I, Fei Peng, hereby submit this original work as part of the requirements for the degree of Master of Design in Design.

It is entitled:
Fostering Behavior Change with Interaction Design:
Developing Cross-cultural Connections with Incoming International Students in the United States

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Fostering Behavior Change with Interaction Design

Developing Cross-cultural Connections with Incoming International Students in the United States

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ABSTRACT

This research aims to investigate a new tool for designers to foster behavior change via interaction design. To respond to this question, a set of case studies was conducted to analyze the existing interaction designs which are successful in changing people’s behavior. Later on, the findings were synthesized and developed into a new design method. Then this tool was used to design a mobile app which aims at developing the cross culture connection between the incoming international students and the native students in the United States. The goal of this thesis research is to provide the designers a way to think about how to foster behavior change more naturally and effectively. Ultimately, this method can also be used in other design disciplines to better behavior change.

Keyword: Behavior change, Interaction design, Persuasive design, Cross culture, Communication
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# TABLE OF CONTENTS

LIST OF FIGURES ........................................................................................................... 1

CHAPTER 1: Introduction .................................................................................................. 2

CHAPTER 2: Background .................................................................................................. 4
  2.1 Interaction Design ................................................................................................... 4
  2.2 Persuasive technology in interaction design ......................................................... 4
  2.3 B.J. Fogg’s Behavior Change Model ...................................................................... 5
  2.4 Why social networking ......................................................................................... 9

CHAPTER 3: Case Study .................................................................................................. 11
  3.1 Overall ................................................................................................................ 11
  3.2 Case Study – UP system ....................................................................................... 11
    3.2.1 Introduction of UP system ............................................................................ 11
    3.2.2 Analysis of UP system ................................................................................ 12
  3.3 Case Study – “Spent” ........................................................................................ 15
    3.3.1 Introduction of “Spent” ............................................................................... 15
    3.3.2 Analysis of Spent ....................................................................................... 16
  3.3 Conclusion ........................................................................................................... 18

CHAPTER 4: Application ................................................................................................ 19
  4.1 MST behavior change model .............................................................................. 19
  4.2 Interview ............................................................................................................. 20
  4.3 Interaction design ................................................................................................ 23
    4.3.1 Initial concept .............................................................................................. 23
    4.3.2 Concept generation ....................................................................................... 26
    4.3.3 Function testing ........................................................................................... 27
    4.3.4 Concept refinement ..................................................................................... 30
    4.3.5 User interface design ................................................................................ 32
  4.4 Results ................................................................................................................ 33

CHAPTER 5: Conclusions .............................................................................................. 35
5.1 Restate MST behavior change model ........................................... 35
5.2 Applications of the MST ............................................................ 35
5.3 Limitation .................................................................................. 35
5.4 Future work ............................................................................... 36

BIBLIOGRAPHY ............................................................................. 37

APPENDICES ................................................................................. 40
LIST OF FIGURES

Figure 1. B.J. Fogg’s Behavior Change Model
Figure 2. Comparison between behavior change analyze without and with FBM
Figure 3. How different types of triggers match motivation and ability
Figure 4. Jawbone band
Figure 5. UP APP
Figure 6. Team function
Figure 7. Explore teammates’ data
Figure 8. Visualization of data
Figure 9. Smart coach provides advice
Figure 10. Homepage of Spent
Figure 11. Two options to deal with a car damage
Figure 12. Options to donate online
Figure 13. Homepage of Names for Change
Figure 14. MST model
Figure 15. Interview Findings
Figure 16. Culture topics
Figure 17. Different ways to make things easier to do
Figure 18. Screenshot of QQ
Figure 19. Testing flow
Figure 20. Workflow of the app
Figure 21. Interface design
CHAPTER 1: Introduction

Interaction design, such as websites, mobile apps, smart devices, has become a necessity in our daily lives. All these new technologies and new designs continuously change our lives and behavior and people are getting more used to using all the e-products rather than physical products. For example, people would prefer using email or message instead of writing a paper letter.

