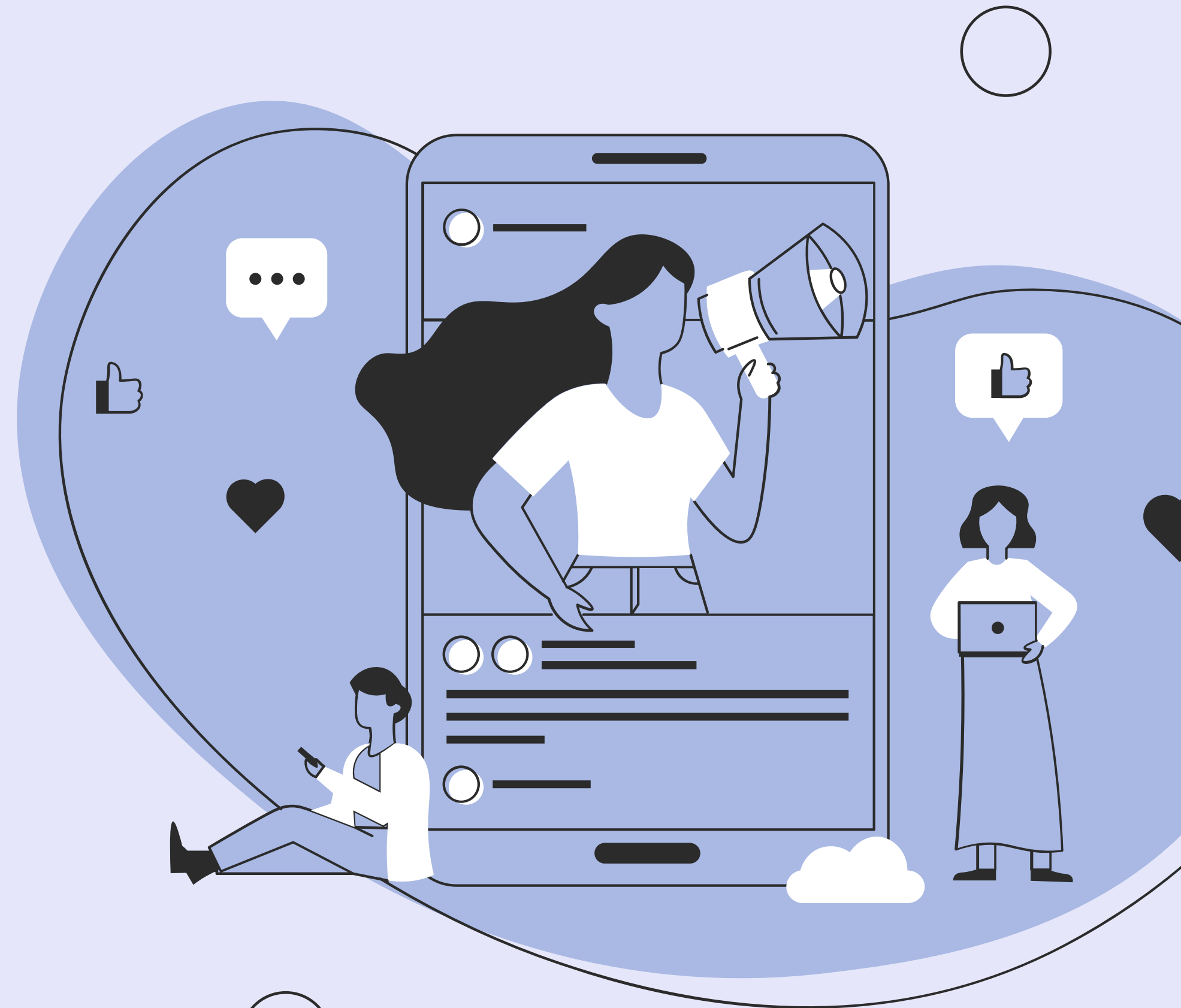


Needfinding



Nancy, Lainey, Britney, Fernanda

Who We Are



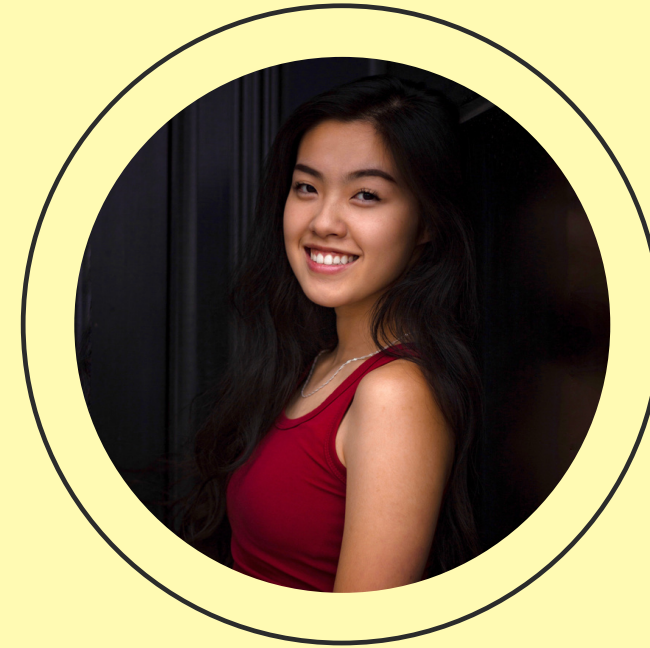
Fernanda Kramer

Senior
SymSys HCI



Lainey Wang

Junior
Economics



Britney Tran

Sophomore
