FROM HI-Fi TO LO-Fi
SHARING DIGITAL BORN STORIES IN THE DEVELOPING WORLD

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This project is made possible by the participation and generous support of:

the graduate media design program
art center college of design

www.artcenter.edu/mdp/

www.mdialog.com

www.unicef.org

www.artcenter.edu/designmatters/
INTRODUCTION

For nearly 80 years, Art Center College of Design, located in Pasadena, California, has been one of the world’s leading institutions for design education. Art Center offers undergraduate and graduate degrees in a wide variety of design and fine art disciplines, and the College’s pragmatic, real-world approach provides graduates with the education and experience to become creative leaders in their chosen professions. Art Center’s multidisciplinary, rigorous curricula respond to a fundamental belief that interchanges among disparate fields of knowledge and design disciplines have become essential to contemporary higher education. The college is a laboratory for innovation, a locus for partnerships and collaborations with industry and public sector development agencies, and a center of international public dialogue on the larger role of design.

Art Center places a singular emphasis on real-world relevance and advocacy for the public policy role of design in partnership with many kinds of enterprise. This approach is epitomized by the College-wide Designmatters initiative, which unites humanitarian, social and educational objectives, and responsible business practices. In recognition of its service to society, Art Center is the first design school to receive Non-Governmental Organization status at the United Nations and the Organization of American States.

This publication documents research findings, concepts, and designs from a transdisciplinary design studio led by the Graduate Media Design Department and Designmatters in the spring academic term 2008. The outcomes of this studio are the result of a close collaboration between Art Center, the Innovation and Development Unit of the Division of Communication, Youth Section at UNICEF, and mDialog.

As the following pages attest, in an increasingly digital global society, young people with wider access to technology and new media platforms have not only an opportunity to meet with their peers around the world, but also to converge on societal issues of common concern. The design of smart tools, systems and communication portals that empower youth to take advantage of such new technologies will immeasurably expand their civic participation at all levels, and will enable them to give new voice to their stories.
In Spring 2008, a 13-week transdisciplinary studio was offered by Designmatters, partnered with Art Center’s Graduate Media Design Program and sponsored by the Division of Communication, Youth Section of UNICEF and the emerging video sharing website mDialog. Six students from Graphic Design, Fine Art, Illustration, Photography, and Graduate Media Design undertook the challenge to develop platforms and networks for youth journalists groups in the developing world. The initial goal of the class was to work directly with two youth groups who currently produce their own online video journalism content, one in the Philippines and one in the Caribbean, in order to identify needs and opportunities, particularly around media sharing, community, social networking, and advocacy. The class was asked to explore tools, both hi-fi and lo-fi, that might support these communities, and address significant issues surrounding the digital divide, such as accessibility. We asked, why, in a world of YouTube and Facebook, is this interesting or necessary? What new formats might result that allow greater participation? How might lo-tech affordances be used to generate a sophisticated social network for story sharing?

What began as an investigation into low bandwidth issues and limited access of the youth journalist groups evolved into an extensive research project which resulted in: sending four students to the Philippines and the Caribbean for a week’s worth of first-hand interaction with the youth journalist groups to learn about their cultures, special guest lectures from leading experts in the field, and surveying and usability testing among the youth groups themselves. As often is the case in such human-centered research projects, the richness of this qualitative research lead the class to find their own way through the material, challenge assumptions, discover unexpected opportunities, and continually redefine their approaches. From text-message prayers to mile-long internet cafe malls, social networking pets to information pools, each detail helped to define a complex, yet colorful landscape for the project.

Documented in this book, the class has presented a range of thoughtful and innovative concepts that were tested with the youth groups themselves—including systems that could actually be implemented today, with support from UNICEF’s technology partner mDialog. Equally significant, the students share their knowledge, insights, and imagination about future possibilities and explore how this project may scale, for example, working with youth groups in other places or circumstances as new technologies become more readily available.

Ironically, one of the most impressive outcomes of this TDS class was not in the final outcome itself, but in the collaborative experience as a whole. Working with real “clients” on real issues results in very real opportunities and challenges. It was a holistic learning process, involving a large investment of time, resources and energy on everyone’s part. Our goals collectively transformed over the course of the term, shaped by research findings, emerging interests, new discoveries, and valuable feedback from the youth groups and our partners. And while the path was not always clear nor direct, the project proved to be an invaluable experience for all involved.

Throughout the term, the students remained resourceful, diligent, and open-minded, taking on each challenge as it came, as did our partners at UNICEF and mDialog and our support from Designmatters and the Media Design program. From organizing trips to Asia and the Caribbean on less than a week’s notice to coordinating a video conference with UNICEF in New York and mDialog in Toronto from our studio in Pasadena, it was truly an effort of global proportions. We are deeply appreciative for everyone’s help in making this studio possible and for the opportunity to begin a path towards future endeavors.
BIG IDEAS

What’s the big idea? Here we present 16 ideas we identified and developed through our research on the ground in the Caribbean and Philippines visiting with the youth journalists and meeting locals, from briefings with UNICEF and mDialog, and through brainstorming and concepting as a team.
One implicit assumption when designing for low-bandwidth connectivity and older technologies is that what you create will not be innovative—that working with lo-fi is always a compromise.

In fact, the heavy constraints of lo-fi technology can amplify creative thinking and lead to innovative solutions. We were forced to re-examine the affordances of low-tech and found it often offers surprisingly rich media experiences. Lo-fi and high-tech don’t have to be mutually exclusive but can become very effective when combined into one system.
When telling stories, the needs of the audience are always important to the way the story is delivered. We found three different audiences, each with its own distinct needs for a storytelling system:

**YOUTH MEDIA PRODUCERS**

Youth journalists need simple tools that allow them to produce stories while working asynchronously and to create downsampled versions of their high-bandwidth stories for distribution to local audiences.

**LOCAL COMMUNITIES IN DEVELOPING REGIONS**

Audiences in developing regions should be able to access stories by the (generally lo-fi) technologies available to them: namely mobile phones. The ability to respond to these stories and to share them with friends also needs to incorporated. See the appendix for a sketch of such a site.

**THE GLOBAL COMMUNITY**

A web portal for the global audience is a gathering place for stories from youth journalism groups around the world. The global site gives special consideration to the privacy and access concerns of the local youth groups.
While Internet access is isolated to certain areas and socioeconomic groups, mobile phones are available to nearly everyone in our regions of study.

Lo-fi mobile phones can become the ideal conduits for telling stories. By using mobile phones not as Internet browsers but as telephones, we can deliver a story, spoken by an actual journalist, to nearly all youth in developing countries.

Youth can be alerted with a text message on their phone when a new story is published and can choose to listen to an audio version of the story or read a summary through SMS messages. See the appendix for more on phones.

Poster on a recepticle for old mobile phones in a mega-mall in Manila
The youth media organizations we researched created their stories primarily for the television broadcast medium. When these TV broadcasts are transferred to other media, however, the translation can create some problems. The stories are too bandwidth-intensive to be visible online to the local audience, and are not as effective when experienced through another medium.

We designed tools that easily down-sample TV broadcasts into online, audio, and mobile phone versions. These down-sampled versions can effectively reach the entirety of the local youth audience.
The youth we visited expressed concern with sharing their work. While they wanted the widest possible audience for their finished broadcasts, any questions, critiques, and evaluations they made during the production process needed to be restricted to a known network.

A closed system, where access is granted only to other youth journalists (or otherwise restricted), alleviates the anxiety of displaying unfinished work and asking questions to a potentially hostile public and maintains a professional standard.
Many of the journalists we met had large responsibilities outside of their youth media commitments, often working or going to school full-time. Their schedules rarely aligned. We designed an online system of tools that allows journalists to work asynchronously by serving as a home base that is always accessible from any computer or mobile phone.

Stories, tasks, and notes are organized and made transparent, so that one journalist can easily pick-up where another left off, without the need to be brought up to speed face-to-face.
When all that is needed to promote and explain using our storytelling system is two sentences and a phone number, why keep that information only on a web page? Simple paper posters advertise the youth media story system to all youth, regardless of their access to an Internet connection.

Since we are using phones to deliver audio stories to youth, we can allow them to talk back and create a two-way dialog. We can record their spoken comments using a simple voice- or key-activated menu. They can also listen to comments other audience members have left about the story they just heard. This lo-fi comments section provides an even richer experience than its online equivalent.
Some of the organizations we visited had limited access to editing equipment. In one situation, only one journalist was allowed to edit video. If she were to leave, the organization would be completely paralyzed.

Providing editing tools online enables more journalists to become involved in the editing process, as well as the opportunity to tailor the tools to the specific needs of youth storytellers.