However, some behavior changes are good while some are not. Interaction design can allow people a more convenient and efficient lifestyle. At the same time, this type of behavior change can also break the relationship between humans and nature. People are more willing to express themselves on the Internet while reducing the interaction with friends and families in their daily life. Exploring how we should positively use interaction design to change people’s behavior is a meaningful topic. It is also important to study how we make the interaction design influence people’s behavior change more effectively.

This thesis focuses on creating behavior change through effective interaction design. This research will provide a new technique for the designers and provide an easier way to do interaction design to foster behavior change. Furthermore, a communication app is designed using this new technique to develop a cross-cultural connection between incoming international students and native students at universities in the United States. The goal of this thesis is to provide the designers a way to think about how to foster behavior change more naturally and
effectively. Ultimately, this method can also be used in other design disciplines to better behavior change.
CHAPTER 2: Background

2.1 Interaction Design

Interaction design, according to Lal (2013), is about shaping digital things for people’s use. It can also be defined as the practice of designing interactive digital products, environments, systems, and services (Jay D, Diane, 2008). It is mainly focused on how to satisfy the needs of the most people who will use it. (Cooper, Alan; Reimann, Robert; Cronin, Dave, 2007)

Thus, interaction design could mean website design, mobile app design, smart device design, etc.

2.2 Persuasive technology in interaction design

“Persuasive technology is broadly defined as technology that is designed to change attitudes or behaviors of the users through persuasion and social influence, but not through coercion.” (Fogg, 2002) “Most self-identified persuasive technology research focuses on interactive, computational technologies, including desktop computers, Internet services, video games, and mobile devices.” (Oinas-Kukkonen, H., Hasle, P., Harjumaa, M., Segerståhl, K., Øhrstrøm, P., 2008)

Here are some examples of how interaction design involves persuasive technology.
Amazon, one of the biggest online shopping websites around the world, does not only help the users process their orders, but also tries to encourage them to purchase more products. It provides personalized suggestions and promotions to get more people to buy more products.

Also, mobile apps, especially health applications, use persuasive technology to encourage people to change their current lifestyles. For example, “My fitness pal” is a mobile application that persuades users to exercise more, eat healthy, sleep well, etc, by using all kinds of tracking and visualizing functions.

2.3 B.J. Fogg’s Behavior Change Model

Dr. B.J. Fogg (2008), the founder of the Persuasive Tech Lab at Stanford University has come up with a behavior change model (FBM: Fogg Behavior Model, Figure 1), which includes three elements that must converge at the same time for a behavior to happen: Motivation, Ability, and Trigger. If a behavior doesn’t occur, at least one of the three elements is missing.
By using this behavior model, designers can better understand current behavior change methods and also better understand how they can make behavior changing much simpler.
As shown in Figure 2, before FBM was developed, designers would see messy factors to a behavior change. With FBM, they can now easily tell which factor is missing or which factor should be strengthened.

Motivation:

According to FBM, “the motivations highlight three core motivators, Sensation, Anticipation, and Belonging. Each of these has two sides: pleasure/pain, hope/fear, acceptance/rejection.” (Fogg, 2008) These core motivators could apply to everyone and they are central to the human experience.
Ability:

In order to encourage a specific behavior to occur, the person must have the ability to do so. Then how do you determine if the person has the ability? There are two ways, one is to increase the person’s ability, such as training them and giving them more skills. Another way is to decrease the difficulty of the target behavior. Obviously, the first method is hard to do because training is hard and making people learn new things will always take time, money and energy. The second method, making the behavior easier to do, seems to be easier and a more obtainable approach for the designers to take. Based on B.J. Fogg’s theory, “the ability” has six elements which includes time, money, physical effort, brain cycles, social deviance, and non-routine. All of these elements vary from person to person. For example, a 12 year old boy would have more time to do something versus a 45 year old business man, who would have more money to help him to accomplish it.

Trigger:

“Trigger” is the third element of FBM and without it, a behavior would not happen. Triggers could be anything, such as a reminder, an alarm, etc. According to FBM, there are three types of triggers: Facilitator, Signal and Spark. Each type of trigger should match the target user’s context, including motivation and ability. (Figure 3)
2.4 Why social networking

Citing data compiled by the 2013 Overseas-Returned Graduate Recruitment Report and university statistics, the South China Morning Post of Hong Kong reports that one in four Chinese students attending Ivy League universities in the U.S. end up dropping out.