CS HCI



Nancy Hoang

Junior
CS HCI

Interviewee Selection Process

WHY DID WE CHOOSE WHO WE
CHOSE?

What we looked for:

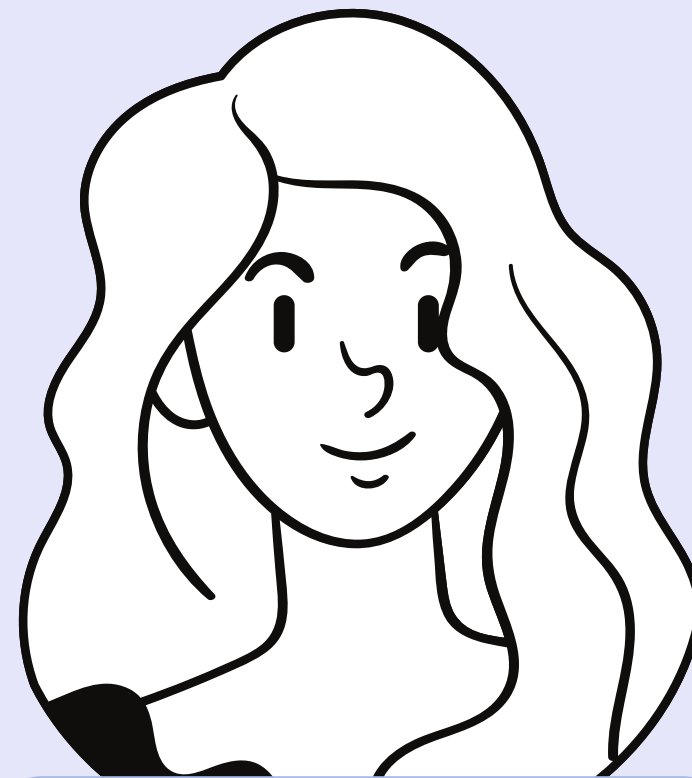
- ✓ Diverse age range
- ✓ Diverse experience
- ✓ Diverse involvement

