

# Assignment #1: Needfinding - Designing for Stress Behaviors

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# Team Members



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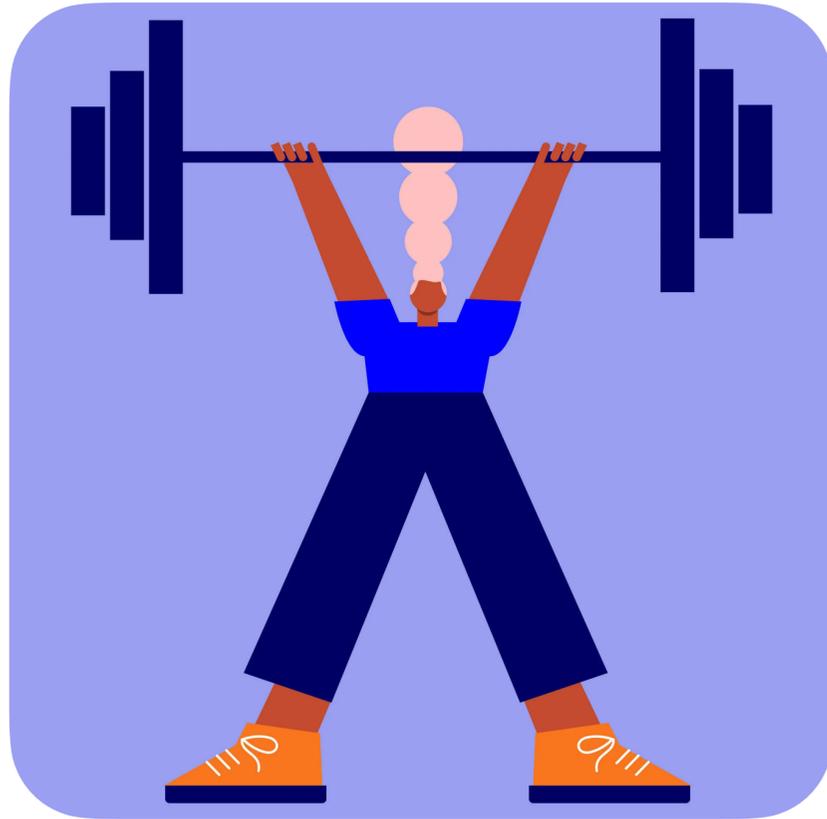
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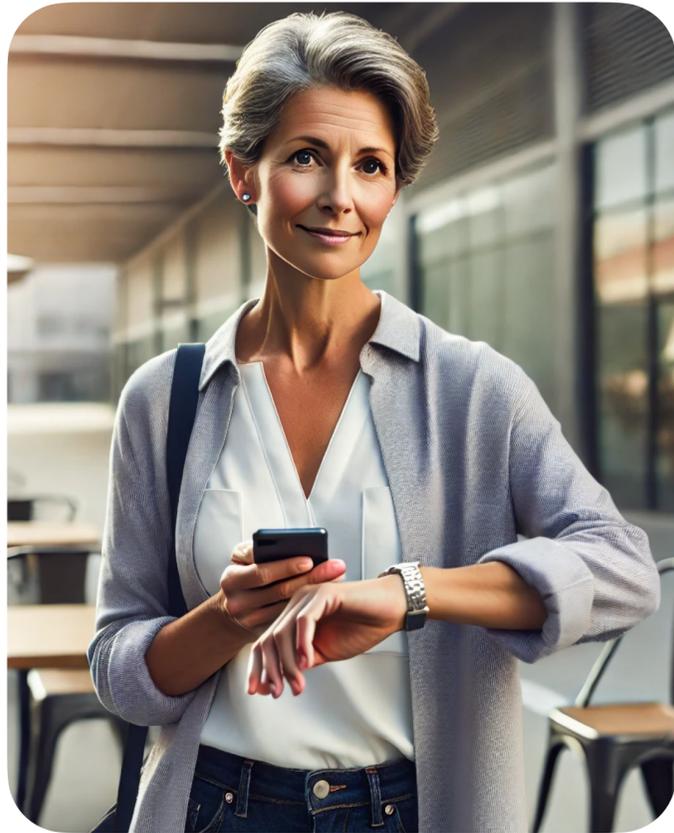
Approach mental health and healthy behaviors from a different perspective

