

Emotional first aid for broken hearts

Appendix



Erika Hajdu

Appendices of the Master Thesis Report
MSc Design for Interaction
Delft University of Technology

Note

This document contains appendices for the master thesis;
Emotional first aid for broken hearts by Erika Hajdu,
completed at TU Delft for the program Master Design for Interaction.

Please consult the full report for more information about the project.

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DESIGN
FOR OUR
future



IDE Master Graduation

Project team, Procedural checks and personal Project brief

This document contains the agreements made between student and supervisory team about the student's IDE Master Graduation Project. This document can also include the involvement of an external organisation, however, it does not cover any legal employment relationship that the student and the client (might) agree upon. Next to that, this document facilitates the required procedural checks. In this document:

- The student defines the team, what he/she is going to do/deliver and how that will come about.
- SSC E&SA (Shared Service Center, Education & Student Affairs) reports on the student's registration and study progress.
- IDE's Board of Examiners confirms if the student is allowed to start the Graduation Project.

! USE ADOBE ACROBAT READER TO OPEN, EDIT AND SAVE THIS DOCUMENT

Download again and reopen in case you tried other software, such as Preview (Mac) or a webbrowser.

STUDENT DATA & MASTER PROGRAMME

Save this form according the format "IDE Master Graduation Project Brief_familyname_firstname_studentnumber_dd-mm-yyyy". Complete all blue parts of the form and include the approved Project Brief in your Graduation Report as Appendix 1 !

family name Hajdu 5344
 initials E given name Erika
 student number 5109841
 street & no. _____
 zipcode & city _____
 country _____
 phone _____
 email _____

Your master programme (only select the options that apply to you):

IDE master(s): IPD Dfl SPD

2nd non-IDE master: _____

individual programme: - - (give date of approval)

honours programme: Honours Programme Master

specialisation / annotation: Medisign

Tech. in Sustainable Design

Entrepreneurship

SUPERVISORY TEAM **

Fill in the required data for the supervisory team members. Please check the instructions on the right !

** chair P.M.A. Desmet dept. / section: HCD
 ** mentor H. Ertürkan dept. / section: SDE
 2nd mentor _____
 organisation: _____
 city: _____ country: _____
 comments (optional) _____

Chair should request the IDE Board of Examiners for approval of a non-IDE mentor, including a motivation letter and c.v..



Second mentor only applies in case the assignment is hosted by an external organisation.



Ensure a heterogeneous team. In case you wish to include two team members from the same section, please explain why.


Project brief (cont.)



Procedural Checks - IDE Master Graduation

APPROVAL PROJECT BRIEF

To be filled in by the chair of the supervisory team.

chair P.M.A. Desmet date 19 - 10 - 2021 signature  Digitally signed by Pieter Desmet Date: 2021.10.19 10:18:23 +02'00'

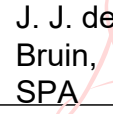
CHECK STUDY PROGRESS

To be filled in by the SSC E&SA (Shared Service Center, Education & Student Affairs), after approval of the project brief by the Chair. The study progress will be checked for a 2nd time just before the green light meeting.

Master electives no. of EC accumulated in total: 33 EC
 Of which, taking the conditional requirements into account, can be part of the exam programme 33 EC
 List of electives obtained before the third semester without approval of the BoE

YES all 1st year master courses passed

NO missing 1st year master courses are:

name J. J. de Bruin date 26 - 10 - 2021 signature  Digitally signed by J. J. de Bruin, SPA Date: 2021.10.26 11:49:49 +02'00'

FORMAL APPROVAL GRADUATION PROJECT

To be filled in by the Board of Examiners of IDE TU Delft. Please check the supervisory team and study the parts of the brief marked **. Next, please assess, (dis)approve and sign this Project Brief, by using the criteria below.

- Does the project fit within the (MSc)-programme of the student (taking into account, if described, the activities done next to the obligatory MSc specific courses)?
- Is the level of the project challenging enough for a MSc IDE graduating student?
- Is the project expected to be doable within 100 working days/20 weeks ?
- Does the composition of the supervisory team comply with the regulations and fit the assignment ?

Content: APPROVED NOT APPROVED

Procedure: APPROVED NOT APPROVED

comments

name Monique von Morgen date 08 - 11 - 2021 signature _____

Project brief (cont.)



Personal Project Brief - IDE Master Graduation

Emotional first aid for broken hearts

project title

Please state the title of your graduation project (above) and the start date and end date (below). Keep the title compact and simple. Do not use abbreviations. The remainder of this document allows you to define and clarify your graduation project.

start date 19 - 10 - 2021

02 - 05 - 2022

end date

INTRODUCTION **

Please describe, the context of your project, and address the main stakeholders (interests) within this context in a concise yet complete manner. Who are involved, what do they value and how do they currently operate within the given context? What are the main opportunities and limitations you are currently aware of (cultural- and social norms, resources (time, money,...), technology, ...).

Alone in the Netherlands, more than 3 million people live in single-person households - and the number is increasing from year to year. [1] But people are social creatures. The Pew Research Center [2] reports that at least half of the single population is looking for a partner. Our desire for establishing strong ties with one another has evolutionary roots. It is deeply ingrained in us; fulfilling relationships, especially of romantic nature are linked to both physical and mental health, overall wellbeing, and happiness. [3]

Online dating has been around since the first chatrooms appeared in the early days of the internet, and it is thriving with around 1,500 different services currently on the global market. [4] Digital technologies made it easier than ever to find and reach out to potential partners and online platforms are becoming the primary way nowadays to meet romantic partners. [5] During the COVID-19 pandemic, people had to resort to trying to seek connection through their screens even more often. [6]

Digital matchmaking has its advantages, but technology affects how people experience romantic encounters. Negative emotions have always been part of seeking love; trying to find a partner sets people up for disappointment, rejection, heartache, and breakup. However, some are concerned that increased opportunities might give way to an increased number of negative experiences. Online dating might have made these emotional injuries even more frequent and common.

Bad experiences are inevitable, but leaving our emotional injuries unattended when they need immediate response can have long-term negative effects. Rumination might turn into depression and anxiety, failure and rejection might decrease our self-esteem. [7] These mental health problems can have a significant impact on our personal lives, as well as society at large. So why don't we prevent them by attending to our emotional „bruises“ when they occur?

Psychologist Guy Winch [7] argues that people could deal with everyday psychological injuries without the help of mental health professionals. For example, The School of Life sells a set of booklets (see image 1) with short essays to deal with emotionally challenging situations. One of the most popular dating apps, Bumble has a wellbeing section (see image 2) with tips on how to deal with rejection, or even "dating-burnout".

But theory is often hard to grasp and even harder to act upon in the midst of emotional distress. We need more concrete tools to practice emotional first aid. We know what to do with a cut finger so it doesn't become infected, yet we lack the tools for treating our psychological injuries effectively.

References:

- [1] Centraal Bureau voor de Statistiek, 'Number of single-person households in the Netherlands from 2009 to 2020, by gender', Oct. 2020. <https://bit.ly/3FuP3j7> (accessed Sep. 27, 2021).
- [2] A. Brown, 'Americans' Views on Dating and Relationships', Pew Research Center's Social & Demographic Trends Project, Aug. 20, 2020. <https://pewrsr.ch/3FCuoK2> (accessed Sep. 27, 2021).
- [3] J. Kansky, 'What's Love Got to Do With it? Romantic Relationships and Well-Being', in Handbook of Well-Being, Salt Lake City: UT: DEF Publishers, 2018, p. 24. [Online]. Available: DOI:nobascholar.com
- [4] Andre, '141 Crucial Online Dating Statistics: 2021 Data Analysis & Market Share', Financesonline.com, Mar. 26, 2021. <https://bit.ly/2WWZcn0> (accessed Sep. 27, 2021).
- [5] M. J. Rosenfeld, R. J. Thomas, and S. Hausen, 'Disintermediating your friends: How online dating in the United States displaces other ways of meeting', Proc. Natl. Acad. Sci., vol. 116, no. 36, pp. 17753-17758, Sep. 2019, doi: 10.1073/pnas.1908630116.
- [6] Morning Consult, 'National Tracking Poll 200473', Morning Consult, Apr. 2020.
- [7] G. Winch, Emotional First Aid: Healing Rejection, Guilt, Failure, and Other Everyday Hurts. Penguin, 2013.

space available for images / figures on next page

IDE TU Delft - E&SA Department /// Graduation project brief & study overview /// 2018-01 v30

Page 3 of 7

Initials & Name E Hajdu 5344 Student number 5109841

Title of Project Emotional first aid for broken hearts

Project brief (cont.)

Personal Project Brief - IDE Master Graduation

introduction (continued): space for images



image / figure 1: Emotional first aid kit by the School of Life (photo from: store.museumsvictoria.com.au)

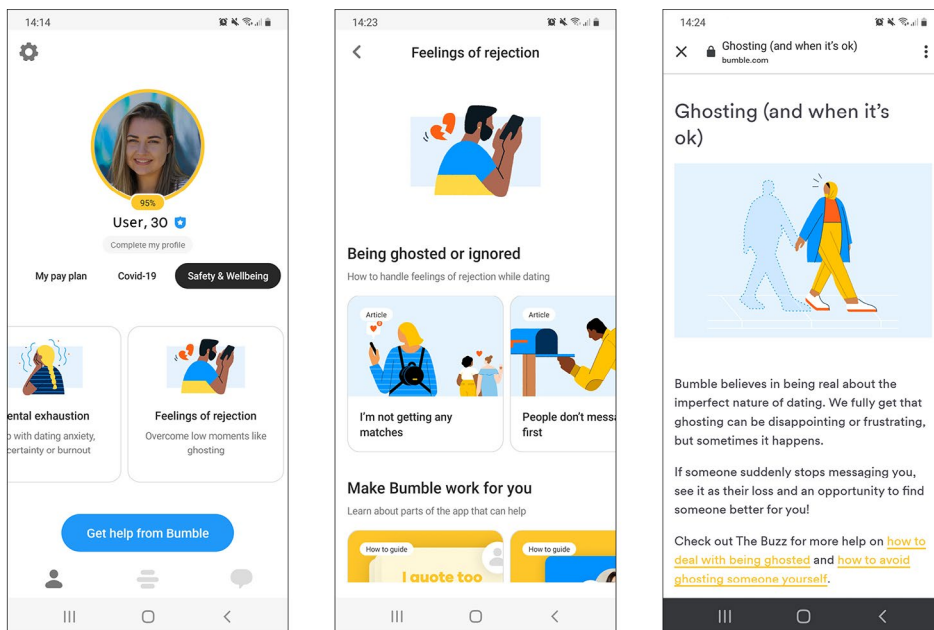


image / figure 2: In-app resources of Bumble for dealing with dating issues (bumble.com)

Project brief (cont.)

Personal Project Brief - IDE Master Graduation

PROBLEM DEFINITION **

Limit and define the scope and solution space of your project to one that is manageable within one Master Graduation Project of 30 EC (= 20 full time weeks or 100 working days) and clearly indicate what issue(s) should be addressed in this project.

Emotional injuries are common, minor psychological wounds that do not fall under the necessity of clinical treatment. We need to be able to manage and treat our emotional wounds (such as the feeling of loneliness, rejection, or loss) ourselves. However, people need concrete tools that go beyond instructions and theory. Just as every household is equipped with a first-aid kit with band-aids and antiseptics, we should equip ourselves with an emotional first aid kit to treat our emotional injuries.

Although extensive scientific research does not underpin the usefulness of "stress balls" and "fidget spinners", they are said to relieve stress and anxiety. Furthermore, art therapy can help express emotions and develop effective coping skills. [1] Our built environment has an effect on us; the objects around us carry emotional value.

The project aims to find out what kind of tangible objects might have a positive (and useful) effect on people in emotional distress. The project will explore the emotional injuries occurring in (online) dating by singles between 18 and 40 years (Millennials and Generation Z being the primary users of online dating services [2]) and aim to provide help in a tangible, physical form when such an injury occurs.

Emotional first aid means taking care of our emotional injuries effectively when they occur, providing immediate relief so they do not damage our mental wellbeing any further. [3] An "emotional first aid kit" might not only offer instant relief and reduce the risk of worsening our psychological wounds, but also help to build up emotional resilience.

References:

[1] B. A. Aguilar, 'The Efficacy of Art Therapy in Pediatric Oncology Patients: An Integrative Literature Review', *J. Pediatr. Nurs.*, vol. 36, pp. 173–178, Sep. 2017, doi: 10.1016/j.pedn.2017.06.015.

[2] Morning Consult, 'National Tracking Poll 200473', Morning Consult, Apr. 2020.

[3] G. Winch, *Emotional First Aid: Healing Rejection, Guilt, Failure, and Other Everyday Hurts*. Penguin, 2013.

ASSIGNMENT **

State in 2 or 3 sentences what you are going to research, design, create and / or generate, that will solve (part of) the issue(s) pointed out in "problem definition". Then illustrate this assignment by indicating what kind of solution you expect and / or aim to deliver, for instance: a product, a product-service combination, a strategy illustrated through product or product-service combination ideas, In case of a Specialisation and/or Annotation, make sure the assignment reflects this/these.

Explore strategies of managing negative experiences in (online) dating and develop a solution that provides 'emotional first aid', helping young singles to deal with their everyday emotional/psychological injuries in the context.

The project will explore the physical qualities of emotional first aid and answer the question; How can we translate psychological techniques into tangible solutions that can provide instant remedy for emotional injuries?

Research questions include:

- What kind of emotional injuries do people go through in (online) dating?
- How do/can people deal with their emotional injuries (in the context of online dating)?
- What is the role of objects when it comes to dealing with these injuries?
- Can we design tangible solutions and remedies for everyday emotional injuries (in the context)?

Foreseen outcomes:

- A collection of objects and research prototypes answering the research questions above.
- Research knowledge (illustrated in a poster/video).
- Optionally; a scientific publication of research outcomes.

Project brief (cont.)



Personal Project Brief - IDE Master Graduation

PLANNING AND APPROACH **
 Include a Gantt Chart (replace the example below - more examples can be found in Manual 2) that shows the different phases of your project, deliverables you have in mind, meetings, and how you plan to spend your time. Please note that all activities should fit within the given net time of 30 EC = 20 full time weeks or 100 working days, and your planning should include a kick-off meeting, mid-term meeting, green light meeting and graduation ceremony. Illustrate your Gantt Chart by, for instance, explaining your approach, and please indicate periods of part-time activities and/or periods of not spending time on your graduation project, if any, for instance because of holidays or parallel activities.

start date 19 - 10 - 2021 2 - 5 - 2022 end date

Emotional first aid for broken hearts Designing for Everyday Psychological Injuries

Project Planning (100 days in total)



The project is planned for 100 days in total. Due to working part-time in the fall semester, the first 13 weeks consist of part-time project work of 3 days a week. From PW 14*, the project continues full-time.

The project is planned of two main phases; first exploring the context (Mapping the context) followed by exploring solutions (Design phase).

The first step is exploring (online) dating and the emotions arising in the context (using contextmapping; interviews and generative sessions with young singles) to understand the dynamics and the hurdles, as well as the current physical manifestations of emotional coping. Understanding the relevant psychological injuries (from emotional, cognitive and, behavioural perspectives) will help to narrow the scope to the type of interventions needed. Aligning theory with the user insights will help to generate design solutions. The designed artifacts will be continuously validated/iterated upon in the second phase.

- Planned milestones:
- Kick-off meeting: Oct. 19 (CW 42 PW1)
 - Midterm: ~Jan. 31 (CW 16, PW 14)
 - Green Light: ~April 4 (CW 14, PW 22)
 - Graduation: ~May 2.

*PW = Project Week, CW = Calendar Week

Project brief (cont.)



Personal Project Brief - IDE Master Graduation

MOTIVATION AND PERSONAL AMBITIONS

Explain why you set up this project, what competences you want to prove and learn. For example: acquired competences from your MSc programme, the elective semester, extra-curricular activities (etc.) and point out the competences you have yet developed. Optionally, describe which personal learning ambitions you explicitly want to address in this project, on top of the learning objectives of the Graduation Project, such as: in depth knowledge a on specific subject, broadening your competences or experimenting with a specific tool and/or methodology, Stick to no more than five ambitions.

I'm passionate about behavior studies and people's connection with objects. In earlier years I carried out a project about product semantics for emotional design, as well as a research project in designing for end-of-life literacy. The latter highlighted for me the usefulness of dealing with our negative emotions. Knowing many people who struggle in their dating life (and being part of the target audience myself), I see issues needing to be addressed in online dating and want to try to relieve the negative effects it has. I believe that the current project merges (and expands) the most prominent areas of my studies in a relevant application context.