Participants



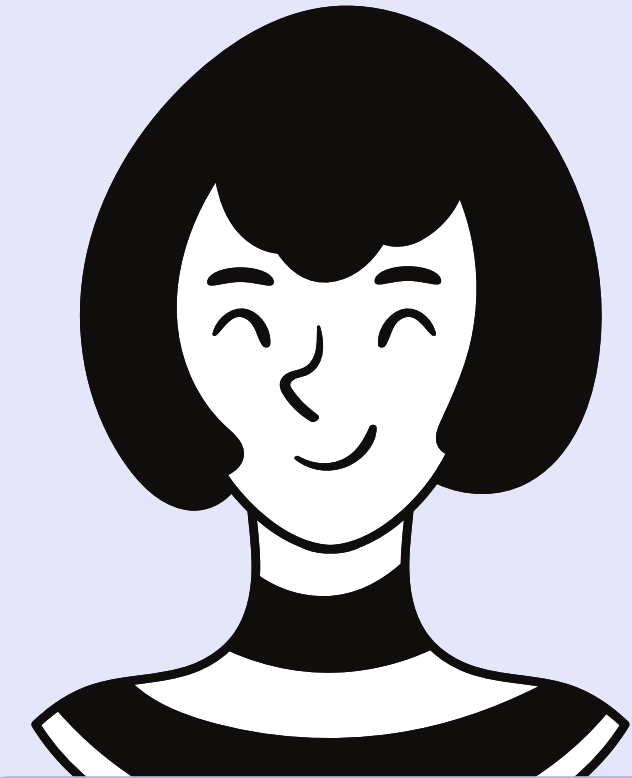
Justin

Direct Marketer for
Nonprofit Charities
Bay Area, CA



Sophie

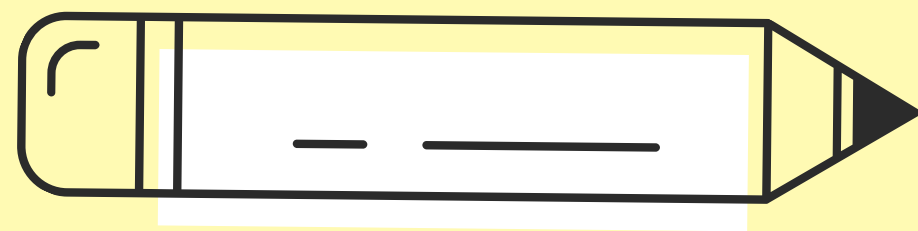
Law Student
at Santa Clara University
Sunnyvale, CA



Trish

Info Science Major
at UT Knoxville
Knoxville, CA

What we asked



When you think of the term systemic justice issue(s) what comes to mind?

Have you been involved in any organizations/projects to engage with this interest?

Describe a time when you wanted to see change in something but couldn't do anything about it.

How do you think systemic justice has evolved?

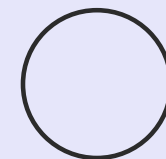
How does this issue make you feel?



Justin

extreme user

"[Being called a racial slur] was more wild than it was demeaning because I hadn't ever been called that..."

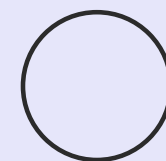




Sophie

extreme user

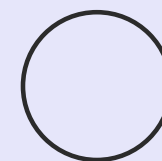
"Something, especially in criminal justice, that people lose sight of is that these are people, real people. Whether they did or didn't do it, they're an individual that has a heart and emotions and feelings..."





Trish

"You look like you'll be successful
so I don't want to do
anything that will jepordize this.
I'll just let you go..."





EMPATHY MAPS



Justin

SAYS

DOES

THINKS

FEELS

he does not approach people

our education system needs more equal opportunities

he identifies more with the term "systemic injustice"

social justice should be done for the safety of the people you love

friends help him find new books that broaden his worldview

thinks the biggest priority for his job is providing charities with the consistent means to budget and plan

Says that due to the current events, getting resources have been difficult

Volunteering takes him back to his childhood

thinks its cool to have direct interactions

systemic injustice starts at a young age

One-time donations are difficult for charities because they are highly unpredictable

he enjoys sharing Filipino music

need to tell kids "what's going on" in a more comprehensive way

Wonders what are long-term ways people are actually doing to help with issues

"doing this job kind of was a pull back to what I used to do as a kid and I got to apply real life like personal skills"

cultures should be shared

engaging in social justice is selfless

he thinks that people should want to be involved, not coerced

he shouldn't speak too much about things he doesn't understand

being called racial slur felt "more wild than demeaning"

educates himself by having conversations with other people with different experiences

volunteered a lot with mom as a kid

works in nonprofit marketing

he waits outside for hours waiting to talk about charity

read Race Matters

experiencing racism in texas made him more aware, he was shocked/had a sudden realization of its presence/severity