Audience participation can help in the publication and distribution of youth stories. Any user with Internet access can assist in the down-sampling, story annotation, transcription and translation process.

Allowing the audience to participate in the down-sampling of stories provides for an increased level of involvement, while making all members of the organization active participants.

Participants could be given access to additional assets not used in the TV broadcast and have the ability to create their own version of the story.
The web medium allows for affordances not available to television. One of the advantages of the web is the ability to build rich media pools around a story. By presenting additional resources such as bonus footage, interview transcripts, links to similar stories, etc., the story can be placed in greater context and provide additional value to the audience.

Before any story is filmed, edited, and produced, it must be proposed. One of the advantages of an online tool system is that tasks completed at the end of a story can instead be speculatively performed at the beginning. Journalists are shown what related resources are available in real-time, as they are considering different stories to propose. Journalists can “feel out” a story, by changing the words in the headline, related subject tags, and story summary. These words are searched and related stories, contacts, and resources are displayed.
The youth journalists we spoke with expressed a desire to stay connected with other youth they met at conferences outside their country. One of the features we incorporated is a global feed, which keeps organizations connected around the world and shares resources and inspiration. The feed is an aggregate of published stories and global bulletins from all of the youth media organizations.

We designed a system to provide all youth, not just journalists, with a forum to tell stories. In the Personal Broadcast, youth members can contribute their own narratives (or Twitter-like status updates). These narratives join the comments they have made on stories in the web system. Personal broadcasts become information streams in addition to the youth media organization’s stories and are displayed on a youth’s profile page. Youth members can subscribe to each another’s Personal Broadcasts to keep up with their friends’ stories.
Incorporating game-like features into the tools used by youth journalists to produce stories rewards their active involvement. Each story can have its own character: a pet cat who needs feeding or a plant that needs watering. By working on the site consistently, youth members are rewarded by a cute cat trick or a blooming flower. These game-like features provide incentives and inform youth journalists about the status or “health” of a story.

Pitting story against story on the homepage, where youth journalists compete for votes and awards could encourage participation through playful competition, among the audience as well as the storytellers. Competition fosters loyalty to specific stories, and rewards journalists for exceptional work.
Our proposed system provides a self-contained set of tools for youth media groups to manage the story proposal and production process, archive and annotate their videos and connect with other youth media groups around the world.
Sign In

GROUP: Youth Media Guyana

NAME: Justim

PASSWORD: ******

Clicking here will allow new people to join or create a New Journalist group.

Drop down menu for choosing a specific Youth Media Group to log in to.

Drop down menu allows the user to choose their name from a list, instead of remembering a specific username everytime.

Clicking the ENTER button logs in to “The New Journalists” site.
RECENT STORIES & TASKS

Child Labor

Child Labor in production

TO DO: Waiting to be uploaded

Head Lice

Head Lice proposal

ALERT: New proposal created by Joel, please add notes and help develop it further.

Micro-credit

Micro-credit in production

TO DO: Confirm interview with Dr Ramon Echano...

TO DO: Prep equipment to film DR this coming Wednesday afternoon...

DONE: Scout locations for bridge shot...

OTHER YOUTH MEDIA GROUPS

Alaska Youth Video
Back lot (Suriname)
Kabataan News Network
South Africa Media
Thai Youth News
Youth Media Columbia
Youth Media Guyana

GLOBAL UPDATES

Youth Media Guyana has won an award. Everyone, we are so glad to announce that we have won a Caribbean wide award for video production... LINK —Youth Media Guyana (3 days ago)

Local Festival. Backlot Suriname holds annual film festival in parking lot... LINK —Backlot (4 days ago)

KNN Mindoro member to attend J8 Conference. We are pleased to announce that Nicai will be going to this year’s J8 summit... LINK —KNN Mindoro (3 days ago)

Youth Addiction. Please check out our new story for this month about youth...
PROPOSALS
Brain Drain continues in Philippines. modified: 03/11/08
Nurse Shortage. modified: 03/11/08
Theater Advocacy in Davao. modified: 03/11/08
On-going conflict. modified: 03/11/08
Drop-outs on rise. modified: 03/11/08
Wildfire spreads to Guyana modified: 03/11/08
Ituni Youth Health Centre modified: 03/11/08
Workshops for Youth in Region 2 modified: 03/11/08
Mashramani parade modified: 03/11/08
Cleaning up the Sea wall modified: 03/11/08

IN-PRODUCTION
Child Labor modified: 03/11/08
Head Lice. modified: 03/11/08
Micro-Credit. modified: 03/11/08
Public Plaza Curfew. modified: 03/11/08
Youth Summit. modified: 03/11/08

PUBLISHED
Cell Phone use banned in schools modified: 03/11/08
Inter-House Sports modified: 03/11/08
Students Protest Against the Crisis of No Clean Water modified: 03/11/08
Youth Parliament modified: 03/11/08
Inter-Village program modified: 03/11/08
Digital Playground Workshops Held modified: 03/11/08
Youth Theatre Workshops modified: 03/11/08
Girls Empowered modified: 03/11/08
Hanging Out at the Mall modified: 03/11/08
Moral Education Fosters Unity modified: 03/11/08
Youth Media Guyana has won an award. Everyone, we are so glad to announce that we have won a Caribbean wide award for video production... LINK —Youth Media Guyana (3 days ago)

Local Festival, Backlot Suriname holds annual film festival in parking lot...  LINK —Backlot (4 days ago)

KNN Mindoro member to attend J8 Conference. We are pleased to announce that Nical will be going to this years J8 summit... LINK —KNN Mindoro (5 days ago)

Youth Addiction. Please check out our new story for this month about youth...
Youth Media Guyana has won an award. Everyone, we are so glad to announce that we have won a Caribbean wide award for video production...

Backlot Suriname holds annual film festival in parking lot...

KNN Mindoro member to attend J8 Conference. We are pleased to announce that Nicai will be going to this year’s J8 summit...

Youth Addiction. Please check out our new story for this month about youth...
Underage Drinking
This story is about youth, under 16, who chronically drink alcohol. It covers why they drink, health concerns, and why others should care.

Youth Parliament
A model youth parliament will be held next month. We talk to two youth involved.

Inter-Villiage Program
Villiage to Villiage sports are hot this year.

Girls Empowered
A growing movement towards female youth empowerment is spreading through out the city.

Hanging Out at the Mall
A new, fast, escalator is all the rage with those who hang out at the mall.
PROPOSING A STORY

Welcome Justim!

PROPOSAL

MAIN STORIES PROPOSE A STORY

HEADLINE
Type a descriptive headline here

OUTLINE
Outline how you see the actual story being told.

SUMMARY
Type in a short summary.

CATEGORIES
List all possible categories to file this story under.

CONTRIBUTORS
Interviews
Justim ✔
China ✔
Nikishia ✔
Andrea ✔
Joel ✔
Mary ✔
Rosanna ✔

ADD. Camera Work

Editing

PROPOSED
0 day ago.

MODIFIED
0 hours ago.

SUGGESTED RESOURCES
- ABC News Underage Drinking in Manila (Link)
- Youth Addiction (Link)
- The Lancet: Alcohol (Link)
- Alcohol Policy UK (Link)

ANNOUNCE THIS PROPOSAL

Name
Justim ✔
China ✔
Nikishia ✔
Andrea ✔
Joel ✔
Mary ✔
Rosanna ✔

SEND ANNOUNCEMENTS

PROPOSE THIS STORY

PA7

search

profile settings logout

Welcome Justim!

profile settings logout

Welcome Justim!

search
This text field allows the user to type in a headline for the story they are proposing.

This text field allows the user to type in a short summary for the story they are proposing.

This text field allows the user to type in words that are used to categorize the story being proposed.

Clicking any of these pull down menus allows the user to credit a peer with that duty for the story.

Based on the words typed into the Categories field (above left), suggested headlines are instantaneously searched on the web and displayed here as possible.

Clicking here proposes the story. It will then await approval by an admin and will appear in the list of Proposed stories.

Clicking any of these boxes sends a text or email message to the selected collaborators.

This text field allows the user to type in an outline for the story they are proposing.
OUTLINE
I'm not sure how we should order this segment. If you have ideas, then put them here.

RESOURCES
ABC News Underage Drinking in Manila (Link)
Youth Addiction (Link)

I want in.
I'll sign up for some tasks when I'm at a cafe. —Andrea

NOTES
This is a new note
Announce this note

CONTRIBUTORS
Andrea, Interviews
Justim, Camera Work

PROPOSED 15 days ago.
MODIFIED 2 hours ago.

Tasks are available only when the story is in production.

Links placed in notes will be automatically added to the resources area. Select names at right to have this note sent to them, their responses will be added to the notes section as well.
I'm not sure how we should order this segment. If you have ideas, then put them here.

