

## Design Thinking Workshops for Smart Campus Project

# Picture a Smarter NYCU

## Pain Points Collection and Design Thinking Workshops

The Smart Campus Design Thinking Workshop Series began in 2024 with a mini-workshop, held as part of the Office of Student Affairs' Co-Learning Program during the Co-Service Team orientation. Participants used design thinking tools like personas and empathy maps to foster perspective-shifting and team bonding, paving the way for effective service planning. The Co-Service Team, formed by faculty, staff, and students, designs community services based on local needs.

Mini-workshop during Co-Service Team orientation



Following this, *Picture a Smarter NYCU* online campaign was launched, inviting faculty, staff, and students to identify pain points in current campus service processes. The event attracted around 70 participants across campuses, who shared pain points and suggestions spanning various aspects of campus life. Participants provided positive feedback, expressing expectations that these issues would be addressed and improved.

### Picture a Smarter NYCU 數位校園現況痛點募集

你是否曾在校園中經歷過心想「如果可以...就更好了」的瞬間？  
誠摯邀請你分享這些或許可以透過資訊科技加以改善的想法  
共同打造更友善的智慧校園

Have you ever experienced those "What if" moments on campus?  
Share your ideas on how technology could enhance these experiences.  
Together, let's shape a smarter NYCU.

**活動時間/Event Period**  
國立陽明交通大學校職教員工及在校學生  
Current students, staff, or faculty members of NYCU

**活動報名/Registration**  
活動期間，至各本館報名資訊，填寫簡章並由  
詳細活動內容，請以活動報名資訊為準  
Submit the registration form during event period.  
For detailed information, please refer to the event webpage.

**活動內容/Event Content**

- ◎ 問題 / Title
- ◎ 現況不優處 / Existing issues
- ◎ 數位化改善建議  
Suggestions for digital improvement
- ◎ 修改前的現狀或照片，具代表性照片或示意圖一張  
A representative picture or diagram of the issue or location
- ◎ 其他說明事項  
Supplementary information (optional)

**活動方式/Event Details**  
活動結束後，將抽出100名參加者，贈送100元禮券  
After the event, 100 participants will be randomly selected  
to receive a NT\$100 gift card.



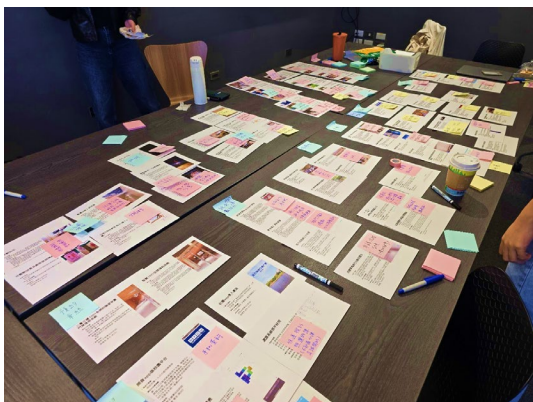
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## Design Thinking Workshops for Smart Campus Project

The Smart Campus Design Thinking Workshops use design thinking tools to uncover campus service needs and co-create innovative applications. Initially structured around the double-diamond model, the first phase focused on identifying pain points, while the second targeted solution design.

During the first phase, a self-directed learning student group joined subsequent discussions, resulting in regular meetings and tool-sharing sessions. These included a group discussion to review and consolidate the pain points identified during the first phase. In that group discussion, we identified five key pain points themes for the second phase co-creation workshop.



Discussions with the self-directed learning student group inspired the exploration of gamified experiences, including a trial session of *UX in the Jungle*, an educational game by the Trend Education Foundation. The game simulates the software development process and emphasizes the importance of user experience (UX) research. Players took on roles in a development team, working collaboratively to create games to hit the markets, highlighting the importance of UX research, strategy, and teamwork.