As preparation for a research/academic career, I am taking a research-oriented approach to the project. To overcome the pitfall of "too much thinking but not enough doing", I will use Research through Design*. This will help in practicing my hands-on prototyping skills instead of focusing on theory only. I wish to prove my skills in generative user research, conceptual thinking, and analysis. I would like to both apply my skills in Contextmapping and widen the psychological and behavioral theories that I learned during the elective course Health Psychology; Tools and Methods. I would like to gain more experience in designing for emotions (measure and impact emotions through the created artifacts). Last but not least, I wish to gain more confidence in managing (external) partners within a project.

*(RtD: Using design as a method to do research; doing design activities** with (also) the goal of the generation and communication of knowledge. (Stappers & Giaccardi, 2017))

**Including but not limited to: Iteratively developing prototypes that address a specific situation and reflect, measure, discuss and analyse the effect.

References:

Stappers, P. J., & Giaccardi, E. (2017). Research through Design. In M. Soegaard & R. Friis-Dam (Eds.), *The Encyclopedia of Human-Computer Interaction* (2nd ed., pp. 1–94). The Interaction Design Foundation.

FINAL COMMENTS

In case your project brief needs final comments, please add any information you think is relevant.

Although the project does not officially include an (external) client, I aim to involve partners from the domains of (online) dating and psychology, thus generate applicable knowledge together with the experts for these fields.

Appendix 2

Approval of the Human Research Ethics Committee

Date 26-11-2021
Contact person Ir. J.B.J. Groot Kormelink, secretary HREC
Telephone +31 152783260
E-mail j.b.j.grootkormelink@tudelft.nl



Human Research Ethics Committee
TU Delft
(<http://hrec.tudelft.nl/>)

Visiting address
Jaffalaan 5 (building 31)
2628 BX Delft

Postal address
P.O. Box 5015 2600 GA Delft
The Netherlands

Ethics Approval Application: Emotional first aid for broken hearts
Applicant: Hajdu, Erika

Dear Erika Hajdu,

It is a pleasure to inform you that your application mentioned above has been approved.

Good luck with your research!

Sincerely,

Dr. Ir. U. Pesch
Chair HREC
Faculty of Technology, Policy and Management

Appendix 3

Consent Forms (Journal exercise)

Consent form; Emotional first-aid in dating

Journal exercise

The purpose of this research is to **understand emotions**, and **explore strategies of managing negative experiences during dating**. The insights from this study will help develop solutions that can support people to deal with everyday emotional injuries.

Participating in this study involves **capturing your experiences of dating** in an online diary for **±10 days**.

After this you will be asked to attend a 1-1 **interview** with the researcher to discuss these experiences.

There are no expected risks or benefits connected to participation.

You can withdraw at any moment by sending an e-mail to e.hajdu@student.tudelft.nl (or stating your wish in-person during the interview). In case you do so, all your data will be deleted immediately. The data you provide is captured through Qualtrics, a third-party online survey tool, and will be stored locally on a personal computer.

You have the right to request access to, and rectification or erasure of any data you provide.

Transcripts and notes will be de-identified and any personal information will be treated anonymously. All personally identifiable information will be destroyed 6 months after the end of the project.

Please tick the appropriate boxes!

Yes No

I have read and understood the study information dated 22 / 12 / 2021, and everything has been explained to me. I have been able to ask questions about the study and my questions have been answered to my satisfaction.

I consent **voluntarily** to be a participant in this study. I understand that I can refuse to answer questions and **I can withdraw at any time**, without having to give a reason.

I understand that taking part in this study involves logging my experiences in an online diary, as well as a face-to-face interview.

I give permission to make

voice recording of the interview (will be deleted right after transcribing)

written notes of the interview and the data I provide

I understand that personal information collected about me that can identify me, such as my name or contact details, will not be shared beyond the researcher.

I agree that my information can be quoted in research outputs (reports and publications such as scientific articles)

I agree to joint copyright of the materials I provide (e.g. photos, drawings) to Erika Hajdu

I give permission for the data that I provide to be archived in the education repository of TU Delft as part of the education evidence of the student

Erika Hajdu

Name Researcher
(printed)

Signature Researcher

Name Participant
(printed)

Signature Participant

You are free to contact the researcher with any questions or comments regarding this study.
Erika Hajdu (e.hajdu@student.tudelft.nl)

Consent Forms (Expert session)

Consent form; Feedback meeting



Project title: Emotional first aid for broken hearts
The purpose of this project is to explore strategies of managing negative experiences during dating, and provide tangible solutions that can support people to deal with everyday emotional injuries.

The purpose of our meeting is to discuss insights and ideas in the project. Participation in this meeting includes an online discussion together with the researcher about the progress and direction.

There are no expected risks or benefits connected to participation. You have the right to request access to, and rectification or erasure of any data you might provide by contacting the researcher and stating your wish to do so.

Please tick the appropriate boxes!

I have read and understood the study information dated 21/03/2022, and everything has been explained to me. I have been able to ask questions about the study and my questions have been answered to my satisfaction.

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

I consent voluntarily to take part in this meeting. I understand that I can refuse to answer questions and I can withdraw at any time, without having to give a reason.

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

I give permission to make a voice recording of the meeting.
(will be deleted right after transcribing)

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

I agree that I can be quoted in research outputs with appropriate credit given to me.
(reports and publications such as scientific articles)

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

I give permission for the data that I provide to be archived in the education repository of TU Delft as part of the education evidence of the student.

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Erika Hajdu

Name Researcher
(printed)

Signature Researcher

Name
(printed)

Signature

Consent Forms (First evaluation study)

Consent form; Product evaluation



Emotional first aid for broken hearts

Participating in this evaluation involves **logging your experiences with the product** you are given for **±10 days** using a paper diary. After this you will be asked to attend a **1-1 interview** with the researcher to discuss your experiences. You will be asked to fill out a questionnaire to measure self-compassion before and after the 10 days.

There are no expected risks or benefits connected to participation. **You can withdraw at any moment** by sending an e-mail to e.hajdu@student.tudelft.nl (or stating your wish in-person). In case you do so, all your data will be deleted immediately. The data you provide will be stored locally on a personal computer. You have the right to request access to, and rectification or erasure of any data you provide. Transcripts and notes will be de-identified and any **personal information will be treated anonymously**. All personally identifiable information will be destroyed 6 months after the end of the project

Please tick the appropriate boxes!

	Yes	No
I have read and understood the information sheet dated ___ / ___ / 2022, and everything has been explained to me. I have been able to ask questions and my questions have been answered to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>
I consent voluntarily to be a participant in this evaluation. I understand that I can refuse to answer questions and I can withdraw at any time , without having to give a reason.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that taking part in this study involves logging my experiences in a diary, as well as a face-to-face interview and a questionnaire.	<input type="checkbox"/>	<input type="checkbox"/>
I give permission to make		
video recording of the interview, <i>showcasing my face</i> (to be used in the end presentation)	<input type="checkbox"/>	<input type="checkbox"/>
voice recording of the interview (<i>will be deleted right after transcribing</i>)	<input type="checkbox"/>	<input type="checkbox"/>
photos during the interview (<i>for showcasing</i>)	<input type="checkbox"/>	<input type="checkbox"/>
written notes on the interview and the data I provide	<input type="checkbox"/>	<input type="checkbox"/>
I understand that personal information collected about me that can identify me, such as my name or contact details, will not be shared beyond the researcher.	<input type="checkbox"/>	<input type="checkbox"/>
I agree that my information can be quoted in research outputs (reports and publications such as scientific articles)	<input type="checkbox"/>	<input type="checkbox"/>
I agree to joint copyright of the materials I provide (e.g. photos, drawings) to Erika Hajdu	<input type="checkbox"/>	<input type="checkbox"/>
I give permission for the data that I provide to be archived in the education repository of TU Delft as part of the education evidence of the student	<input type="checkbox"/>	<input type="checkbox"/>

Erika Hajdu
Name Researcher (printed) Signature Researcher

Name Participant (printed) Signature Participant

You are free to contact the researcher with any questions or comments regarding this study.
Erika Hajdu (e.hajdu@student.tudelft.nl, +31627214428)

Consent Forms (Second evaluation study)

Consent form; Product evaluation (lab test)



Emotional first aid for broken hearts

Participating in this evaluation involves **using and reflecting** together on a digital as well as physical prototype of a **product** service. During the test you will be asked to fill out a questionnaire about your experience of the concept.

There are no expected risks or benefits connected to participation. **You can withdraw at any moment** by stating your wish to do so. In case you do, all your data will be deleted immediately. The data you provide will be stored locally on a personal computer. You have the right to request access to, and rectification or erasure of any data you provide. Transcripts and notes will be de-identified and any **personal information will be treated anonymously**. All personally identifiable information will be destroyed 6 months after the end of the project

Please tick the appropriate boxes!

	Yes	No
I have read and understood the information sheet dated ___ / ___ / 2022, and everything has been explained to me. I have been able to ask questions and my questions have been answered to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>

I consent voluntarily to be a participant in this evaluation. I understand that I can refuse to answer questions and I can withdraw at any time , without having to give a reason.	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------

I give permission to make		
photos during the interview (for showcasing in the documentation/presentation)	<input type="checkbox"/>	<input type="checkbox"/>

written notes on the discussion and the data I provide	<input type="checkbox"/>	<input type="checkbox"/>


I understand that personal information collected about me that can identify me, such as my name or contact details, will not be shared beyond the researcher.	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------

I agree that my information can be quoted in research outputs (reports and publications such as scientific articles)	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------

I give permission for the data that I provide to be archived in the education repository of TU Delft as part of the education evidence of the student	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------

Erika Hajdu
Name Researcher (printed) _____
Signature Researcher

Name Participant (printed) _____
Signature Participant

You are free to contact the researcher with any questions or comments regarding this study. Erika Hajdu (e.hajdu@student.tudelft.nl + )

Appendix 4

Diary exercise signup form

Introduction

Your Experiences with Dating

I'm looking for people to take part in a 10 days long **journal exercise** for my graduation project about **emotions and dating**.

By filling out this survey we can find out if you can help.

It will take max. 5 minutes.

The form also captures some demographic data. You are not obligated to share any intimate details, but knowing these will allow me to fully understand your situation (if you decide to take part).

Thank you,

Erika Hajdu

(Master Design for Interaction, TU Delft)

Information regarding this study

Filling out this survey does not mean you have to take part in the journal exercise. **Your participation** in this study is entirely **voluntary**. You are free to omit any question. **You are free to withdraw** at any point, **and all data you provided will be deleted**.

We believe there are no known risks associated with this research study; however, as with any online related activity the risk of a breach is always possible. To the best of our ability your answers in this study will remain confidential.

Current situation

Are you currently dating?

- Yes
- No
- Not sure

Dating means engaging in an activity with the intention to explore romantic or sexual compatibility. It can include looking for, talking to, and/or meeting up with people.

You are currently dating if you do any of the following:

- You use any app or service to look for potential matches
- You go out (e.g. to bars, pubs, events) to look for potential matches
- You talk to someone (including a dating app or website) to explore if you are interested in each other
- You meet up with one or more person(s) for dates, but are not in a relationship
- You started talking to, or meeting someone (for max. 1-2 months)

Diary exercise signup form (cont.)

Further research

**If you are not currently dating,
not a problem!**

Would you like to talk about dating in general?

Your experiences can be valuable! I will get back to you and we can have a chat.

- Yes
 No

Would you like to participate in the project at a later stage?

E.g. testing prototypes. I will get back to you in a couple weeks with more info.

- Yes
 No

Contact details

Contact details

Please provide me with a phone number **or** email address so I can contact you to discuss further details.

I only use this information for contact purposes and will not share it with a third party.

Alternatively, you can get in touch through e-mail: e.hajdu@student.tudelft.nl

How can I reach you?

E-mail (optional)

Phone number (optional)

Current situation 2

Are you currently undergoing clinical treatment for depression or other mental illness?

- Yes
 No
 Not sure

Why am I asking this?

During this study you will be asked to reflect on negative experiences, which might be distressing or upsetting to some. With respect to ethical considerations, we have to make sure there is no risk or harm to our participants.

Diary exercise signup form (cont.)

Demographics

Great!

Please answer the questions below

What is your...

Age

Gender

Nationality

Country of residence (where you live)

How do you define your current relationship status?

e.g. single, in a relationship/open relationship, married, etc.

What are you looking for?

e.g. hookup, serious relationship, casual dates etc.

Who are you looking for?

Women

Men

Other (provide below)

Diary exercise signup form (cont.)

Do you use any of the following platforms for dating?

Check all that apply.

Active use means that you use the app/site/etc. at least on a weekly basis for dating purposes.

- Badoo
- Bumble
- Breeze
- Coffee meets Bagel
- E-mail
- Facebook
- Grindr
- Happn
- Hinge
- Instagram
- Lexa
- OKCupid
- Tinder
- Twitter
- Parship
- Plenty of Fish
- Snapchat
- WhatsApp
- Other (provide below)

Anonymizing

Making you anonymous

Throughout the study you will be using a fictional/code name.

Only the researcher (and nobody else from the project team, or outside the study) will know who is behind this fictional name, making your data anonymous.

If your (future) partner would give you a flagrant pet name, what would it be?

You will use this fictional name as your alias in the study

To come up with a pet name, you can just use an adjective (e.g. small, cute, mighty, fast etc.) and an animal (e.g. your favorite animal) or a food item (e.g. muffin, pea, etc.)

If you leave this field blank, I will give you a nickname. :)

Study is being done by Erika Hajdu (TU Delft).
Questions or concerns? Please send an e-mail: e.hajdu@student.tudelft.nl

Powered by Qualtrics

Appendix 5

Online diary

Introduction

Today in dating...

Reflect in-depth on what happened today using this form.

For each event, please submit a new entry. Try to reflect on both positive and negative events!

My fictional name

Always log your entries under your assigned name, so I know which entries belong together.

What happened?

What happened?

Where? When? What were you doing? Who were involved?

Add files here (Optional)

E.g. photos, screenshots, hand-written notes etc. Make sure you do not share personal data (such as names/photos with faces etc.)
You can submit **1 file** (or a compressed (ZIP) folder) **up to 100MB**.

This made me feel...

Do any of these figures resonate with your feelings?
Pick one or more and describe your feelings/emotions.



Source: PAM

Online diary (cont.)

Afterwards...

Afterwards I...

(e.g. you laid down, drank a beer, met up with a friend to talk about it etc.) Describe your surrounding, people, things and activities that were the result of your positive/negative emotions.

Think about...

- Did your positive emotions influence what you did afterwards?
- Did you try to resolve those negative feelings?

Add files here (Optional)

E.g. photos, screenshots, hand-written notes etc. E.g. photos, screenshots, hand-written notes etc. Make sure you do not share personal data (such as names/photos with faces etc.)

You can submit **1 file** (or a compressed (ZIP) folder) **up to 100MB**.

Now I feel...

Do any of these figures resonate with your feelings?
Pick one or more and describe your feelings/emotions.



Source: PAM

Block 3

Any other comments? (Optional)

(Regarding the experience, the study, this form, etc.)

Appendix 6

Instructions for the diary exercise



READ ME

Thank you for agreeing to take part in this exercise!



For **the next 10 days**, I'd like you to write down any dating-related* experience or event, and how it made you feel.

For this, **follow these 3 steps**:

1. When something happens, **make yourself a note!** Do this **during or right after the event**.

You can use the small booklet you just received. Keep it always with you, so you can **mark those moments right away!** You can also use your phone, or any other way that's convenient.



2. The end of the day, **go to the online form** and **record each event** as a separate entry.

Look back at your in-the-moment notes to recall what happened!



3. Repeat for the next day!

(<https://bit.ly/3o448Ai>)

*Dating-related experiences can be:

- You use a dating app/service
- You make plans to meet up with someone
- The person you fancy sent a message
- Your date from last night disappeared
- You got a new match
- The person you fancy let you down
- You go on a date
- Someone was flirting with you
- You call your date
- ...and anything else that comes to mind!

That's it!

If you have any questions, don't hesitate to get in touch:



Even if it's a brief swipe on the phone, a short message, I would like you to mark that moment and how it made you feel.

Appendix 7

Example Interview script (diary study)

EFA - INTERVIEW GUIDE

Main research question:

What kind of emotional injuries do people go through in (online) dating?
How do people deal with their emotional injuries? What are the hurdles?
What is the role of objects when it comes to dealing with these injuries?

Checklist for start

- Signed informed consent form
 - Preparation for recording
 - Pen & paper for notetaking
-

Introductory script (5 minutes)

Thank you very much for being here. I really appreciate that you share these intimate experiences and feelings with me. For today, I would like to go through some of the entries you made in the last days in your dating journal. We will go in-depth into some of them, and I will have some follow-up questions for you. After that, we will do a short exercise. I'd like to highlight that there are no right or wrong answers here, I'm only interested in what **you** think and feel. You don't have to share anything with me that you do not want to. If you feel uncomfortable, just say so and we can stop. Feel free to interrupt at any time for any reason. Everything you say will be treated anonymous, so nothing can be led back to you.

This interview should take around 1, max 1,5 hours.