The study, published by EIC, China’s largest overseas study service agency, examined more than 9,000 professionals in 23 major cities in a cross-section of field, found that 33.6% of respondents’ reasons are poor communication skills.
Communication skill is the key to success – in relationships, in the workplace, and also across your life. Especially, as the earth has become a small village and everyone can touch different people and different cultures very easily. It is very important to know how we could better our communication skills across nations and cultures.
CHAPTER 3: Case Study

3.1 Overall

In this chapter, two case studies will be conducted. The first study will evaluate a wearable device with a mobile app. The second study will evaluate a website game. Both sets of products appear to make a significant difference in their users’ lives. The study will analyze how they succeed in changing people’s behavior.

3.2 Case Study – UP system

3.2.1 Introduction of UP system

UP is a system consisting of the wearable band (Figure 4), mobile app (Figure 5) and the user. It aims to change the users’ current behavior and help them develop a healthy lifestyle. Based on the app reviews, UP does a great job of
keeping users on track to meet their fitness goals. Most users report being very satisfied with its function and the UP system does really change their current living habits into better ones.

Figure 4 shows Jawbone UP, which is a wearable band with two main features: activity tracking and sleep tracking. The band provides the simplest way to track the steps, exercises, and calories burned every day. By switching to the sleeping mode, the band can track your sleeping quality measured by total sleep time, sound and light sleep time, awake time and the number of times a user wakes up during sleep. Users can also set up the smart alarm to wake them up using subtle vibrations.

Though the UP band does not have a screen, the users still can use and track their performance. All the data collected from the band is synced to the UP app. The app then presents the data to users by using visual representations which are more meaningful and easier to understand. At the same time, by gathering all the information from users’ activity and sleep, the “smart coach” function in the app helps maintain users’ motivation and gives them personalized suggestions to reach their goals.

3.2.2 Analysis of UP system

Based on B.J. Fogg’s Behavior Change Model, the UP system could be divided into three parts: motivation, ability and trigger, to explain why it has done such a good job.
From the motivation perspective, since most of the users using UP have the desire to work out more, sleep well and eat healthy, they already have a lot of motivation to engage in all of the activities. Even so, the UP system still tries to help the users keep their motivation and encourage them to move forward towards their goals. The UP app visualizes the performance of the user’s activity, sleep, and so on, which is a very good way to remind the user how good or bad they are doing and keep motivating them to improve. Also, UP offers a Team function (Figure 6) for the community, so you can invite your friends to join your team and track and explore each other’s data (Figure 7). All the support, encouragement and suggestions from friends also motivates you to stay positive and achieve your goals.
From the ability perspective, this is the most important part for the UP system. First of all, UP makes things much easier for the users. Users only need to wear the band everyday, and the band will automatically sync the data to the app. The UP app makes clear and understandable visualizations of all the data, such as steps, calories, sleep quality, etc. (Figure 8) Based on the app reviews, the visualized graphics are more appealing to users because the graphics present an easier way to know their everyday performance. In addition, the “smart coach” function provides the users with more meaningful advice based on their performance. (Figure 9) In this way, the users will know how to better their behavior and make it easier to achieve their goals.

From the trigger perspective, since the UP system has a mobile app, it is much easier to send users reminders or alerts to get active. For example, if the user sits for a long time, the band will sense it and the idle alarm will remind you to take a few minutes to walk around.
The UP system is well rated by the users, however it still can be improved. For example, although the app does not need the users to log their steps or sleep, they are required to switch the band from activity mode to sleep mode. If the user forgets, this will result in lack of proper data collection. Also, users need to log in their meals, strength lifting activity, water sports and all the other things the band cannot track by itself, which is very inconvenient for the users.

3.3 Case Study – “Spent”

3.3.1 Introduction of “Spent”

Spent (Figure 10) is an online game/website. Its purpose is to convince people that those in need do really need help. It is created by ad agency McKinney for pro bono client Urban Ministries of Durham (UMD). UMD’s mission is to provide food, clothing, shelter and supportive services to neighbors in need. Since it
launched in February 2011, the game has been played more than 4 million times in over 218 countries. In just over 10 months, Spent has raised $45,000 from 25,000 new UMD donors.