passionate about child care related issues

Feels like impact is made through exposure to diversity

wants to break the cycle of poverty

Talks to over 30 people a day

reacts in an unexpected way to being called a racial slur

Is crowd sourcing funding

Helps with a charity that asks for a \$1 donation a day for kids in need

gets 3-4 people to donate

Feels like the best way to help is through self education

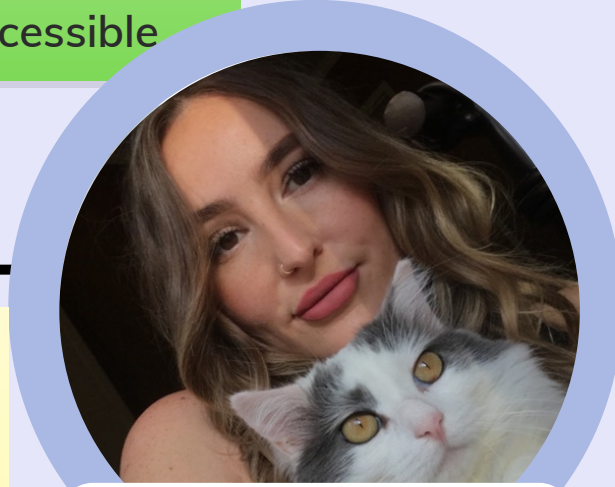
fortunate to have the experience living in the bay area with less racism

felt more associated with systemic injustice rather than systemic justice

that racism is other-worldly to him and that he had a glimpse of other people's experiences

wants to make a difference for lives of kids in developing countries

felt uncomfortable standing up for himself when he was called a racial slur as a waiter



Sophie

SAYS

DOES

THINKS

FEELS

the best way to make change is to have small conversations with people, judgment free

her dad is very conservative

merit is based on white people's definition of merit

it is difficult to get the data on homelessness encampments

she says segregated schools is an issue

faulty medicine has locked people up

homelessness is an issue that is rarely discussed

she's been able to be involved because her dad paid for college

systemic issues do not pertain to her because she is Irish

"being able to volunteer is based on wealth"

she says that social justice organizations are not accessible

She believes her privilege equips her better to help people

she feels the responsibility of addressing social problems, especially with her privilege

thinks that over time laws have changed and helped, but not really

she thinks more community outreach is necessary

She thinks helping others create a meaningful life

homeless people are overlooked

people approach conversations surrounding systemic justice with preconceived judgments, making them ineffective

her white privilege keeps her from being affected by systemic inequities

lack of judgment can help people overcome differences

it is hard for change to happen because everyone wants different thing

having your parents pay for college is a privilege

it can be difficult to talk to her family about systemic inequities

her accomplishments are partly due to her white privilege

medical field needs more accountability for their mistakes

joins the International Council of Islamic Relations

researched dynamic between women and LGBTQ+

She decided to study criminal justice in law school

joins the Northern California Innocence Project

did a research project on homelessness

she works on projects related to wrongful incarceration from faulty medicine (Shaken Baby Syndrome)

She worked in an org that help people who were wrongfully incarcerated

went to BLM protests and signed petitions

signs an NDA for the Northern California Innocence Project

met recently released people who were wrongfully incarcerated for 10+ years

angry because lazy and faulty medicine is getting people incarcerated

upset that systemic inequities affect the criminal justice system

responsible to respect people's privacy in discussing systemic inequities

She wants to build a meaningful life

She feels empowered and excited to help people

there should be more conversation about how women and LGBTQ+ interact

excited because there is much to be done

She feels like change is doable

saddened that people don't think of formerly incarcerated people as real people

she feels passionate about the social issues

helpless at BLM protests and seeing people still dying

felt humbled after meeting people who were formerly incarcerated



Trish

SAYS

Socioeconomic ties in strongly with racial issues

"not sure if its the men or their experiences"

She grew up in a diverse enough community that she feels more educated

she's different

she did not have any explicit trauma related to discrimination

"google and its algorithm makes everything an echo chamber"

media algorithms are starting to encourage women in STEM

talked about a story of when her friend was stopped with weed, but then let go because he was white

that education is tied to systemic justice in that people who are uneducated will not listen

that she is not educated enough to speak on things

THINKS

She needs to unplug herself to destress

uneducated people are more likely to be prejudice

Feels overwhelmed by social media

she'll come across as ignorant or uninformed if she talks about systemic justice issues

marketing is very gendered and that creates a barrier at a young age (legos for men)

