

GNG 1103 F-03
Group 3.4

Deliverable B: Needs Identification and Problem Statement

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Table of Contents

Introduction	2
Needs	2
Benchmarking	3
Further Questions & Conclusion	3

1. Introduction

As modern society becomes increasingly diverse, a need exists for comprehensive sensitivity training. As a result, our group has been tasked with creating an immersive virtual reality experience which promotes the development of increased empathy in the users. The following report outlines the preliminary benchmarking and identifies the needs of which will guide the creation of the final product.

2. Needs

The following table outlines what we believe are our clients needs, listed in order of perceived importance.

Number	Needs	importance
1	Show the more implicit, subtle aspects of bigotry or discrimination. <ul style="list-style-type: none">- Small comments that make people feel isolated.- Show how even without racism or bigotry, an overwhelming sense of “otherness” can demoralize a person.- Show how well meaning comments can negatively affect people.- Train people on implicit bias and improve their points of view.	1 (most)
2	A VR experience that shows different aspects of minority life <ul style="list-style-type: none">- Promote empathy through shared experience- Highlight how bigotry/discrimination is viewed and understood by the person experiencing it.	2
3	Show the more explicit, major aspects of these lived experiences/discrimination <ul style="list-style-type: none">- Show light on systematic inequality(Ex: Indian Act)- Show the social/legal/cultural hurdles that are faced by minorities- Show the impact of physical disability/minority discrimination- Highlight minority discrimination(racial/sexual/gender/religious)	3
4	Create an interactive VR experience <ul style="list-style-type: none">- Scenario interaction- adding different outcomes	4 (Least)

When speaking with the clients, they spoke of their own personal experiences as a minority, and how those experiences shaped their identity. We understood this as a need to make the user understand these experiences, particularly as a need to make the user experience these moments themselves through the highly immersive medium of VR.

3. Benchmarking

In order to create a better final product, similar experiences were analyzed. One of the analyzed experiences was the Nazi Concentration Camp Tours. This preserves the horrifying scenes of Nazi concentration camps during World War II. Through the preservation of the horrifying environment and the addition of learning centers and art displays, tourists experience a deep understanding as well as an increased sensitivity to the “othering” of minority groups.

Another product designed to promote empathy is the ‘childbirth experience instrument’. This machine uses electricity to simulate the pain of childbirth. It is intended to provide a learning experience for men as well as to increase the appreciation they have for their partners and their birth experience.

4. Further Questions & Conclusion

There has been a long-standing problem of discrimination within our society which remains overlooked or even sometimes ignored. With the goal of empathizing with the people who have been discriminated against, and preventing people from making the same mistakes. We plan on creating a VR experience that promotes empathy when immersed, highlighting subtle aspects of minority discrimination, as well as systematic legal, social, and cultural discrimination.

Further Questions:

- What type of product do you want from us? A cinematic experience or a more interactive experience?
 - What are the key aspects of social discrimination and or minority experience that you want us to deliver?
 - Should it be in the first person, or is it a bystander's point of view to experience these problems?
 - How detailed does the content need to be? Only verbal expression or to be precise to body, facial movements?
 - Should we need to show how these people overcome the problems or we can provide some methods to help someone who has similar experience overcome these discrimination?
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