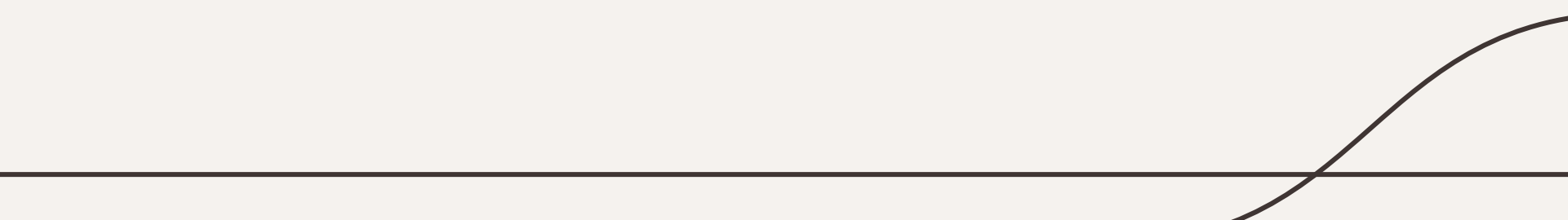# A2: kin

Team 3 – Jack Clark, Shuvi Jha, Jasmine Narine, Steven Pu

The team

Jack Clark

MS CS (HCI)
BS MS&E

Shuvi Jha

CS (HCI); Feminist, Gender,
& Sexuality Studies
Senior

Jasmine Narine

SYMSYS (HCI)
Senior

Steven Pu

SYMSYS (HCI)
Senior

Where we are

THEN

Interested in relationships with storytelling

NOW

Learning unique needs of both the stakeholders: listeners and storytellers

HOW DO WE PROVIDE STORYTELLERS AND THEIR AUDIENCE WITH A MORE POWERFUL AND COMFORTING EXPERIENCE?

Table of contents

01
Needfinding

Additional needfinding

Krishna, Sunanda, and Ram

Manresa Bread in Town and Country

A son, Krishna, (28M) in the Bay on business whose parents, Sunanda and Ram, came up from SoCal for the weekend.

Parents are first-gen Indian immigrants.

Michele

Vi at Palo Alto, a retirement community

A retiree without children, 77

World traveler

Insights: Krishna, Sunanda, and Ram

» Untold family stories can be difficult to uncover but loved ones joy

» Different people value different forms of storytelling more highly than others

» "Time is a lot more in your face today more than ever", stresses the guilt some younger family members may feel

Insights: Michele

» Storytellers have varying needs of autonomy, privacy, and mediums of communication

» Currently hosts a podcast detailing her "lovecapes" - but wants to explore other mediums

» Believes her life could be a "television series"

02
POVs & HMWs

Original POV: Catherine

We met

To uncover untold family stories more easily and without pressure

We were surprised to notice

Catherine valued conversation with her grandmother but complained about her "rambling"

We wonder if this means

Catherine wants to communicate effectively with her grandmother but can't how

It would be game-changing

To make communication between the older and younger generations easier

POV: Sunanda, Krishna, and Ram

We met

A family. The son, Krishna, is mid-20's, working in tech in NYC, away from his family in LA.

We were surprised to notice

Krishna brightened and started recording when his mother began sharing a story he had never heard

We wonder if this means

Krishna wants to discover more untold stories but does not have many chances/methods to do so

It would be game-changing

To uncover untold family stories more easily and without pressure

» HMW Create an engaging experience for both producing and consuming storytelling that transcends generational boundaries?

POV: Catherine

We met

Catherine, a mid-20's Cantonese-American non-profit founder in Mountain View

We wonder if this means

There is a two-sided problem of young people having difficulty concentrating and older people struggling to share their thoughts concisely

We were surprised to notice

She moved from SoCal to the Bay to be physically closer to her grandmother, but struggles to concentrate to her grandmother's "rambling" whenever they spoke before she passed

It would be game-changing

To find a way to bridge the communication gap between the younger and older generations

» HMW Create an engaging experience for both producing and consuming storytelling that transcends generational boundaries?

POV: Michele

We met

A 77 year old childless divorcee with a penchant for storytelling, a Stanford degree, and a passion for love

We were surprised to notice

That despite having a podcast during which she details her most intimate experiences with love, she is not concerned with privacy, but rather the ability

We wonder if this means

That older generations have a desire to chronicle their lives, but want to do so in a way that honors their autonomy

It would be game-changing

To ensure that the older generation has full control over how their stories are told, where these stories are distributed, and which audiences have access to them.

