Reflection.

When creating an assumption map, in the beginning, it became apparent we all shared a lot of the same assumptions about the services such as some students wouldn't want to use it because of cultural differences, are afraid of discrimination and language barrier. When conducting the intercept interviews the majority of our assumptions were confirmed but I realised there were a lot more that we had missed. Reflecting upon our journey, I realised I enjoyed the process but wished I had longer with the participants because we couldn't get in-depth information, we only scratched the surface. I would have liked to sit down with them for longer and gather more information. I would have liked to go to the other campuses to get their thoughts, as they don't have the same services as we do or as close to the campus. Through this process, we identified common themes, which has given us a lot to think about. The possible solutions are endless.

From this process I learnt a lot about myself, I had reservations about approaching random people for the intercept interviews. Initially, I didn't want to be denied, worried that I was interrupting something important, and felt I would be a nuisance. Once I began, I realised people are open to help, especially when it is for a good cause, like this and it became a lot easier to approach people. The set of questions and openings made it a lot easier to approach people also. Once I began to talk with people the conversation became easier and I was able to alter the questions to fit the conversation.

In the future, I will be more confident in myself. If I do get denied realising, it is not because of something I did, that they don't have time and that is okay. While creating an assumption map is good, we also need to go out into the community to engage with and better understand them. This is to broaden our understanding. The reflexivity map was also good. I come from a diverse background and assumed that most other people would think the same. From now on I will remind myself other people experience things differently and not to assume too quickly. When creating a solution for our chosen area, I would like to include more people in the process. To include other perspectives and thoughts because they will come up with different ideas. My group is a good mix of perspectives and backgrounds, which makes our process a bit easier.