- Find a condition that affects a majority of the general population
- Should be a subjective feeling

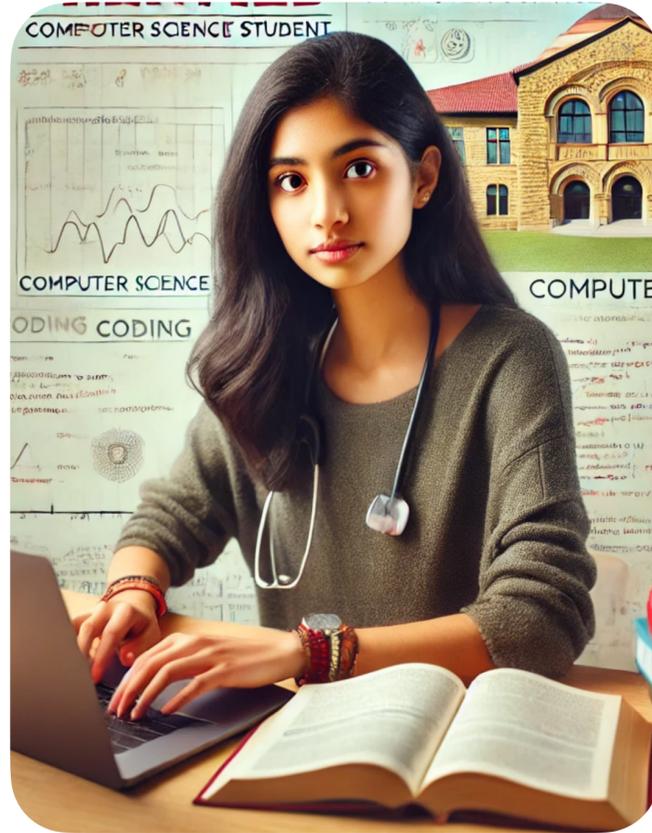
# Stress

What does stress mean towards people living in the Bay Area?  
How might we help individuals understand themselves better  
through their stress?

# Methodology: Participants



Julie (55)



Emi (20)

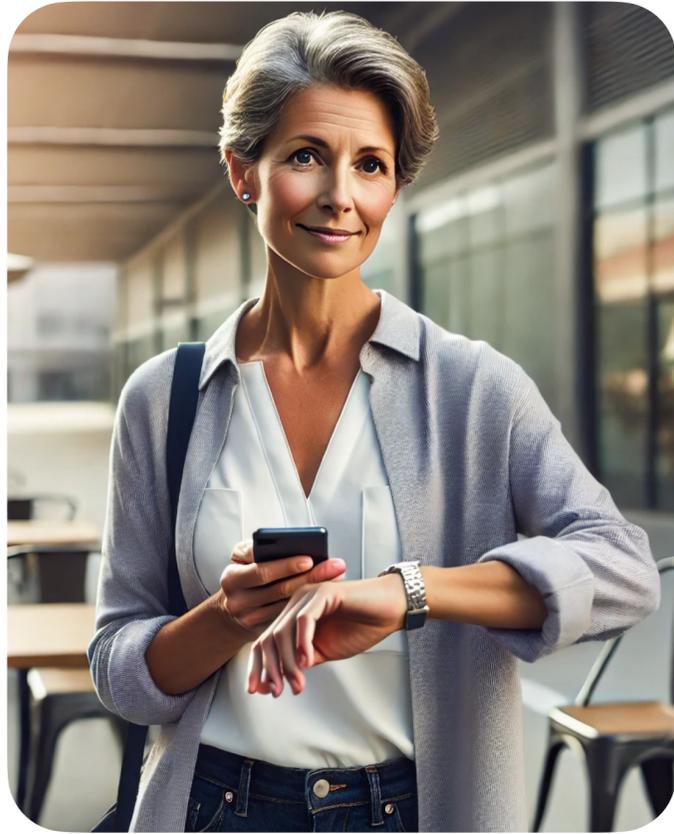


James (30)