The government controls a lot of the power

More women centric STEM programs would help with the divide

thinks education can help

people who are not willing to be educated will not listen (even in higher ed)

FEELS

still questioned her judgement towards male classmates

belittled by the men and powerless to stop them

Initially judgement on news is clouded by strong or polarized biases

like she didn't belong

She feels like what she is doing is not enough

culture shock

doesn't feel like she's educated enough to speak about the internet

experienced people yelling hateful things at her at start of COVID

enjoys video games, dev for video games, graphic design

She supports rallies and general fundraisers

went into UTK programming as the only Asian woman

met people who have never met someone like her

seen more girls in STEM

uses social media

switched to info science because better courses and belittling experience with males

burnt out by all the petitions and movements

felt belittled by male programming classmates

started out as CS major

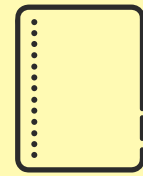
has to unplug sometimes to destress from all the online stuff

Exploring Domains

WHAT ISSUES WERE PREVALENT IN OUR INTERVIEWS?



Access to Education



Wrongful Incarceration



Sexism in Tech



Political Polarization



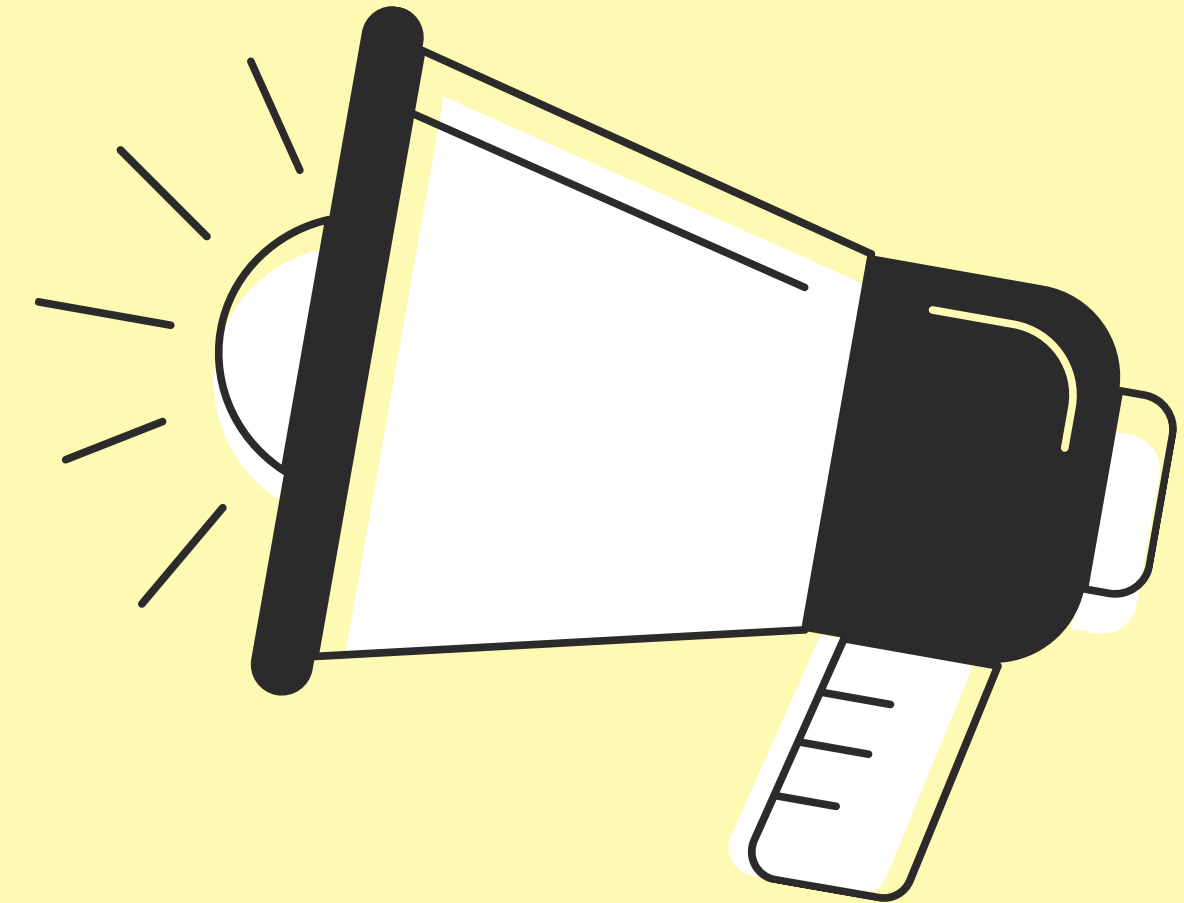
Religious and racial discrimination



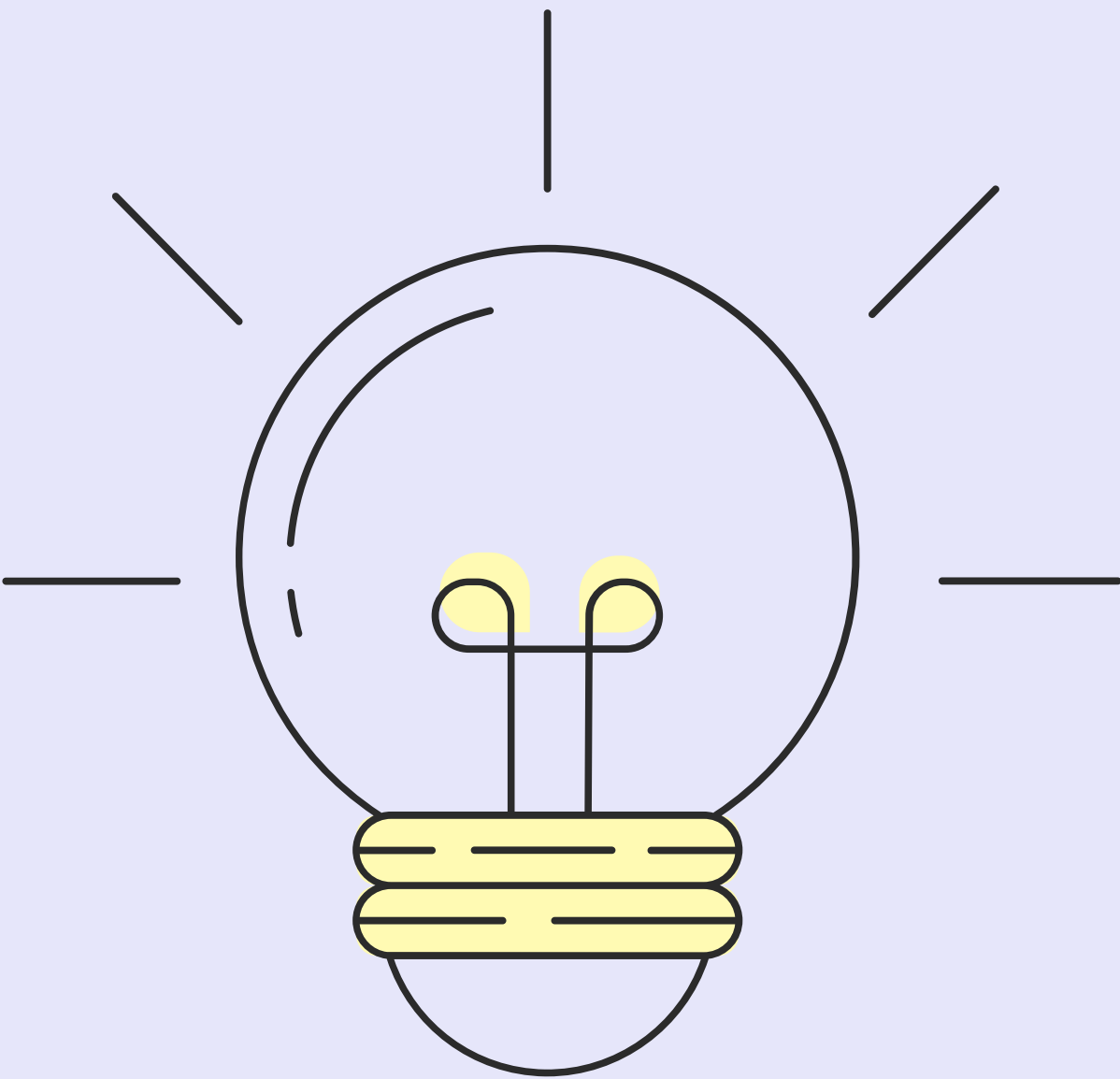
Distribution of Resources



Housing and food insecurity



Insights



Tensions

Being a women in tech

Having family members that disagree with your values and opinions on systemic inequity