Players begin by clicking “Prove It” on the homepage to start their journey. Once they accepted the challenge, they will be given $1,000 to live on for one month. The goal of the game is to have some money left over at the end of the month. During the 31 days of the month, players need to find a job, pay for the housing, and face anything that would happen in a real life. They are required to make one decision per day to pass the day and since it is really hard to make it through by their own, the players could ask their Facebook friends for help. No matter if the players succeed in making it to the end of the month with money left or they run out of money at any point of the month, they will all be invited to donate to the non-profit organization to help those homeless or in poverty.

3.3.2 Analysis of Spent

According to B.J. Fogg’s Behavior Change Model, Spent focuses primarily on the motivation. Through role playing, it encourages the players to have more empathy. For example, in day 5, the player is driving his car on a slick stretch of road and slides into a parked car and breaks its bumper and taillight. The player is expected to pay $550 for the damage while he only has $370 left. There are two options for the player, one is to pay the damage and another is to drive away. (Figure 11) In this situation, the player doesn’t have enough money to pay and he needs help. If he runs out of money before the end of the month, the game is
over. This experience provides players with a deeper understanding of life in poverty and why people in poverty do really need help. The game was praised on CNN, ABC and Fast Company for its ability to increase awareness of poverty and encourage people to donate.

Figure 11. Two options to deal with car damage

From the ability perspective, “Spent” makes it easier for the users to donate. For example, regardless of success or failure, Spent will always have the options for them to donate online. (Figure 12) In addition, “Spent” also links to “Names for Change” website. (Figure 13) “Names for Change” is a website that sells naming rights to all the items so that it can also collect money for those people in need.
From the trigger perspective, when the player ends the game, it will have the button to donate and also the share button to spread the website to all over the world.

“Spent” does a great job persuading people to participate and donate, and it continues to get around 5,000 new players each day. Yet, it is the most successful when the players play the first time. First time users are more inclined to donate after playing it. It could be better if “Spent” provided more ways or reminders for the players to donate in their daily life since they are already willing to do so.

3.3 Conclusion

By using B.J. Fogg’s Behavior Change Model, it is very easy to understand why both examples do a really great job in motivating users, making things easier to do and have triggers to activate the users. The UP system focuses on ability while Spent focuses on motivation. If both of them could add more effort in the other aspects, they would become more successful.
CHAPTER 4: Application

4.1 MST behavior change model

The motivation aspect of FMB consists of a scale spanning high and low motivation. Its three core motivators each have a positive and negative aspect. The FMB only focuses on how behavior change happens. However, it is important to consider how to make behavior change happen more naturally, effectively, and enjoyably.

Based on FMB, a new behavior change model called MST is developed. MST represents its three elements: motivation, simplicity and trigger. It is similar to FBM. However, the motivation is defined as want-to-do and have-to-do. In this way, people will be more willing to change their behavior if they have the desire. The elements of simplicity, which is another term for ability, will focus more on how to make things easier for the users to do.

In this new model, shown in Figure 14, the product or design should fall in the top right corner, which consists of want-to-do and easy-to-do. This new model will make it much easier for the users to change their current behavior to a designed one in a natural and pleasant way.
4.2 Interview

In this thesis paper, a mobile app is designed based on the new behavior change model to test whether it works. The goal of this app is to create cross-cultural connections between incoming international students and native students in US universities.

Initially, 12 interviews were conducted to gain better understanding of what the current situation is and what could be improved. Six of them were conducted on international students coming from China, Korea, Thailand and Japan, while
another six were conducted on native students. These informatics interviews lasted roughly 30 minutes. The main goal of these conversations with these students was to find out what motivated these students to communicate with people from other countries and discover what the difficulties were during the communication.

Here are some interesting findings from the interviews: (Figure 15)

![Figure 15. Interview Findings](image)

For the international students, the motivations for talking to the native students included: better social networking, professional development, curiosity about native people, learning English, getting to know American culture, etc. Among
these motivations, social networking and getting to know American culture were most stressed.

