

ASSIGNMENT 1: NEED FINDING

Jessica Cao, Ethan Chang, Julia Luyten, Ingrid Nordberg
CS147

OUR TEAM



Jessica Cao
'26
Las Vegas, NV



Ethan Chang
'26
San Diego, CA



Julia Luyten
'25
Denver, CO



Ingrid Nordberg
'25
Walnut Creek, CA

CHOOSING A DOMAIN

What is a health-related problem many people share?

Is this something we care about so deeply that we want to spend a quarter on it?

Stress-related behaviors

WHO SHOULD WE INTERVIEW? ↓



Diversity

We chose a wide range of interviewees to avoid letting our own biases prematurely narrow the topic (ages & demographics)



Different stressors

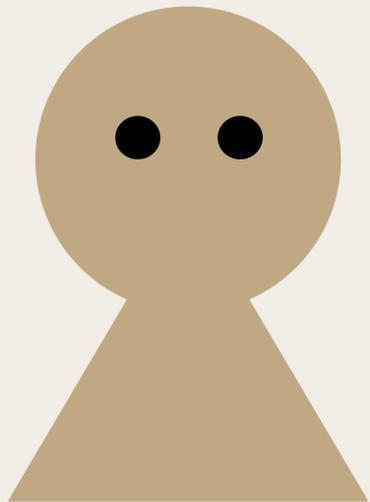
In addition to typical diversity considerations like age and gender, we also wanted to interview people facing a range of stressors



No Stanford undergrads

We wanted to take a step back from us and our Stanford friends' lived experiences

WHO WE INTERVIEWED ↓



"Sarah"

22 years old
Biochemistry
PhD candidate



"Mary"

84-year old from
Minnesota



"John"

24 year old
from Greece



"Mikaela"

37-year-old
religious studies
PhD candidate

WHAT DID WE ASK? ↓

What's your relationship with stress?

What unhealthy behaviors do you engage in?

Do you have any ways of coping with stress that you try to avoid?

Are there any ways in which you would want to change your daily habits?

What is stressing you out right now?

How does your background influence your health-related behaviors?



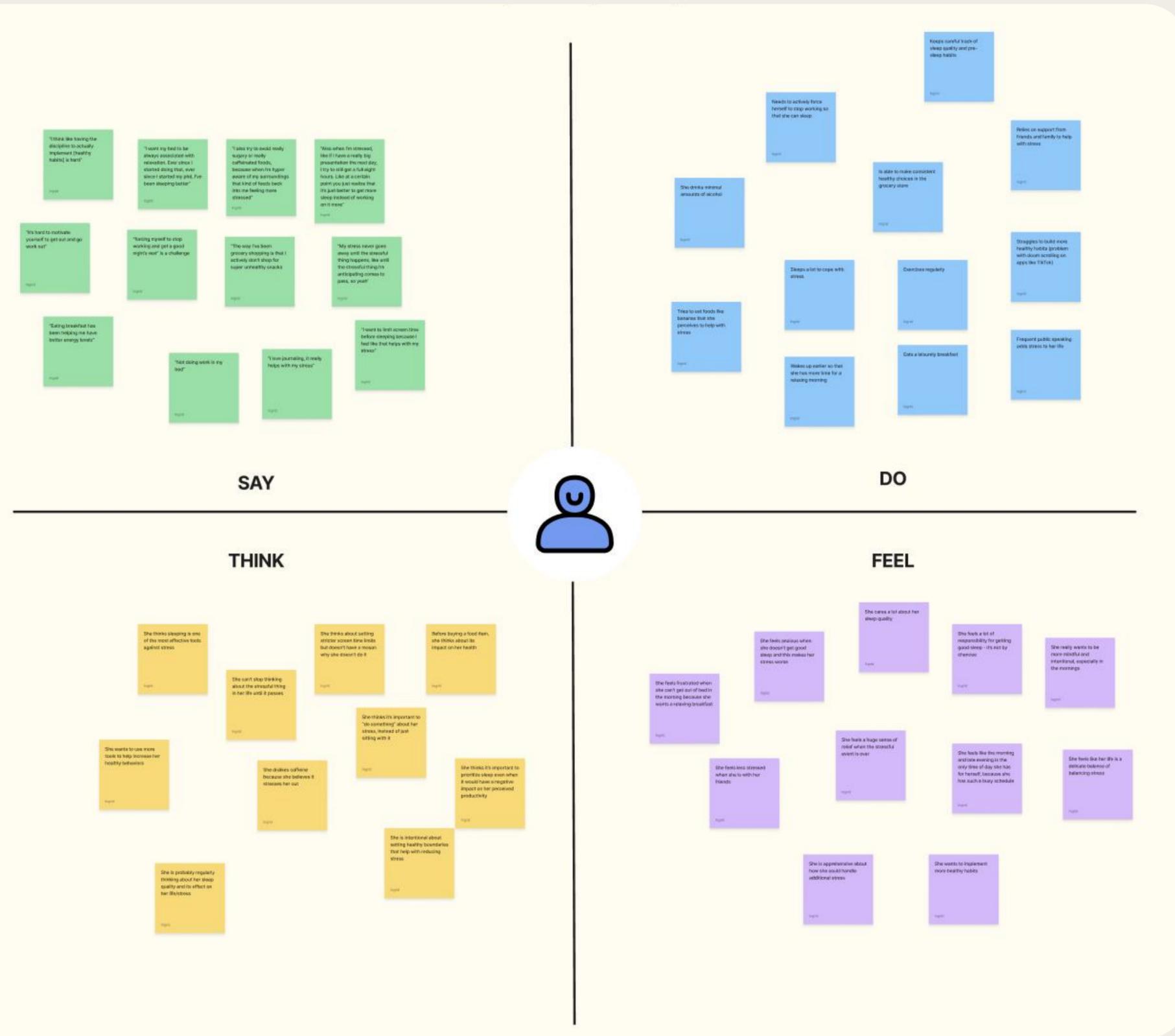
“Sarah”

