

Design Thinking Workshops for Smart Campus Project

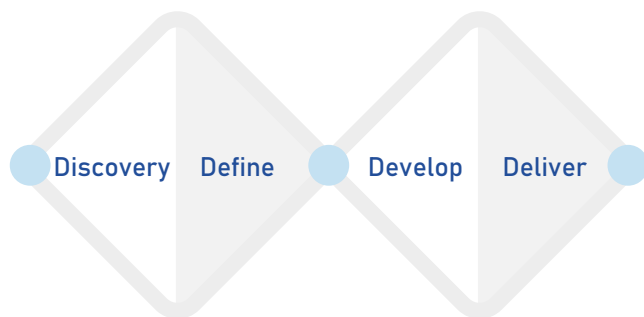
Smart Campus

Human-Centered Design Thinking Workshops

The **Smart Campus Project** focuses on driving digital transformation and creating an innovative, open, and diverse campus environment. Through infrastructure development, data integration, and innovative service applications, the project aims to enhance digital capabilities, foster interdisciplinary collaboration, and promote a human-centered problem-solving culture. Success in digital transformation extends beyond technology, requiring shifts in mindset, processes, systems, and management. With new technologies, continuous innovation driven by real needs is key to delivering lasting value.

The **Smart Campus Human-Centered Design Thinking Workshop Series** promotes design thinking through activities that uncover pain points, identify real needs, and develop innovative solutions. By focusing on faculty, staff, and students, the workshops aim to improve service processes and experiences through technology, fostering a culture of continuous improvement and innovation.

Double Diamond
Model of Design
Thinking



In 2023, CIRDA collaborated with a professional team to study service needs for the "NYCU e-portfolio." Using research methods like interviews, surveys, and stakeholder analysis, we identified insights and proposed service strategies. In 2024, under the smart campus theme, we organized activities such as "Picture a Smarter NYCU: pain points collection", "Shape a Smarter NYCU: co-creation workshops", and gamified user research sessions. These events promoted design thinking and laid the groundwork for innovative smart campus applications. This issue of newsletter highlights the series of smart campus design thinking workshops.