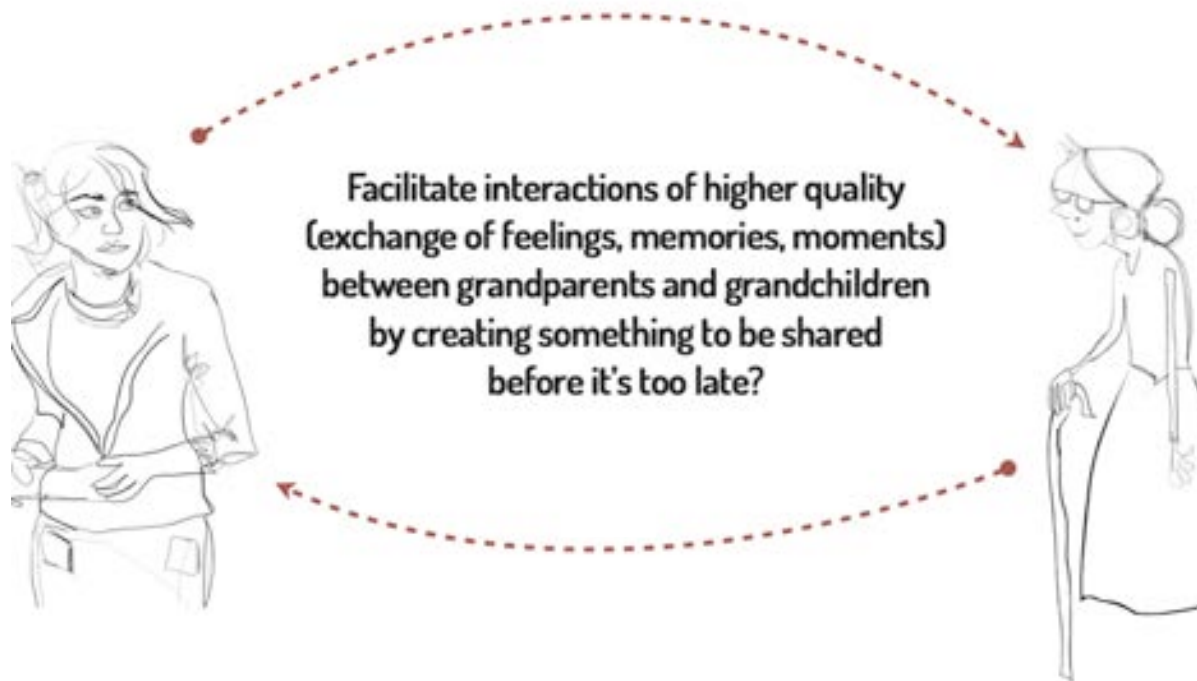
And these were my explorations! I enjoyed it all the way.

4

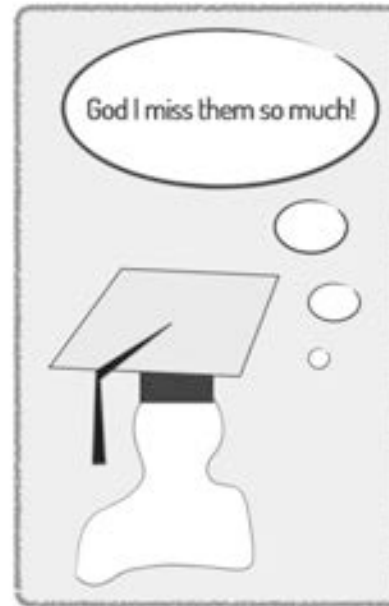EXPLORING INTERACTIONS

Process Report

Facilitate interactions of higher quality
(exchange of feelings, memories, moments)
between grandparents and grandchildren
by creating something to be shared
before it's too late?

Miles away...

It's too late to do anything

God I miss them so much!