I want in. I'll sign up for some tasks when I'm at a cafe. —Andrea

This story is about youth, under 16, who chronically drink alcohol.

Youth, Law, Social Issues

Andrea, Interviews
Justim, Camera Work

PROPOSED 15 days ago.
MODIFIED 2 hours ago.

Underage Drinking

OUTLINE
I'm not sure how we should order this segment. If you have ideas, then put them here.

RESOURCES
ABC News Underage Drinking in Manila (Link)
Youth Addiction (Link)

NOTES
I want in. I'll sign up for some tasks when I'm at a cafe. —Andrea

Tasks are available only when the story is in production.

By clicking on this EDIT button, an Admin will approve the story. The story will then automatically be changed to IN-PRODUCTION.

Additionally, by clicking on this button, an Admin will remove the story from the proposal listing altogether. The story will then automatically be removed from the site permanently.

Links placed in notes will be automatically added to the resources area. Select names at right to have this note sent to them, their responses will be added to the notes section as well.

Alternatively, by clicking on this button, an Admin will remove the story from the proposal listing altogether. The story will then automatically be removed from the site permanently.

Admins can add new notes to any story’s Notes section by typing in this text field and clicking on POST. They can also notify others of this new note.

Clicking on this EDIT button allows an Admin to change and update the working outline of a story in-production.

Clicking here will allow an Admin to edit the basic information and metadata of a story in-production.
OUTLINE
1. We show a group of youths squatting and drinking in public. We hear them discuss why they drink and why they like it.
2. More footage of other youths so that the audience knows that it is more than just those first kids. Voice over of one of them talking about their families? troubles? Show how they buy drinks?
3. Interview with an official. This could be a doctor or politician. I think A doctor would be best...
4. Wrap up with reporter on screen. Closing thoughts, more information.

RESOURCES
ABC News Underage Drinking in Manila (Link)
Youth Addiction (Link)
Wikipedia Drinking Age (Link)
World Health (Link)
OUTLINE

1. We show a group of youths squatting and drinking in public. We hear them discuss why they drink and why they like it.

2. More footage of other youths so that the audience knows that it is more than just those first kids. Voice over of one of them talking about their families’ troubles? Show how they buy drinks?

3. Interview with an official. This could be a doctor or politician. I think a doctor would be best...

4. Wrap up with reporter on screen. Closing thoughts, more information.

RESOURCES

ABC News Underage Drinking in Manila (Link)
Youth Addiction (Link)
Wikipedia Drinking Age (Link)

I saw this story on the world health website. If you are working on this story maybe you can read it.
http://www.who.int/topics/alcohol_drinking/en/

NOTES

Proposal stage notes (show...)

Part Three.
Do we really need to talk to an official? I’m not sure if that is right, what if we just talked to the kids? —Rosanna.

TASKS

- Confirm interview with Dr. Ramon Echano.
- Prep video equipment for bridge shoot at 2pm.
- Scout location for bridge shoot.
- Write interview questions and have them edited.

CONTRIBUTORS

Andrea, Interviews
Justim, Camera Work

PROPOSED 15 days ago.
MODIFIED 2 hours ago.
SUMMARY
This story is about youth, under 16, who chronically drink alcohol.

CATEGORIES
Youth, Law, Social Issues

CONTRIBUTORS
Andrea, Interviews
Justim, Camera Work

PUBLISHED
3 days ago.

MODIFIED
2 hours ago.

RESOURCES
ABC News Underage Drinking in Manila (Link)
Youth Addiction (Link)
Wikipedia Drinking Age (Link)
Bridge Photo
World Health (Link)

NOTES
This is still my favorite story.
Good job guys. I wish we had done a better job interviewing the doctor. I think he had more to tell us. —Justim.

In-Production notes... (show)
Proposal stage notes... (show)

This is a new note

Announce this note
Links placed in notes will be automatically added to the resources area. Select names at right to have this note sent to them, their responses will be added to the notes section as well.

Name  SMS  Email
Justim  ☣️  ☣️
China  ☣️  ☣️
Nikishia  ☣️  ☣️
Andrea  ☣️  ☣️
Joel  ☣️  ☣️
SUMMARY
This story is about youth, under 16, who chronically drink alcohol.

CATEGORIES
Youth, Law, Social Issues

CONTRIBUTORS
Andrea, Interviews
Justim, Camera Work

PUBLISHED
3 days ago.

MODIFIED
2 hours ago.

This is a new note
Announce this note
Name SMS Email

Justim
China
Nikishia
Andrea
Joel

Links placed in notes will be automatically added to the resources area. Select names at right to have this note sent to them; their responses will be added to the notes section as well.

Welcome Justim!

STORY INFO
Double check all the information below associated with the story.

SUMMARY
This story is about youth, under 16, who chronically drink alcohol.

CATEGORIES
Youth, Law, Social Issues

CONTRIBUTORS
Andrea, Interviews
Justim, Camera Work

PUBLISHED 3 days ago.
MODIFIED 2 hours ago.

edit

UPLOAD MOVIE
Double check all the information below associated with the story.

upload a new version

KEY THUMBNAIL
Choose one image from the thumbnails below that were automatically pulled from your video. This will act as the poster frame for the story.

STORY INFO
Double check all the information below associated with the story.

SUMMARY
This story is about youth, under 16, who chronically drink alcohol.

CATEGORIES
Youth, Law, Social Issues

CONTRIBUTORS
Andrea, Interviews
Justim, Camera Work

PUBLISHED 3 days ago.
MODIFIED 2 hours ago.

edit

Underage Drinking
PA7

upload a new version
SUMMARY
This story is about youth, under 16, who chronically drink alcohol.

CATEGORIES
Youth, Law, Social Issues

CONTRIBUTORS
Andrea, Interviews
Justim, Camera Work

PUBLISHED
3 days ago.
MODIFIED
2 hours ago.

Underage Drinking

This is a new note
Announce this note
Name SMS Email
Justim
China
Nikishia
Andrea
Joel

Links placed in notes will be automatically added to the resources area. Select names at right to have this note sent to them. Their responses will be added to the notes section as well.
A user enters a shorter version of the story here. This can be viewed on cell phones as a text message.

Anyone who thinks that underage drinking is not an issue in Manila and the surrounding communities should have been at the Makati Public Library last...

Alternatively, the user can upload an external text document file that has already been worked on or completed.

Clicking here will allow users to record a short audio version of the story using their built-in microphone.

Alternatively, the user can click here to upload a more professionally pre-recorded audio file.

A user chooses necessary images from the list of 16 thumbnails to best represent the story to be used in a lower-bandwidth slideshow version.
GLOBAL UPDATES
Youth Media Guyana has won an award. Everyone, we are so glad to announce that we have won a Caribbean wide award for video production... LINK —Youth Media Guyana (3 days ago)
Local Festival. Backlot Suriname holds annual film festival in parking lot... LINK —Backlot (4 days ago)
KNN Mindoro member to attend J8 Conference. We are pleased to announce that Nicai will be going to this years J8 summit... LINK —KNN Mindoro (5 days ago)
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Local Festival. Backlot Suriname holds annual film festival in parking lot... LINK

KNN Mindoro member to attend J8 Conference. We are pleased to announce that Nicai will be going to this years J8 summit... LINK —KNN Mindoro (5 days ago)

Youth Addiction. Please check out our new story for this month about youth...
Play the video associated with this thread.

Allows for users signed in to post a comment regarding this thread and/or video.
After receiving a tutorial on user testing from Merrick Schaefer at Unicef, we recognized the importance of testing some of our wireframe concepts with the youth journalists before completing our system design. Our findings from the user testing assured us of things we were thinking—that the site needed to be a colorful, easy-to-use, closed or semi-closed system. We also heard about what they found confusing or difficult to use, and found this equally helpful in moving forward on the design.

The exciting part was hearing how well the youth responded to some of our Big Ideas. The youth journalists in the Philippines starting Instant Messaging smiley faces when we spoke of the cell phone component of the system, and the youth in the Caribbean saw the down-sampling tool not only as a way to down-sample broadcast quality work but as a way to create their own, looser versions of digital stories.

So although we were on the phone to the Caribbean for hours and Instant Messaging the Philippines at midnight, we found the user testing to be an integral part of the design process and one that really brought us back to the trips, the people we met, and why we initially began to design the system.
Main Page

Every tester commented on the look of the site, they felt it was too professional, Nicai said “…the site is more applicable if I wants to know or connect to the people I met on the conference on a professional level because if ever I was going to post something here, I will make sure that it’s somewhat formal because it’s like, other people, more specifically those doing research are going to check it out.”

