Wallet Exercise

IN 5510 | August 2024

Tora Jarsve & Jasmin Niess



What is the Wallet Exercise?

- An exercise developed at Stanford d.School
  - https://dschool-old.stanford.edu/groups/k12/wiki/c739e/Wallet_Project.html

- The exercise is about interviewing, listening and learning about the other person
- Based on what you have learned - create something that suits them from the materials provided

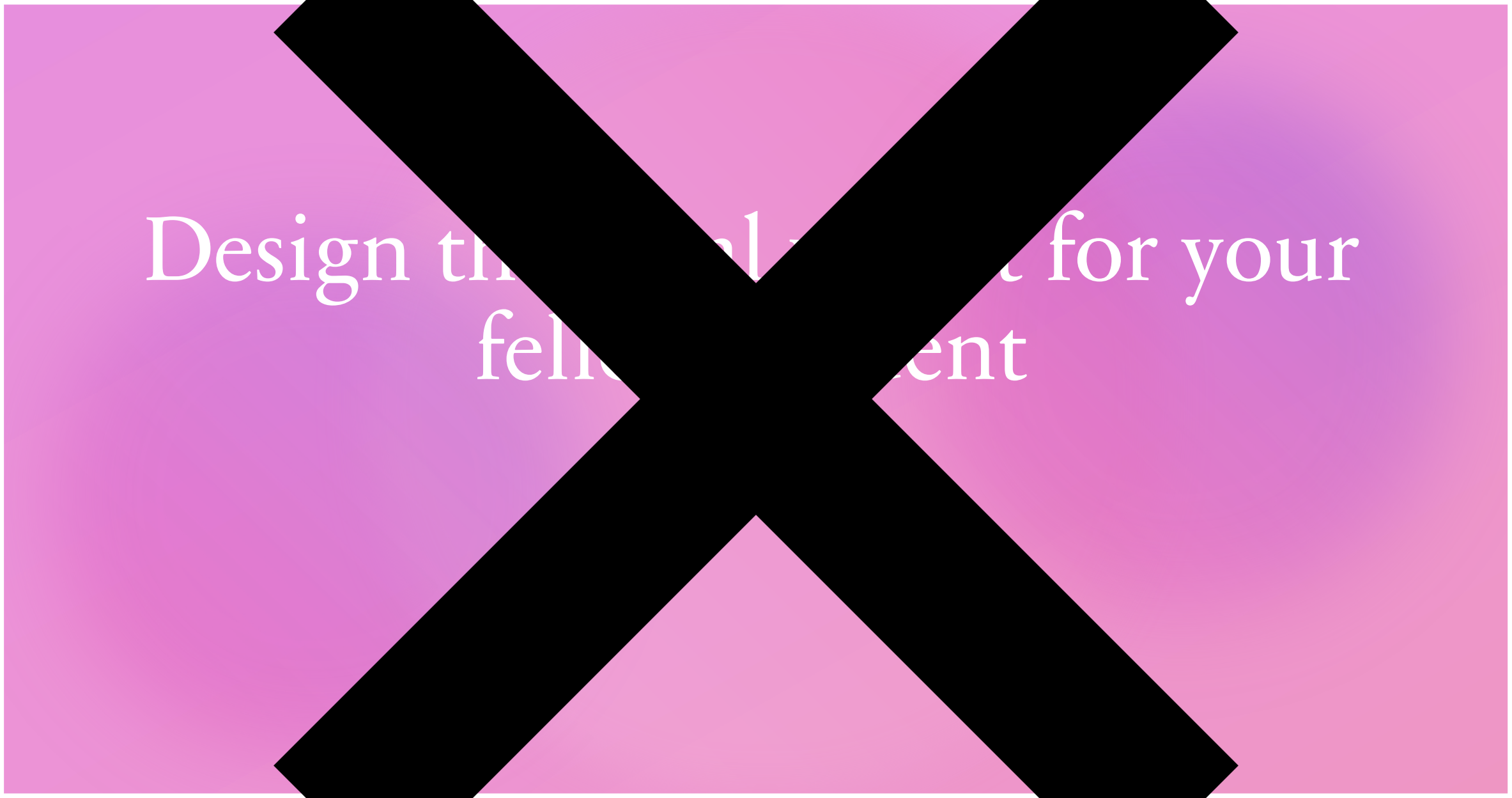
Design the ideal wallet for your fellow student




CREDIT CARDS
CARDS



https://sd-magazine.com/mobile-payments-wallets-the-war-is-declared/


Design th
for your
fell
ent

Design the ideal AI-powered wallet for your fellow student

Design the ideal AI-powered wallet for your fellow student

Wallets can be digital, physical, wearable, or fully integrated into daily life.


Bitcoin Wallet
Travel-Redelated
AI Recommations


Travel
Biometric
Locked
Secure


Bitcoin
Travel Duration
Hotel

What we will do – an overview

- Pair up (we will do some counting)
- Interview each other (2 x 10 minutes)
- Ask about their uses, needs, experiences and preferences
  - Take notes!
- Prototype a wallet using materials from the materials table
- Discuss your prototypes with each other
- Discuss your prototypes and your experiences with the class

Empathy phase

Interview your partner:

- Understand their needs and pain points with current wallets
- Focus on creative approaches. Some ideas for re-designing the wallet experience:
  - AI, crypto management, and travel-related functionalities.

Ideas for questions

- Tell me about how you usually use your wallet on a normal day
- Are you using your wallet in different ways when you travel?
- What are some of the challenges or annoying things you encounter when using your wallet?
- What do you like about your wallet (looks, feel, functionality,…)?
  - Follow-up questions: tell me more about that, can you give me an example, how can I envision that,…

Ideation

Brainstorm innovative solutions to build the perfect (AI-powered) wallet for your partner:

- Use the insights from the interview you conducted to guide you in generating ideas
- Push beyond traditional wallet designs (if that's what your partner would enjoy in their wallet)
- You can get creative and consider wearable tech, embedded devices, or purely digital solutions

Prototyping

- **Create a Low-Fidelity Prototype:**
- Use the materials available
- Focus on communicating the idea >> key features, not perfection

Discussion and reflection

- Show and discuss your prototype with your partner
- The prototype can be used as a visual aid to communicate the idea
- Discuss with your partner if the prototype reflects and addresses the needs they had communicated

Reflection

- **Reflect on the process with the group (feel free to show us your prototype):**
- What worked well in the process?
- What were the biggest challenges and how did you
- What did you learn about the other person during the interview that made you design the wallet the way you did?
- Did the limited time and materials affect your design?

Key Takeaways

- The participants: Take them seriously and aim for a fair dialogue
- Making things is challenging but it can help us think
- Participatory Design and User-Centred Design/Human-Centred Design are not the same
- For those of you with an HCD background: Be aware of the biggest differences. You can use those to your advantage.

Can you think of other differences between PD and HCD (or other disciplines)?



AI, PD and ethical pitfalls

- Where do you see challenges in this area?
- What are your thoughts of AI in PD?
- How do we ensure user autonomy and consent when designing AI systems that anticipate user needs?
- How might the introduction of AI-powered wallets exacerbate digital divides, limiting access to those without technological literacy or resources?
- How might this design either empower or exclude certain groups of people?




Questions?