On the other hand, there did exist some barriers in international students’ communication with native students. The biggest barrier, they encountered, was the cultural difference and the lack of knowledge on American culture. They found it difficult to join the native students’ conversation when they are talking about pop stars, American sports, or anything that only people raised in the States would know of. The language differences was the second most-mentioned since some international students struggle communicating in English. However, the six interviewees mentioned that even though they think language is a barrier, it is not a key one because in their opinion, the native students would understand what they say even if their English is imperfect. Other barriers are personality, feeling embarrassed when they first introduce themselves, and finding it hard to express emotions by using a second language.

For the native students, the motivation mentioned most was curiosity about the different cultures of different countries. In addition, they also wanted to meet new people, try different styles of food, learn a new language, discover the differences between international students and themselves, and show international students what they know, etc.

On the other hand, when native students tried to connect with international students, they faced some difficulties. In their opinion, the language barrier was
the biggest problem. Additionally, they found cultural differences, slang, and accents to be problems. They also thought that many Asians are too quiet and have very low voices.

According to the interview feedback, it is an interesting finding that the native students see the language barrier as the most important issue while the international students do not think that language is a concern. The international students think cultural difference is the biggest communication barrier. Both groups were interested in learning about each other’s culture, which could be a key motivator to help trigger behavior change.

4.3 Interaction design

4.3.1 Initial concept

Based on the interview and MST, it seems culture could be a motivator for both international students and native students in the US. Also, since the international students consider cultural difference the biggest barrier when they communicate with native students, it will be better to have some tool to help them understand the culture. However, culture is a very general concept, which includes “knowledge, belief, art, morals, law, customs, and any other capabilities and habits acquired by man as a member of society.” (Tylor, 1871) Therefore, it is better to define what kind of culture could be a better choice for this concept. Figure 16 shows some common topics related to culture.
Also, for the simplicity part, Figure 17 shows some ways to make things easier to do:
Based on the interview feedback, most of the native interviewees mentioned that they would love to try different food with people from that region. Also, for the international students, knowing more culture about America will also benefit their daily conversation with other native students. Thus, two different ideas are generated.

First is the “food sharing” app. This app creates a platform for the students to share homemade food and make new friends. Here is how it works:

1. Use UCID (student’s ID at University of Cincinnati) to register as a member;
2. Post your food sharing message, including what is the recipe, how many people could join you, time and location;
3. Wait for other people to join you;
4. You will earn credits by hosting a food sharing and the credits can be used for join other people’s food sharing;

Another concept is “cultural learning” chat app. This app provides a platform for them to learn culture from another country. The following are key processes of the app:

1. Use UCID to register as a member;
2. The app will match each user with another anonymous person;
3. The app will provide two pictures from each user’s country;
4. Users will have 15 minutes in total to have the initial conversation. During the 15 minutes, user A should get to know the story of the picture related to user B’s country and also try to explain the story of the picture related to his country. User B then does the same.

5. If both of them enjoy the conversation, they can keep chatting in the future;

**4.3.2 Concept generation**

After having two initial concepts, a design decision was made for further development based on each concept’s pros and cons.

The “food sharing” app attracts users the most because people love food and it can make the conversation easier by talking about the food they brought. However, it limits the users to food and it is hard to maintain from the long-term perspective.

The “cultural learning” chat app provides the opportunity for both users to learn new things. The picture provided is related to the current events, hot topics or recent holidays, which helps users understand the concept as well as relate this to their daily conversations with other people. However, it is less attractive than food and not all the pictures provided will be of interest to the users.

From the analysis above, it seems the “cultural learning” chat app is a better idea. It not only helps the students learn different culture, but more importantly, it provides them with more common topics in their real life conversations.
4.3.3 Function testing

The main function of this concept is chatting function with two pictures provided by the app. In order to test whether the function works as expected or not, two rounds of user testing were conducted. Since the app’s key function is chatting with pictures provided, an existing app called QQ (Figure 18) was used to test the function. Both user testing has six participants who are assigned to three pairs and each pair has one international student and one native student. The two students for each group don’t know each other before the testing.