They all suggested the site have bright colors, others felt adding pictures would be fun. When asked if they would be open to having a customized skin for each youth media group’s page they all agreed this idea was good.

The youth media journalist from the Philippians felt the global portion of this page should have colors that are very carefully selected, sense it represents the global youth community.

Andrea and Lam both liked the idea of group bulletins, Andrea explained that often times they can not all meet in one place for a meeting, this was an easy way for them to connect if someone was not able to attend.

Lam felt the number of pop up should be limited, meaning he didn’t want to have to go to stories, to get to the “propose a story” page, he wanted instead to have a button, otherwise the navigation of the site is too complicated.

The two people from the Caribbean really liked the global portion of this site. They liked being able to connect with other youth media groups. They wanted to know what part of their page would be seen, (This also came up for the profile page).

The youth media group in the Philippians wanted to know about a group forum or dialogue between their group and other groups. They wanted to have the option to comment on other stories, and have other youth journalists comment on their stories. (We addressed this by adding a global forum to this portion of the page.)

Profile Page

The youth journalists in the Caribbean felt this was straightforward.

They had a problem with the editing option, both felt there should not be a “pop” up to this part. They both referenced the Facebook editing tools as something that would be ideal for this site.

They were concerned about someone from another youth journalists seeing all their information. Again privacy was an issue. Conversely, the group in the Philippines felt if others were open they would be open the sharing information.

The youth journalist in the Caribbean wanted to see more features on this page, they suggested adding country, age, sex, links to other networking site, podcasting and video uploading, I think they though this would make it feel more youthful.
Stories page/Propose

On the stories page two people found the Publish older story button confusing they didn’t know if something was waiting to be published, the other two had no problem understanding that you could upload older sorties.

The Caribbean group thought the summery (that is under the header) could be added to like a wiki. They also thought the outline was the actual part text portion of the story, because it was so big.

They were also confused about how to read the possible resource links (did it send you to the site by clicking on it) in addition they worried it won’t be filtered enough. They assumed they would get every article for “drinking”.

They real liked the idea that you would have immediate access to some resources on the story.

The group in the Philippians felt the contributors pull down scroll was great, they could keep track of who worked on what story, Andrea said “often times you forget who helped on what.” She also thought it was good for keeping track of stories you worked on.

Andrea liked that you could get texts about stories but felt that she might start to receive to many texts proposal stories texts and wondered if there was a filter or receiving option so she could monitor the incoming stories.

She really responded positively to this page she felt that this would in some way copy right her story and keep others from plagiarizing her ideas, or to keep from repeats on stories.

Both teams didn’t get the number tag to the left of the header, but I feel with a better introduction this tag it will easy to understand this as identifier for the phone tool and he internet to communicate with one another.

The Caribbean team thought “Using the tag to connect to cell phones was very good for the Philippians, because they use more phones than laptops.”

They thought it was great that you could get a summery and headline in text form on in their cell phone from the website, because it would encourage better summaries.

They wanted to get text comments from recipients on new summaries.

Phone

The group in the Caribbean really responded positively to the phone. They liked that anyone could subscribe to any news group’s news to get a text summary (either through text or voice). The fact that the service is free is great.

For those who wanted to listen to the stories they should have a language option because slang varies from region to region.

The group in the Caribbean explained there is telephone system similar to the cell phone idea in the Caribbean they actually get quotes and send prayers. This system seemed to work well with this culture.

Down sampling

Andrea liked the down sampling options, as someone who edits; she felt the tools where simple.

She didn’t know what the (+) icon meant, but after a few seconds could deduce it was to add video.

She was unfamiliar with the term down sampling, but she felt like this was an easy enough concept that she could adopt the term.

This offline editing tool was very user friendly.

She liked the ides that you could upload audio. Andrea said, “ This could be a new way of editing stories, shorter all in one place.”

The Caribbean thought this was a way of viewing a story in various formats. They were really excited about down sampling, because it was a way to get their story out to more people.

Naming

When asked how they felt about the new name “The New Journalists” they all agreed that the name represented the content of the stories and their audience, and that idea has powerful meaning.
While branding was not a primary focus of our class, we made a few stabs at visual look and feel through the process. Youth we spoke with in the Philippines and Caribbean repeatedly stressed the importance of color, eliciting the vibrancy of their cultures and local environments.
EARLY COMPS
Look and Feel Concepts

The New Journalists

Welcome Brooke!

Recent Stories & Tasks

Underage Drinking
- TO DO: Confirm interview with Dr. Ramon Echano.
- TO DO: Prep equipment to film Dr. Ramon...
- DONE: Scout locations for bridge shot...

Child Labor
- TO DO: Final edit waiting to be uploaded.

Head Lice

Alert: New proposal created by Parker, please add notes and help develop further.

Group Bulletins

Lock the studio’s back door. All ago again. Found the studio’s back door unlocked. It is so important that you keep it locked at all times. - Peter Cho

Lock the studio’s back door. All ago again. Found the studio’s back door unlocked. It is so important that you keep it locked at all times. - Peter Cho

Lock the studio’s back door. All ago again. Found the studio’s back door unlocked. It is so important that you keep it locked at all times. - Peter Cho

Lock the studio’s back door. All ago again. Found the studio’s back door unlocked. It is so important that you keep it locked at all times. - Peter Cho

More Stories

POST A NEW BULLETIN...

Post a new global update...

Log Out
RECENT STORIES & TASKS

PEOPLE

PROGRESS

GROUP BULLETINS (more)

Underage Drinking

TO DO: Confirm interview with Dr. Ramon Echano.

TO DO: Prep equipment to film Dr. Ramon...

DONE: Scout locations for bridge shot...

TO DO: Final edit waiting to be uploaded.

TO DO: Prep equipment to film Gary.

CHILD LABOR

HEAD LICE

ALERT: New proposal created by Parker, please add notes and help develop further.

Lock the studio's back door.

All, once again I found the studio's back door unlocked. It is so important that you keep it locked at all times.

- Peter Cho

CHILD LABOR

in production

GLOBAL UPDATES (more)

YM Guyana has won an award.

Everyone, we are so glad to announce that we have won a Caribbean-wide award for video production...

LINK

YM Guyana—3 days ago

CHILD LABOR

in production

TO DO: Final edit waiting to be uploaded.

GLOBAL UPDATES (more)

Afganistan YoMe

Alaska Youth Media

Bataanymg

China Teen TV

Kabataan News Network

KNN Manila

KNN Mindoro

OTHER YOUTH MEDIA GROUPS

LOOK AND FEEL CONCEPTS
As part of our design research, we had the opportunity to travel to the Caribbean and Philippines, where we met with youth journalist organizations that partnered with Unicef in an effort to share stories created by youth for youth. We really did not know what to expect and were eager to speak with the youth journalists and get a feel for the places. The trips reinforced the importance of hands-on experience and the value for a designer in speaking to their audience before starting a project.
The locations we focused on were the Caribbean and the Philippines since both places face the challenges of staying connected across multiple islands. Looking out across the ocean and seeing brown water and rows of shacks reminded us that we were in a developing nation, although the tropical climates were a welcome change. In the Philippines, we were able to visit the big city of Manila as well as Mindoro, a rural province. In the Caribbean, we traveled to Guyana and Suriname.
In the Philippines, we wanted to find a fresh outdoor market, but our guide kept taking us to malls. One mall was even called Market Market. We noticed there were few outdoor markets and no parks for gathering.

