Design Sprint
Facilitation Guide

DAY 1:

Slide #	Time	Summary	Facilitator Notes/Role
2-3	10 min 9am	Welcome, Overview, + Intros	● Facilitator welcomes participants, gives high-level overview of the sprint. ● Participants fill out name tags. ● Icebreaker: Introduce yourself (name, role, first job on a campus, and a skill you learned).
4-5	5 min 9:10am	Provide overview for the Day 1 agenda	● Facilitator provides overview of the day's agenda.
6-13	10 min 9:15am	Grounding the Work	● Provide national or organizational context and rationale for the design challenge. ● Emphasize key themes: ● The Working Learner Dilemma ● Working on campus as a student success practice
14-17	5 min 9:30am	Design Thinking and Our Approach ● Describe the design thinking process/stages	● Empathize: research your users' needs. ● Define: state your users' needs and problems. ● Ideate: challenge assumptions and create ideas. ● Prototype: start to create solutions. ● Test: try your solutions out and get feedback.
18-22	10 min 9:35am	**Introduction to Empathy**	● Define empathy and why it matters in design work. ● Provide best practices for empathetic interviewing. ● Distribute empathy interview guiding questions and emotion sheets.
23	10 min 9:45am	**Empathy Interviewing Demo** Two team members to conduct a "mock" example of conducting an empathy interview	● Facilitators role-play a short mock interview. ● Demonstrate common mistakes (e.g., leading questions, jumping to solutions). ● Pause at key moments to reflect with participants.
24-26	30 min 9:55am	**Empathy Interview tips & practice** ST to provide overview of tips Participants to practice on one another	● Provide interviewing tips. ● Participants pair up to practice interviewing. ● Distribute empathy mapping canvas.
n/a	5 min 10:25am	**Group Reflection**	● Facilitator leads reflection: How did that feel? What did you learn?
27	15 min 10:30am	**BREAK**	●
28	2 min 10:45am	**Welcome Back & Transition**	● Facilitator welcomes participants back and introduces the next activity.

28	43 min 10:47am	**Empathy Interviews Working Learners**	• Participants conduct real empathy interviews. • Facilitators float to observe, support, or step in if needed.
29	60 min 11:30am	**LUNCH**	• Lunch break. • Optional: create a check-in space for students during lunch. • Distribute supervisor guiding questions.
30	45 min 12:30pm	**Empathy Interviews Supervisor**	• Same approach as earlier empathy interviews. • Facilitators support and observe.
30	5 min 1:15pm	**Empathy Interview Reflections**	• Facilitator leads group reflection. • Post empathy maps around the room.
31-34	8 min 1:20pm	**Empathy Mapping Introduction + Activity Overview**	• Facilitator introduces empathy mapping template and activity. • Provide guidance on how to complete maps.
35	40 min 1:28pm	**Empathy Mapping**	• Participants complete empathy maps (20 minutes per interview). • Remind participants maps will be shared.
36	30 mins 2:08pm	**Empathy Map Share Out**	• Participants share their maps in pairs. • Each group presents highlights.
37	10 mins 2:38pm	**BREAK**	
38-48	10 mins 2:48pm	**Barrier Identification**	• Define what constitutes a barrier. • Discuss difference between pain points and solutions.
49	50 mins 2:58pm	**Gallery Walk & Barrier Identification**	• Participants walk around reviewing empathy maps. • Write potential barriers on post-its. • Facilitators circulate, ask probing questions.
50	10 min 3:48pm	**Wrap Up**	• Facilitator leads group reflection on observations and trends. • Preview Day 2.
		DAY 1 TOTAL: 420 min (~7 hours)	

DAY 2:

Slide #	Time	Summary	Facilitator Notes/Role
1-4	10 min 9am	• **Welcome Back!** • **Agenda & Design Thinking Refresh**	Scott
5-7	20 min 9:10am	**Barrier Refinement**	• AB to provide output from day 1 (number of maps, barriers, etc.) • AB to introduce barrier themes for reflection/discussion
8	5 min 9:30am	**Barrier Voting**	AB • Participants will be asked to vote for the barrier that they think is 1) most important/impactful; and 2) most doable/actionable. Take pictures after voting is complete

8	5 min 9:35am	**Sub-Design Group Formation** .	● BPS to prompt individuals to "vote with their feet" to whichever group they would like to design with (anywhere from 4 groups based on voting results)
9-10	20 min 9:40am	**"How Might We" generation**	AB

11-21	45 min 10am	**Ideation Overview & Crazy 8's**
		● Group drawing activity (gift cat vacation) <mark>7 mins</mark>
		● Sub-design teams will be prompted to participate in a "crazy 8's" drawing exercise <mark>15 mins</mark>
		● Participants will share what they drew with their design teams and pick the top 3 ideas (you can merge/update ideas).
		● <mark>23 mins</mark>
			Scott
			Gift, Cat, Vacation activity
			<mark>Blank white paper to be passed out to all participants now</mark>
			Crazy 8's
			● Facilitators are encouraged to walk the room/observe.
			  ○ Your idea must…
			  ○ Spend at least 1 million dollars **BOX 5**
			  ○ Be completely virtual **BOX 6**
			  ○ Be inspired by disney **BOX 7**

22	10 min 10:45am	**BREAK**	
23-25	5 min 10:55am	**Prototyping Overview**	● Amanda K to introduce prototyping and the prototyping canvas
25	60 min 11am	**Team Prototyping Time**	● Groups will start building out their sketches to vet later in the afternoon ● Facilitators float and contribute as needed.
26	60 min 12pm	**LUNCH (teams can continue to build out their prototype during lunch if needed)**	
27-29	30 min 1pm	**Prototype Vetting**	Amanda K ● Working learners and supervisors to give feedback on early-stage prototypes
30	5 min 1:30pm	**Feedback Integration**	● Teams will integrate feedback
31	20 min 1:35pm	**Group Presentations** ● Teams will present out to one another their ideas	5 min max per group *Amanda to take pictures of each group's completed Prototype

32	5 min 1:55pm	**Wrap Up, Next Steps, & Adjourn**
		● Team to offer final reflections and describe what is next
			● You now have 3 really promising prototypes that you have already tested and iterated on based on student feedback
			● It is up to you how you want to move forward (or not) with these prototypes
			  ○ Do any of these relate to any projects currently underway that you could join?
			  ○ Do any need more testing?

			○ Which prototype could you pilot? ● Again, this is the start of a much longer process. We have been at this for 4+ years now at ASU. ● Core team follow-up meeting ● Summary Report
DAY 2 TOTAL: 300 min (5 hours)			