BIOCHEM PHD CANDIDATE, 22

Interviewer: Ingrid

“I also try to avoid really sugary or really caffeinated foods, because when I’m hyper aware of my surroundings that kind of feeds back into me feeling more stressed”

SARAH'S EMPATHY MAP



"I want my bed to be always associated with relaxation. Ever since I started doing that, ever since I started my phd, I've been sleeping better"

Ingrid

Keeps careful track of sleep quality and pre-sleep habits

Ingrid

She thinks sleeping is one of the most effective tools against stress

Ingrid

She feels like her life is a delicate balance of balancing stress

Ingrid

KEY INSIGHT: SARAH

1.

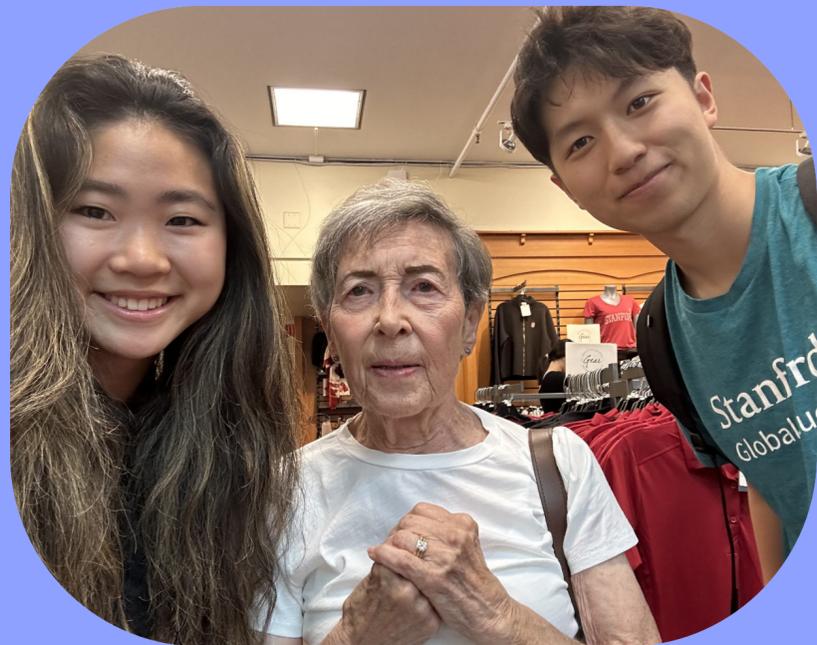
The act of setting daily rituals helps mitigate stress during the whole day, not just while conducting the stress-relieving rituals

KEY INSIGHT: SARAH

2.