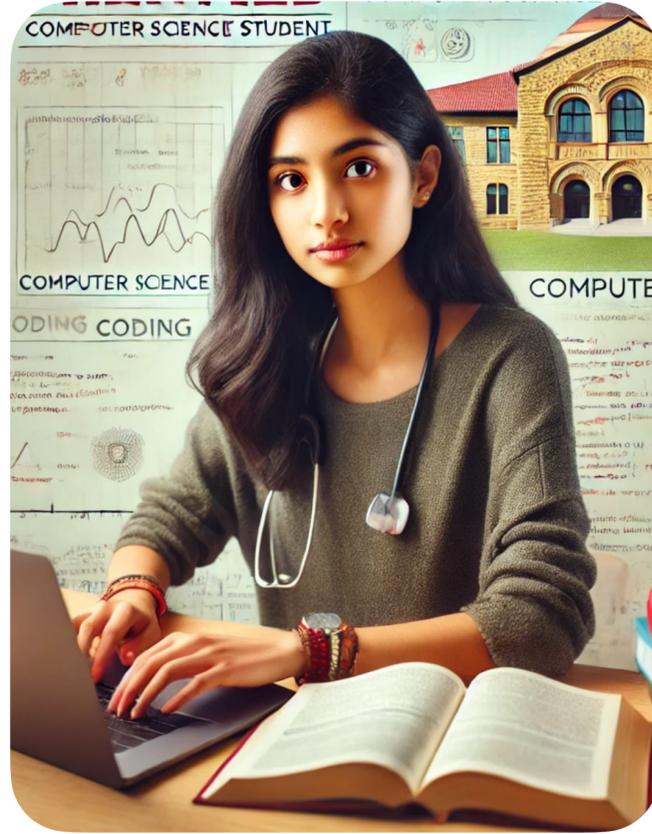


Danna (17)

## Methodology: Participants



Julie (55)



Emi (20)



James (30)

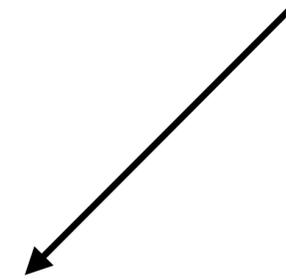
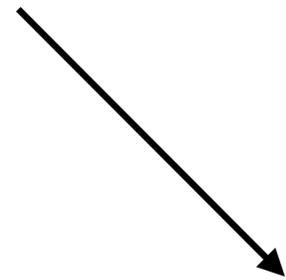


Danna (17)

