

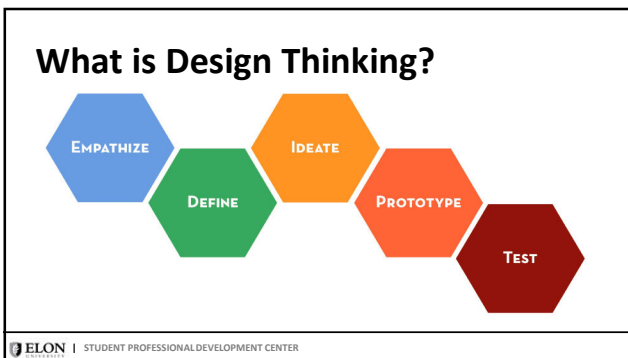


DESIGN THINKING:

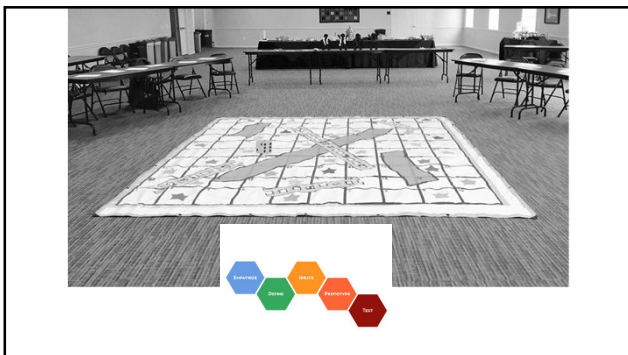
Develop Your Team to Better Engage Students and Campus Partners
Brooke Buffington & Ross Wade

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EMPATHIZE

Nina



YEAR: Sophomore (start of fall semester)

MAJOR(s): English, minor in Women's Gender and Sexualities Studies

GPA: 3.4

HOMETOWN: Durham, NC

BACKGROUND INFORMATION:
 Nina is a North Carolina native finding her Elon experience through various scholarships, an on-campus part-time job, and help from her father (her only living parent). She has always loved reading, writing, photography, and social justice issues and would like her career path to include as many of these things as possible. Soon after coming to Elon Nina "came out" as a lesbian and became an active member of the student-run LGBTQ+ organization Spectrum. Her main role has been to create content (writing and photos) documenting the experiences of queer Elon students for web and print publications. She is also active in the Black Student Union.

Over the summer Nina interned at Habitat for Humanity of Durham, where her father works, building homes and updating the organization's website with content (stories and photos) about their clients. While Nina enjoyed her internship, she felt she had little choice in taking it since her father had done a lot of networking to make it happen and she has no transportation of her own.

While Nina is "out" at Elon, she is not out to her father and other relatives. She sometimes feels like she is leading two different lives.

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DEFINE

Journey Map: Nina

THOUGHTS -Worried about how and when I will come out to my family -Worried about my future career and what I'm going to do with my life.	FEELINGS -Frustrated -Secret -Angry -Anxious	EXPECTATIONS OF SELF -To do good work at Spectrum -I want to tell my story and be authentic in my work and life -I want to live up to my father's expectations	EXPECTATIONS OF INFLUENCERS -To succeed in school and go into work that may be similar to his father -To be a good representative of the family
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CURRENT CHALLENGES/SOLUTIONS/PARTNERS/IDEAS:
 Challenges: "To be authentically both at school and at home. To come out to my father and family without emotional repercussions.
 Solutions/Partners: I find support through my friends and mentors at Elon. To continue to do my creative work, which helps to fulfill me.

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LIFE EVENT

Your aunt does a random Google search for your name and finds a Pendulum letter to the editor you wrote about LGBTQ+ rights and forwards it to your dad.

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IDEATE



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PROTOTYPE




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TEST 



ALL PLAYERS VOTE FOR FINAL DECISION

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FEEDBACK : Emerging Professionals ERG

What was most valuable about today's program?

- Helpful to think through all decisions that affect people
- Great discussion-very open and engaging conversation about different campus situations
- Program was so much fun! Very interactive. Helped in understanding what design thinking is since that is a hot topic in higher education.
- Hearing other's thoughts & perspectives
- Thinking about the resources that are available to our students and staff. Different views.
- Learning how to come up with plans and strategies for life situations
- Great fun way to spend lunch
- Was helpful in understanding other departments view on things and the problem solving method

What might have made it more valuable?

- Could have kept going & playing the game! Maybe another 30 minutes
- I wish I could have stayed for the entire program-had a last-minute meeting scheduled
- Sit closer together-hard to hear some people
- Maybe more time
- If I'd felt that I'd learned more about Inter-Departmental Dialogue

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IDEAS for collaboration

- 1. Employee Resource Groups
- 2. Elon 101 by students to students
- 3. Staff Retreat
- 4. Play with other offices with other expertise (Advancement, Multicultural, LGBT, 1st Gen

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QUESTIONS?



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