» HMW Create an engaging experience for both producing and consuming storytelling that transcends generational boundaries?

03
Solutions

HMW Create an engaging experience for both producing and consuming storytelling that transcends generational boundaries?
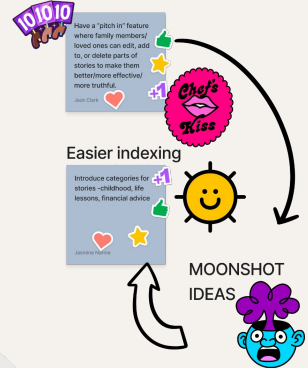
HMW Create an engaging experience for both producing and consuming storytelling that transcends generational boundaries?

allow users to create a new event for that they hear and then modularize the app

Songzi Pu

Use AI to summarize and format the texts of the story while preserving the original voice memo so that the story and audio can be best preserved

Songzi Pu

Put guidelines for how much time a story can take, how it can be constructed — ie. essentially establish publishing guidelines

Jack Clark

Translate long winded stories into something gen Z would like and understand

Jack Clark

To tackle language barriers/incorporate the fact that people come from different backgrounds, allow translation services so that people feel engaged and included while producing content

Shuvi Jha

Allow the elderly to share their long stories with multiple people without having to repeat themselves

Jack Clark

Help the elderly more concisely share their stories

Jack Clark

Gives prompts that are specific to the time period of the person so that they recall their feels and specific things that happened during the → gerlin wall

Songzi Pu

Use AI to generate a graphic novel/cover to each of the stories

Give suggestions on which form of media/ storytelling/avenue is best suited for the type of stories the elder person wants to share

Shuvi Jha

Introduce different mediums → if gen Z is more susceptible to visuals → introduce a pic feature

Jasmine Narine

Enable people to either share or consume stories depending on how they feel

Jack Clark

creates a chat window and allows the user to chat and interact with the stories. The chat interface will act like a third person historian in telling the stories: Jane did .... on ...

Songzi Pu

Allow people to upload pictures or artifacts to facilitate the story telling

Songzi Pu

Create example prompts with questions and answers that fit within our provided guidelines for publishing stories

Shuvi Jha

Provide the elderly with an outlet to share stories how they want, when they want, and for as long as they want via a tool that asks them

Jack Clark

Convert young people's speech into something that will engage old people, and vice versa

Jack Clark

Interface with existing structures of communication to act as a translator between the two generations

Jack Clark

Allow the storyteller to share stories when is convenient with them by presenting them with a conversational environment w/ AI personality that will also record their speech and save it for their audience

Jack Clark

when the user revits the story, they see a summary about the story in third person perspective

Songzi Pu

Gamify the experience into like a drinking game type(dare you to tell a story about something....). have prompts, and then invite the person to share more in a guided framework

Songzi Pu

Provide a user guide on concision, user guide on how to best present content, user guide on how to use app for elderly people with tutorials

Shuvi Jha

Invoke use of "calm" colors, big font, etc to make the interface appealing-looking and easy to use and straightforward -- helps both with adults + allows young people with short attention spans to not get caught up in small details, ensures that they're focusing

Shuvi Jha

Make the story telling a collaborative process → one person tells and we switch off based on questions/answers

Jasmine Narine

Allow stories to be the result of a question generated by someone else in one's "community"

Jasmine Narine

Use VR to create immersive technology experiences where older people and younger people can interact with their stories along generational lines

Shuvi Jha

Allow audiences to prompt the database with questions to see the kinds of stories they are interested in

Jack Clark

Make recording words very personal and engaging by providing an avatar interface that looks conversational

Jack Clark

Audience can access summaries, relevant soundbytes, or other "top moments" of a story rather than sifting through the raw data of a story