**Gather a wide demographic for diverse stress experiences**

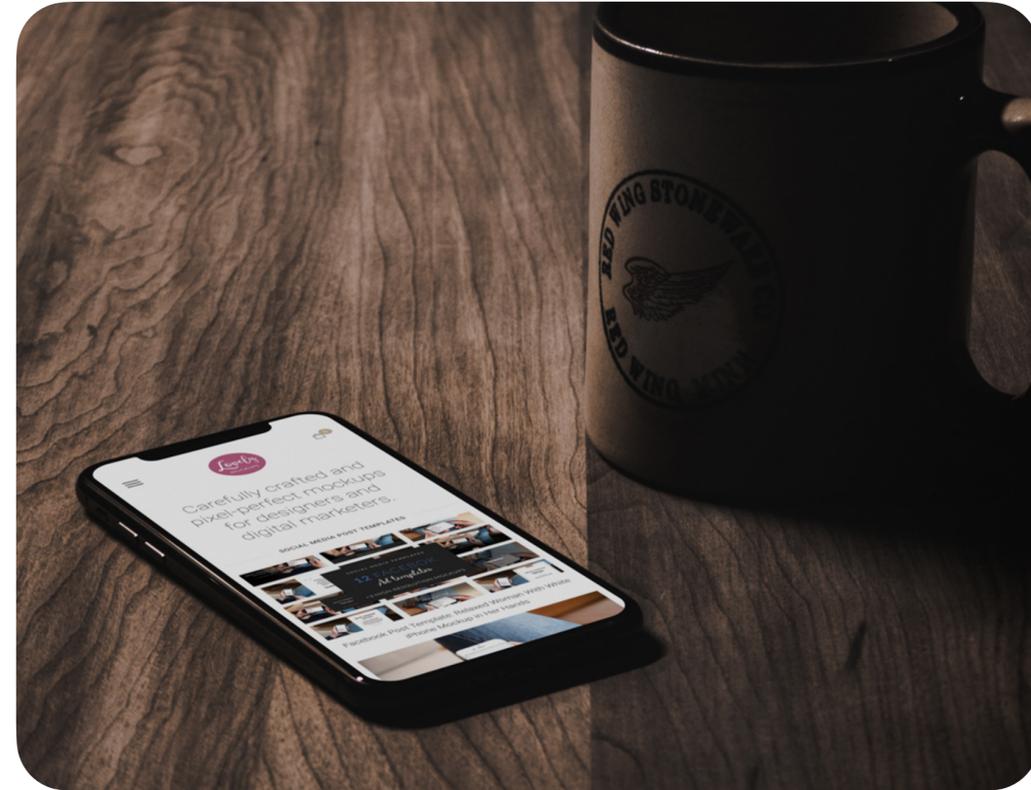
# Methodology: Location





**Places where different types of people visit**

# Methodology: Apparatus



# Key Questions

How are you doing?

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Do you have a daily morning routine?  
What happens when you don't do it?

What are your favorite parts/moments of  
your day? How do they make you feel?

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What happens when you don't do it?

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your day? How do they make you feel?

Do you typically feel any stress? How  
would you define stress?

Are there any techniques you use to try  
to lower your stress, what are they like?

## Key Quotes and Surprises

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“My parents expect me to be a doctor or lawyer but what if that’s not what I want to do?”

“My father says I put 8 pounds of stuff into a 5 pound bag.”

“Active stress is more obvious and apparent. Passive stress accumulates and is something you need to get rid of with breaks.”

“It’s hurtful to see that people feel bad about themselves”

“Water is the building blocks of life”

“I am very in-tune with my bodily signals. When my chest tenses, I know I’m stressed.”

“Life is a marathon, not a sprint”

“Make relationships, connections are priceless”

**Expectations**

**Time**

**Ambiguity**

**Sympathy**

**Physical Health**

**Physical Health**

**Time**

**Companionship**

# James

- Lifestyle
  - Left corporate sales job
  - Spends his days job searching
  - Is married and is trying for a kid
  - Workouts everyday in the mornings
- Has his stress down to a science
  - Calms down by drinking water
  - Knows he will feel anxious later in the day due to lower levels of dopamine
  - Accepts stress and manages it very well
- Emphasizes social interactions and listening to others
  - “Silence can be a weapon & tool to understand others.”
  - Thinks talking with others combats stress
  - Having an open-mind to stress is how you can keep it in balance



# SAYS

what did they SAY that surprised you

SAYS

10 min

Breakfast is her favorite meal of the day

Works out everyday (60-90 min)

Hates chores (ironing, dishes, laundry), only does it if and only if her husband is away.