Many stress-related rituals are meant to prevent burnout, and formed as a response to past stressful experiences

**SARAH'S NEED: TO
ENGAGE IN MINDFUL
RITUALS THAT MAKE
HER FEEL IN CONTROL**



“I was a single mother so of course you always put your kids first, unfortunately that meant always putting my own health on the back burner, which caused a lot of stress at times”

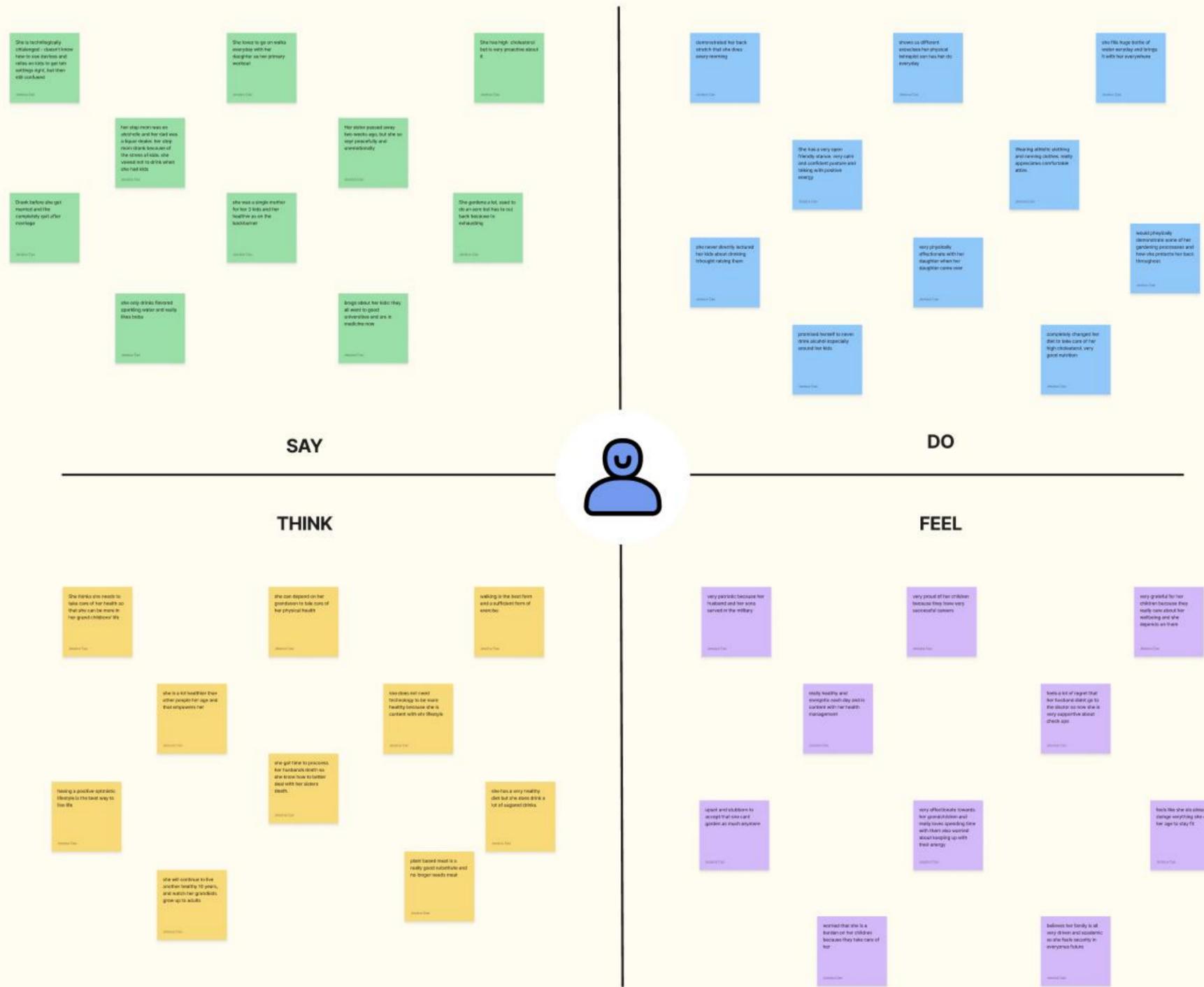
“Mary”: Extreme User

MINNESOTA RETIREE, 84

Interviewer: Ethan; Notetaker: Jessica

Empathy map

Empathy Map



MARY'S EMPATHY MAP

she was a single mother for her 3 kids and her health was on the backburner

Ingrid

would physically demonstrate some of her gardening processes and how she protects her back throughout

Ingrid

having a positive optimistic lifestyle is the best way to live life

Ingrid

feels a lot of regret that her husband didn't go to the doctor so now she is very supportive about check ups

Ingrid

KEY INSIGHT: MARY

1.