Jack Clark

Give incentives for storytelling/ being a listener - like "badges" in a game or competitive rings like an Apple watch
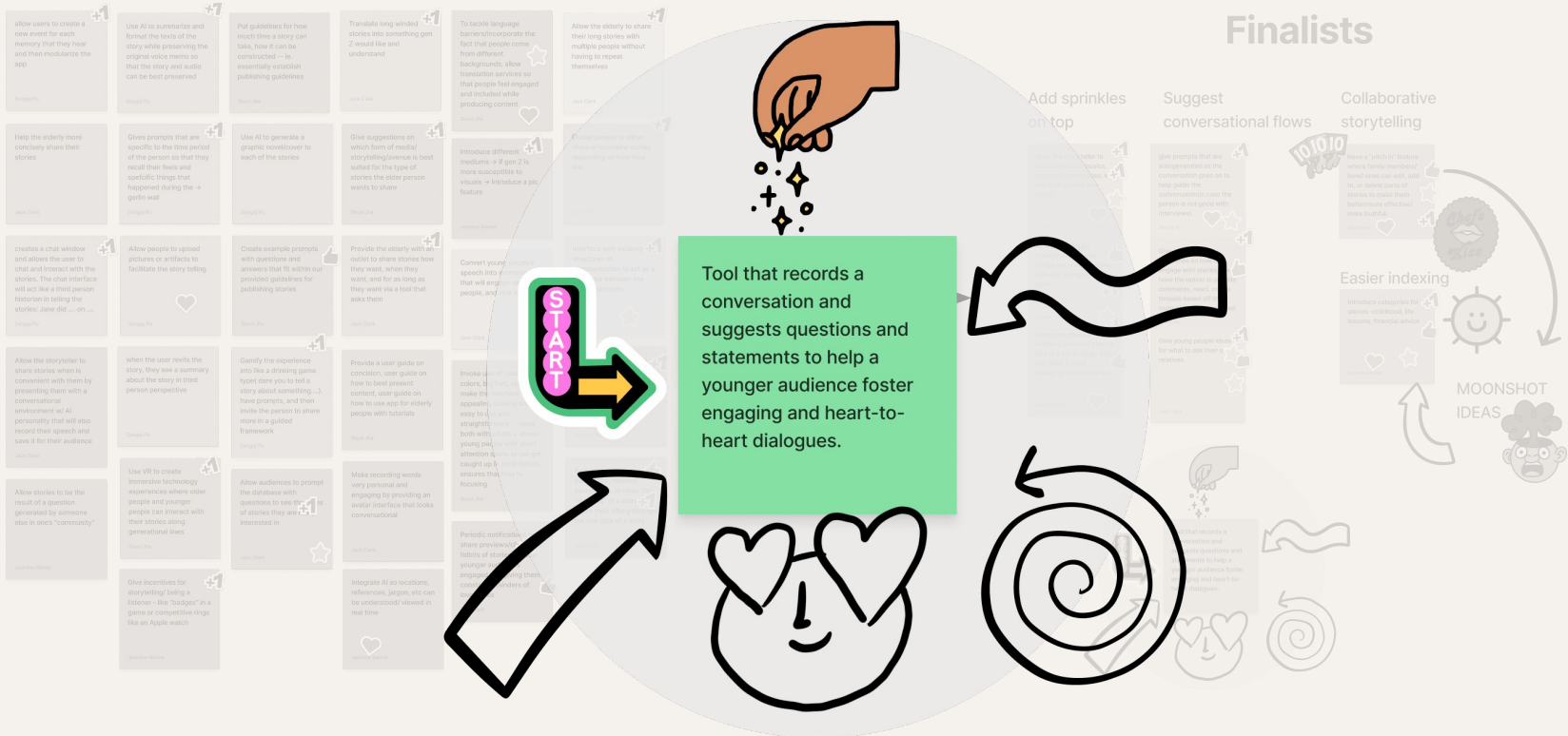
Jasmine Narine

Periodic notifications that share previews/clips/bits/ tidbits of stories to keep younger audiences engaged and giving them constant reminders of loved ones

Jack Clark

Integrate AI so locations, references, jargon, etc can be understood/ viewed in real time

Jack Clark

Finalists

Add sprinkles on top

allow the story teller to put background music, popculture references, the back ground, like tiktok!

Jasmine Narine

Incorporate jargon translations that can bridge the understanding between younger/older gens

Jasmine Narine

Allow joint playlists → maybe a particular story is tied to a set of songs that can make it more engaging for both parties

Jasmine Narine

Suggest conversational flows

give prompts that are autogenerated as the conversation goes on to help guide the conversation(in case the person is not good with interviews)

Songzi Pu

Give suggestions/ guidelines on how to engage with stories → have the option to post comments, react, create threads based off the content that ws produced

Jasmine Narine

Give young people ideas for what to ask their relatives

Jack Clark

Collaborative storytelling

Have a "pitch in" feature where family members/ loved ones can edit, add to, or delete parts of stories to make them better/more effective/ more truthful

Jack Clark

Easier indexing

Introduce categories for stories -childhood, life lessons, financial advice

Jasmine Narine

MOONSHOT IDEAS

Tool that records a conversation and suggests questions and statements to help a younger audience foster engaging and heart-to-heart dialogues

HMW Create an engaging experience for both producing and consuming storytelling that transcends generational boundaries?