Before

During

After

wisdom

energy

Trigger
stories
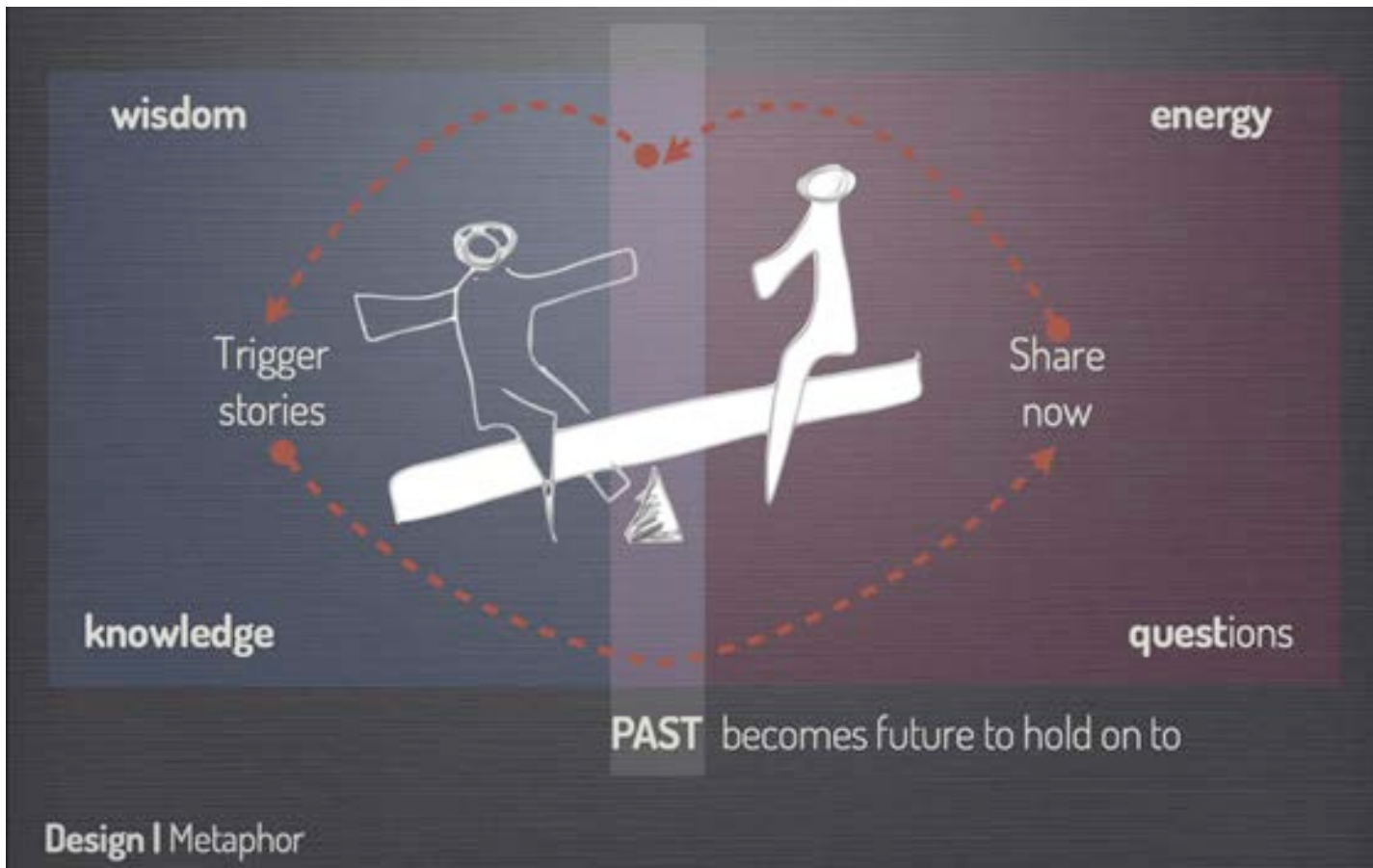
Share
now

knowledge

questions

PAST becomes future to hold on to

Design I Metaphor

Qualities

- The feeling of having a treasure box

- The satisfaction of developing a personal connection

- The pleasant surprise of discovering things from the past

- The feeling you did something good when you share

- The pride you feel when you put a lot of time in creating something that pays off

- The awakening effect of simple things that make you enjoy the moment (like the smell of coffee in the morning)

EXPLORING INTERACTIONS

Process Report

TOGETHER I APART

A collaborative journal for grandchildren-grandparents

Forever is composed of nows...

EXPLORING INTERACTIONS

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