



## Innovation in the Smart Campus

### Picture a Smarter NYCU: Smart Campus Pain Point Collection and Design Thinking Workshop

1

NYCU aims to develop an “Innovative Smart Campus” and actively promotes digital transformation on campus. The innovative smart campus planning encompasses three major components: basic infrastructure construction, data integration and service platforms, and innovative application service development. Among these, innovative application service development focuses on diversity and inclusion, aiming to be human-centered and foster a culture of diverse, innovative problem-solving on campus. To achieve this, the Center for Institutional Research and Data Analytics (CIRDA) plans to utilize a user-centered “Design Thinking” process through workshops and other formats, encouraging faculty, staff, and students to discover pain points in current service processes from their surroundings, gain insight into real needs, and seek innovative solutions. We hope this will serve as a starting point to enhance interaction among campus service stakeholders and cultivate a bottom-up culture of continuous problem discovery and solving through diverse innovation.

## Innovation in the Smart Campus (2/2)



The first event in this series kicked off with support from the Office of Student Affairs Co-learning Team. A mini-workshop was held during the service team briefing session, where participants experienced perspective-taking through the creation of personas and empathy maps quickly. This also served as an ice-breaker for members from various backgrounds and energized subsequent discussions about service team tasks.

Following this, from September 2nd to 18th, a two-and-a-half-week “Digital Campus Current Pain Points Online Collection Activity” was launched, inviting all faculty, staff, and students to identify pain points in current service processes of campus life. The activity attracted around 70 participants from both campuses, who raised pain points and suggestions for improvement across various aspects, including transportation environment, information services, living accommodations, teaching administration, and campus dining. All submitted pain points and suggestions were compiled by the CIRDA team to serve as materials for subsequent workshops, promoting design thinking methods and tools to gain deeper insights into campus service needs and enabling campus stakeholders to co-create innovative applications that better align with their campus life.