Listens to podcasts when doing something she hates

Hates driving because it is stressful being late, getting to her location, or getting stuck in traffic

Doesn't like caffeine but makes and drinks cold brew

Schedules tasks and meetings 30 minutes ahead, likes setting her own deadlines

Loves to talk to people and has a lot of friends, when she is stressed she has to tell someone

She tends to forget words to describe the kitchen tool and things/ ingredients for her job

Loves to read, part of her nightly routine everyday, loves fantasy, thrillers, non-fiction

Her sister is more stressed than herself

Is typically late to events

Money is not the "end all be all" but it can make you happy if its a LOT of money

Is Vegan 97% of the time

Has a diary and reflects a lot on her day and actions; mentions that spending time reflecting makes you happier

# THINKS

based on what they say/do, what might they be thinking?

THINKS

10 min

Thinks about her performance especially during the interview

Thinks about her friends

Trying to impress others

Thinks about what others think about her

Thinks that she is neglected by her husband some times when she rants

Thinks that being in a routine helps her manage her stress

Thinks of ways to connect with others

Thinks intentionally about how her actions will affect others

Thinks that she should be guilty not working

Think her stress is not as strong as others

Invalidates her own stress

Thinks that people should rely on her

Thinks that she can't sit still and do mundane tasks

Type anything, @mention anyone

Type anything, @mention anyone

## Julie

55 yrs old, Married mother of 2 with many hobbies, particular about her health

# FEELS

what might they be feeling?

FEELS

Feels sad to not be with her kids

Happy when she gets to places early

Feels sad and stressed when she does not follow her routine

Feels strong senses of dread not being in a full-time job

Stressed about making new recipes

Concerned about her sister's stress levels

Feels the need to be understood

Feels guilty about not upholding her values, whether big or small

Not totally proud of her commitment to her dietary choices

Feels not concerned about deadlines

Feels upset when losing things

Feels stressed with external noises

Feels lucky with her current situation (kids are all okay, husband's job can support both of them)

Feels confident in her stress management skills

Feels relaxed when listening to her podcasts

# DOES

observations on what they do (ie: body language)

DOES

10 min

Removing hat because it was hot

Adjusting seating position

Moving her legs

Maintains eye contact and observes our facial expressions

Kept motioning to sip her drink even though there was only ice left

Touches her face frequently

Got distracted by a friend she saw

Focuses on certain things and topics

Facial expressions match what she says ( smiles when talking about something she loves, frowns a little when talking about some stress cause etc...)