Focusing on an intentional positive outlook can help with the stressors at the end of life

KEY INSIGHT: MARY

2.

Preventive healthcare becomes more important to people as they age and witness loved ones' negative health experiences

**MARY'S NEED: TO FIND
MORE WAYS TO LEAD A
HEALTHY LIFESTYLE AT
AN ADVANCED AGE**



“You know the song ‘Focused on the inner me, never on the Enemy’ [referring to Sacrifices - Big Sean, Migos] ... it’s very motivating”

“John”

GREEK, WORKS IN TECH, 22

Interviewer: Jessica; Notetaker: Ethan

JOHN'S EMPATHY MAP

"Focused on the inner me, never on the enemy" -- Sacrifices, by Big Sean & Migos when describing his life motto
Ethan Chang

"Overthinking stays with you for a long time ..."
Ethan Chang

The drinking culture is more socially accepting in Greece
Ethan Chang

"I had a few beers here and there but nothing like my 20s ... they now only drink vodka (referring to youth in Greece & his past)"
Ethan Chang

"Military service is mandatory." yet most of his stress came from the burnout after starting his new job as an accountant
Ethan Chang

"I drink a lot [with friends]"
Ethan Chang

"You know ... I love technology but when I go out, I don't care if I'm hungover the next day"
Ethan Chang

"Hangover sucks man"
Ethan Chang

"I try to eat healthy now" and talks about how gyros and processed fast food is bad for him
Ethan Chang

"I like to run in my joggers ... helps me forget the problems and stress"
Ethan Chang

SAY

Drinks Greek traditional alcohol
Ethan Chang

Goes out on Friday nights, always with friends & rarely with work
Ethan Chang

Runs regularly and starts to go on daily runs to deal with stress
Ethan Chang

Plays pickup sports with friends in free time
Ethan Chang

Strongly trying to change eating habits & dieting
Ethan Chang

Regularly tracks calories burned and steps done and distance ran via Apple Health
Ethan Chang

Note during the interview: twitched during questions about overstress
Ethan Chang

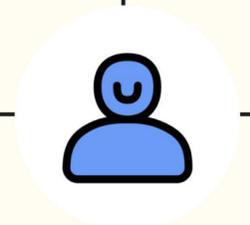
Strong protein diet & very low carbs: NO MORE GYROS and processed foods
Ethan Chang

Wears mostly Nike & a pair of Ultra boost sneakers -- the best for athletic activity
Ethan Chang

Sings lyrics "focused on the inner me, never on the enemy" -- Sacrifices, by Big Sean & Migos
Ethan Chang

Attempted a 1-month break from Alcohol
Ethan Chang

DO



THINK

People should drink responsibly
Ethan Chang

American culture should educate about healthy drinking habits like how the Greeks do
Ethan Chang

Exercise is important for counter-balancing stress
Ethan Chang

Believes in character growth & mentality shifts
Ethan Chang

Dieting and eating high-protein foods helps keep the mind clear
Ethan Chang

Only drink a lot with friends in company and try to space it out
Ethan Chang

Technology is fun and useful when it comes things like tracking calories & distance run
Ethan Chang

Screen time usage can lead to phone addiction
Ethan Chang

Poor stress management can create horrible diet patterns / cycle
Ethan Chang

Working hours & not managing burnout leads to stress
Ethan Chang

FEEL

Satisfaction about his growth & changes in fitness patterns
Ethan Chang

Excited to share his progress with his friends & even with us
Ethan Chang

Some responsibility to drink with friends, and the social atmosphere
Ethan Chang

anxious about stress overload from work & other cases in the future
Ethan Chang

Grateful for his friend's support with him and companionship
Ethan Chang

Exhaustion from long work weeks & especially audit cycles
Ethan Chang

Enjoys the beauty of running & forgetting his stressful thoughts
Ethan Chang

unsure what are best methods for burnout management (outside of running)
Ethan Chang

excited to be here in Palo Alto and visit the big tech companies & experience their cultures
Ethan Chang

less stressed since he's adapted new habits & focused on his health
Ethan Chang

proud of how he was brought up and the Greek social culture he represents
Ethan Chang

"Overthinking stays with you for a long time ..."
Ethan Chang

Runs regularly and starts to go on daily runs to deal with stress
Ethan Chang

Technology is fun and useful when it comes things like tracking calories & distance run
Ethan Chang

Anxious about stress overload from work & other cases in the future
Ethan Chang

KEY INSIGHT: JOHN

1.