For the first round of user testing, two participants of each group were brought to separate rooms to prepare for the testing. They were informed of how the app functions and how they will be tested. By using QQ, the two pictures were pre-loaded. Once they started the conversation, a timer was started. When 15
minutes were over, the participants stopped the conversation and filled out a questionnaire about the test. The questionnaire inquired as to how comfortable they felt about chatting via this app, what they thought about using pictures to start a conversation, whether 15 minutes was a good time duration, etc. After they finished the questionnaire, they were brought together to talk in more detail about how they feel about the concept. (Figure 19)

Here is the feedback gathered from the questionnaire:

1. Five of the six feel comfortable chatting with an anonymous person via this app;
2. Four of the six like the idea of using pictures to help start a conversation;
3. Three of the six want more than 15 minutes and two of them think 15 minutes is good;
4. All of them want to keep talking;
5. When they get to know each other better, five of them want to meet in person;
6. Four of them prefer to talk to a new person via mobile app;
7. Five of them agree this app will make it easier for them to meet new friends;

After the questionnaire was completed, an in-depth inquiry was conducted. With the in-depth conversation, more feedback was gathered:

1. They want to have options for the pictures provided by the app;
2. They want the app to pair them based on their interest so they can have some common ground;

3. They want to know why they are paired with that specific person before the conversation starts;

4. They want to have more personal conversation in the future;

5. International students may also want to talk with each other, as long as they come from different countries;

6. They like the idea of using pictures;

7. They want all the users on the app to be reliable;

8. They do really like the app to learn other cultures;

In addition to the feedback, four of them added each other on Facebook after the user testing and started a connection.

In order to make a comparison, a second round of user testing was conducted after this. In this testing, everything was the same as the first one, but the app did not provide any pictures. The participants were asked to start the conversations by themselves and also there were questionnaires and an in-depth conversation followed. The questions were similar to those used in the first round user testing.

The feedback gathered from the questionnaire is also very similar to the previous one. Half of them want to have some features in the app to help the conversation go well. Also five of them think the app will help them meet new friends easier.
However, after the conversation with them, there were different insights from the first round testing:

1. Five of them had the point when they needed to think of another question to ask in order to maintain the chat;
2. They consider this test as a task, so they didn’t really focus on the content of chatting, but rather on how to talk through the 15 minutes;
3. They were less passionate about the app than the participants for the first round user testing;

After two rounds of user testing, another follow up questionnaire was sent to the first six participants in order to define other features of the app. Based on the feedback, they wanted to have two or three options for the pictures and they also wanted to have emoji, activity suggestion and sharing function.

4.3.4 Concept refinement

After the function testing, a more refined concept was developed. Here is the statement of the app: This app aims to provide a platform for both international students and native students at US universities to get connected. It starts from picture introduction of their culture, and by learning from each other, they will have more knowledge about the other country and more common topics when they have other conversations with people in their daily life. Finally, they will feel more comfortable and more willing to talk to other people from other countries in person.
Figure 20 shows how the app works:

1. Using UCID to register as a member and all the information will automatically be imported to the app. This is to make sure every user on this app is reliable;

2. Select your interest area, such as movie, music, sport, etc.;

3. The app will match you with another person at noon, you can choose to accept it or decline it. If you accept it, you can start the conversation. If not, you need to wait until the next day for another match;

4. Once the app matches you with someone, you can choose one picture from three options to talk. The conversation will last 15 minutes;

5. When 15 minutes are over, the app will ask both of you whether you enjoy the conversation or not. If both of you say yes, you can save each other as
a contact and have further conversation. Otherwise, you need to wait for another match the next day;

6. The system matches you with another new person once a day and you can turn it off if you want to focus on talking to the current contacts;

7. When you have further conversation with your contacts, the app can provide new pictures for you to talk, or you can ignore the function;

8. Based on the frequency and content of your chat, the app will give activity suggestion for you to meet in person. Or you can share the activity suggestion with each other on your own;

4.3.5 User interface design

This app has three sections, which are chat, contact and setting. Within the chat section, it has two different chats, one is “match” and another is “regular”. While you chat with the person who you were just matched by the system, you will only have text, emoji the basic chat function. When you chat with people from your contacts, you can have more share functions. Figure 21 shows the interface design.
In the left picture in Figure 21, the bottom navigation indicates three sections. In the chat section, using the initials to represent the new match user and using profile pictures to indicate the contacts. The middle picture and right picture in Figure 21 show different design for new match and contact.