Is it okay if I record the interview, so I can focus on our conversation?

Is everything clear? Do you have any questions?

Evaluation research tools (10 minutes):

First I would like to ask you about the journaling itself.

Interview questions:

- How are you feeling now? (*baseline*)
 - How did the journaling go? How did you experience logging these events?
 - Did you use the small notebook?
-

Questions about the past week (10 minutes):*Interview questions:*

- If you think of the last 10 days and what happened in your dating life, what was your favourite moment? Why?
- What was your least favourite moment? Why?

If recalling the moments is difficult, I can show them the entries.

Example interview script (diary study - cont.)

Questions about entries (30 minutes):

I collected all the entries you made. We will not look at each and every one of them, but there are some that I would like to discuss. I'm going to go through those according to the time you submitted them.

Interview questions:

- In your third entry, you say *"I do not like to be in a vulnerable position. Or to be able to be ghosted. I always consider stopping with texting and have the tendency to 'play the game' or 'test someone'* Could you explain that to me?
- Monday you asked him out, and he hasn't answered. The day after you said, *"I tried to let the feelings be, but It's hard."* What do you mean by that?
- After that you said "I am also a bit annoyed at myself" Why were you annoyed with yourself? *"It also makes me question myself a bit, so I feel a bit sad (F)"* Questioning how?
- In the comments you asked me to redesign the interaction to make you less nervous. Can you recall a point where you were the most nervous? What did you do?
Let's say you are with a friend who is in that situation. How would you help them?
- On the 4th (Saturday) the guy finally replied. Afterwards, you said that you realize your motive behind asking the guy out was concerning another one who is abroad. Can you tell me more about that?
You felt relieved, to be honest about your feelings. Did something happen in-between that made you realize that?
How did that realization make you feel about the rejection of the first guy?

Followup questions:

- *Can you recall a time when you felt similarly in the past?*
- *How did you deal with it?*
- *If you could go back in time, would you do something different?*
- *Imagine a friend of yours is in this situation. How would you help them?*

Positive counterpart (30 minutes):

Example interview script (diary study - cont.)

Now, I would like to do something different. We talked about your experiences in the past few days, as well as your experiences regarding It is time to look at it from the other way around. Do you have a piece of paper? I would like you to collect things that make you you can think of memories, rituals, activities, hobbies, and objects. Feel free to stand up, walk around in the house, snap a photo or bring back things that give you this feeling. I will switch off my camera and let you think freely for 5-10 minutes. If you are done earlier, shout out and we can continue.

Interview questions:

- *Could you walk me through what you have collected?*

Followup questions:

- *Could you tell me about ...?*
- *How do you usually use...?*
- *Have you tried doing/using when you are...?*
-

Closure (5 minutes)

- How are you feeling now? (*end*)
- So, to conclude, [give a summary of each of the themes].
Did I miss anything?
- Alright, that is everything I wanted to talk to you about.
Is there anything else you would like to add?

Thank you for your time! This is very helpful to my project. The insights I will use to map the dating experience, pinpoint times and experiences where help is needed, and also as an inspiration to design those specific solutions. If you are interested, I'm glad to share with you how the project develops and what the outcome is, however, I must note that I will graduate somewhere in spring, so it might take a while.

I hope we can have a coffee at some point together so I can make up for not being able to be physically present. If there is nothing else, I wish you a very pleasant... Take care.

List of generic probes (optional)

- That is very interesting, can you tell me more?
- Why do you feel/think that way?
- Can you explain more about that?
- What are you thinking right now?
- Can you walk me through your thought process?
- [let the interviewee think in silence for a bit]

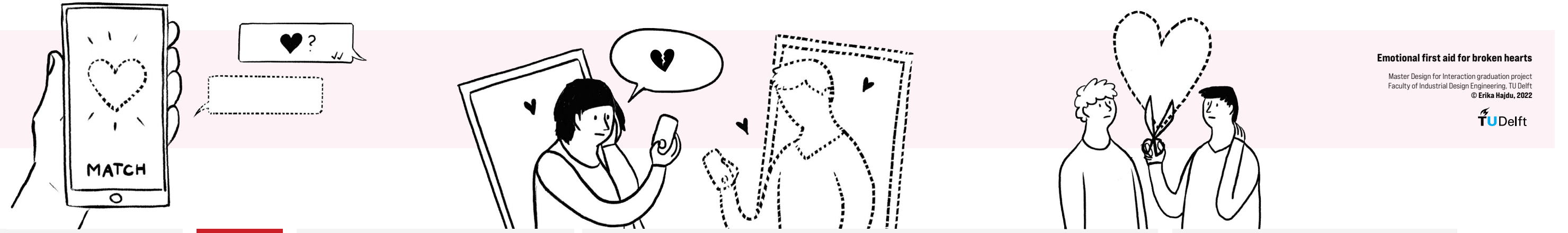
Appendix 8

Map of injuries in online dating

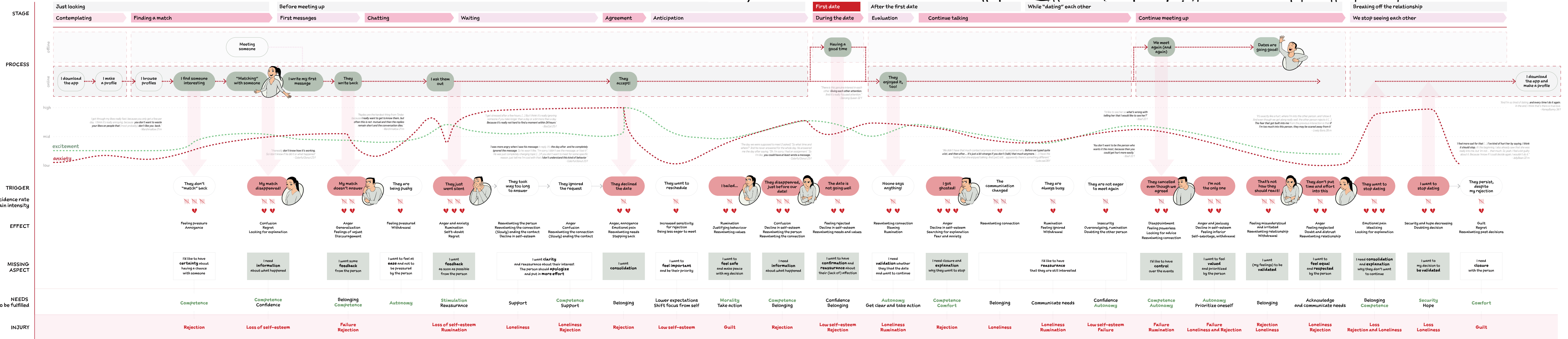
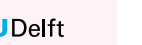
💔 The pains of (online) dating...

My name is Sylvia (27) and I have been single for 3 years now. I decided I'm ready to meet someone new, so I downloaded a dating app. I've "matched" with some people, but it's difficult. Some don't even respond. I got rejected many times. Each time it hurts more, and I don't know what to do. I feel hopeless.

Most common injuries: **Rejection and Loneliness**
 Main need to be fulfilled: **Competence, Comfort, Community and Relatedness**



Emotional first aid for broken hearts
 Master Design for Interaction graduation project
 Faculty of Industrial Design Engineering, TU Delft
 © Erika Hajku, 2022



Appendix 9

Injury cards

My match disappeared!

We 'matched' but neither of us initiated the conversation. After a while, the match disappeared without a trace.

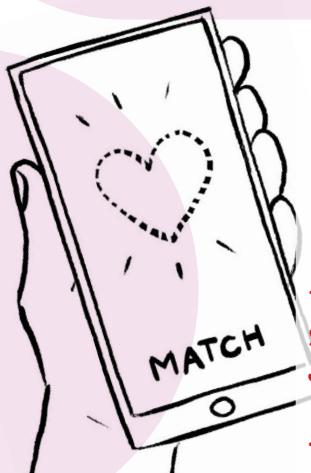
Confusion
"What happened?"

Regret
"I should have written them..."

Looking for explanations
"Why did they unmatch me?"

„ Yesterday, I matched one guy that seems really nice. And I waited to write because I wanted to write something more nice. And then today, I think he disconnected. Maybe because I didn't write. And then I'm really disappointed because I know I should have written before. "

- Colorful Donut, 23 f



Information, Confidence
Competence (Knowledge and understanding)
Comfort (Overview and structure
Peace of mind)

Fitness
Relatedness
Morality
Recognition
Purpose

Loss of self-esteem

At least say hi!

I matched with someone interesting. I wrote my first message, but they did not answer at all.

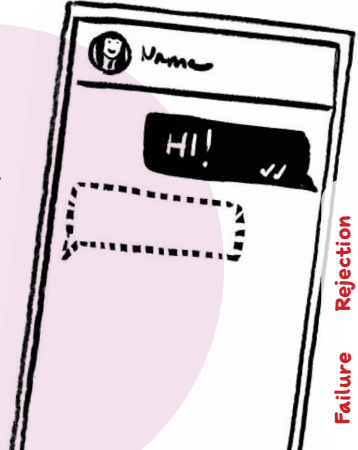
Anger
Generalization
"Why are all ... like this?"

Feelings of unjust
"This is not fair!"

Discouragement
"Why bother writing anyone?"

„ Natural for me would be to respond, but probably what they have, like a load of likes. "

- Cuqui, 27 m



Feedback, Belonging
Competence (Knowledge and understanding, environmental control)
Comfort (Overview and structure)
Purpose (Personal growth, spirituality)

Autonomy
Impact
Relatedness
Stimulation

Failure **Rejection**

Asked for a date and got no response

Once I asked the person for a date, they went silent. Even though they answered frequently before.

Anger and Anxiety
"I'm scared of their answer."


Rumination
"When will they answer?"

Self-doubt
"What am I doing wrong?"

Regret
"I shouldn't have asked them out."

„ He still didn't answer. I'm a bit scared he doesn't want to meet me. I have never met someone from a dating app, even if I used them for quite a while now. This makes me question myself and search for what I do wrong. "

- Colorful Donut, 23 f



Feedback, Reassurance
Stimulation (Variation, novelty)
Comfort (Overview and structure)
Competence (Knowledge and understanding)

Morality
Recognition
Purpose
Relatedness

Rumination
Loss of self-esteem

They don't want to go out with me...

I asked them out for a date and they declined.

Anger, Annoyance
Emotional pain
Reevaluating needs
"They are not the one."
Stepping back
"I will not pursue them any longer."

„ The guy texted: "Hanging would be fun. As friends." I really dislike it when people give excuses like "hang as friends" which is just a lame way to tell me you don't want to date. "

- BooCat, 25 f



Belonging, Relatedness (Love and intimacy, emotional support)
Comfort (Overview and structure)
Competence (Knowledge and understanding)
Purpose (Personal growth, Spirituality)

Community
Security

Rejection

Injury cards (cont.)

I had to bail...



After we agreed to meet, I stopped talking to them because I felt unsure about meeting up.

Rumination

"I feel sorry for them."

Justifying behaviour

"Others did the same to me."

Reevaluating values

"I should have handled this different."

„ Somehow I want to reject this guy but feel sad for him because I might hurt him. But I was thinking... a lot of people I trust hurt me without feeling guilty. "

- Free Bird, 27 f



Take action

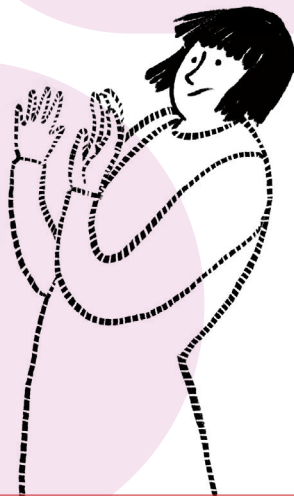
Morality

(Acting virtuously, fulfilling duties)

Comfort

(Peace of mind)

Community
Relatedness
Purpose
Impact
Autonomy
Competence



Guilt

Disappeared right before out date



We agreed to meet for the first time, but the person is unreachable on that day, preventing us to make further arrangements and meet up.

Confusion

"Where are they?
What happened?"

Decline in self-esteem

"Maybe I'm doing something wrong."

Reevaluating the person/connection

"Why can't they communicate?"

„ The day we were supposed to meet (I asked him) so what time and where? And he never answered for the whole day. He answered me the day after saying, "Oh, I'm sorry, I had an assignment." So I'm like, you could have at least written a message. "

- Colorful Donut, 23 f



Information, Belonging

Comfort

(Overview and structure)

Competence

(Knowledge and understanding)

Purpose

(Personal growth, spirituality)

Community
Relatedness
Security



Rejection

This date is not going well



The person cut the date short or appeared uninterested in me.

Feeling rejected

"They are not interested."

Decline in self-esteem

"I'm not good enough for them."

Reevaluating needs and values

"I don't want to see them again."

„ He seemed like he was not happy talking with me or something was going on. And after a while, like 10 minutes of talking, he finished the call. We planned this call days before. I thought he would put some time to get to know me or propose a meeting in person. After the call, he has not texted me. "

- Free Bird, 27 f



Confidence, Belonging

Relatedness

(Love and intimacy, Camaraderie, Emotional support)

Community

(Social harmony)

Security

(Social stability)

Comfort
Competence
Purpose



Rejection
Loss of self-esteem

I got ghosted!



The person disappears and becomes unreachable after a date (or even weeks, months of dating) without giving an explanation.

Anger

"Why can't they say something?"

Decline in self-esteem

"Maybe I did something wrong"

Searching for explanation

"They must have been looking for something else"

Fear and anxiety

"I should be more careful next time"

„ After our meeting, I texted him I had a good time with him. And he also texted me the same, but then he unmatched me. I felt upset that he unmatched me. Probably whatever he is looking for, he could not find it in me. "

- Free Bird, 27 f



Explanation, Reasoning

Comfort

(Overview and structure)

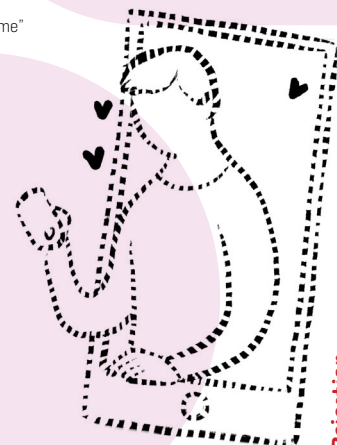
Competence

(Knowledge and understanding)

Purpose

(Personal growth, Spirituality)

Relatedness
Community
Security



Rejection

Injury cards (cont.)

I am not the only one...



Anger and jealousy
"I don't want to think about them being with another person!"

Decline in self-esteem, feeling inferior
"They have the upper hand."

Withdrawal, self-sabotaging
"I'm not going to talk to them."

I found out that they are dating someone else besides me, as well.

„ He was with another woman in a hotel. I'm not in love with him already, but it's not nice to know that he's with another woman.

I feel jealous. And anxious. Because...

Well, when it's a very nice weekend, maybe he doesn't want to see me again. "

- HoneyBunny, 34 f

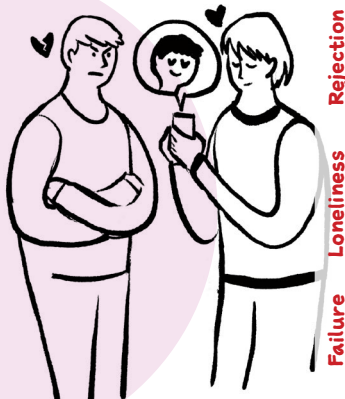


Autonomy
(Self-reliance)

Competence
(Challenge, Environmental control, Knowledge and understanding)

Comfort
(Peace of mind)

Relatedness
Impact
Stimulation
Purpose
Security



Rejection
Loneliness
Failure

They cancelled, even though we agreed



Disappointment
"I was looking forward to it."

Feeling powerless
"I wish I could do something."

Looking for advice
"What should I do now?"

Reevaluating connection
"Maybe it's not meant to be."

We have been seeing each other for a while now and I built up expectations. However, the person cancels our next date due to personal/external circumstances.

„ I was dating someone for a while, and I thought it went great. She also says that she likes it, but she is very busy [...] So she told me there was no time to meet again for almost two months. This was coming out of the blue, so I wasn't really happy about that. "

- Marshmallow, 21f



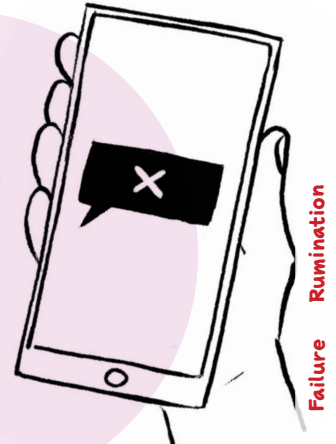
Competence
(Environmental control)

Autonomy
(Freedom of decision, Self-reliance)

Impact
(Influence)

Relatedness
(Emotional support)

Relatedness
Impact
Stimulation
Comfort



Rumination
Failure

This should be equal



Anger

Feeling neglected
"They are always busy."