Tool that records a conversation and suggests questions and statements to help a younger audience foster engaging and heart-to-heart dialogues.

Finalists

Add sprinkles on top

Suggest conversational flows

Collaborative storytelling

Easier indexing

MOONSHOT IDEAS

RAPID PROTOTYPE:

Conversation Helper

Conversation Helper - Assumption

People want help to make their conversations with loved ones more meaningful for everyone, regardless of age

Our intent

Interview people in a family environment

Act as a middleman

Simulate GenAI

The participants are recruited by reaching out to family members

Conversation Helper
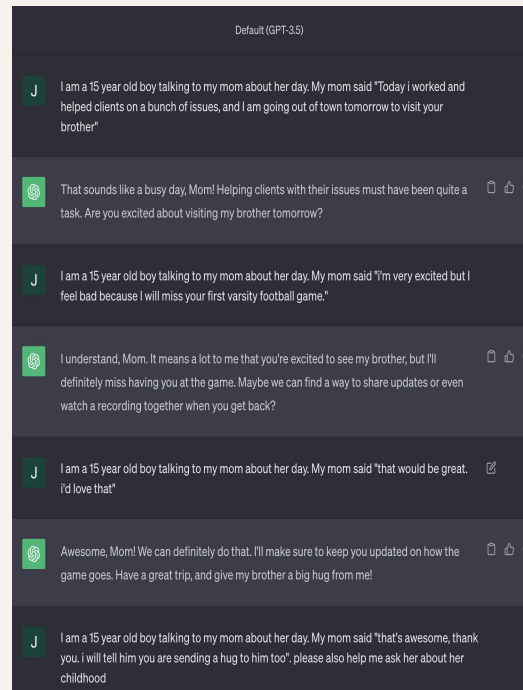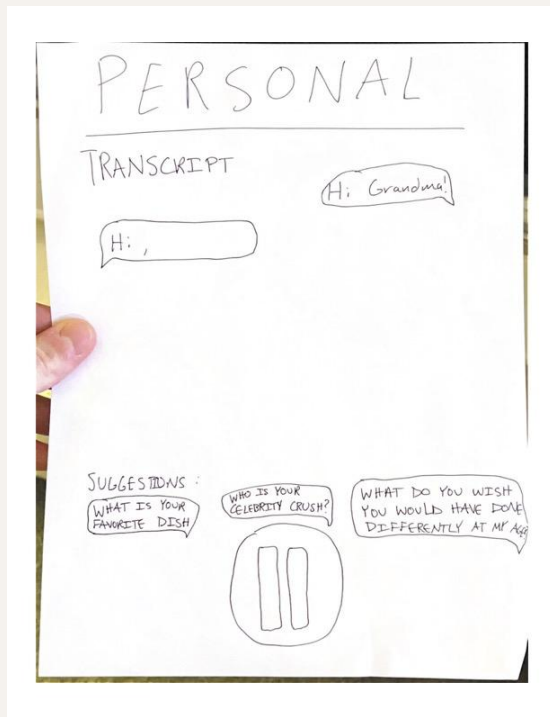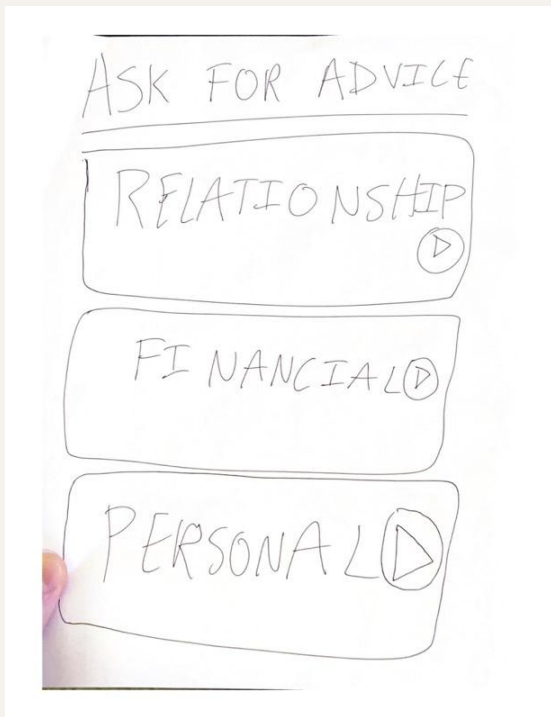
Conversation Helper

» Assumption: People want help to make their conversations with loved ones more meaningful for everyone, regardless of age

Conversation Helper

Good

"This is a way to teach kids how to communicate"

"Helps kids use their imagination"

Bad

One-sided conversation

Robotic-sounding responses

Waiting for responses

Parents more excited than children

Outcomes

Many of the issues were due to "lofi-ness", not the concept

Recommending things to *both* parties is a next step

Zero-time recommendations

» **Assumption: People want help to make their conversations with loved ones more meaningful for everyone, regardless of age**

HMW unobtrusively capture and cherish memories during valuable face-to-face conversations within families?

