Assessment by Design: A Design Thinking Project at the University of Washington Libraries

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Why Design Thinking?

- As much a mindset as a methodology

- Key elements:
  - Iterative, agile, creative, empathic
  - User-focused
  - Small number of participants

- Rationale:
  - Alternative assessment methods/holistic approaches
  - More nimble & responsive
Transfer Students Project: Process

• Explore existing data & literature
• Interview students & staff
• Identify key challenges for transfer students
• Brainstorm ideas
• Prototype ideas
• Fail! Learn....
• Iterate/Implement
What Worked

- Small core group - diverse perspectives
- Building partnerships = integral
- Prototypes by us or others
- “Pop-up” teams
- Administrative buy-in
- Frequent, regular meetings
- Dedicated space for team materials
- Track ideas at all stages of the process
Next Time

• Time commitment & need for flexibility

• Colleagues: is this “real” assessment?

• Keeping the strategic plan in view

Long term:
• Sustainable, operational

• Learning organization
Questions?

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Ideo.org, Design Kit. URL: http://www.designkit.org/