Doubt and distrust
"Maybe they don't want me."
"Maybe they have someone else."

Reevaluating connection
"This is not what I want."

We are dating for a while now, and I feel like they are putting less effort/time into it than I do.

„ You're just taking my company for granted, you don't have anything better to do so you just chill with me. [...] You should be so nice to me. It should be equal. And now I'm only the one making the efforts. "

- Kashmir 25 f



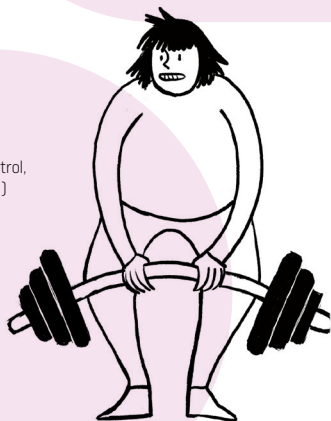
Competence
(Challenge, Environmental control, Knowledge and understanding)

Autonomy
(Self-reliance)

Comfort
(Overview and structure)

Purpose
(Personal growth, Spirituality)

Relatedness
Community
Security



Rejection
Loneliness

My needs are valid



Feeling misunderstood
"They don't get me."

Reevaluating relationship
"Maybe they are not the one."

Withdrawal

During the dating period the person fails to meet my expectations in terms of their behaviour towards me.

„ He didn't respond the way I wanted... Maybe it is not so big deal, I don't have to feel this way. I know that it is nonsense, but he didn't acknowledge me."

- HoneyBunny, 34 f

„ And I just was really, really irritated. Does he even listen to me? What is going on? "

- Kashmir 25 f

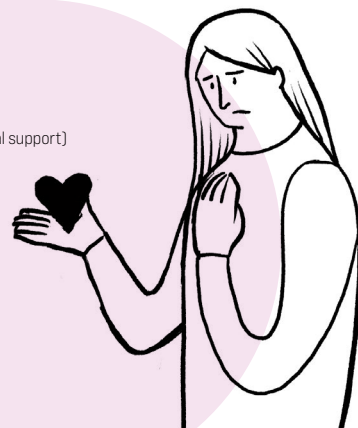


Relatedness
(Love and intimacy, Camaraderie, Emotional support)

Community
(Social harmony)

Security
(Social stability)


Comfort
Competence
Purpose
Autonomy



Rejection
Loneliness

Injury cards (cont.)

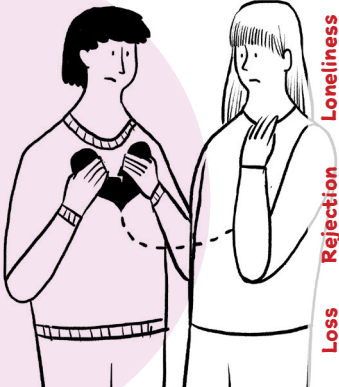
They broke up with me



Emotional pain
Idealizing
 "But we were perfect together!"
Looking for explanation
 "Why did they break up?"

After a period of dating, the person wants to break things off with me.


„ I hope we get back together because he really seems like the perfect match. (...) I'm glad to 'hear' from him, but it makes me at the same time sad. I miss him. "
 - HoneyBunny, 34 f



Competence
 (Knowledge and understanding)
Relatedness
 (Emotional support)
Autonomy
 (Self-reliance)
Purpose
 (Life goals and direction, Meaningful activity, Spirituality)
 Comfort
 Recognition

Loneliness
Rejection
Loss

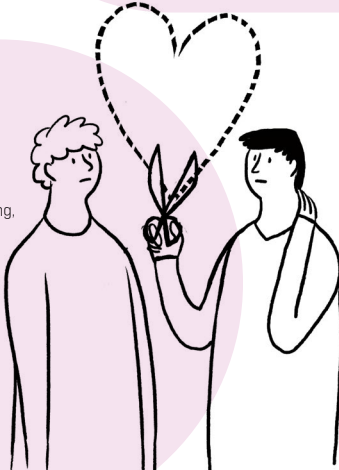
I decided to stop dating



Doubt
 "Is this the right way to do it?"
 "Did I hurt them?"
Hope decreasing
 "Is there still someone out there for me?"

After a period of dating, I decided I wanted to stop and broke it off with the person.

„ I knew for some days already that I should not continue dating him. (...) The conversation was uncomfortable but not very long. I was hoping to feel more relieved, or proud that I took the courage to end it this way instead of stretching it much longer, but that wasn't really the case. "
 - Dancing Queen, 32 f



Security, Hope
Competence
 (Skill progression, Knowledge and understanding, Challenge)
Relatedness
 (Emotional support)
Autonomy
 (Individuality)
Recognition
 (Appreciation)
 Comfort
 Community

Loneliness
Loss

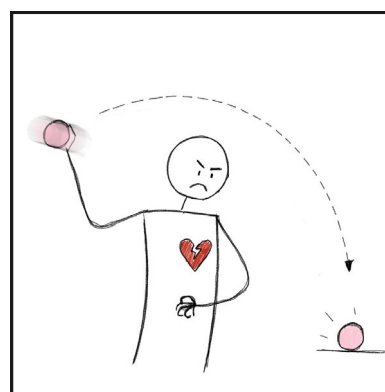
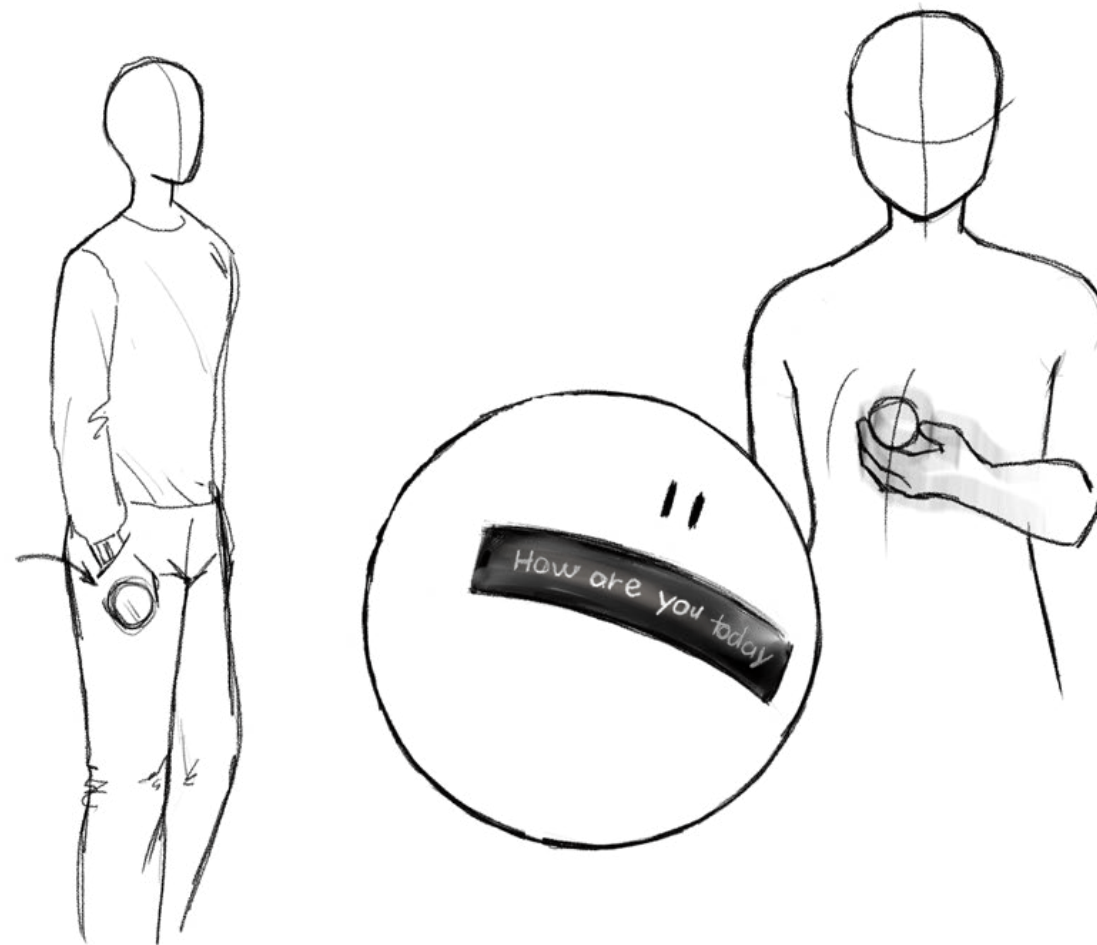
Raising awareness about the injury

Targeting the level of perception

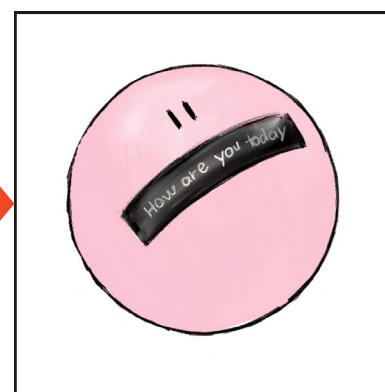
Little friend

Little friend is tennis-ball sized conversation tool that **checks upon the user's emotional state**.

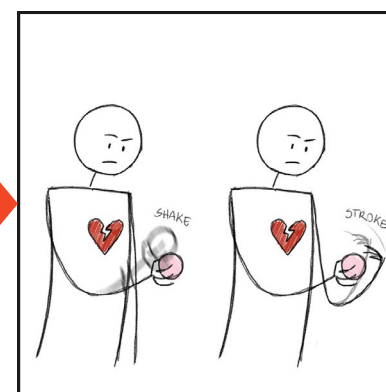
The ball acts as a friend who brings attention to our emotional hurts by **asking reflective questions** from time to time. Through various interactions (shaking/squeezing/stroking the ball) the user can have a "conversation" with it and work on their emotions.



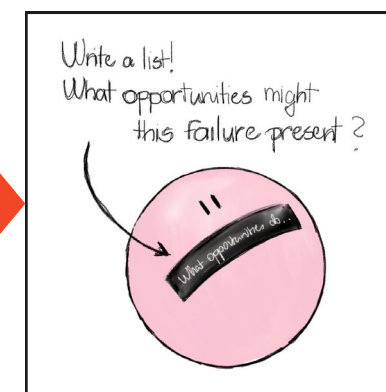
(0.)
(The ball picks up hostile interaction.)



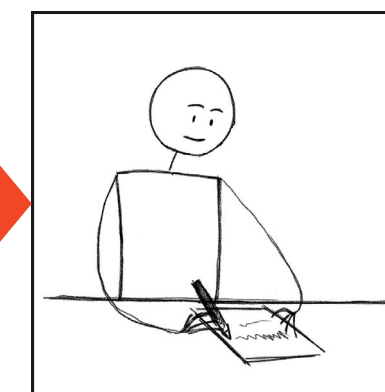
1.
The ball shows a reflection question upon interaction, or prompts "**How are you**" randomly.



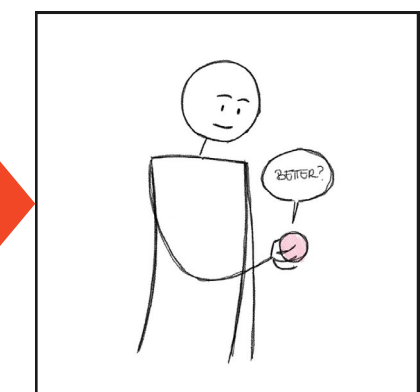
2.
The user can **answer the ball** through various (emotional) gestures



3.
The ball gives advice based on the answer (from a database filled with appropriate coping strategies)



4.
The user is prompted to follow through with the strategy.



5.
The ball checks upon the user to confirm success.

Changing the perception on failure (+ giving overview and structure)

Effective against most injuries

The bucket list

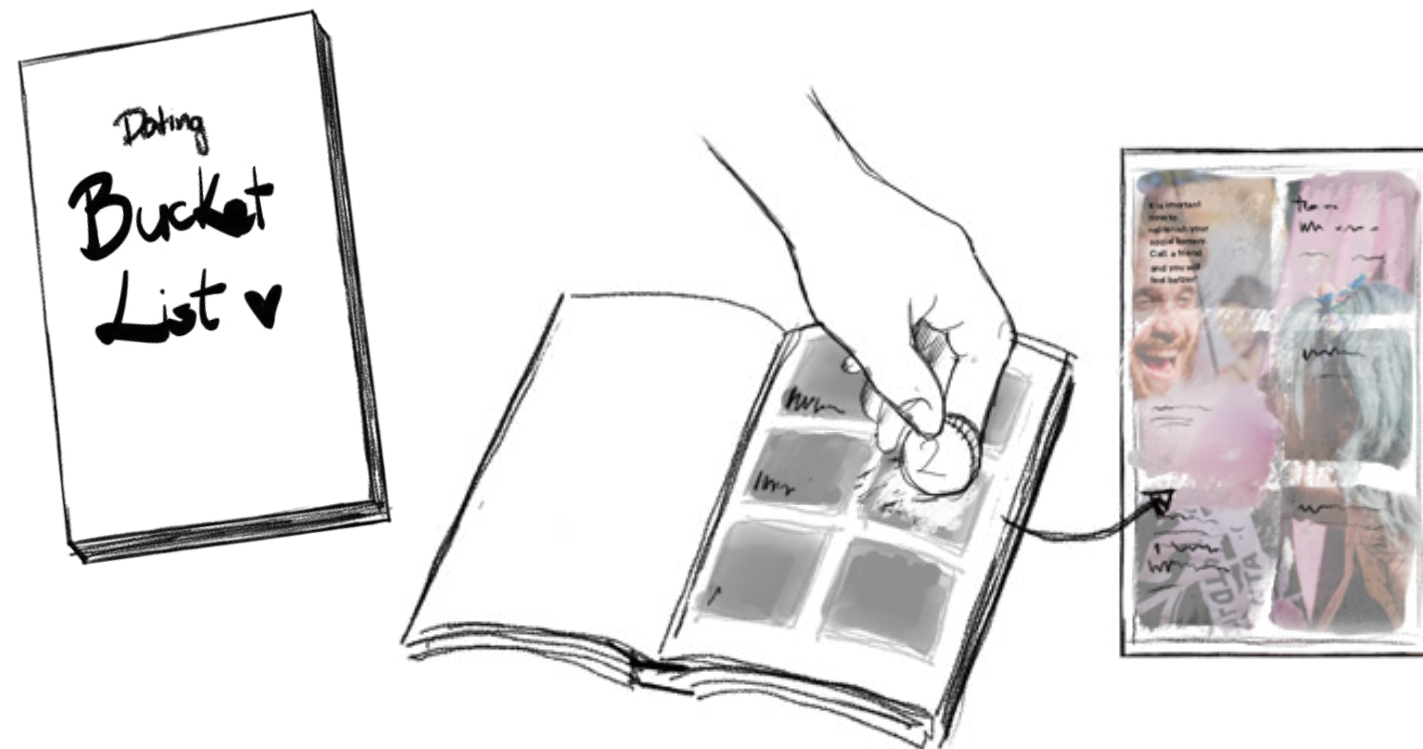
The bucket list is a **scratch-off album** containing **dating-related "challenges"**, e.g.:

"Write 10 fist messages in a row - without an answer."

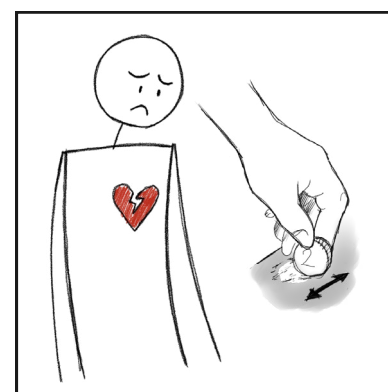
"Showing up to a date only by myself."

"My first ghost."

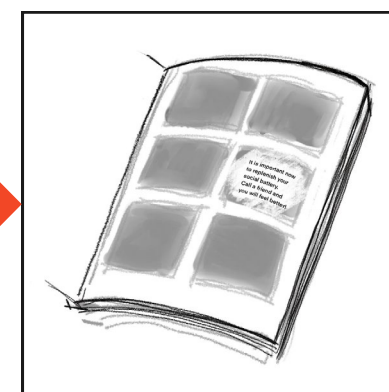
The bucket list takes a twist on negative experiences by turning them into **relatable funny events** - while also giving **situation-specific tips** on how **to deal with the negative emotions**. It serves as a collection of negative experiences, showing they are common, and that it is natural to feel bad about them.