In contrast, Guyana had only one mall and a popular hang out was a wall near the beach. One of the youth journalists from rural Mindoro observed that although she sometimes feels jealous of the technology and “stuff” kids have in Manila, she knows that they have fresh air, no traffic, a beautiful beach and gardens with fresh vegetables, so she feels like the quality of life is better. She also said she feels lucky to be where she is because she is a youth journalist and can voice her opinions.
In the Philippines social life took place in the malls. If you were not texting your friends from school you were meeting with them at the mall, where everyone, young and old, gathers to eat, shop, play games and go to movies. In the Caribbean there was only one mall in Georgetown, Guyana, and when the mall opened each day, people would take turns riding up and down the escalators. Instead of malls, people hung out at “The Wall” a gathering place along the beach. In this way, social life differed between the two regions.
One of the first things we noticed in the Philippines was the amount of cell phone users. Everyone seemed to be texting on their cell phones constantly. Cell phones were cheap and prevalent in both regions and by far the most popular way of staying connected. Rows of cell phone stores stacked one after another lined the malls in the Philippines. In the Caribbean mall, a contest raffled off a car painted blue to match the cell phone providers blue branding. Competition between the red phone company and the blue one was fierce in de-regulated Guyana. Cell phones were everywhere and everyone seemed to have access to them.
The youth journalists from KNN told us that they commonly send 50-100 text messages per day to their friends. They send jokes, quotes, events, things about school, family, love-lives and stories. They also shared with us that everyone has a cell phone, and they added, a TV. It seemed that even the poorest people that lived in squatter communities would splice cables to get access to TV. For this reason, when KNN got pulled off the air, the youth journalists were devastated. We began to understand that if our system could incorporate cell phones, then access among youth would broaden and more and more kids would be able to hear and share stories.
In the Philippines, texting is more common than phone calls. Much of this is based on finances - voice calls in the Philippines are very expensive, in the Caribbean they are much more affordable. Also, many Filipinos we interviewed said they were shy and it was easier to text than to call and speak with someone. They also liked that they could SMS icons to show emotions. In contrast, the Caribbean youth were very outgoing. Later when we held a user test in the Caribbean, it was done on speakerphone, whereas in the Philippines they requested Instant Messenger and found speaking on the phone difficult because they didn’t have speakerphone options.
FRAGILE GROUPS

The three youth groups we spoke with all had various degrees of stability. In the Philippines, KNN has many bureaus. However, after losing their ability to broadcast over the air, they lost many youth members. Youth Media Guyana had six self-organizing members, and a tenuous connection to a TV production facility. We saw that there was a need to provide stability and support to the youth groups.
Youth in both regions talked about being more comfortable in closed groups. They talked about YouTube being too open, that anyone can see it and worried about privacy and being judged by people you didn’t know. We were told that on some forums in Guyana, people would email posters—instead of replying in the forum—to ask them if they could call them on the phone and ask them a question about their forum post. All to avoid asking a question in public.

In the Caribbean, youth journalists met in small groups, at people’s houses, and in the malls. There was no one place to meet, not even one common office or computer. We realized that to create a system they will want to use, it needs to be private so they can share freely among their group. However, they also expressed a desire to learn from other youth journalist groups around the world, so a semi-private space was also necessary.
For all the journalists, the process of filming is done after a proposal is made and approved. The process is overseen by an adult editor and each youth journalist takes on a specific role as writer, reporter, camera man etc. The challenge was that each member did this in their free time. They all went to school or had full-time jobs, so often, they didn’t have the time they needed to spend on a story. There was a need to organize and increase communication. We were conscious to create a system that would support their work and current systems and not enforce our ideas of how they should be working. Our final tool, not only would support them but would provide a framework for other groups to work in the same way.
Editing was another component that posed a challenge. The youth journalists in the Philippines proposed, wrote and filmed their stories, but the editing was all done at Probe Productions by an adult editor. The youth were not a part of the editing process. In the Caribbean, only one designated youth journalist had access to the editing equipment. The archiving systems were in transition and finding old work was a challenge. We thought the youth journalists should have their hand at editing, since editing is an integral part of storytelling, as well as a versatile online archive they could use at anytime to share their work and persist the group's knowledge.
Internet Cafes were popular. Access to high speed internet, however, varied from cafe to cafe and often times the more expensive the hourly rate the better the connection and the computers. We saw many kids looking at YouTube, but said they rarely posted anything because they were too shy, and found social networking sites like Multiply and Friendster a popular choice over Facebook and Linkedin - mainly because of ease of use. Yahoo Messenger was another popular site. One youth journalist said he and his friends don’t go to internet cafes much because it is expensive and so they only go for school research. It seemed in both regions, although cafes were affordable, it was still difficult for many youth to get daily access. In Guyana several internet cafes we visited had broken machines. In one, only two worked ours and the one being used by a women who sat smiling into a webcam “chatting” with several men.
In a survey, one youth journalists said she doesn’t like to go to internet cafes because they are crowded with kids surfing the web and playing video games. Sure enough, we saw many of the kids in internet cafe’s playing online video games. Gaming in general is a big part of Filipino culture: video games, internet games, arcades, anything where you can earn points or win something, particularly popular was Deal or No Deal. In the Caribbean, text message voting on American Idol was popular and the desire for fun and relaxation was extremely prevalent.
In both the Philippines and the Caribbean the distinction among socioeconomic status was stark. Squatter communities were nesting right next to modern architectural structures. It surprised us that in most neighborhoods, there was no real segregation as far as space goes—squatters lived right next to the upper class. That said, there were instances when we heard people referring to others of a lower socioeconomic status as “D class” and feeling very uncomfortable when our driver mentioned this. It continued to be clear that the gap between those with access to technology and those without was prevalent in both regions, and directly related to economics. While all youths had phones there were still differences. At a private school in Suriname one student had two expensive cellphones, one for each network.
Safety was a big issue in both regions. In the Caribbean a massacre had occurred just before we arrived. Because of this safety was an even bigger concern. We were not allowed to walk around without a chaperone, and couldn’t even stray too far from designated areas. In the Philippines, our guide and driver offered to wait for us and take us around all day. We thought we should try riding one of the local Jeepneys, shown above, but he thought it was dangerous so the first two days of our trip was seen primarily from a car. The youth there would not answer their phones on the bus for fear that someone would snatch it out of their hands and run away with it. Just another thing that reminded us we were in a different country. We began to see why so many Filipinos spend their time in air-conditioned Mega Malls as the traffic, smog and heat began to get to us.
Another term we commonly heard in these regions was “brain drain.” A major problem facing many developing nations where those with access to education and means of leaving the country do so. A major problem facing Filipinos is the lack of educated nurses, as many leave to work in the US and Europe where shortages of nurses persists and where they can make a better living wage and send remittances home. Many of the youth journalists expressed concern about this, but at the same time, almost all of them expressed a desire to work abroad.
On our trips, we learned that although the technology may be less advanced and access to the newest technology restricted to those with greater socioeconomic status, the average user was more advanced than we had anticipated. Cell phones were a major part of daily life and the primary source for staying connected. We used this information to design a site that allows stories to be shared through both lo and hi-fi technology. In this way, the cellphone can be a tool to increase access to storytelling and story-sharing for youth.
In this section we look at the process of the term, including reflections and bios from team members and a review of how the goals for the studio progressed over the course of 13 weeks.
**Christopher’s presentation 1/17/08**

General class goals include:
- analysis
- user interface
- usability
- use cases
- prototype
- partnership

We were asked to think about:
- How do you give tools to tell stories?
- Is there a better name for “youth journalists”?
- How can you educate others about how to tell stories?
- What are best practices for video sharing sites?
- How do you create horizontal connections and new networks among youth media producers?

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**Midterm presentation 2/28/08**

We presented three concept areas: 1. Online tools to support Youth Media producers, 2. Sharing Youth Media stories in local communities, 3. Youth Media portal for a global audience.

We were asked to pursue the Online tools for Youth Media groups. Some feedback included:

- What is the overlap with their current tools?
- What is the motivation for youth to use the system?
- How can the proposal process feel more informal?
- Are there different levels of users and roles?
- How do we incorporate SMS and other types of messaging into these tools?

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**Teleconference with UNICEF 2/14/08**

We defined our goals as the following:

1) To support youth media groups in Guyana, Suriname, and the Philippines to publish their content and generate interest and dialog around the stories. To make these stories more accessible in low bandwidth conditions. And use the affordances of the medium to create rich content.

2) To build connections within and between communities of youth media producers.

3) To encourage youth around the world to become interested in journalistic stories and to help them create and contribute their own stories.

4) To create a system that could be adopted by future youth media groups in other locations.

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**Teleconference with UNICEF 3/20/08**

We presented our revised designs for the Youth Media tools. The feedback included:

- How do the youth journalists respond to these tools in usability tests?
- How do these tools feed into a semi-public site used among all youth media journalists?
- Could this system be used for short-term youth events?
- Can the top level page highlight this is a video-based site?
CAMILLE ONTIVEROS
6th Term Fine Arts
I was born in Utah but grew up in southern California. Before attending Art Center I worked as a furniture designer and as a retail merchandiser. Currently I am a fine art student. My practice derives from my Native American identity and address issues of identity, pop culture, and process and how these relate to past art history movements.

CINDY YUWONO
7th Term Graphic Design
I'm originally from Indonesia and came to U.S. about five years ago. I was moving from Seattle to San Jose and finally destined to Pasadena. I was about going to business major at first but later on I found out that graphic design is what I really want. I love collecting stuffs especially good photographs for inspiration.

JONATHAN JARVIS
M4, Graduate Media Design
Jonathan is 23. He studied graphic design at the University of Iowa. He graduated and drove out to Los Angeles to study at the Media Design Program at Art Center. He is interested in systems design that works across different media. He is a Taurus, born in the year of the Rat, but he doesn’t believe in those sort of things. He likes Ayn Rand novels, running, and Mille Bornes.