Access to “fun” digital metrics is a motivating factor for people to continue engaging in healthy behaviors

KEY INSIGHT: JOHN

2.

During high-stress phases, people struggle to be health-conscious and engage in healthy behaviors like consumption.

**JOHN'S NEED: A SYSTEM
THAT HELPS HIM
BALANCE HEALTH-
CONSCIOUSNESS &
MANAGE STRESS.**



When describing the experience of burnout: “Big burn outs, mini burn outs, realizing I’m wasting way more time being exhausted and not doing anything”

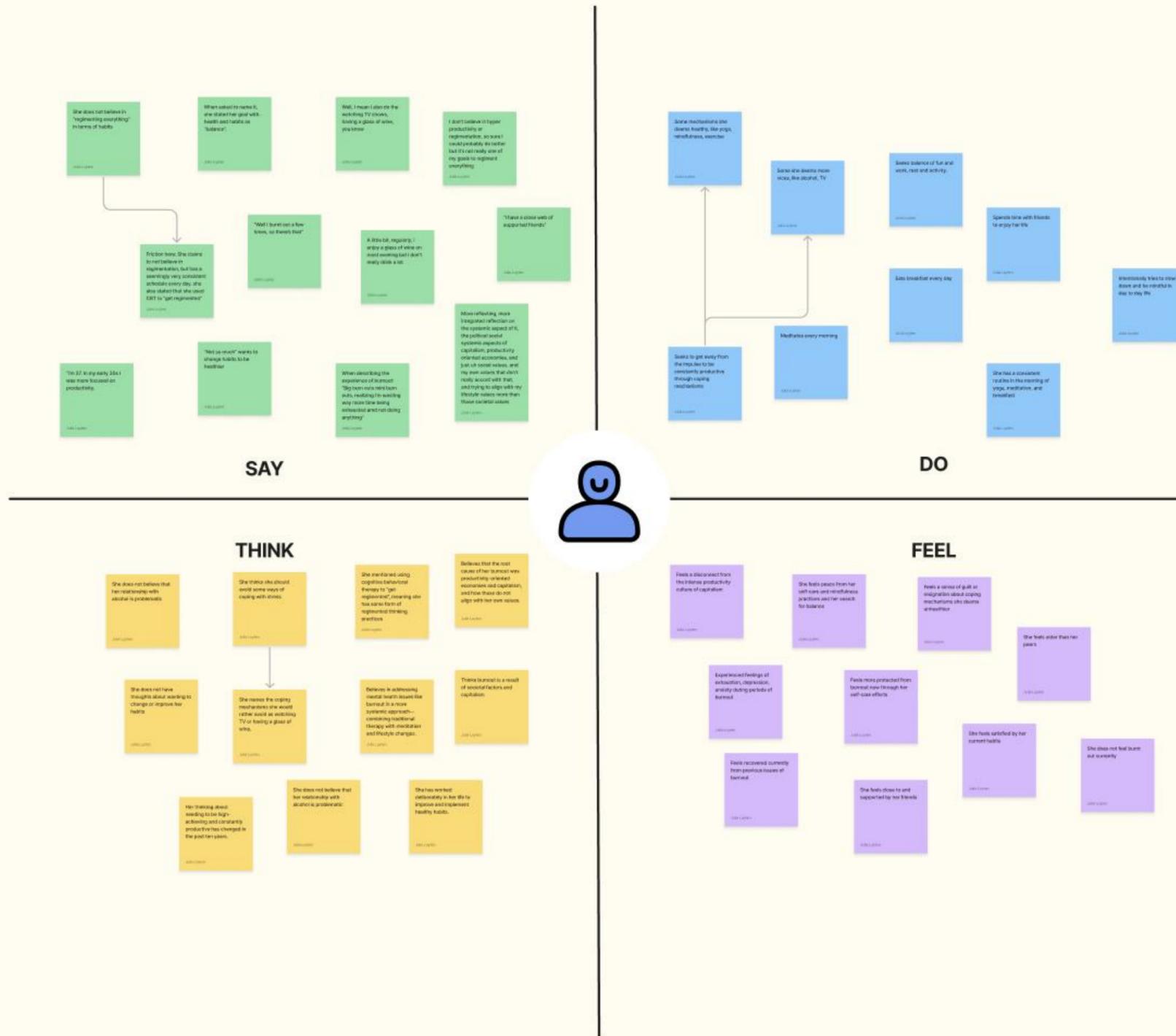
“Mikaela”