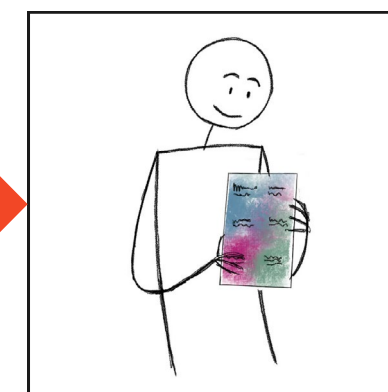
1.
One might receive The bucket list before starting to date, or meanwhile - after a couple of "fails".



2.
After a **negative experience**, the user **scratches off** the corresponding **field**.



3.
Below the field there is an illustration and a **situation-specific tip** that can give comfort to the user.



3.
After a while, the user has (their) collection of injuries accompanied with helpful tips. The **sense of completion** will help to seek out new experiences - where one might get hurt.

First concept directions (cont.)

Understating and building our own strategies

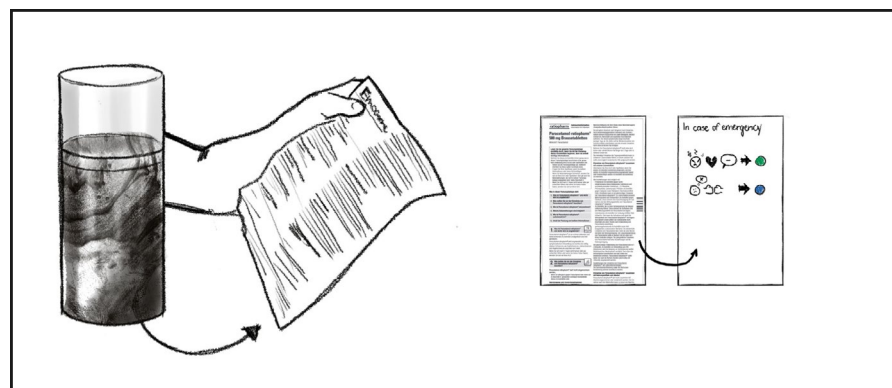
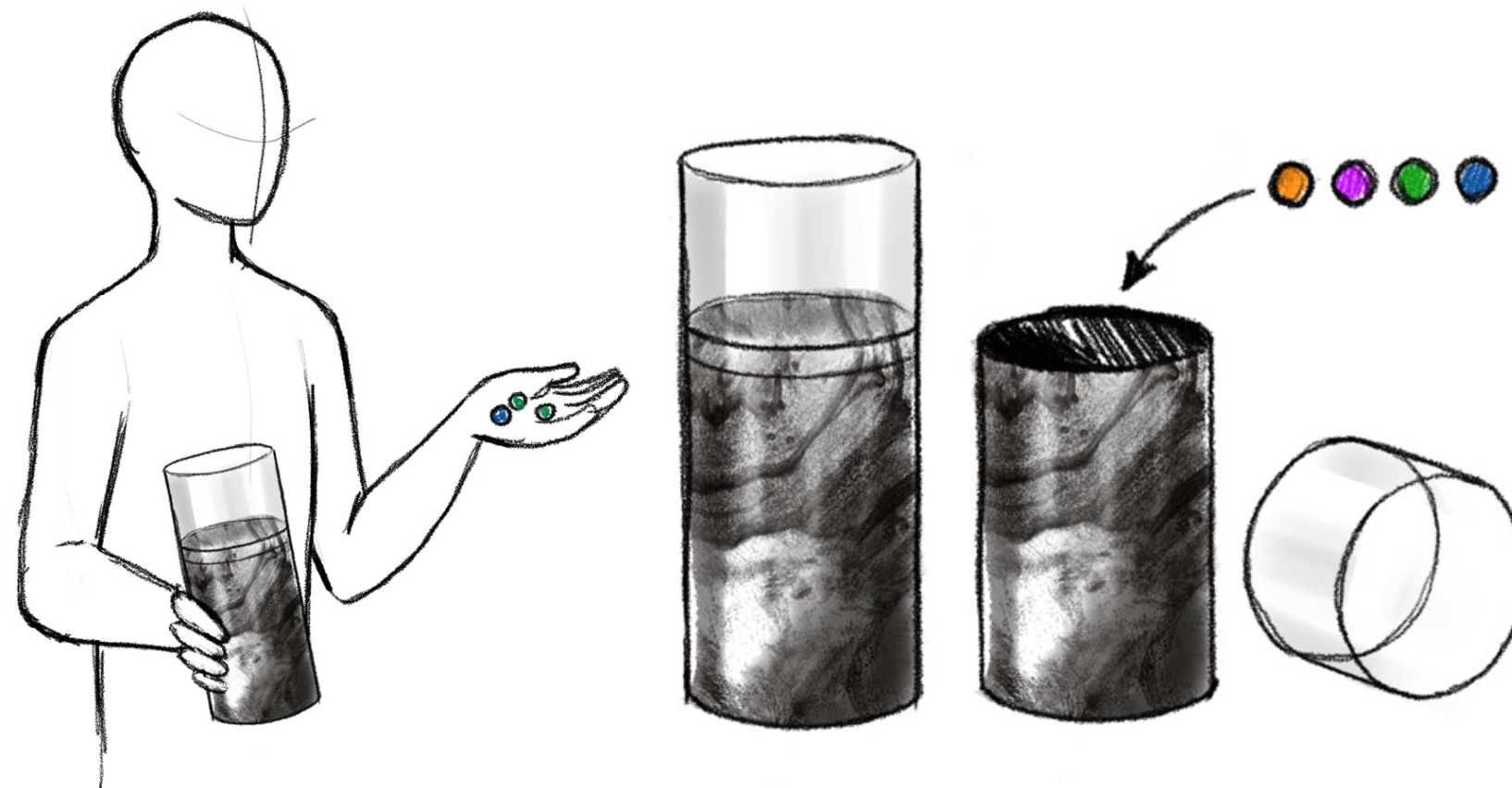
Effective against most injuries

Emoaxine - medicine box

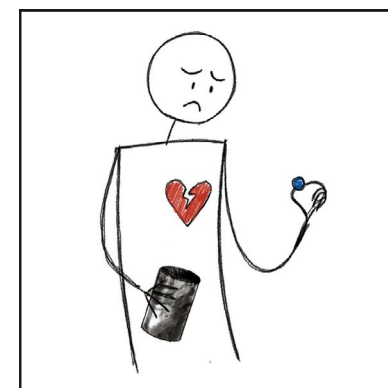
Emoaxine is a "medicine box" filled with color-coded prompts (strategies) that can help to cope with various injuries.

Users can administer themselves remedies to their injuries from 4 categories:

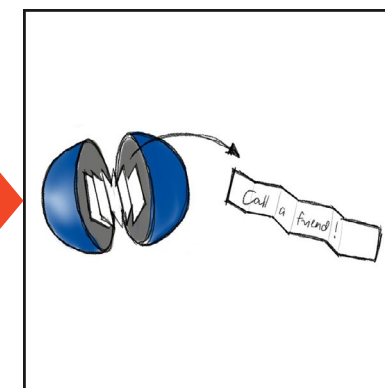
- social-
- self-esteem-
- growth-
- distraction - "pills"



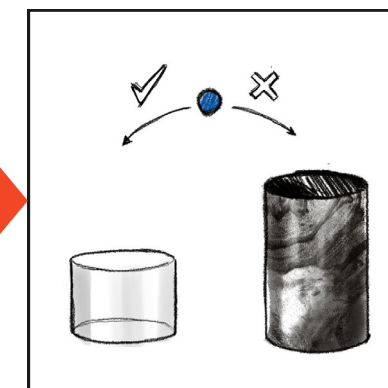
1. Emoaxine comes with **patient information** that explains how/why the strategies work and which pills one can use in case of an "emergency".



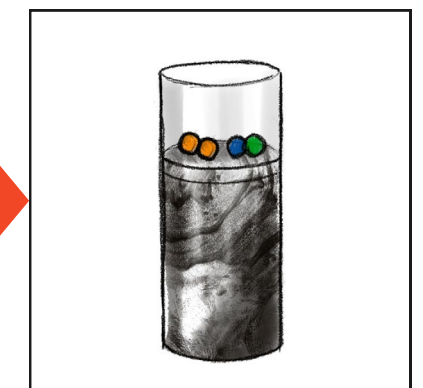
2. Every time the user feels down, they can take out the box and administers "medicine" to themselves based on the color-coding.



3. Users are prompted to **try different coping strategies**



4. If the strategy **works**, they can place it into the corresponding **glass compartment as a reminder**. If it doesn't work, they can put it back into the box.



5. After a time users get a **visual indication of their preferred coping strategies**.

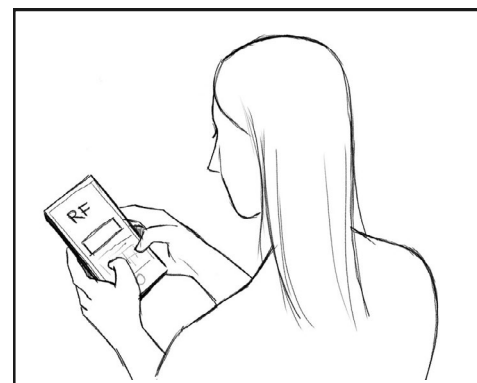
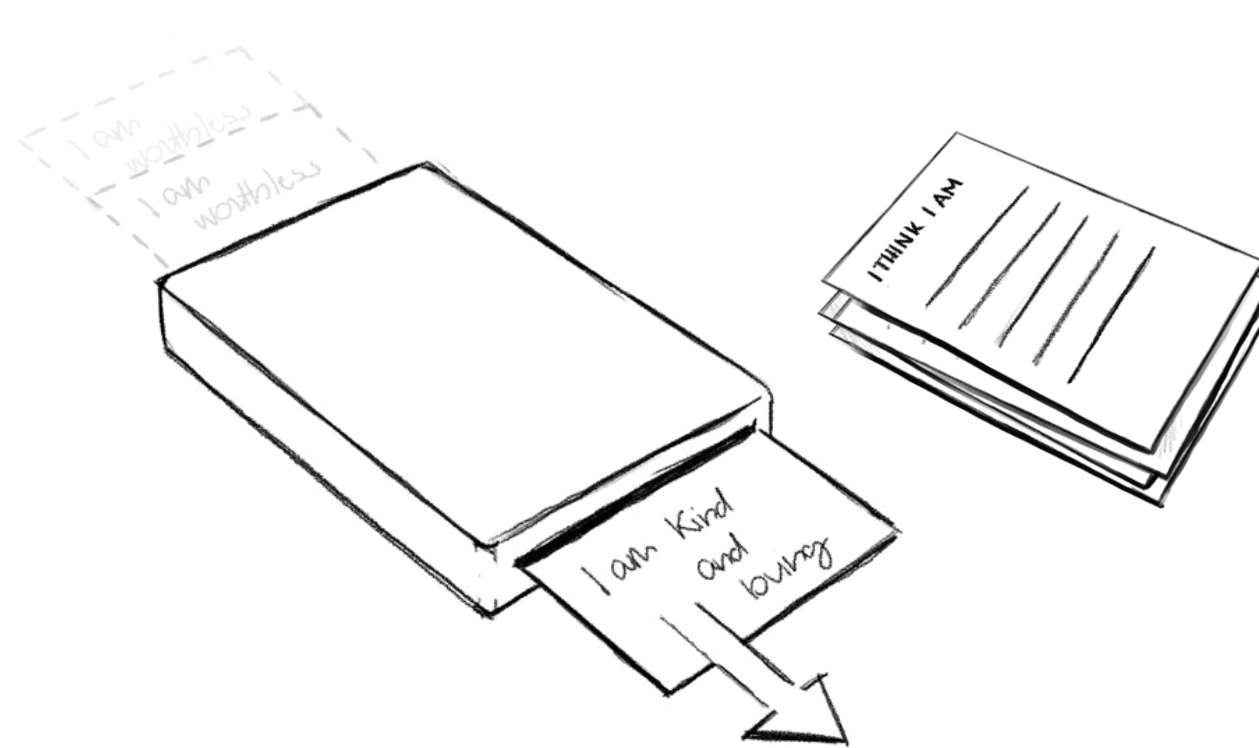
First concept directions (cont.)

Challenging negative/self critical thoughts

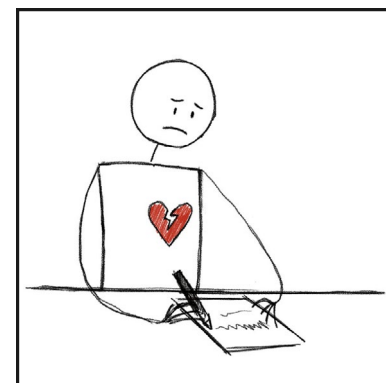
Effective against Low self-esteem and Rejection

Reformulate

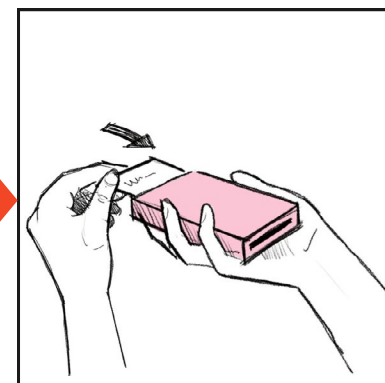
Reformulate is a **small printer** that helps to challenge negative thoughts and reminds the user of sources of joy; social bonds, values, identity.



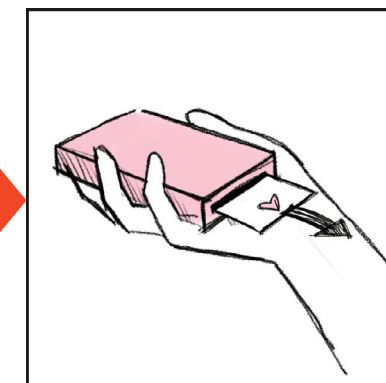
0. The user can leave **positive messages/affirmations** to their future self through an application. Their loved ones can also connect to the app and do the same when they have a compliment/nice thought about the user. These messages are **sent to the box**.



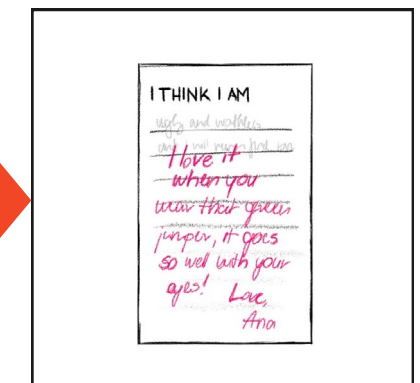
1. The box comes with blank **cards** which the user can use to **write out** their **negative thoughts**



2. The user can **feed the** filled out **card into the box**



3. The box will **print over** the negative thoughts and add **positive** ones (e.g. appreciative **messages** from friends) on top.



4. The user can **keep the card as a memento** to remind themselves of their good qualities.

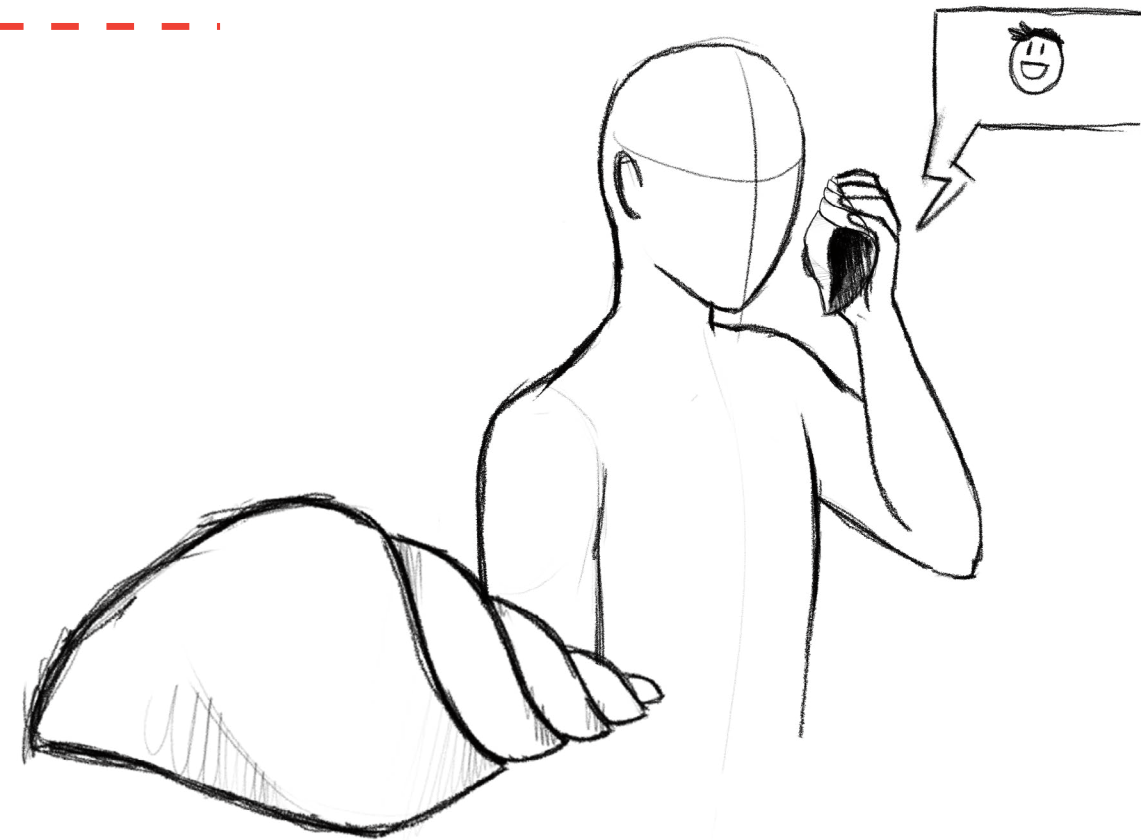
Strengthening social bonds (and self-worth)

Effective against Loneliness, Rejection, and Low self-esteem

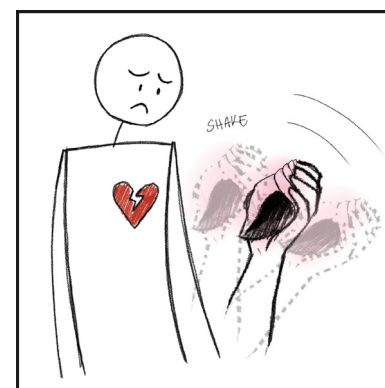
The Shell

The Shell is a **handheld speaker filled with uplifting messages from one's loved ones.**

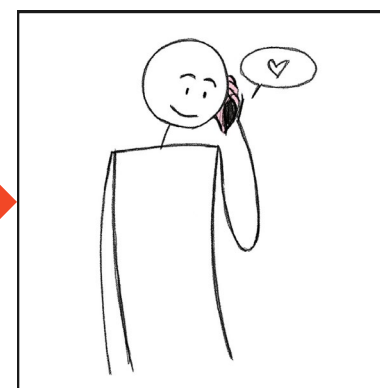
The key is to use affirmations (that are relevant and believable) and/or true memories (instead of generic positive messages).