PARKER KUNCL
M4, Graduate Media Design
Born in Chicago but raised in Baltimore, Maryland, Parker has worked and studied in a variety of places. After a year of scientific and analytical thinking in the geological-oceanography program at University of Rhode Island, he transitioned to Visual Communication Design at Villa Julie College in Maryland. He has worked as a professional freelance photographer for the past 9 years and as an art director and graphic designer for design and advertising firms, including his own, Pdot Republic, for the past 5 years. Currently his interests include interaction and experience design, archiving, and technology.

SEVENJU PEPPER
5th Term Photography and Imaging
Sevenju was born in Reedley, a small farming town in the Central Valley of California. She received a BA in Political Economy from UC Berkeley, and has danced professionally in theaters across London, New York and San Francisco. An avid traveler, Sevenju began taking pictures while living in South America and has since used her camera to tell stories. Her personal work reflects on childhood memories and the history and legacy left by our parents and grandparents.

BROOKE REIDT
7th Term Illustration
Brooke is an artist/philanthropist who hitchhiked across the country when she was seventeen and remains spellbound in transient habits. She currently lives and works in Downtown Los Angeles while earning a BFA in Illustration at Pasadena Art Center. When she isn't in school, Brooke divides her time between freelance illustration/design, sharing her art publicly in galleries across the country, publications internationally and actively involves herself in projects with various NPO's connected to sustaining the environment, alternative education and social development. She is dedicated to applying her art to help heal something larger than herself.
PETER CHO
Lead Instructor
Peter Cho is a designer, media artist, and educator based in Los Angeles. He is a graduate from the MFA program in the UCLA Design | Media Arts department and the MS program at the MIT Media Lab’s Aesthetics and Computation Group. He has taught information design, dynamic typography, and web media at UCLA, Art Center, and CalArts. His interests include issues of electronic textuality, narrative, and mapping. He has never been to the Caribbean or the Philippines.

MIYA OSAKI
Co-Instructor
A California native, Miya Osaki received an MFA from the Media Design Program at Art Center. Her master’s thesis investigated how we collect and share cultural artifacts (physical, virtual, analog, digital), exploring storytelling and narrative history, embodied interaction, and the role of emotion in design. In 2006, she was the recipient of the Designmatters UN Fellowship and has worked on projects for UNICEF, One Laptop Per Child, and the United Nations Population Fund. Miya now lives and works as a designer in New York City, where her life also revolves obsessively around discovering the city’s best food.

PETER SHULTZ
Co-Instructor
Peter Shultz is a recent grad of Art Center’s Media Design Program. He is a working designer, researcher and instructor in Los Angeles. He currently teaches “Art of Research,” an ongoing undergraduate class introducing research ideas and skills to Art Center’s first year students. As well as teaching he is a design research consultant for two medical research studies. He is building a practice based on the idea of designers observing the world through research.
From the outset, this TDS presented a set of challenges. We need to help youth journalists reach people in areas with low bandwidth and low connectivity. A youth media organization lost their broadcast time on the national television network and need to find new ways to reach their audiences. From our first teleconference with Christopher and Erica in December, I remember thinking, how will we develop interesting, creative, and useful outcomes given such a limiting set of constraints?

The makeup of the class changed quite a bit in the first few weeks of the class as students dropped and new ones added. We ended up with a core group of students who came to the class with limited technical skills and expertise but remained motivated and focused, building their knowledge week by week.

The third and fourth weeks of class were an exciting and hectic time, as we rushed to arrange trips for students to visit the Philippines and Caribbean. We found these trips to be invaluable for the process — in getting to know and understand the users, their needs and environments. The student travelers’ return became another challenge as they struggled to review and summarize their research, catch up with their course work and the rest of the class, and jump back into the swing of developing concepts for our youth media systems.

I was surprised and impressed by how excited students became about usability testing after Merrick’s presentation after the midterm. This became an important step for us, as the teams involved with testing spent many late hours on the phone and on IM, presenting our work to youth media members in Guyana and Manila and getting feedback on the wireframes and the larger concepts as well.

Overall the TDS was a great learning experience for me — it often felt more like managing a real-world design project than leading a class of students. Working with the team was great, and juggling the requests and needs of the class, our users abroad, Designmatters, mDialog, and UNICEF was challenging but well worth the effort.

In the end, the multiple challenges, pressures, and constraints of this TDS led to some great outcomes, not only the project concepts we arrived at as a class, but also the learning experiences we shared in during the process.
REFLECTIONS FROM THE INSTRUCTORS

PETER SHULTZ  
Co-instructor

I am a proponent of designers conducting research—the other class I taught this term is a research skill class for undergrads—and even I was surprised by the relevance of this classes research work. While we did conduct secondary research, it was the primary research in country that brought new perspectives to the class. From the Philippines researchers talking about TV being a high priority—to the extent that even squatters have TVs—to the Caribbean researchers talking about a massacre and rational tensions, the students brought back stories letting us know what part of our own assumptions we could and could not trust. The most useful shift in views was that while we live in an “always on” world through computers, many of these youths lived in an “always on” world through cell phones.

At first I was excited to have a studio class of six students. Then we sent two-thirds of them away for a week. With only two left to work, it became clear that we instructors would have to become very involved. At times we felt like the seventh, eighth, and ninth students in the class. This was unusual and a difficult choice. I didn’t want to take away a learning opportunity from any student by doing it myself. At the same time, I didn’t want the class to fall behind a week simply because they didn’t have enough hands. I felt most comfortable filling in technical skills the class didn’t have, thinking of myself like their hired assistant.

In this class we have sought to find a balance between innovation and appropriateness. It is tempting for students to focus on new, cool ideas. While they are energizing, they are not always the right solution. Students often feel that if they are not thinking of new ways of interaction or design, then they are not doing it right. We have stressed that finding the right solution for the user, is more important than finding a new way of doing things.

I am very proud of the final tool we have created. While on the surface it may look like other project management tools, it is actually custom designed for journalistic production by youth groups. It fulfills their needs to stay organized, to have a virtual office, to have a living archive, and to persist organizational knowledge even if members leave. At the same time it respects their high need for privacy.

MIYA OSAKI  
Co-instructor

As I was a part-time instructor (coming in from New York to teach class once a month) I was not able to participate in the week-to-week activities of the class. However, there was an advantage to this, as I was able to see some things that I might have overlooked had I been in the classroom on a regular basis. One of the most impressive things I noticed was how quickly our small group came together to face the challenges that this TDS presented.

Early on, one of the big issues was how media/technology-heavy the content of the class was. It was a particular issue as over half of the class had little background in this area. On the first day of class, I remember hearing the ambivalence of many students who wondered how they could contribute as an illustration or a fine art major. Yet they stuck it out, and when I came back for the midterm, I was amazed to hear the very same students talking about cell phone SMS usage in the Caribbean, building wire frames, and developing social networking technologies on my next visit. One of the unique strengths of these TDS classes that I have seen as both a participant, and now as an instructor, is how vital a collaborative environment can be—particularly when people come from diverse backgrounds and varied interests (from all sides: students, instructors, partners, sponsors) to contribute to a common project.

This class’ willingness also translated into resourcefulness. The ability for this class to pull off all that they have done, in such a short amount of time with such a small team, is remarkable. They travelled to the Philippines and the Caribbean on a moment’s notice, virtually presented to New York and San Francisco on several occasions (distorted audio feedback, yellow colored screens and all), conducted surveys and user tests on IM in the middle of the night (when phones failed them), got a crash course in wire-framing websites, usability testing, and video production. And while these could easily be perceived as obstacles and challenges, the class approached them as opportunities which really added to the value of the experience for me.
REFLECTIONS FROM THE STUDENTS

CAMILLE ONTIVEROS
6th Term Fine Arts

I found this class to be a welcomed challenge. Coming from the fine art department we are encouraged to identify problems to use the context of art history as a means to explore our ideas and solutions. We make objects or paintings to fill galleries—our typical audience is different than that of the intended audience in the UNICEF class. The idea of problem solving for a specific audience is what made the class appealing to me. I had to work in a group—within set parameters—in order to produce a product for commercial use. I learned invaluable ways of collecting information, brainstorming tools, and how to edit out the potent goals for this project. I learned what a wire frame is and how to make one. More importantly I watch a set of ideas develop around a room, bounce from one person to the next, and eventually take on a concrete form. The group came up with a product that could be useful to youth journalists. It was exciting to see how a community of eight people come together to infuse dynamic ideas creating a synergistic environment.