Feeling like your privilege takes you out of the space

Feeling too uneducated to make an impact

Contradictions

Being harassed and claiming to not have gone through traumatic events

Wrongfully incarcerated people are still treated as criminals in society

Despite the passion behind their work, participants are desensitized

Surprises

One can heavily involved in system justice organizations without having any personal ties

Charity marketing only reaches 4-6 people a day out of 30 spoken to

Summary

1.

Racial discrimination was central to systemic inequities amongst the participants

4.

Participants seemed desensitized towards the issues, but were still motivated to make change

2.

Participants believe in the possibility of change but do not think that we are close to solving systemic inequity

5.

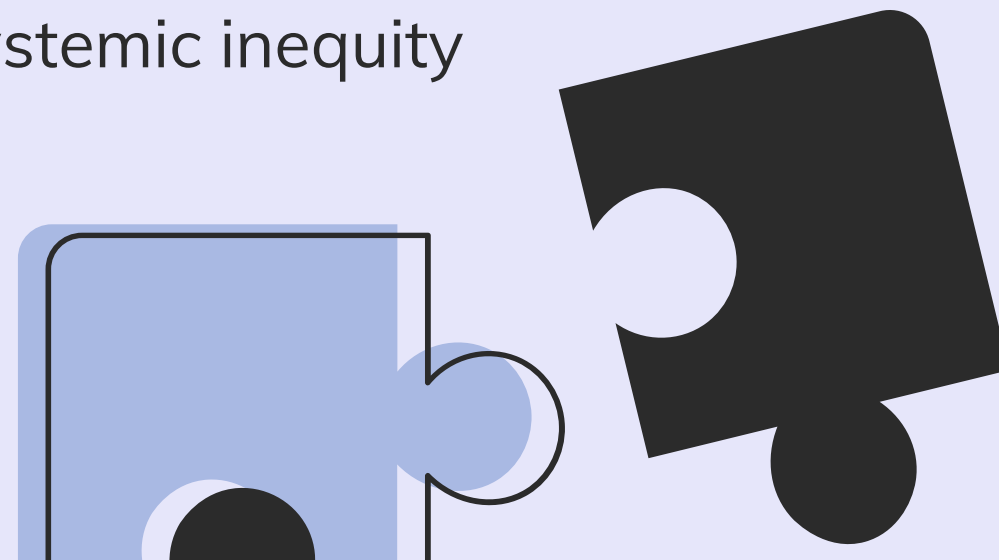
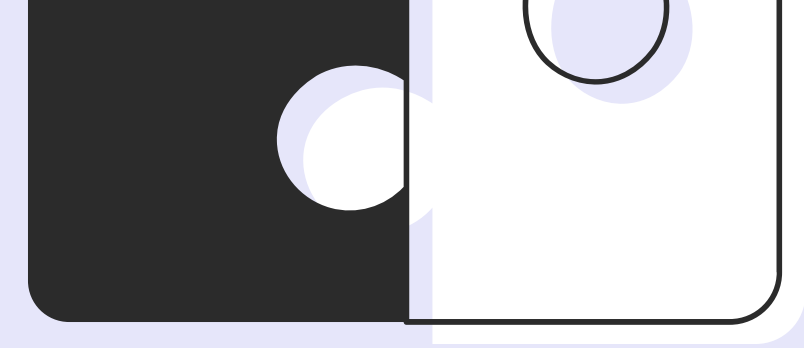
Everyone mentioned education and exposure as part of the solution to systemic inequity

3.

There is a sense of privilege in being able to enact change in the community

6.

People feel less comfortable discussing or sharing their opinions when they are not well educated on the topic.



THANK YOU