RELIGIOUS STUDIES PHD CANDIDATE, 37

Interviewer: Julia; Notetaker: Ingrid

Empathy map

Empathy Map



MIKAELA'S EMPATHY MAP

"Well I burnt out a few times, so there's that"

Ingrid

She has a consistent routine in the morning of yoga, meditation, and breakfast

Ingrid

She has worked deliberately in her life to improve and implement healthy habits.

Ingrid

She feels peace from her self-care and mindfulness practices and her search for balance

Ingrid

KEY INSIGHT: MIKAELA

1.

After experiencing burnout, people turn to ritual as a protective behavior against future burnouts

KEY INSIGHT: MIKAELA

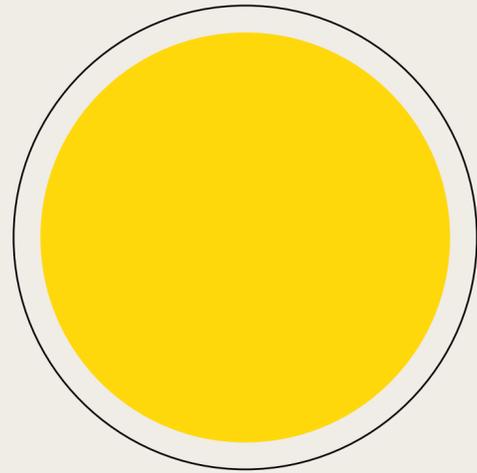
2.

Intentional self-care actions make people feel more secure about their mental health and thus their protection from burnout

**MIKAELA'S NEED:
ACHIEVE HER BIG GOALS
WHILE AVOIDING
BURNOUT**

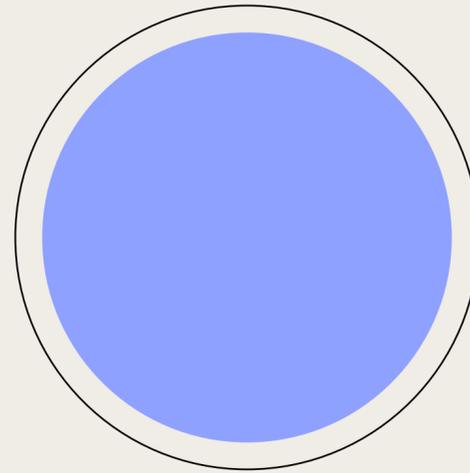
KEY LEARNINGS

1.



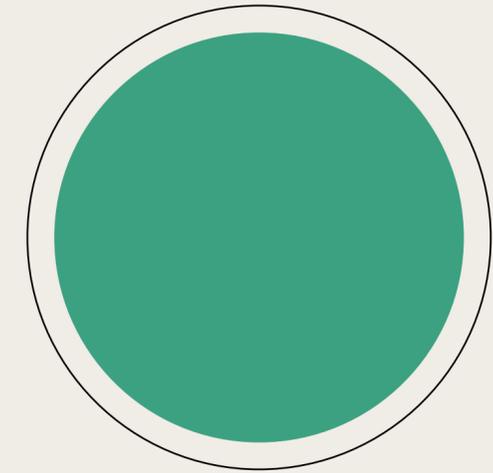
People want small, manageable strategies to prevent burnout

2.



People crave security when they are building a stress-protective system

3.



The most powerful stress-management strategies are daily rituals; their power comes from their perception as ritual in addition to the action itself

WHAT'S NEXT? ↓

1.

Interview people with different occupations and ages to our current interviewees

2.

Create “How Might We” statements in response to our interview information

3.

Synthesize interview information to find a more precise direction

**THANK
YOU**