CINDY YUWONO
7th Term Graphics

There is nothing more valuable than realizing the fact that we, as designers, can help kids around the world. Trying to observe their cultural value and trying to think as if we are in their shoes, we built a system that both incorporates a way of sharing personal stories and also creates a view of how youth journalists work. Also this project really helped me to get down with some knowledge. This project helped me learn new methods of research and effective reorganization of the information gathered. I also learned a lot about how to really discuss, throw ideas, do presentations, and other processes. I also learned a lot from my classmates and instructors. I think all of them are very smart, and I’m very lucky to have been a part of this project.

PS: I love all the big ideas and am excited to see our project in the real world.

JONATHAN JARVIS
M4, Graduate Media Design

Lo-Fi doesn’t mean “not innovative.” In fact, it can be the opposite. The intense constraint of Lo-Fi technology mixed with an ambitious goal pushes creative thinking.

Youth sometimes don’t know answers to questions about them. Direct observation is the only way to discover details they neglect to mention. This is why visiting the youth groups and regions we were designing for was so crucial. We found things that never would have been told to us, even if we would have asked. For example, the journalists seemed to think that access to the internet didn’t require a huge effort, but when we actually made the trip to an internet cafe we needed to gather everyone, flag down a taxi, ride in the taxi while it dropped off other passengers, exchange currency, walk to an internet cafe, wait in line to buy time on a computer, enter our temporary username and password, and finally launch internet explorer.

I take my uploading-behavior for granted, as I’m always connected. But people in many parts of the world lack this constant connection, and hence don’t often upload.

Making wireframes is tedious, but takes ambiguous ideas and solidifies them into good or bad ideas.

Basecamp is a great project management system. In-class presentations should be short and potent. Examples of good, related work are very helpful.
**PARKER KUNCL**  
**M4, Graduate Media Design**

I knew where the Philippines were, but knew nothing about their people or culture. I’ve never been to Guyana or Suriname, and probably wrote them off as South American countries, and not Caribbean island-like nations.

I also was not aware of the huge growing community of youth media journalists around the world. They are extremely professional, very experienced, passionate teens who care a great deal about sharing their point of view with others.

I was told that Filipinos are kings of texting. They own the medium of communication. Its as much a part of their lives as music, conversation, and food. In fact they wear their cell phones around their necks for quicker reach to stay connected to friends and family. One thing that really stood out on my trip to the Philippine was that is what is sometimes referred to as a developing nation was in fact already developed and perhaps even over-influenced by western cultures (primarily American). Overall the people in the Philippines were very friendly, open, generous and sharing. Even though the Philippines is next door to technology producing powerhouses like Japan, China, Taiwan and Singapore, and get access to the newest best technology from those countries, it is the cost of access that limits them from taking advantage of the large feature sets of that technology.

**SEVENJU PEPPER**  
**5th Term Photography and Imaging**

As a participant in the Unicef Uniwiki TDS class, I had the opportunity to be a part of a unique design team composed of two Graduate Media Design students, an illustrator, a graphic designer and a fine artist. Being a photography major myself, I did not have the design experience I thought necessary going into the class. So, I had my hesitations.

During the fourth week of the class, I had the amazing opportunity to travel to the Philippines with my classmate, Parker, on a last-minute trip to interview youth media journalists from a group called Kabataan News Network (KNN) in Manila and Mindoro. Part of our trip was also to get a feel for the country - the smells, textures, color and sounds - and to bring that into our process of design. The trip reinforced the importance of hands on experience and the value for a designer in speaking directly to their audience before starting a project. On our trips, we learned that although the technology may be years behind as far as access to the latest, the use was more advanced. Youth that we met were using their cellphones to connect in ways we are just beginning to in the United States. We found that their relationship to cellphones was more in line with Japan's. I was intrigued by our secondary research on digital story-telling and the popularity of cell phone novels in Japan. Filipino youth are sending mass text messages daily and subscribing to sites that send jokes and inspirational quotes to friends and family via SMS. This finding was integral in designing a website that is meant to connect youth in various areas with both lo and hi-fi bandwidth connection. In this way, the cellphone can be a tool to increase access to storytelling and story-sharing for youth.

The class further challenged me to understand a side of technology that I had no knowledge of previously, to work in a team, to learn a how to make wireframe and exposed me to the structure of designing a website from initial research and brainstorming to process and final design.

**BROOKE REIDT**  
**7th Term Illustration**

For the first couple of weeks, class discussions began to clarify and bridge gaps between the known and the unknown. Aside from tasks assigned I spent a lot of time reading while researching three countries in the Caribbean, the Philippines, the communication technology in both of these regions and current web based systems that are used in these regions as well as developed countries. In contrast to some of the instructors' and a couple of the Media Design graduate students, I felt like I could identify with the youth in developing countries on the subject of information and communication systems on the internet.

It wasn’t long before Designmatters surprised us with the opportunity to do some field research in these prospective countries, working directly with the youth journalists we were designing for. This was a really exciting opportunity that I knew would be an invaluable key to our research. Last year I worked on a project with Designmatters and MPALA on developing educational tools to aid in teaching HIV awareness and the value of family planning to nomadic Kenyans. Most of my process was in research, just to touch the tip of gaining perspective from such a diverse culture. I knew traveling to meet our audience first hand would not only answer questions we hadn’t even begun to ask, but it would also help in personalizing this project once we made a connection with the individuals this system would support. Reflecting back on these trips, they exceeded all that was anticipated. The inspiration I gained from the youth journalists is immeasurable and every opportunity I had to reconnect with them once I returned refueled the energy and excitement I invested in this project.
My favorite part of this process was hearing and seeing the students’ first presentation they gave after they returned from their research trips. These trips were something that everyone on our team here at UNICEF dreams about, but that we rarely have the time and budget to actually do - even though first-hand observational field research has such a high value. So that first “blue sky” presentation was really exciting - the students could have come up with anything ... and here it was: based on their recent first-hand experience talking with young journalists in a few countries, and observing things about young people and their use of media in each country, the class pooled their observations and came up with a fairly comprehensive and complex system involving the most important youth-used media. Some of the ideas that they’ve come up with, especially in terms of mobile-internet interaction, will really push our work forward. And, we’ve been enriched by the students’ ability to channel the needs of young people for whom we are building these tools.

When UNICEF approached me about participating in a program that would weave together the talents and interests of UNICEF, Art Center College of Design and mDialog with the goal of exploring how kids around the world interact with online video and how if given a well designed tool set, they would communicate what matters to them – I didn’t hesitate to say “count mDialog in”. While this “triangle” collaboration as Christopher Fabian at UNICEF describes it, worked well with all sides contributing their expertise, it was really the students that impressed me the most.. The sheer energy and commitment to producing a product that addressed the needs as well as extended the possibilities for kids to communicate with each other, made me proud to be part of this program. It helped remind me of the importance of the design process and ultimately why design matters.
There were various professionals throughout the course of this project who openly shared some of the innovative projects they were involved in. Their visits offered outside insight that continued to inspire us and give us new perspectives on how to approach this project.

Juan Devis
Juan is a Multi Media artist and Native Colombian who studied film in Boston and currently collaborates on projects that focus on social and political accountability. Recent projects he shared with us include “Face IN” which he described as a way for sexual offenders between the ages of 14-22 to identify the “monster” within them and express that identity through poetic portraits. Tropical America, an educational interactive game that Belmont High School students developed in their process of studying the history and mystery of the Americas. Explore Ca, a series of cyber murals that provide a panoramic portrait of the cultures that preserve color in numerous Los Angeles neighborhoods and the people who live there.

Juan reminded us to, “start with them from the beginning,” in reference to working on projects with youth. This resonated with us throughout the course of our process as we retained perspective of the audience we were designing for. This process was about listening to the necessities of a specific audience and responding with creative solutions.

Jason Tester
Jason’s expertise are anchored in Research and Design. He is currently working with the Institute For the Future as a manager for Research and Design. His current research includes: how people use new technologies, applying design to futures research and organizing groups to develop insight and connections to the future.

Jason holds a B.S. in human-computer interaction design from Stanford University. He received his master’s degree from the Interaction Design Institute in Ivrea, Italy where he worked on the “accelerated Democracy,” project.

Jason Tester believes that “creating artifacts from the future makes at risk kids think that they might actually have a future.” This idea relates closely to our current project in developing a system to enable content sharing using low bandwidth. Designing for a specific audience of youth to encourage their endeavors will endorse the importance of continuing to share their stories.
Greg Philpott

Greg is the founder and president of mDialog. His prior experience is extensive ranging from acting, the television industry, business process management consulting for various companies and eventually media and technology as a Digital asset Manager. In 2005 he founded mDialog, an open source platform for professional and amateur filmmakers based in Toronto, Canada with offices in New York City. mDialog allows professional and amateur filmmakers to upload and share content through the use of its mLoader software. mDialog also allows viewers to watch/download videos onto their desktop, iPhones and iPods; as well as subscribe to mDialog channels via iTunes. mDialog not only provides a place to support advanced social networking for filmmakers and their audience, it is also working towards building a toolset that can be used outside of the mDialog case.

mDialog will eventually support the system developed by this UNICEF/Designmatters project and this visit was vital in understanding how our system would interface with the features that mDialog currently offers.