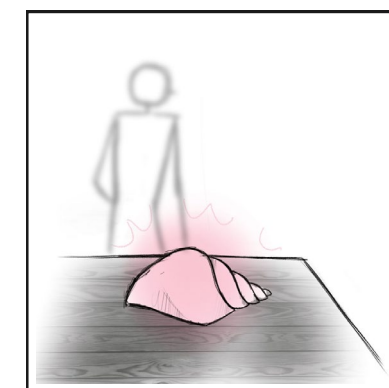
1. Friends and family (as well as the user) can **send custom voice messages to the Shell** from an app, based on specific prompts.



2. Each time the user is feeling down, they shake the shell and **listen back a positive memory/message** about themselves



3. The personal **messages** from loved ones (**conveyed with emotions** in their tone) will put the user into a good mood and **reinforce** their **positive self-image.**



4. If the user does not interact with the Shell, it lights up from time to time and reminds them to listen back to the loving messages - to **continuously engage with**, and **strengthen** their **positive social identity.**

Appendix 11

Written scenarios (three concept directions)

1. Sup*port – magnetic message board for your home, where your friends can leave hidden messages to boost your self-esteem and self-compassion.

A neutral looking wooden board that fits in every home (e.g. the kitchen, work desk) with magnets that hide a fill-out self-compassion prompt.

Scenarios:

Subject: **Prerequisite;**
Friends talking about dating while hanging out

Setting: Dave's flat
Time: 1-2 hours
Development: Dave complains to Matt about online dating
Characters: Dave and Matt

Matt comes over to Dave once a month to play some games. On a Saturday afternoon, as they sit on the couch and shoot everything that moves on the screen, the conversation stirs to dating and how it goes. They both have been trying to get to know someone and Matt is dating a guy for half a year now. It seems to be running smooth. Dave shrugs and starts to complain about girls. He feels it's almost impossible to get a woman as an „average-looking“ guy on DatingApp. It's a tough market for straight guys. Matt thinks of the many many times he heard this before. Frankly, he is getting tired of the same old story but cares about his friend and wants to help him to overcome this negativity. He mutters something about persistence but feels helpless in terms of being able to do anything else.

Subject: **Buying scenario; (Online)**
Targeted ads on social media for young singles

Setting: Computer :)
Time: 5-10 minutes
Development: Matt comes across an ad about the board and decides to buy it for his friend
Characters: Matt

Matt is scrolling on SocialMedia when he comes across a one-liner; „Beaten up by online dating?“ He thinks of Dave and his constant nagging about women not answering, unmatching him, and so on He cares about Dave and wants to help him, therefore he gets curious and clicks on the ad. It leads to a site that sells the Sup*port. The Sup*port is there when your friends cannot be; it teaches self-compassion for people struggling with online dating. The user (or friends, family) can fill out pre-defined prompts to leave supportive messages to the dating person. A soft glow on the bottom of the board reminds the user from time to time to read those messages, but the same board can be used to store notes or even kitchen utensils.

Matt thinks of the times Dave came to him to complain about dating; the times he had to reassure him to try again, and the times when Dave felt like a burden and didn't want to yet again talk about the same old problem. „He needs to change perspective“ – he thinks.

Matt orders the Sup*port for Dave. The site allows him to select how many prompts and empty magnets he would like to include. He goes for the funny pack which consists of 6 prompts to fill, 3

questions and 3 empty magnets. He orders it to his place; will give it to Dave when he visits the next time.

Subject: **Gift scenario; (Introduction)**
Reveicing the Sup*Port from a friend

Setting: Dave's home
Time: 5-10 minutes
Development: Matt introduces the Sup*Port to Dave and fills out some magnets
Characters: Matt, Dave

The next time Matt comes over, he brings a gift with him.
- You've been beating yourself up for so long! You need to change your perspective.

Dave opens his mouth to object, but Matt pulls out a laptop-sized box and gives it to Dave.

- What is this? – he asks.

- Beer opener. – mutters Matt. - Everything is a beer opener if you are desperate. Open it!

In the box, there is a wooden board, some droplet-shaped metal pieces, a thin marker, and a user manual. It describes the contents and gives tips on how to encourage your guests to interact with the board; place it in plain sight (e.g. kitchen counter or the table), and keep a pen near.

Matt opens the bag containing the droplets and tosses one to Dave, who figures there is a multi-layers sticker on it. He peels it open. The inside reads: „I could give myself a break. It makes me feel at ease when I....“ There is an empty line below to fill.

- Dunno. - says Dave and puts the magnet on the fridge.

Matt takes the marker and scribbles on the inside of one of the droplets. He puts the sticker back, and the droplet on the board.

- I got it online, and figured you could use it. Look! - He toggles a switch and soft lights on the bottom of the board light up for a moment.

- Great, I got to buy batteries, too. – grumbles Dave. – Thanks.

He continues opening some of the magnets. He thinks for a second about the questions and places the magnets on the board.

Subject: **Use scenario 1;**
Friends fill out prompts when they visit.

Setting: Dave's home
Time: A dinner party in the evening, 5-10 minutes
Development: Sam and Julia find Sup*port and fill out some of the questions
Characters: Sam, Julia, Dave

Sam and Julia are visiting Dave for a dinner party. Dave made his signature dish; burgers with sweet potato fries. A real treat on the rare occasion that someone comes over. Julia is working with Dave at Company, and they quickly bonded over their shared interest in sci-fi literature when they first met 4 years ago. She introduced Dave to her boyfriend, Sam, who works at a bookstore.

The three of them are sharing a bottle of wine after finishing dinner. Dave leaves for the bathroom for a couple of minutes – he has to change his shirt after spilling some wine on it. Julia and Sam stay at the dining table when suddenly, the Sup*port lights up on Dave's kitchen counter. They notice the board with the magnets, and Julia decides to inspect it from up close. At the top of the board, there is an engraving in the wood; „Leave me a message inside!“ There is a marker next to the board. Julia takes off a magnet as Sam approaches her.

- What's this?

Written scenarios (three concept directions - cont.)

- I'm not sure. They have some text inside. – shows one of the magnets to Sam. It reads; „When I'm criticising myself for ____, I can tell myself ____”
Julia grabs the pen and scribbles something onto the empty line.
- He is often so negative about his appearance...
When she finishes writing, she closes the seal back and puts the magnet on the board, as if nothing has happened. When Dave comes back from the bathroom, both Sam and Julia are sitting at the table. The encouraging message is their little secret – they let Dave discover it another time. It will be a sweet surprise!

Subject: **Use scenario 2;**
Sup*Port reminds the user to interact with it from time to time

Setting: Dave's home
Time: 2 minutes during the weekend
Development: Dave is cooking in his kitchen when he is reminded of his social support by the board
Characters: Dave

Dave is preparing lunch on a Saturday morning. He stores his kitchen knives on the silly board he got from Matt, the one with the magnets. As he washes his hands after chopping some onions, the bottom side of the board lights up. „What the hell” – thinks Dave. It was just a random glow, but it was enough to pull his attention to the board. He walks there and picks up a magnet to open it. Dave chuckles at the message. Another mate, Sam must have secretly left a message the last time he visited, and he didn't even notice.
- What a bastard - he thinks as he puts the magnet back with a smile on his face.
- But I can always count on him.

Subject: **Use scenario 3;**
The user turns to the Sup*Port in the moment of pain.

Setting: Dave's home
Time: 5-10 minutes
Development: Emily unmatches Dave after he asked her out on a date
Characters: Dave

Dave comes home after work. It was a stressful day, a lot to do, arguments with clients, running after people at the office trying to discuss questions about the project for the big client. He sighs as he takes out the microwave meal from the fridge. Finally a moment for himself! He puts the tray into the microwave and sets the timer to 6 minutes, according to the instructions on the package.

While he waits, he takes out her phone and sits down on the couch. Almost automatically, he opens up DatingApp. It became an evening ritual in the last months; swipe a couple of profiles while he waits for something, either during lunch break or in the evening when he is alone in his studio apartment.

A week ago he matched with a woman named Emily, and they have been frequently chatting ever since. Emily seems to be smart, funny, and not the very least; beautiful, too. During his lunch break, Dave asked her if she would like to grab a coffee with him at the weekend. He checked his phone a couple of times, but she did not respond yet. No biggie – she is probably busy with work, too.

Dave opens up the app and looks at his chats. He is startled. The chat with Emily disappeared! He feels a wave of confusion.

- Is this some bug?

After a couple of seconds of staring at the small screen in his hand, he reaches the conclusion; that Emily must have unmatched him.

Why would she do that?

The train of thoughts sets off in Dave's mind. He feels angry.

- If she doesn't want to go on a date, she could have just said that!- he grunts.

- Am I so boring? He seemed to have fun talking to me...Maybe she didn't find me handsome?... After all, I have a big nose and no fashion sense at all.

Dave quickly starts to come up with all the reasons why Emily must not have wanted to go out with him, and disappeared instead. He slams his phone on the couch.

- It's what always happens.

The microwave beeps and he stands up to get his food. As he is walking to the kitchenette, his eyes brush over the counter and an object on it. Just at this moment, soft lights turn up below the wooden board that has some magnets on it. He got it from his mate, Matt, who had his fair share of dating fails. Matt is together with his boyfriend for half a year now, and they seem very happy.

- Good for him... – mutters Dave.

The magnets look like nothing at first; droplet shapes with a blank shiny surface. In fact, they can be opened by peeling off a multi-layer etiquette on top. Below the etiquette there are self-compassion related fill-out prompts; Matt wrote some pretty funny things on some.

Dave takes off a magnet and peels the surface layer to reveal the hidden message below it. „What would you say to me in this situation?” reads the text with Matt's signature next to it. Dave thinks for a while. Matt did complain about some guys, and he told him the same every time; „You'll find a better one. Don't bother with a*holes”.

It's what he should do, too – he comes to the realization.

He puts the magnet back and takes the meal out of the microwave. It's time to time to watch his favourite show.

Written scenarios (three concept directions - cont.)

2. AfterCare remedy – bits of self-compassion sent by the service provider

Service by the DatingApp. Users can order a „nugget“ each time they are hurt, enriching their collection of self-compassionate messages which they can always reach.

Scenarios:

Subject: **Buying scenario; (In-app)**
Offered by the dating service during signup
Setting: Emily's home
Time: 10-15 minutes
Development: Emily signs up for the DatingApp the AfterCare package.
Characters: Emily

Emily has been single for a while and decides she would like to get back to the dating scene. She just moved into the city of Amsterdam and doesn't know anyone – no friends, no contacts. She would like to make new acquaintances and perhaps one of those will develop into something – who knows? She downloads DatingApp. Her friend who lives in Eindhoven uses it, too, and she met some very fun people!

Emily decides to make a profile. When she is done uploading her pictures and filling out her bio, the app asks her if she would like to sign up for the AfterCare program. She wonders; What is that? Apparently, the people at DatingApp will send her a gift, whenever she is frustrated with the service or they cannot deliver on the promise of finding the right match for her. If she agrees and provides her address, she will receive a package in a couple of days. It's only 10€ for the first package, and 3€ for every time she needs a boost.

The app doesn't tell much about this mysterious package, other than the size and that someone needs to take the package as it does not fit the mailbox.

She shrugs and orders the AfterCare. A gift sounds nice, right? What might be in the package? She answers a couple of questions about her taste and her home and goes to sleep.

Subject: **Introduction; Receiving the AfterCare kit**
Setting: Emily's home
Time: half an hour in an afternoon
Development: Emily receives the AfterCare kit from the Dating Service and learns about it.
Characters: Emily

In 3 days, she receives a box in the mail. Inside the box, she finds a vase (handy!) filled with 7 paper mache-like round packages. Next to them, there is a card and a leaflet with instructions. She looks at the card which describes a short story of a man named Elijah, who tells how many women he asked out in a row - but most of them disappeared after the question, or ignored it. How he felt devastated. Now, after 100 rejections he is in the happiest relationship, only because he persisted.
- Good for you, Elijah... – mutters Emily.

The instructions in the box say that she shall peel open the round balls according to the tags she finds on them. 3 of the balls have specific instructions, such as „Open me when they don't write

back“ and 5 are labelled as „empty“. From the instruction leaflet, which explains the benefit of self-compassion and the use of the kit, she finds out these are for her to fill out. Emily decides she will not let a piece of paper tell her what to do and opens one of the balls which says „Open me when they don't match back“. She didn't have any matches for a couple of days, so that will do.

The packaging is a soft, paper-mache-like material which she can peel down. It feels satisfying, almost meditational. The little sign on the backside tells her it's biodegradable material – which is a relief after creating a mess on her kitchen counter.

Inside there is a colourful ball that looks like a marble. As she inspects the ball more closely, she figures it can be opened up. Inside there is a sheet of paper that says; „What are the values you are looking for? Why are they important to you?“ On the backside, there is a line and a sign of a pencil.
- I guess I should fill this out?
She thinks for a while. She did not imagine some wisdom being dropped by a marble. She puts the ball in the vase and continues to open some of the other balls. One of them says „Give me to a friend“ and instructs the friend to give the marble back to Emily after filling out the question. The „empty“ balls are the same, only there is an entirely blank sheet inside of the marble. Each marble is a little different in colour, looking good as they fill the vase.

Subject: **Use (Maintenance);**
Ordering a new piece after a negative experience
Setting: Emily's home
Time: 3-4 days
Development: The service checks on Emily's well-being and she can order a new piece
Characters: Emily

Every two weeks, as she opens up the app, the service asks if she would like to receive an AfterCare item in the mail for a small fee. A picture of marble appears on her phone, reminding her to look at her collection in the glass jar. The app offers to send her a „surprise“ piece but also gives thematic options to choose from (e.g. „I got ghosted“) Some are vague, some more specific.

They can also tell that Dave hasn't responded to Emily in almost a week, and pose the question upon signing in; „How is it going with Dave?“. Emily can choose whether it's „going great“, or „not so well“ After choosing „not so well“, the service prompts the same window as every time when she is offered another AfterCare piece. She chooses „They don't answer after I asked them out“ from the drop-down menu.

In two days the mail arrives. Emily opens it right away as she gets home. There is another card inside, this time with a story of another person who had a similar experience. Emily finds it relatable, but also kinda funny. Inside the envelope there is a new ball, hiding a new marble and a question. She opens it again and reflects on the question inside; „What are you feeling right now? It's okay. We are only human. What will you do differently the next time?“
She grabs a pen and answers the question on the backside of the paper.

As she puts the marble in the glass jar, next to the rest, she can't recall what the others were about. She picks some of the marbles (including one she gave to her friend, Julia to fill out) and reads the questions. „What did I answer?“ – she wonders as she flips the paper. The messages from her past, compassionate self soothe her.

Written scenarios (three concept directions - cont.)

3. **BandAid (heart or Tinder icon in the logo)– Collectible stickers given out in bars, cafes etc.**

Date-themed collectable (multi-layer) stickers covered in edible packaging, given out at cafes/restaurants.