Ignores and does not acknowledge the bug bothering her

Straightens out her posture

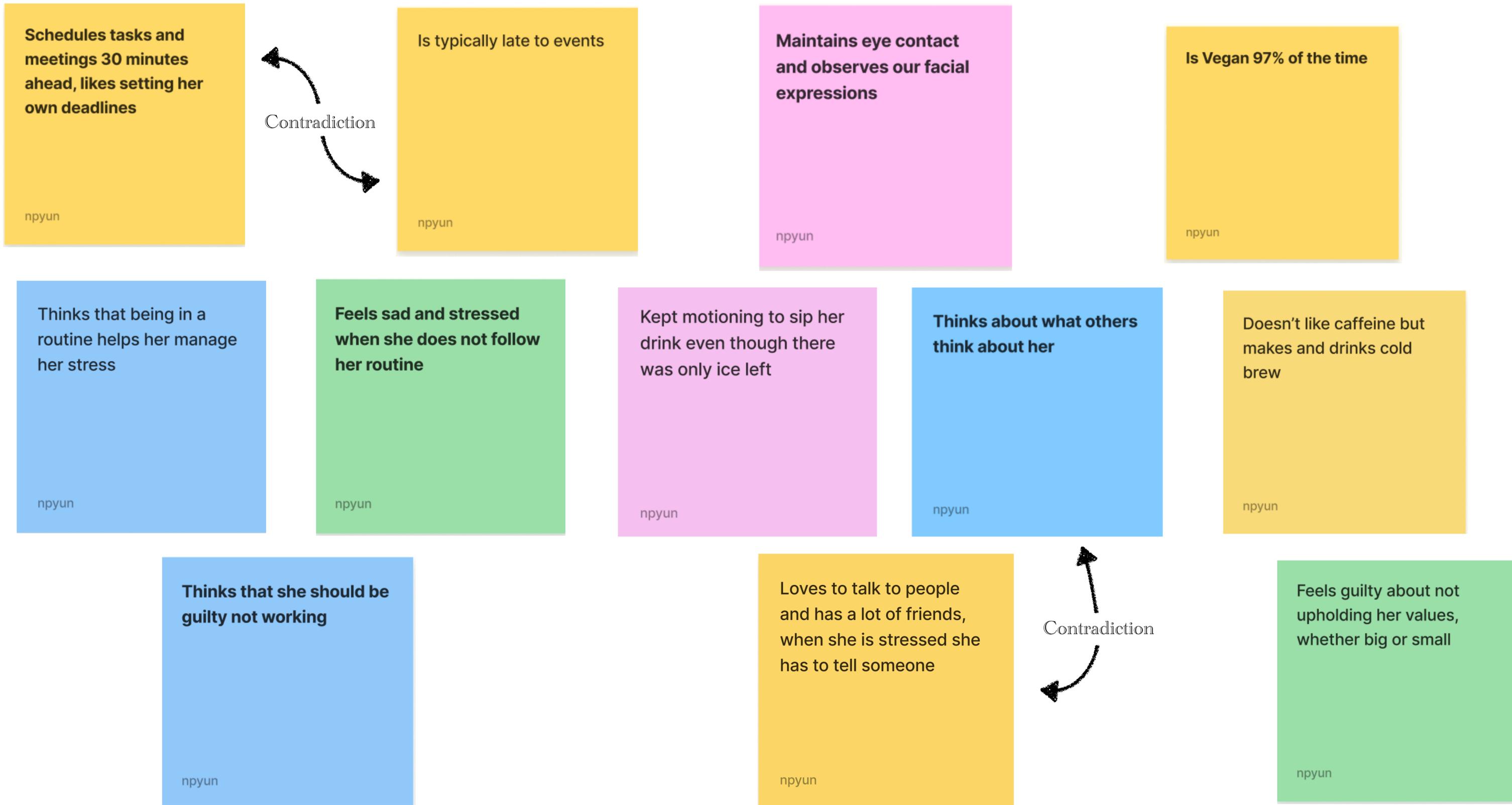
Very polite

Cleans up water and crumbs on table before we sat

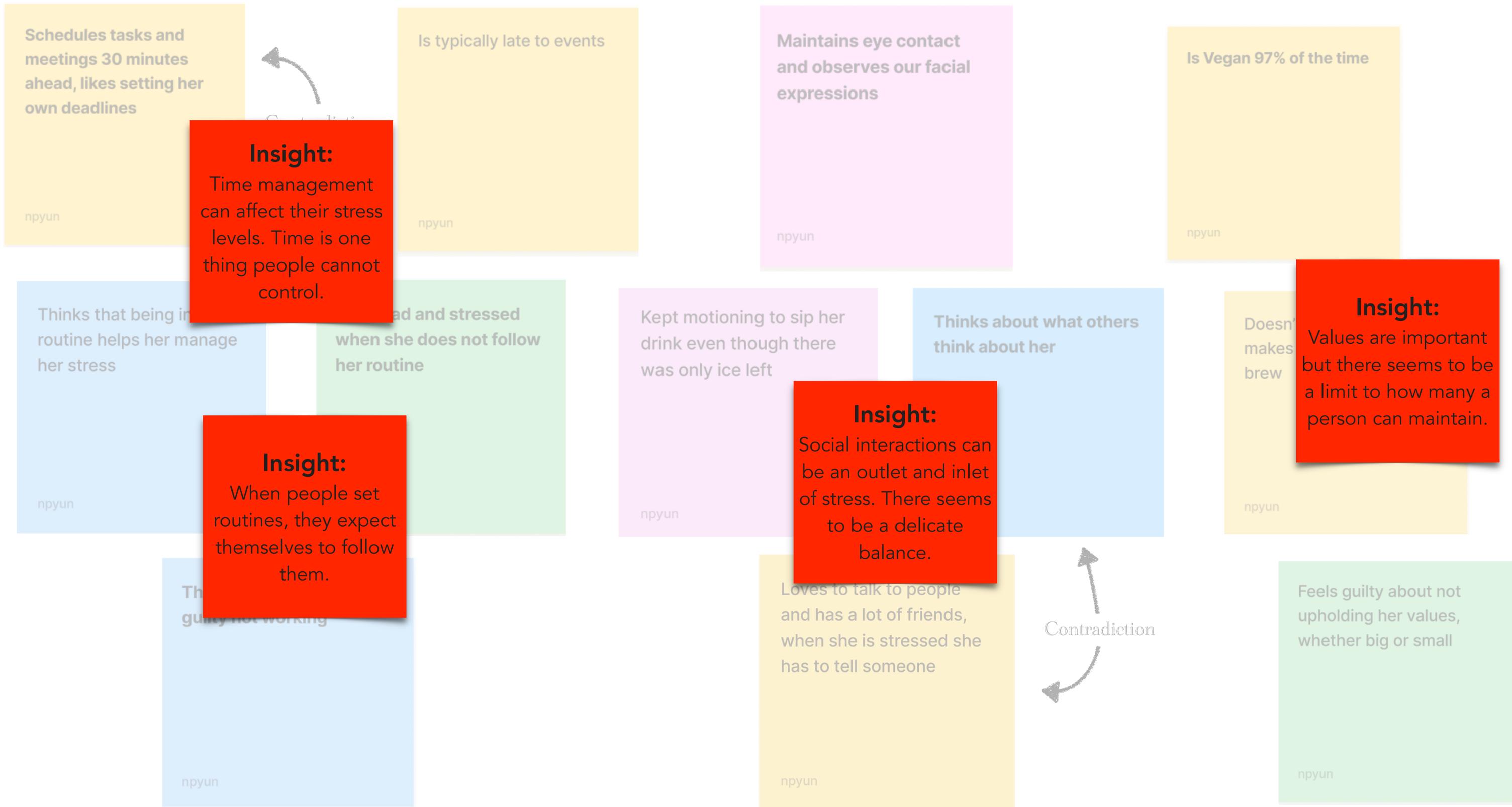
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# Analysis: Observations



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## Insights

Time management can affect their stress levels. Time is one thing people cannot control.



When people set routines, they expect themselves to follow them.



Social interactions can be an outlet and inlet of stress. There seems to be a delicate balance.



Values are important but there seems to be a limit to how many a person can maintain.



## Inferences

The guilt surrounding “not doing enough” or “being unproductive” is a relevant stressor, especially in the Bay Area.

While people put schedules and routines in place with the intent to reduce stress, inevitable deviation from routines make them even more stressed.

Constantly seeking validation from others can be stressful.

People are very idealistic about what they can do and uphold, which can perpetuate stress.

## Domain of Interest

- People are willing to talk about how they deal with stress.
- Stress can build up and go unnoticed. Smaller stressors can snowball and passively influence people's well-beings.
- Stress can be exerted in different forms. Understanding subtle hints of stress during the interview could better inform us about the interviewee.

## Users

- Most people we talked to had ways to manage their stress.
- People used their past experiences to talk about their stress.
- We wonder if our users provided idealistic answers. We would like to see how well they follow their stress management practices.

### Synthesis

- Work on HMW and POV statements to identify specific needs
- Further extrapolate content from our data to create questions for future interviews
- Define different categories of stress

### Interview

- Go to different locations to increase sample size and variety
- Interview individuals who do not have a clear practice of stress management
- Talk to a domain expert to learn more about stress from a physiological standpoint
- Ask for video recording to reevaluate body language

### Scope

- Narrow project scope
- Determine group of intended users to target
- Focus on type(s) of stress(es)