HMW unobtrusively capture and cherish memories during valuable face-to-face conversations within families?

Give the app a little "generate memory" feature where we can provide prompts on how to make a gathering a little more memorable

Jasmine Narine

Enable the app to function as an AI "memory assistant" - discreetly record audio snippets, take photos

Shuvi Jha

Phone call/text add-on that automatically can intake data and upload to the app

Jack Clark

Focus a lot on retroactive uploads rather than real time

Jack Clark

Make it more proactive in the sense that you can lay out a framework ahead of time as to what you want to discuss / do during your time spent with your family. This emphasizes the idea of wanting to maximize the time

Jack Clark

Finalists

If a community is within the same location, send a quick notification asking if they'd like to use the app

Jasmine Narine

Make the app voice-activated so that it can be easily and subtly commanded to record / transcribe key moments during conversation

Shuvi Jha

Recording during the conversation so that the person don't have to focus on their phones as often

Songqi Pu

Passive process to acquire data. Literally have your phone out and pre-schedule a time you want it to keep its ears (and maybe eyes) open

Jack Clark

The app can see who is going to what event through calendar feature to set up a network of sentries that capture every moment from multiple angles

Jack Clark

Have a snapchat memory system... on this day x amount of time ago, these were the stories shared by your family

Jasmine Narine

Digital note-taking system that outputs summaries/ key snippets from family events/conversations immediately after they happen so users can revisit and edit as well

Shuvi Jha

Focus on abilities to edit and add stories async, and then add people's audio and other supporting artifacts for them

Songqi Pu

Bake the app into planning and decision making processes of family gatherings in that it can propose things or foster conversation via prompts

Jack Clark

create a portal so that the older people can just talk into it as often as possible and whenever they feel like it. Then the material is sent to the backend and either automatically sortted or sorted by family members in hind sight

Songqi Pu

Utilize AI to create a synchronized family memory hub - synthesizes, collects, organizes, tags memories inputted by various family/ pod/community members

Shuvi Jha

Make the playlists really accessible → instead of going straight to Spotify for family gatherings, users can refer to our app for inspo

Jasmine Narine

App design is straightforward, clear to use, modeled a bit after Voice Memos - press big red button and record

Shuvi Jha

For language barrier conversations, it can act as the translator and also record the conversation

Clark

Remote access feature with external hardware that does the work. You don't need a phone and there is a "portal"/scree type thing that can work as a scribe and potential videographer. I recogn the privacy concerns

Jack Clark

Digital note-taking system that outputs summaries/ key snippets from family events/conversations immediately after they happen so users can revisit and edit as well

Shuvi Jha

making the experience as casual as possible or can be done during the times that people are not spending time together

Songqi Pu

Make people more ok with it in conversation by having it be a net positive in conversation through conversational guiding or by chiming in with relevant anecdotes

Jack Clark

App is so simple that it's literally open it, press a button, close it and then it knows to listen, look at location, and then begin synthesizing

Jack Clark

There is a siri shortcut or homescreen widget that has a record/go button that starts the information capture process without even having to go on the app

Jack Clark

Making this into a fun thing that people can do together without putting time side: make this experience into a playful, interactive game, gamify this process into something that people can enjoy together and document at the same time

Turn it into a friendly competition - who's story can make grandma cry first, who's story can make everyone laugh the most etc...

All community members must consent to being recorded in the middle of a family event ahead of said family event - they also have the right to not be posted if they feel that the content recorded isn't something they want out there -- balancing privacy concerns is incredibly important!!!

Shuvi Jha

HMW unobtrusively capture and cherish memories during valuable face-to-face conversations within families?