Scenarios:

Subject: **Buying scenario;
Cafes buying the stickers
(as join product of other goods)**

Setting: CafeCool
Time: 1-2 weeks
Development: The cafe owner is offered to buy BandAid with their regular coffee shipment.
Characters: John (cafe owner)

The barista, John has seen it all; the good and the bad, blooming romances and sometimes tears as well. It doesn't do good for business when people associate some bad memories with his restaurant. CoffeeCool is frequently visited for dates; maybe it's the ambience, or the great coffee he serves, but young couples (and not-yet couples) often come by. Some are never to be seen after. After all, why would anyone want to go back to that spot where they had to pay for three rounds of dessert for a woman who was looking at her phone during the whole time, only to disappear after „going to the toilet“? John knew he had an issue to solve, but couldn't figure out how.

A month before Valentine's Day, with his weekly shipment of fresh coffee beans from Beans inc. John receives a leaflet. „We care about your guests and their wellbeing“. Says the paper from BandAidCompany. They go on about the expected heartbreaks in the next period, and how that can be bad for business. „Leave your gest with something nice,“ they say. For a fee, the BandAidCompany will send him a big pack of funny, dating-themed stickers he can give out to customers.

- Why not – John mumbles. It sounds like little effort to make a good impression. Each sticker is different, which is a good incentive to come back. It's like collecting stamps.

Subject: **Use scenario 1; (Introduction)
Customers picking up stickers for the first time**

Setting: CafeCool
Time: 10-15 minutes on a Saturday afternoon
Development: Emily and Julia visit CafeCool and discover/explore BandAid
Characters: Emily, Julia

Emily and Julia arrive at CafeCool to catch up after a busy week. As receive their drinks, they sit down and notice a basket with flat packages next to the sugar. They have the BandAid logo with a heart. The text below reads; „Take me for a broken heart“. They saw these on the counter as well, with a label „take me if you need me, I'm free“

Julia just broke up with Sam, and Emily started dating a new guy who seems promising. They are both eager to pour their hearts out to the other, and after a good two hours of chat, Julia gets curious about the mystery bags on the table. She proposes they should open up one. Emily agrees.

They tear apart the packaging – it's some form of pastry that goes well with their coffee, they find. Inside there is a small card that looks like a sticker. It's a nice shape and colour, They examine it shortly and discover it is a multi-layer sticker which they can open up. On one side there is a small story, and on the other side is a sentence to fill out. The story is pretty funny, and they both laugh awkwardly. „That must be terrible“ Emily exclaims. On the other side, she finds a sentence with a blank; „My friends tell me my best quality is ____ What was a time I felt that to be true?“ Laura thinks for a while and asks Julia what she thinks her best quality is. They both think about the question and answer it, then proceed to open the next sachet which has a different story and sentence. The pictograms on the backside of the token tell them to put the sticker on their phone or another surface. They decide not to but keep the stickers regardless.

Subject: **Use scenario 2; (Maintenance)
Customers collecting stickers**

Setting: CafeCool -> Office
Time: 5 minutes in the morning rush
Development: Emily picks up her coffee and takes a sticker
Characters: Emily,

Emily arrives exactly at 8:20 at CafeCool, just before work starts. The cafe is on the way to work, and she developed the habit to pick up a latte to-go each Tuesday. It's a little treat she can afford before a busy day at the office. She orders the usual, and John, the happy-go-lucky middle-aged guy behind the counter starts to work.

While she waits, she notices the basket on the counter filled with many flat, cookie-like packages. They have the BandAid logo with a heart on it and a text that reads; „Take me for a broken heart“. Emily decides to take one, as she does every time when she visits the coffee. She got quite a collection by now from the stickers inside, some she puts on her notebook, some she gave away for her friend Matt, who had a hard time dating lately.

As she arrives at the office, she puts her down bag, switches on her computer and sits down to take a sip of her coffee. While she waits for the computer to fire up, she opens the BandAid and munches on the biscuit covering. She reads the story and the question. She likes the thought inside; „What are you feeling right now?“ Below in thin letters; „It's okay. We are only human.“ It's almost like a mantra. She decides to peel off the sticker and put it on her phone. The outer layer has a nice colour and glow to it, giving a little spice to the black phone case she has. Every time she needs encouragement, it will be at hand to remind herself; „We are only human“.

Subject: **Use scenario 3; (In a hurt) BandAid „in action“**

Setting: The office (Emily's workplace)
Time: 10 minutes during lunch
Development: Dave ends the relationship with Emily who receives the news at work. She wants to avoid the pain, but the sticker on her phone reminds her to be self-compassionate.
Characters: Emily

Emily is sitting at her desk at work. She checks her phone to see if she got any replies from Dave. They met on DatingApp, and have been on a couple of dates so far. Things seem to go

Written scenarios (three concept directions - cont.)

well, and they often enjoy exchanging some memes on slower days. Laura sent a message to him last night, to which he hasn't replied yet.

As she takes out her phone, a surprising message awaits; Dave writes he wants to stop dating. He goes on to explain how he enjoyed their time together, but is not ready for a serious relationship and looking for something different. He doesn't want to waste Emily's time.

Emily is shocked; she thought everything was going well. However, it seems like Dave made up his mind. Nothing to be done.

Emily slams her phone on the table, facing down.

- Whatever, it doesn't matter. I barely knew the guy. - she mutters to numb the sharp pain that starts to take its hold on her. Her eyes wander to her phone again. On the backside, there is a multi-layer sticker she got at CafeCool last week. She has many of these stickers. She likes to take one each time she visits. She really liked the colour of this particular one and decided to put it on her phone case. Others she has on her laptop, on her notebook, and some lie in her drawer... She opens the sticker which reads; „*What are you feeling right now?*” Below in thin letters; „*It's okay. We are only human.*” She remembers liking this thought which feels differently now than before. She was laughing at the story on the other side of the sticker, which she re-reads now. It's a story from Danielle, who got ghosted after 3 months by a girl who -as it turned out later- was lying about her name and probably a lot of other things. Emily sighs; it's good to know she's not the only one, and Dave was honest - at least. She decides she will take a couple of minutes to wallow in sadness before she gets back to work. Instead of pushing away the feelings, she thinks things through and thus realizes that although she is sad, she is also grateful, and will be able to move on with time.

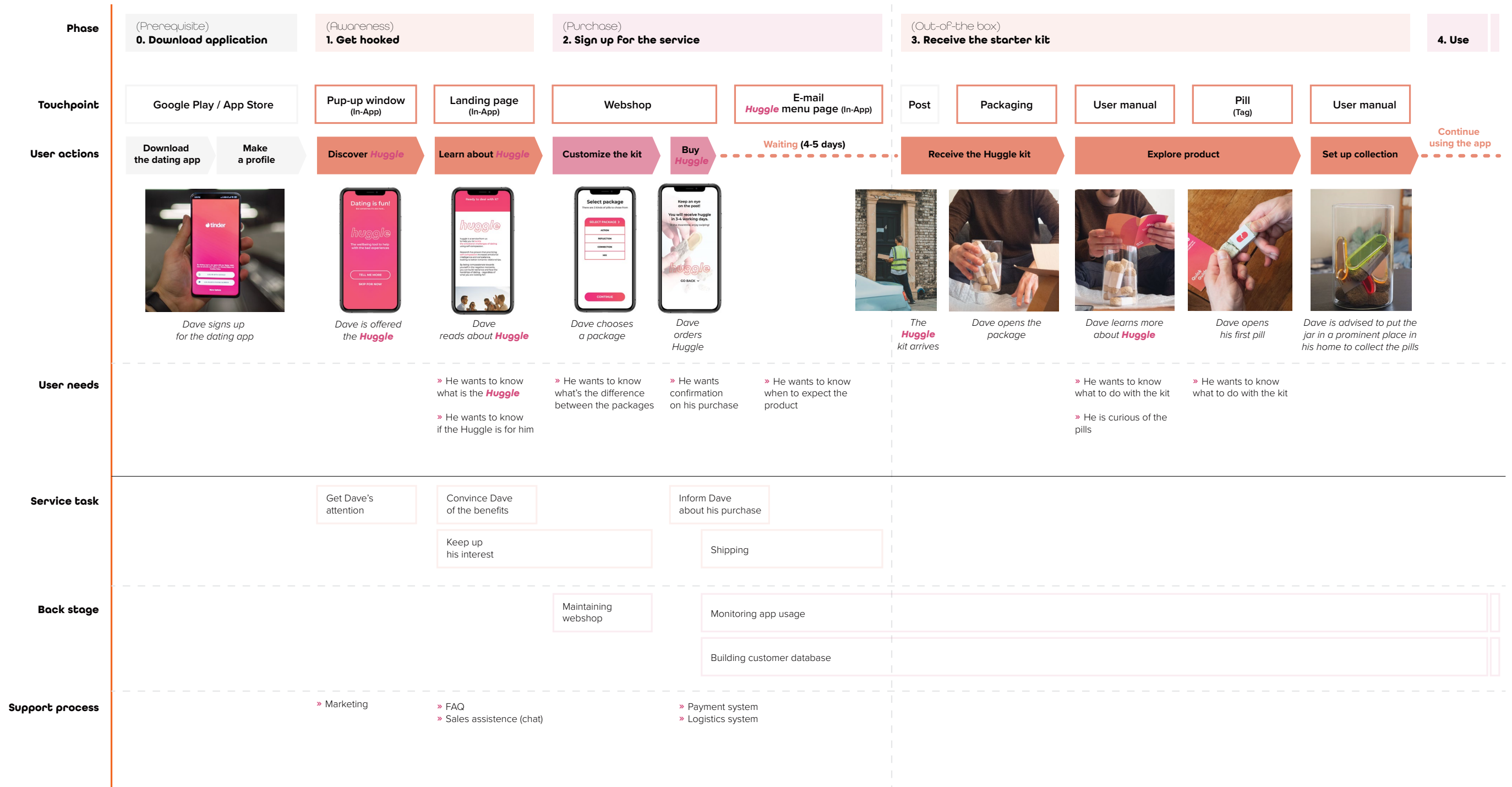
Appendix 12

User journey of signing up for Huggle

Signing up for Huggle

User story map

Dave (32) just moved to the city of Amsterdam and doesn't know anyone yet. He would like to make new friends and perhaps one of those will develop into something – who knows?
His friends from his hometown convince him to **download the DatingApp**. He had no luck with online dating before, and feels unsure whether he wants to go through a **series of rejections**, but he tries anyway.



Appendix 13

Huggle user manual



You just received a set of 'pills' which you can consult during moments of frustration.

What are these 'pills'?

Each "pill" is wrapped in biodegradable packaging made of mycelium. The tag on the packaging tells you when to open it.

There are 3 kinds of "pills":

1. Action

For the times you feel like you have to **do something**.



2. Reflection

When you want to think about it, a **question to answer**.



3. Connection

To **share it with your loved ones*** in times when it feels difficult to ask for help.



*make sure they give it back to you, once they filled it out :)

How does it work?

1. Break

Open the packaging after a negative experience.

Crack it!
Peel it!
Tear it down!

2. Read

Take the paper from the pill and read it.

Write a note on the paper!

3. Collect

Put the jar out where you can always see it (your desk/the kitchen counter/etc.)

Collect the pills you opened in the jar!

Huggle user manual (cont.)

*It's fun to meet new people,
and online dating is like a party
for singles to mingle!*

*Match. Chat. Date.
Make connections and memories.*

*You are on a journey of
Fun, happiness, and self-discovery.*

***We can't promise you won't get hurt.
But we will be here when you do.***

There will be setbacks.

When people don't answer, disappear,
or reject us, we often start to blame ourselves.

It's natural to feel down in those situations,
but we don't have to give in to the negative
voice in our head - nor do we have to repress
those feelings.

Self-compassion has been proven to increase
emotional intelligence and competence,
leading to better romantic relationships.
By practicing self-compassion in the negative
moments, you can build resilience and face
the hardships of dating, regardless of what
you are looking for!

We got your back.

FAQ

Can I eat the packaging?

The packaging of the pills is made of mycelium,
which means it's biodegradable.
You shouldn't eat it, but you can add it to your
compost!

***What if I ran out/opened
all my pills?***

You can revisit your pills anytime you feel like you
need to. They are designed to be kept.

***What if I don't have a pill
for my situation?***

You can order a new pill that fits your situation
anytime through the app.

***What if the pills I have
are not helping?***

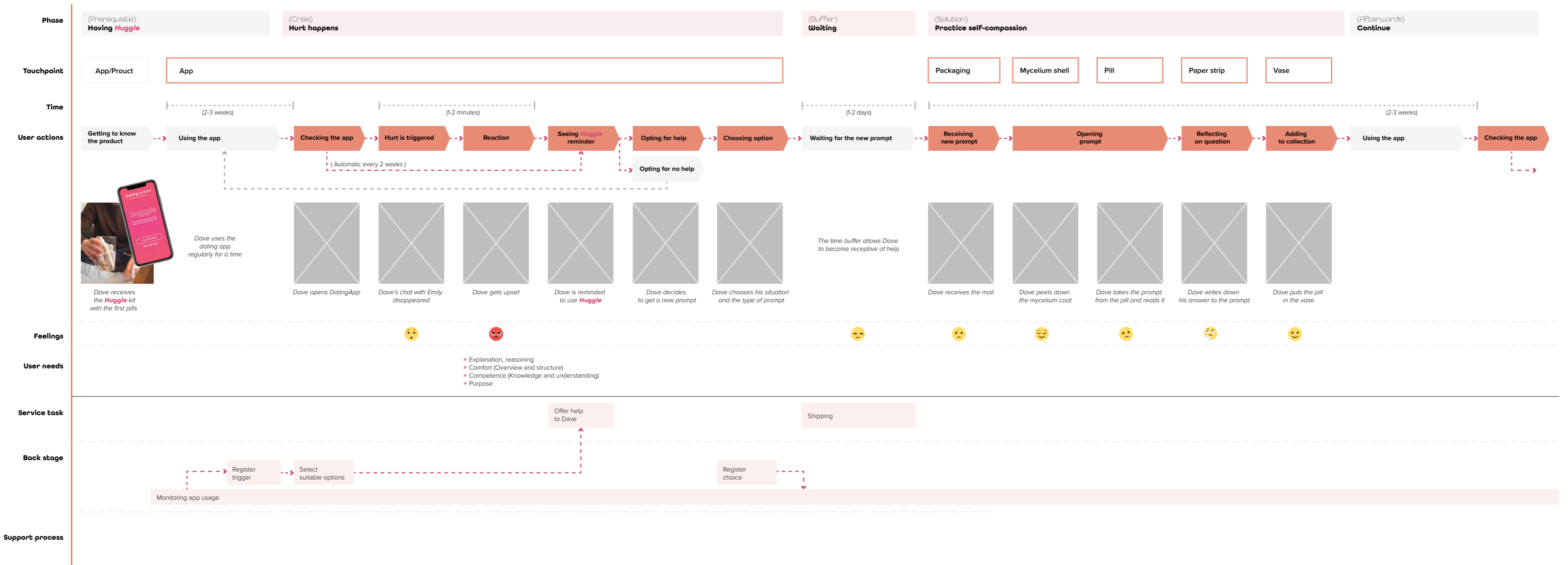
You can order a new pill of another type (Action,
Reflection or Connection) anytime through the app.

The Huggle service in use

User story map

Dave (32) signed up for the **Huggle** service that was offered by the DatingApp he uses. He received the started kit with jar and a couple prompts two weeks ago.

Dave has been talking to Emily for a couple days now. It seems everything is going well. However, Emily disappears after Dave asks her out for a date...



