



innovationhub

# What is the Innovation Hub?

## Using Design Thinking to Enhance the Student Experience

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# What is the Innovation Hub?

*The Innovation Hub is students, staff, and faculty working together to ensure that each student's experience is seamless from initial contact to graduation and beyond.*

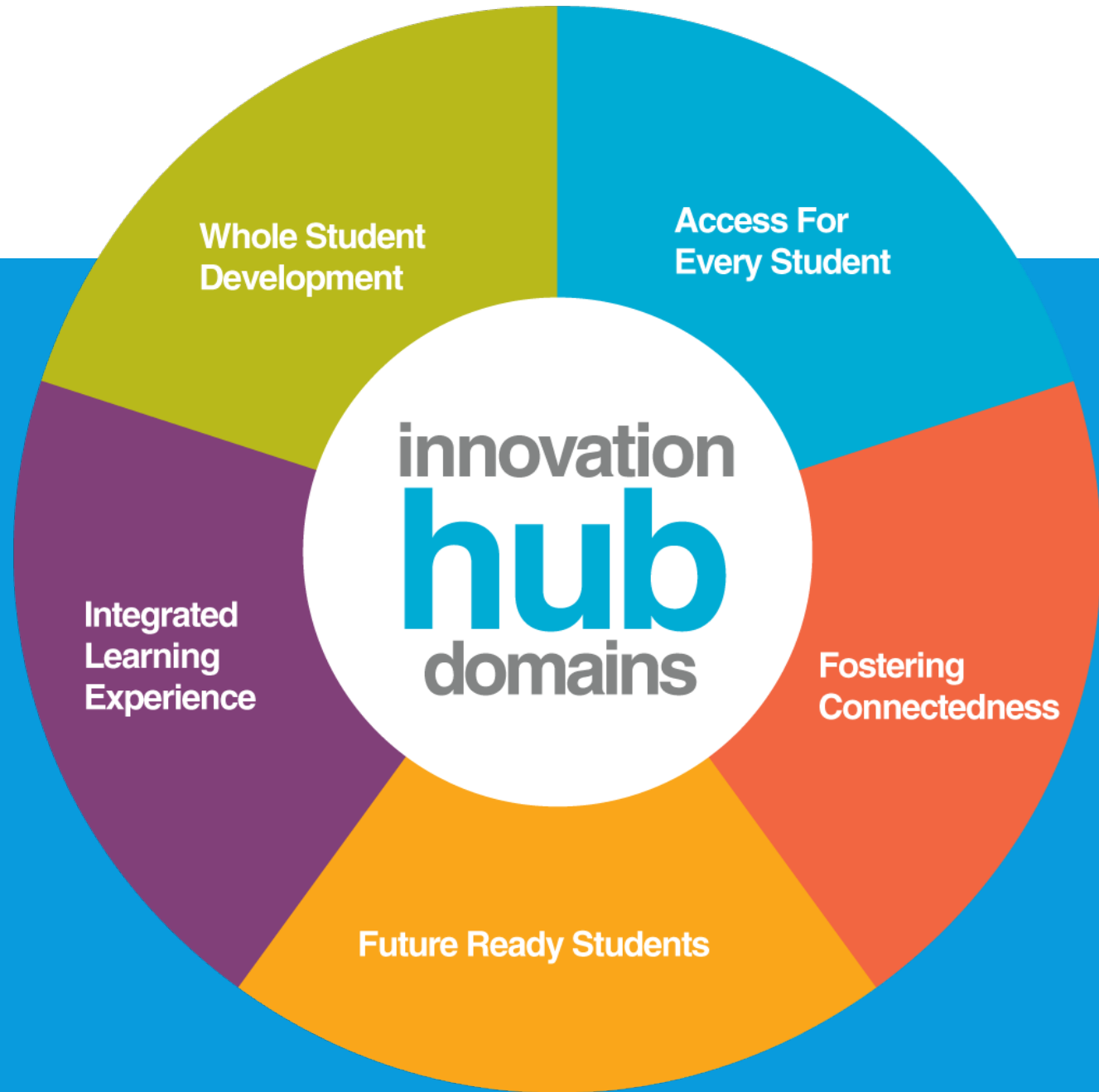
*We envision the University of Toronto as a place where all students experience a sense of community and connectedness, enjoy both academic and personal success and feel well-prepared for their futures.*

# Innovation Hub Core Questions

Who are our students?

How is the world changing for our students?

....What do answers to these questions mean for the U of T student experience?



Whole Student  
Development

Access For  
Every Student

innovation  
**hub**  
domains

Fostering  
Connectedness

Future Ready Students

Integrated  
Learning  
Experience

# Unique & Diverse Teams



# HUMAN CENTERED DESIGN THINKING



**Ideation &  
Prototyping for Feedback**  
Developing ideas  
based on those needs

**Empathy & Need Finding:**  
Understanding other people and  
what they need

**Strategy & Testing:**  
Realizing ideas in the world

# KEY INSIGHTS

- Students value being **cared for, helped and supported** through their U of T journey
- Students value **inclusiveness** and feel the need for more inclusive and safe spaces
- Students value **academic achievement** but they express a need for help negotiating the tension between academics and extracurricular life
- Students value **guidance** and have a need for someone to show them the way
- Students value **preparedness** for a world beyond U of T and need help finding their path
- Students value **belonging** and because of the size of the U of T population, they express the need to find a community connection within a large university

# Challenges/Surprises

- 1. Empathy interviewing
- 2. Keeping optimistic/suspending judgment
- 3. Ownership of ideas
- 4. Centering needs
- 5. Organizational culture



■ Questions?