Finalists

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— Shruti Jha

RAPID PROTOTYPE:

Memory Game

Memory Game - Assumption

Transforming storytelling into a game-like experience has the potential to make the process of listening to and sharing stories less tedious and more enjoyable

Our intent

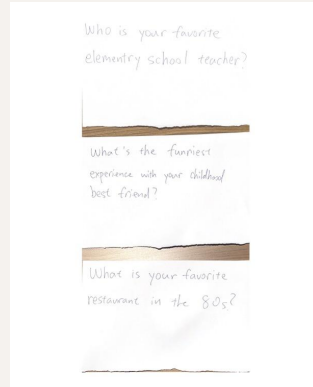Interview people in a (chosen) family environment

Watch two people play, no interference

Simulate GenAI

The 2 participants are recruited on campus

Memory Game

» Assumption: Transforming storytelling into a game-like experience has the potential to make the process of listening to and sharing stories less tedious and more enjoyable

Memory Game

Good

Fun and engaging at first

Encouraged vulnerability

Bad

Not necessary

Became jarring as game progressed

Wanted to stop as conversation became intense

Outcomes

Lightheartedness is valued

People want to choose when to stay/switch topics

More customization and autonomy is necessary to proceed

» **Assumption: Transforming storytelling into a game-like experience has the potential to make the process of listening to and sharing stories less tedious and more enjoyable**

HMW facilitate the utilization of various, preferred storytelling formats?

HMW facilitate the utilization of various, preferred storytelling formats?

Finalists

We can let the person who is narrating pick one of their favorite songs in the background. everyone has different memories with different songs that they hear

Songgi Pu

Have various sections based on format of preferred storytelling

Shuvi Jha

We integrate photos + music along with the written stories

Jasmine Narine

Have a cooking section that stores recipes and proposes recipes for you to cook based on who is gathering, time of year, ingredients in your cabinet

Jack Clark

Have a photo album module that shows photos based on the current date, specific relevant memories tied to them, people gathering in person

Jack Clark

generate one type of media from the other → from the texts that we have collected, we generate a short graphic novel for the user

Songgi Pu

Each section has in-built support (ie. chat box, help button) to help users understand how to present stories in that format

Shuvi Jha

Have a feaure that transcribes oral stories to be more accessible to older people that want to communicate orally and can't do a written story

Jasmine Narine

We can generate prompts that allow the story teller to tell the story they want in different mediums (Would you like to translate this story through x medium?)

Jasmine Narine

"victrola" or "jukebox" feature where families can all play the same music or the app recommends favorite family songs for everyone/some people to listen to

Jack Clark

have a timeline feature as the main stem. Then the user can add supporting medias surrounding the timeline and construct and wholistic view of someone's experience

Songgi Pu

Allow stories based on multimedia journalism projects -- main story, add-ons such as audio recordings, pictures, etc -- could be modeled like a Medium article

Shuvi Jha

Once you enter the app and let us know that you'd like to tell a story, we bring up a panel of options on which medium of story telling u want to pursue

Jasmine Narine

We allow the user to have full autonomy of how they want to tell the story → if our app can't support it, maybe we suggest apps that can

Jasmine Narine

each event is modular, it can be characterized in people,

Songgi Pu

Have limits on which kind of stories we can support -- ie. we may not be able to have a full fledged novel on the app but we can definitely have excerpts, video recordings, pictures, etc

Shuvi Jha

Provide templates for each type of preferred format so that content creators can easily customize it and put their stories on top

Shuvi Jha

Create a system that allows users to present one story in multiple formats, convert a story in one format to a story in another format

Shuvi Jha

create a "wiki" system that allows the same "event", things, "people" to be reference multiple times across the platform and able to document and capture all of the interactions with them

Songgi Pu

Allow both public and private ways of storytelling presentation and formatting

Shuvi Jha

App looks at calendars and dates to see when people will be together or when holidays or birthdays are to create packages of wholesome fun memories and also prompt new memories to be made during these experience-rich and typically memorable moments

Jack Clark

Help people to turn raw stories into more polished formats through the use of AI - can turn raw memories into more of a biographical novel

Jack Clark

Facilitate emotional moments even with distance through things like group cooking events where everyone facetimes and cooks the same traditional meal

Jack Clark

Location feature to see when you are near others in your group and then suggest ideas, show flashbacks, give prompts, and overall make people nostalgic and h[...]

Jack Clark

Ways to consume

Historical family playlist or historical family recipe section or historical audio story collection -- invite members of "pod") community to collaboratively work on different forms of storytelling

Shuvi Jha

create a " spotify experience" and have a shuffle button so that each time you push it, a random memory comes up for you to view. (for both old and young people)

Songgi Pu

Allow for story "clusters" → we have the primary story and then associated "extras", "tags" that show repeated mentioned people or events

Jasmine Narine

You can also combine different types of stories however you want -- ex. if you have song that is tied to a specific vacation, you can store those photos and that song together somewhere

Jack Clark

The app prompts you to take photos of specific things based on time or location or proximity to others within your group on the app to maintain consistent databa[...] updating