In the “new match chat” page, it has a timer on the top of the screen. Also, two color-coded pictures are used to initiate the conversation. The text box only has type function with emoji. In the “contact chat” page, it shows each other’s profile picture and in the text box, there is not only the type function with emoji, but also voice, picture and activity sharing function on the bottom.

4.4 Results

By using MST to design this mobile app, it is much clearer to know how to make behavior change more fun: finding what is the user’s desire and making things easier for them to do. From the user testing, we could assume that it is a good
concept of using visual images to initiate the conversation, help users learn about different culture, and build connections. The “cultural learning” chat app would benefit the cross-cultural connections with incoming international students and native students at US universities.
CHAPTER 5: Conclusions

5.1 Restate MST behavior change model

When designers want to have a design to better behavior change, it would be an option for them to use this new behavior change model. This new behavior change model focuses on two aspects, motivation and simplicity. Once designers figure out what the users want to do and how to make things easier to do, there is more opportunity for them to develop a good design.

5.2 Applications of the MST

This new method can be applied to not only interaction design, such as mobile apps, websites, smart devices, etc. but also to physical product design or real activities.

5.3 Limitation

MST behavior change model shows the general idea about motivation and simplicity. It tells people that behavior change will happen more naturally, more effectively and people will have more fun if they locate the design in “users want to do” and “easier for users to do”. However, it should be viewed as more of a general guideline as opposed to exact and prescriptive tools for designers to find what the users want and how to make something easier for the users.
5.4 Future work

In this thesis paper, one “cultural learning” chat app is designed to initiate the connection between the incoming international students and native students in the US. Some other relevant topics, such as how to communicate well with other professionals from different disciplines, could be investigated by using the MST behavior change model.

The MST behavior change model is in its early stage, and there are still a lot of potentials to explore. For example, what behavior change will happen if it locates in “have to do” and “easy to do”? Also, it is interesting to explore the relationship between “have to do” and “want to do” and how to switch users from “have to do” to “want to do”. Besides, MST behavior change model could be a guide for future research on new methods of finding users’ desire and making things easier to do.


APPENDICES

Feedback of the chat app - first round testing

Name: ____________  Gender: ____________  Date: ____________

- How comfortable do you feel chatting with an anonymous person via this mobile app?
  - very uncomfortable
  - uncomfortable
  - fair
  - comfortable
  - very comfortable

- How do you like the idea of using pictures to help start a conversation?
  - very poor
  - poor
  - fair
  - good
  - very good

- Do you think 15 minutes is a good time duration?
  - should be less
  - 15 mins is good
  - should be longer

- Do you want to keep talking in the future if you enjoy the conversation?
  - yes
  - no

- Would you want to meet in person when you know each other better?
  - yes
  - no

- Do you agree with that this app will make it easier for you to meet new friends?
  - strong disagree
  - disagree
  - fair
  - agree
  - strong agree
Feedback of the chat app - second round testing

Name: ___________  Gender: ___________  Date: ___________

- How comfortable do you feel like chat with an anonymous person via this mobile app?

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very uncomfortable  uncomfortable  fair  comfortable  very comfortable

- Do you think 15 minutes is a good time duration?

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should be less  15 mins is good  should be longer

- Do you want to keep talking in the future if you enjoy the conversation?

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yes  no

- Do you want to meet in person when you know each other better?

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yes  no

- Do you agree with that this app will make it easier for you to know new friends?

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strong disagree  disagree  fair  agree  strong agree

- Do you want the app can have some features to help your conversation go well/easy?

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yes  no
A follow up questionnaire - first round testing

Name: __________

1. Do you want to have options for the pictures which is provided by the app?
   o yes  o no
   If yes, how many options you want? __________

2. Do you want to upload pictures by yourself?
   o yes  o no

3. What is the difference between chatting with a new meet person via mobile app and in person?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

4. Which way is more comfortable to you? Why?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

5. What kind of functions/features you want the app have to make your conversation easier? (multi-choice)
   □ emoji  □ voice message  □ games  □ activity suggestion  □ share function
   □ others, please specify:
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________