Merrick Schaefer

Merrick Schaefer is a Technical Project Coordinator at UNICEF and based out of the UN's New York Headquarters. He has been developing web sites and applications since 1995. During his career his work has focused on a wide range of projects from large private sector financial sites to tools for small non-profits. He has been at UNICEF for 3 years where he manages a team of 5 designers and developers.

Merrick is one of the original team members of the UniWiki project, an initiative working to answer the questions of, “How do we connect children who have no access to computers or the internet to children who do?” Open source software, mobile technology and community created content sit at the center of the work being done to address these questions. The UniWiki project is run out of the Innovations and Development section of the Youth Team, in UNICEF’s Division and Communication.

Ever focused on creating web applications and sites that communicate clearly and are easy to use, Merrick has made the three inter-related concepts of usability, information architecture, and accessibility the driving principals of his work. In December of 2007 he helped UNICEF create more relevant web products for users in the developing world by establishing a usability testing center in Tanzania.
In this appendix you will find visual surveys of video sharing sites we looked at, other websites we found informational or inspirational during our process, and our local video sharing website sketch. This sketch is a rough outline for a local site that includes the use of mobile phones and personal broadcasts.
USEFUL WEBSITES

www.brijjit.com
A great site of 100 word summaries of popular news stories.

www.aptivate.org/webguidelines/Home.html
Web design guidelines for low-bandwidth websites. They recommend a lot of good tips for maximum download sizes, reducing images, and structuring a site optimally. Their target audience is lower bandwidth than ours, but it is still useful.

A collection on current online video editing tools. All too highband width for this project but interesting.

www.voicethread.com
A site using slide shows with a voice commenting system. They use it both for commenting and as a medium for story telling.

www.teleflip.com
Sends emails from your inbox to your phone as text messages. We found it useful for testing the experience of getting stories via text messageing.

www.listenup.org
This website connects youth media groups to each other and to resources like film festivals, funding, jobs...As a member of “Listen Up” they offer the connection to this network and your own website hosted on their pages.
• Allows for interaction with story-sharing system by voice, SMS, and MMS
• Subscribe to receive and respond to YM via cell phone or web
LOCAL VIDEO SHARING SITE

Mobile access diagram

- Allows for interaction with story-sharing system by voice, SMS, and MMS
- Subscribe to receive and respond to YM via cell phone or web

Welcome to KNN Mobile Media
Reply to this message by choosing and typing in a password, then press send

Congratulations! You’ve subscribed.
You will be sent headlines of new stories. Reply to hear the story by voice call, SMS, or MMS. Broadcast your thoughts and comments by replying or texting to 655. To access an old story, text the story number (i.e. 16) to 655

Most Recent Headline
[story 16]
School Strike in Mindoro has students all testy
To listen to story, text in: 1
To read story, text in: 2
To see story via MMS: 3

Followed by this additional message

Text-message version of story is sent.
To read comments, text in: 1
To see MMS comments, text in: 2
Respond to this message, or any of the comments to leave your own comment.

Thank you, your comment has been recorded and can be accessed on your profile page at KNN.org

Please state your name and then leave your comment.
*comment is made*
Thank you, your comment has been recorded on KNN.org and can be accessed on your profile page.

To hear your comment: press 1
To erase your comment and record it again: press 2

Plays 3 most recent comments
For more comments: press 1
To speak a response: press 2

Presses 1
Presses 2
Presses 2
Presses 2
Presses 2

If no more comments
Plays 3 most recent comments
For more comments: press 1
To speak a response: press 2

Please state your name and then leave your comment.
*comment is made*
Thank you, your comment has been recorded on KNN.org and can be accessed on your profile page.

To hear your comment: press 1
To erase your comment and record it again: press 2

No more comments, please leave one:
To hear your comment again: press 1
To erase your comment and record it again: press 2

Presses 1
Presses 2
Presses 2
Presses 2
Presses 2

Website - Mobile Page - Instructions to sign up for mobile subscription service

Website - Mobile Page - Instructions to sign up for mobile subscription service

Flyer advertising subscription service and providing instructions
Asia sees a poster on the wall at school. She subscribes and is given the instructions for reading or hearing stories and posting comments. She sees that she can visit the website as well and all her comments will be stored there.
Mobile access diagram

- Allows for interaction with story-sharing system by voice, SMS, and MMS
- Subscribe to receive and respond to YM via cell phone or web
Later that day, Asia receives a text message with the KNN Headline. She is with two friends and shares the story with them and they leave a comment. One of her friends joins by texting 655.
• Allows for interaction with story-sharing system by voice, SMS, and MMS
• Subscribe to receive and respond to YM via cell phone or web
Mobile story-sharing scenario, 2

Hanging out

Text message: New Story

Decide to listen to story as a group

Story is played over speaker-phone
YOUTH MEDIA

Connecting Youth with Their Stories
Online and on Your Mobile Phone

Elevator pitch for Youth Media Organization
People with friends and others who work, study and live around them. People upload an unlimited number of photos.

About Us »

Elevator pitch for using your mobile phone
People with friends and others who work, study and live around them. People upload an unlimited number of photos.

Join Now

Teachers End Strike in Paramarabo
14 Comments
Teachers in Suriname ended a month-long strike, sealing a deal with the government to hike salary by 10%. High school teachers returned to class last week to minimise the negative effects of the strike.

Parents worried this would be a lost school year if the strike continued.

Suriname's Minister of Education, Edwin Wolf, says the government will do its best to prevent students from suffering from the strike.

This weekend, negotiations resumed and a new deal was struck.

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Resources
- Suriname Ministry of Education
- BBC Article on Surinamise Schools
- Transcript of interview with Former Minister of Education Venetiaan Runaldo
- School in Suriname re-opens after successful removal of toxic gas

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I missed the whole month of school and am very upset. It was very difficult for my parent to work and try to teach us at the same time!

Teachers in Paramaribo Strike — Story 18
14:07, Feb 20th 2008   —   edit   —   delete

I'm at the mall, since there is no school! Come hang out...

Teachers in Paramaribo Strike — Story 18
16:13, Feb 19th 2008   —   edit   —   delete

What I did while school was out

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Teachers in Paramaribo Strike — Story 18
16 seconds — 427kb
14:07, Feb 20th 2008

What I did while school was out
Teachers in Paramaribo Strike — Story 18
12 seconds — 620kb
14:07, Feb 20th 2008
Justim’s Subscriptions

Recent Updates:

- Cricket tournament!!! since there is no school! Come hang out...
  16:13, Feb 19th 2008

- I’m at the mall, since there is no school! Come hang out...
  16:13, Feb 19th 2008

- Teachers in Paramaribo Strike — Story 18
  16 seconds — 427kb
  14:07, Feb 20th 2008

- What I did while school was out
  Teachers in Paramaribo Strike — Story 18
  12 seconds — 620kb
  14:07, Feb 20th 2008
Justim’s Settings

Name
Justim
Change Name

Birth Date
10 10 1990

Location
City:
Country:

Email
justim@yahoo.com
Change Email

Password
Change Password

Phone Number
398 - 680 - 4756
Change Phone Number

Notifications
Limit my daily text messages to: 10
Limit my daily phone calls to: 10

Headlines
Notify me when new stories are published via:
- Text-message
- Phone call
- Email
- Do not notify me

Personal Story Subscriptions
Notify me of updated subscriptions via:
- Text-Message
- MMS
- Email
- Do not notify me

Notify me when my subscriptions post a new:
- Text - Message
- Audio Files
- MMS
- Video

Comments
Post My Comments as Anonymous
The students and faculty of this class would like to generously thank all those who helped make this class possible. There is no way we six students and three instructors could have accomplished what we have—including flying around the world with only a week’s worth of planning—without you. Thank you all.

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- Byron Speight

**UNICEF**
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- Erica Kochi
- Merrick Schaefer
- Julian Rhoads
- Terra Weikel
- Cherif Zouein

**Youth Journalist Contacts**
- Hennah Draaibaar, The Back Lot
- Vincent Henson, Unicef Philippines
- Yasmin Mapua, Probe Productions
- Katrice Massiah, Unicef Guyana
- Leslyn Thompson, Unicef Guyana
- Nilo Yacat, Unicef Philippines

**Visiting Guests**
- Juan Devis, KCET
- Jason Tester, Institute for the Future