Jack Clark

Variable privacy settings

We have a public section story → maybe this reaches the eyes of publishers, television directors, etc (increase visibility for those that want more elaborate means of story telling)

Jasmine Narine

Can control the publicity of a story to customize the utilization of it. E.g. an audio recording can be locked in a vault or even be posted like a podcast. E.g. a journal entry can be stored somewhere away from the rest of the group or it could be sent out in an email blast or notification

Jack Clark

Indexing and ordering systems

Story entries put into "chapter" format like a book, which makes the whole app basically function as one massive family novel

Jack Clark

create a page system like notion that supports different categories of medias and make it fun for people to customize it

Songgi Pu

Public-facing and network expansion

Potentially have cultural communities → those that are grouped by common cultures can share old/ traditional folklore

J[...] N[...]

Story entries put into "timeline" format, making an intuitive interface for people to add and explore more stories and memories.

HMW facilitate the utilization of various, preferred storytelling formats?

Finalists

Ways to consume

Variable privacy settings

Indexing and ordering systems

Public-facing and network expansion

Story entries put into "timeline" format, making an intuitive interface for people to add and explore more stories and memories.

RAPID PROTOTYPE:

Timeline Organization

Timeline Organization - Assumption
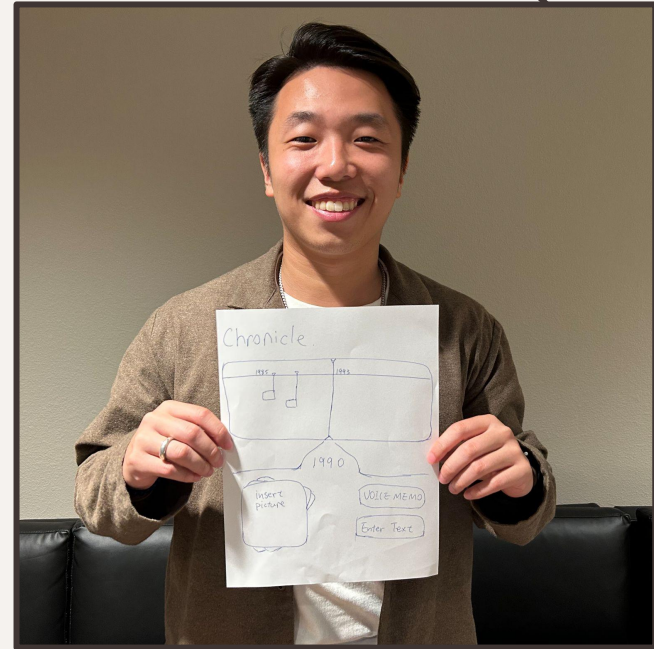
A timeline interface makes it intuitive for users to explore and add more family stories.

Our intent

Interview young people who would be interacting with a hypothetical database
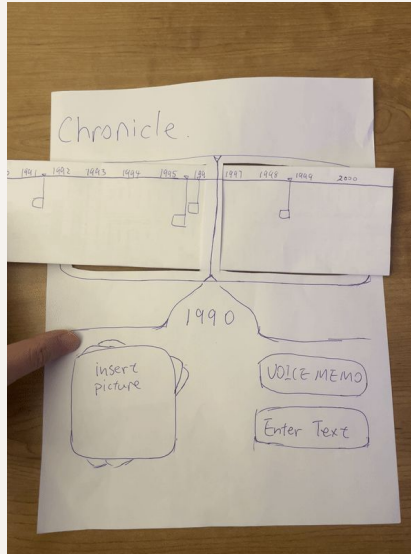
Observe

Simulate a calendar through movable timelines

The 2 participants are recruited on campus

Timeline Organization

» Assumption: Transforming storytelling into a game-like experience has the potential to make the process of listening to and sharing stories less tedious and more enjoyable

Timeline Organization

Good

Intuitive to use

Bad

Not necessary

Timeline "not helpful for remembering"

Outcomes

Very much a specific utility, not something that is exciting

Concerning lack of interest

Are young people even our audience?

» **Assumption: A timeline interface makes it intuitive for users to explore and add more family stories.**

04
Next Steps

Next Steps

Solution

Conversation helper?
Adding playful elements?

Need more specific
knowledge of people to
make suggestions worth it

Helps young people
conversationally and is a
change of pace for older
people

Ethics

Using AI can lead to
conversational bias

Accessibility concerns,
especially around older users

Privacy concerns with
recorded conversations

Audience

Can we serve both old and
young?

Conversations need to be
two-sided

Need to re-evaluate young
people's motives

Focus on more
millenial/gen X as our user
base?

How would we design for
the elderly?

05

Appendix

Experience Prototyping Statistics

	Participants	Ages	Demographic
Conversation	3	64, 54, 15	Family members; 2 working parents and high schooler
Game	1	21	College biology student
Timeline	2	18, 23	Students with older family members

How Might We? - Krishna

… help young people learn of the past that is otherwise only exists in the minds of their older loved ones?

… create more space for the family to share meaningful personal stories/journeys that they have not shared before?

… provide the "IKEA Effect" that Krishna spoke of for people building their family's story collection?

… allow loved ones to maximize time spent together through engaging and spending limited time on their devices?

… decrease the amount of casual and routine conversations with the family and increases the meaningful conversations when families are together?
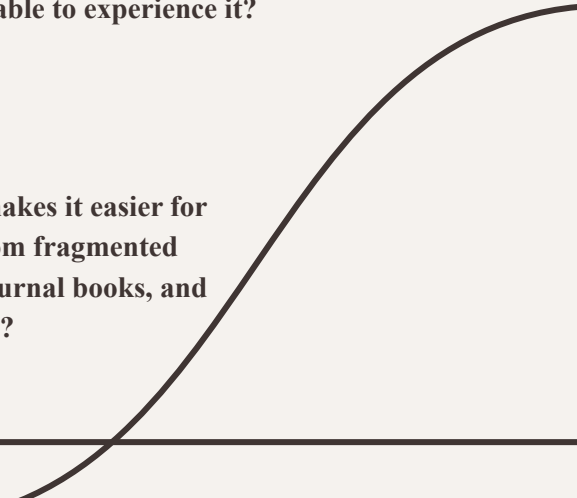
… allow people to preserve the types stories of they want to preserve, whether they are food-related, photographs, music, or anything, all while providing the "IKEA effect" Krishna spoke of?

… help older people share the history of their home by passing it on to those who never were able to experience it?

… create more opportunities to discover more untold stories through the mundane conversations?

… create an experience that makes it easier for people to import memories from fragmented platforms like social media, journal books, and artifacts to best preserve them?

… create an experience that makes it easier for people to import memories from fragmented platforms like social media, journal books, and artifacts to best preserve them?

How Might We? - Catherine

… make long-winded stories more easily digestible for younger audiences?

… help older people tell their important stories before they run out of time?

… assist old people in effectively communicating their wisdom and stories without losing train of thought?

… help young people who value time with their loved ones to maximize that time when they can find it?

… assist young people in producing thoughtful questions to ask their loved ones?

… allow young people to feel closer to elderly loved ones without the need of a physical move?

… help older people capitalize on their remaining time by telling impactful stories?

… make it easier for young people to concentrate when communicating with an older relative?

… help older people keep track of the stories that they have shared?

… provide peace of mind to younger people struggling with guilt surrounding the amount of interaction they have with elderly loved ones?

How Might We? - Michele

… help young people learn of the past that is otherwise only exists in the minds of their older loved ones?

… make the storytelling process more seamless and intuitive for the older gen?

… promote the stories of older gens to attract the audiences they'd like?

… garner interest for the stories of older generations?

… increase awareness of the mediums available to older people?

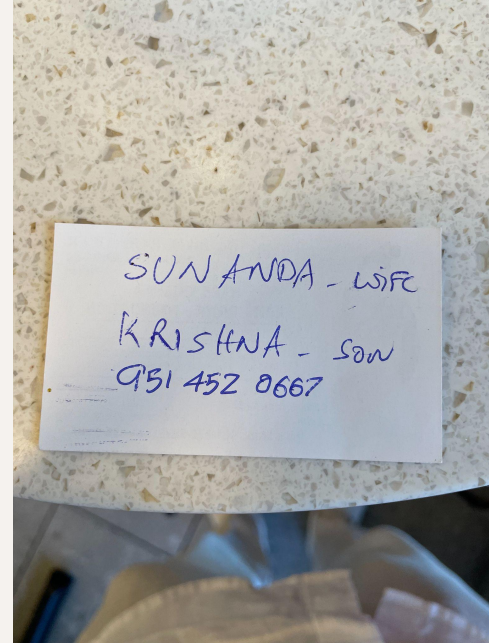… make storytelling fun and relevant instead of time-consuming and inconvenient?

… we balance the storyteller's desire for autonomy + privacy?

… preserve the autonomy of older generations interested in storytelling?

… provide older generations with inspiration to promote their story telling?

… challenge the barriers preventing older gens from being able to tell their stories?

Appendix

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