Appendix 15

Proposed self-compassion prompts

Nr.	Weight	Open when (Trigger)	Type	Needs	R.p.nr	Reflective source	1 Reflective prompt	A.p.nr	Active source	2 Active prompt	S.p.nr	3 Social prompt
1	low	People don't match back	Re	Competence	1,1	sc scale	People are not perfect. How could I be more patient and understanding with myself?	1,2	Data	I'm allowed to feel annoyed. Let's do something small I feel uncomfortable with! (e.g. make a call, do a task I've been postponing)	1,3	This does not have anything to do with you. I believe you are _____ and they miss out on that!
2	low	Your match disappears in the app	Se	Competence	2,1	sc exercises	It's okay to experience setbacks. What do I really wish for? How could I support myself to reach that goal?	2,2	Winch + data	I'm allowed to have emotions. Let's focus on something I am really good at: _____ Let's do it right now!	2,3	Even if you don't always feel good about yourself, I think you are really good at these things:
3	double	Your match disappears in the app	Se	Confidence	3,1	Winch	It's okay to feel disappointed. My best quality as a partner/friend is _____ When did I feel this to be true?	3,2	data	What a bummer! Let's put on my favourite clothes today!	3,3	My thoughts whenever I see you:
4	low	Your match doesn't say a word	Re	Fa Competence	4,1	sc scale	It's okay to feel down. How can I be open and curious towards my feelings?	4,2	Winch + data	It's okay to feel something because of this. Let's write a new opening line I would not be able to resist myself! Keep it at hand for the next time.	4,3	Remember when you and I messed this up? _____ Yet, we're still here!
5	double	Your match doesn't say a word	Re	Fa Belonging	5,1			5,2	sc workbook	This doesn't feel nice. Let's thank someone close to me for the things they do for me!	5,3	You can always talk to me about _____
6	low	They go silent after you ask for a date	Se	Ru Reassurance	6,1	sc exercises	It's natural to be impatient. What are the "perfect imperfections" I like about others? Why would my imperfections be less likable?	6,2	sc workbook	It's only human to have doubts and feel anxious. Let's surprise someone I care about with a kind gesture! (e.g. dinner)	6,3	I know this does not feel nice right now. I want to thank you for:
7	double	They go silent after you ask for a date	Se	Ru Stimulation	7,1			7,2	Winch+data	This feels unpleasant. Let's do some sports or go for a walk, right now!	7,3	I enjoy doing this with you _____ Shall we?
8	low	They take too long to answer	Lo	Support	8,1	sc exercises	It's all right to feel impatient. What would your friends say to you about your "flaws" from the perspective of compassion?	8,2	sc workbook	It's all right to feel impatient. In the meantime, let's send a compliment to someone I care about.	8,3	I'm here for you if you ever need... _____
9	low	They ignore your question(s)	Lo	Re Competence	9,1	sc workbook	This does not feel nice, and that's all right. What's the problem here, and what can I do to solve it?	9,2	sc workbook	It's all right to have emotions. Let's hug yourself, or a pillow! (Or someone else, if you can)	9,3	The inside joke between us that no one else will understand: _____
10	double	They ignore your question(s)	Lo	Re Support	10,1	sc scale	It's okay to feel upset. How could I keep my emotions in balance?	10,2	data	My feelings matter. Let's get warm and cozy e.g. with a long shower, a soft blanket, or a warm drink!	10,3	
11		They decline the date	Re	Belonging	11,1	sc scale	Everyone has flaws. How could I be more tolerant towards mines?	11,2	Winch + data	It's natural to feel pain because of this. Let's take out my favourite presents and think of the people who gifted them!	11,3	Reasons I like to be with you: _____
12	low	They reschedule	Se	Shift focus from self	12,1	sc exercises	This can be hard right now, and it's only natural to feel this way. How could I give myself a break?	12,2	data	It's normal to find this unpleasant. Let's take a break and pamper myself by _____	12,3	Life can get busy. But I am here for you, just as you were there for me when _____

Proposed self-compassion prompts (cont.)

13		You ghost them after dating for some time	Gu	Morality	13,1		13,2	13,3	
14		You ended the conversation without giving them a chance to respond	Gu	Morality	14,1		14,2	14,3	
15	low	They disappear before your date	Re	Competence	15,1	<i>sc scale</i>	This is painful. How could I have a balanced view on this situation?	15,2 <i>Winch</i> My feelings are valid. Let's look for a better match by allowing myself to browse and swipe for this long:	15,3 There can be many reasons for them to disappear, (which has nothing to do with you) such as: _____
16	double	They disappear before your date	Re	Belonging	16,1			16,2 <i>Winch</i> This will pass, but for now this emotion is here. Let's find my favourite photos with the people most important to me;	16,3
17		The date didn't go well	Se	Re Confidence	17,1	<i>Winch</i>	Setbacks are part of life. I have a lot to offer as a partner, such as; What examples show this/these?	17,2 <i>data</i> It's OK if I don't feel good about this. Let's go somewhere I feel most confident!	17,3 Not everyone will see what I see in you:
18	double	The date didn't go well	Se	Re Belonging	18,1	<i>sc exercises</i>	I am allowed to feel down. What would you say to a friend in this situation? Why not try treating myself like a good friend and see what happens?	18,2 <i>Winch+data</i> Sometimes things don't go well, and it's okay to feel down because of that. Let's go out and enjoy this hobby together with other people:	18,3 My best memory with you is when we were _____
19		You don't know if they want to meet again	Lo	Ru Autonomy	19,1	<i>sc exercises</i>	It's a difficult situation. What does the voice in my head say? What can I say to it, to calm it down with compassion?	19,2 <i>sc workbook</i> It's okay to feel unsure. Let's express my needs clearly and calmly to the other person, and listen to their point of view.	19,3 They are not good enough for you if they _____
20		They disappear after dating for some time	Re	Competence	20,1	<i>sc scale</i>	This might hurt right now. How will I feel about this in 1 week, or 1 month or 1 year?	20,2 This feels hard right now. Gather/make photos of my recent achievements! What did I do? What did I make?	20,3 These are the things I enjoy doing with you the most:
21	double	They disappear after dating for some time	Re	Comfort	21,1	<i>sc workbook</i>	I'm going through a hard time. How could I give myself care and tenderness?	21,2 <i>sc exercises</i> This is difficult. Let's touch myself the way I would touch someone who needs to be comforted!	21,3
22		The communication suddenly changed	Lo	Belonging	22,1	<i>Winch</i>	It's natural to be bothered by this. Let's look at this from a different perspective. What would an outsider say about this?	22,2 <i>Winch</i> It's OK to feel discouraged. Let's write or phone a friend instead!	22,3 Anytime you need me, you can...
23		They don't invest the time and energy	Lo	Ru Autonomy	23,1	<i>sc exercises</i>	Ouch, this hurts! But I am not alone, others struggle, too. How could I be kind to myself and treat me to something nice?	23,2 <i>Winch + data</i> This emotion is uncomfortable. Let's make a to-do list! I can use the time and energy I would invest in them for.....	23,3
24		They cancelled the next date	Fa	Ru Competence	24,1			24,2	24,3
25	double	They cancelled the next date	Fa	Ru Autonomy	25,1			25,2	25,3
26		You find out they are seeing someone else besides you	Lo	Re, Autonomy	26,1	<i>sc scale</i>	It's all right to fail. How could I keep things in perspective?	26,2 <i>Winch+data</i> It's all right to feel bad about this. For now, I will focus on myself by taking charge and doing something I am good at: _____	26,3 I can always count on you for helping me with:

Proposed self-compassion prompts (cont.)

27		You don't feel validated by them	Re	Lo: Belonging	27,1	<i>sc scale</i>	I feel pain. How can I be more loving towards myself?	27,2	<i>sc workbook</i>	We all feel pain when we feel unheard, unseen. Let's show my appreciation to someone I care about by giving them a small gift:	27,3	Use this note as a "coupon" from me to you for...
28		They want to stop dating	Re	Los: Competence and Autonomy	28,1	<i>Winch</i>	Allow myself to feel this way. What did I learn through this experience?	28,2		I am allowed to experience negative emotions. Let's write a list of three things I did not like about them! I will take out this list every time I feel nostalgic.	28,3	The most important thing I have learnt from you is
29	double	They want to stop dating	Re	Los: Belonging	29,1	<i>sc scale</i>	It is normal to experience suffering. How could I be kind to myself?	29,2	<i>Winch</i>		29,3	
30		You told them you want to stop dating	Lo	Los: Security	30,1	<i>sc workbook</i>	This is naturally difficult. What can I do to cope and look after myself now?	30,2	<i>data</i>	Whatever I'm feeling right now is OK. I will take some rest by going to my safe place: _____	30,3	
31	double	You told them you want to stop dating	Lo	Los: Hope	31,1	<i>sc exercises</i>	What am I feeling right now? It's okay. We are only human. What will I do differently the next time?	31,2	<i>data</i>	It's not easy. I will reward myself for making this decision by _____	31,3	

Appendix 16

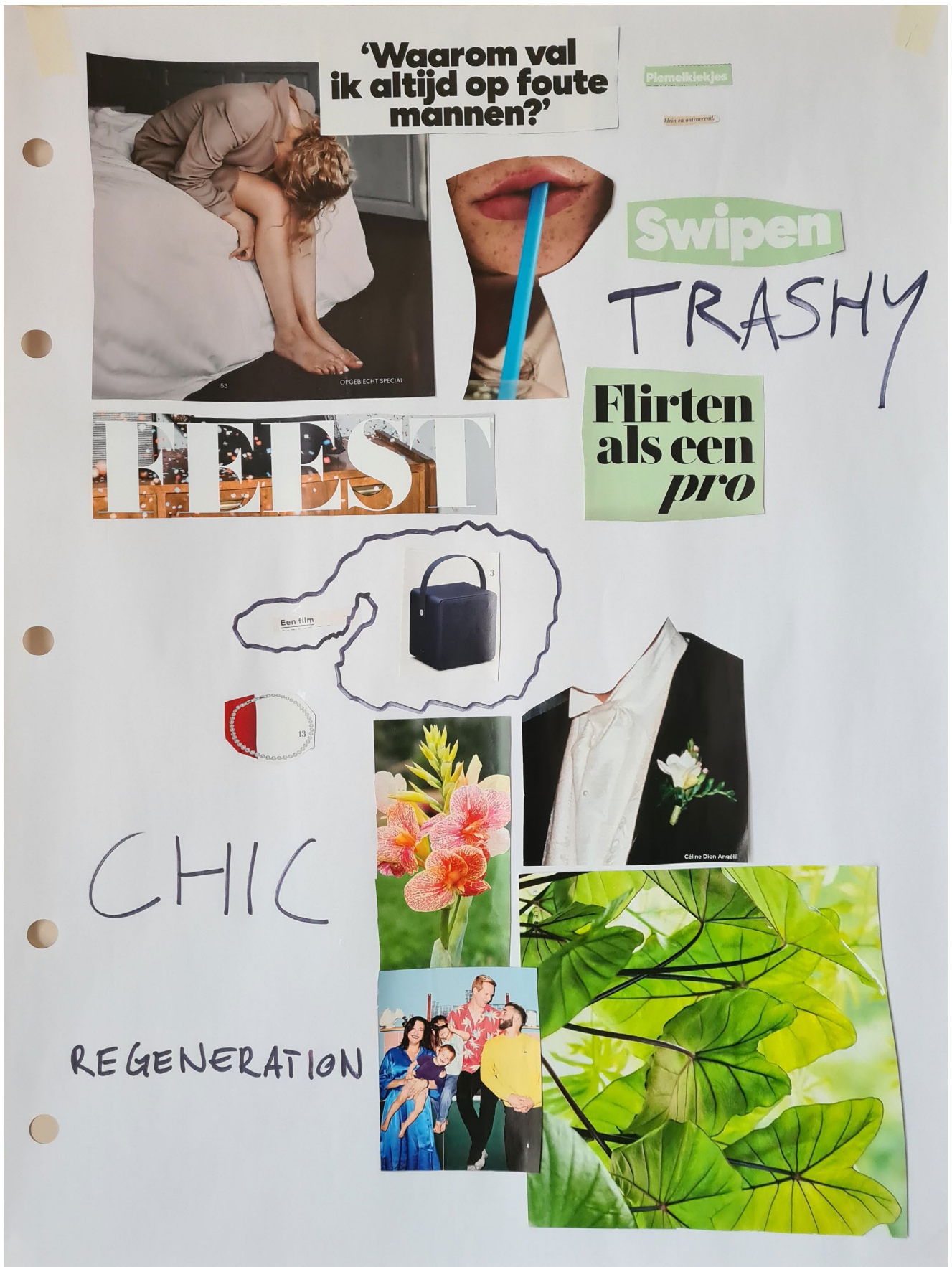
Collages of the creative session



Collages of the creative session (cont.)



Collages of the creative session (cont.)



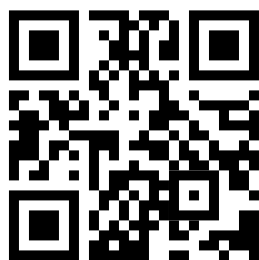
Collages of the creative session (cont.)



Pages of the test diary (first evaluation study)

The pet name my (future) partner would call me is...

Submit pictures during the test via



<https://bit.ly/3KBz1G2>

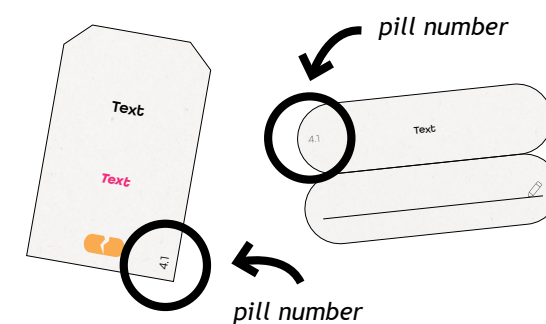
Hi,

thank you for agreeing to test my product!

Use this booklet to take notes about the use of the product.

For each day, please record;

- What kind of **dating-related events happened that day** (Anything small counts; from opening the app, swiping, matching/not matching with someone, to having a phone call, going to a date or ending things, etc.)
- **Whether you used the product**
- **What you did with the product**
Please include the “pill” number in your description.
You will find this number on both the tag and the paper inside of the “pill”.



Please answer the questions truthfully. There are no right or wrong answers - your feedback will help to improve the product!
Any comment and critique is most welcome.

Don't hesitate to get in touch if you have any questions!

+31 6 272 144 28

e.hajdu@student.tudelft.nl

Cheers,
Erika

Pages of the test diary (first evaluation study - cont.)

Day 1

1. What happened today in dating? (Both online/offline)

😊❤️ Positives
😞❤️ Negatives
😊 Other

2. Did you use the product today?

- Yes No

2.2 (If no) Reason of NOT using the product today:

- Nothing happened
- It did not occur to me to use it
- Had no time for it
- Did not have it with me
- Other: _____

2.1 (If yes) Reason of using the product today:

- I was feeling down (generally)
- I was feeling down (because of what happened) Please mark with * in the text box (question 1) above
- I was feeling good
- Curiosity
- Boredom
- Other: _____

2.

Fill this page only if you used the product today!
(You can also leave additional comments in the back of the booklet)

4. Today I used the pill(s) number:

Newly opened: _____ Already opened: _____

5. Today I...

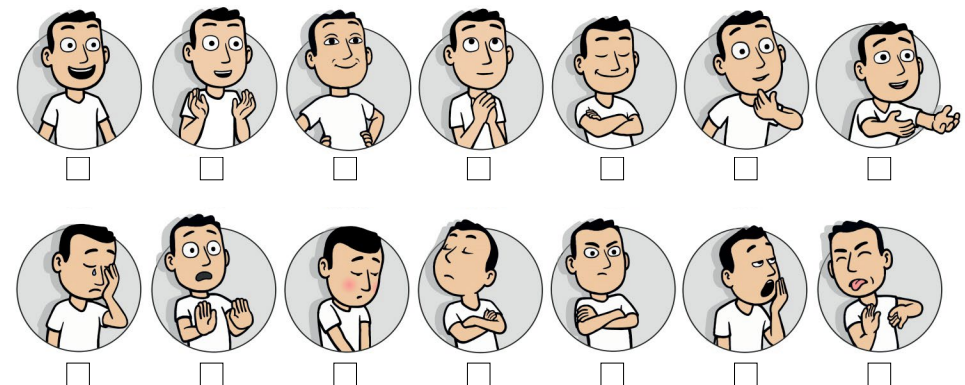
- read nr.: _____
- read and **made a note in** nr.: _____
- read and **acted out** nr.: _____

This is what I did based on the message in the pill: _____

gave nr.: _____ to _____

Other: _____

5. How did this make you feel? (check all that apply)



Please explain why you felt this way

6. Afterwards I...

- put pill nr. _____ back in the jar
- took pill nr. _____ with me
- kept pill nr. _____ somewhere else: _____
- threw pill nr. _____ away
- Other: _____

3.

Appendix 18

Onboard survey (self-compassion scale)

Onboard Questionnaire

Product test

1. My...

Age: _____

Gender: _____

Nationality: _____

Occupation: _____

2. How I typically act towards myself in difficult times

Please read each statement carefully before answering.

Indicate how often you behave in the stated manner, using the following scale:

	Almost Never				Almost Always
1. When I fail at something important to me I become consumed by feelings of inadequacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I try to be understanding and patient towards those aspects of my personality I don't like.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. When something painful happens I try to take a balanced view of the situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. When I'm feeling down, I tend to feel like most other people are probably happier than I am	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I try to see my failings as part of the human condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. When I'm going through a very hard time, I give myself the caring and tenderness I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. When something upsets me I try to keep my emotions in balance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. When I fail at something that's important to me, I tend to feel alone in my failure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. When I'm feeling down I tend to obsess and fixate on everything that's wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. When I feel inadequate in some way, I try to remind myself that feelings of inadequacy are shared by most people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I'm disapproving and judgmental about my own flaws and inadequacies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I'm intolerant and impatient towards those aspects of my personality I don't like.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Onboard survey (self-compassion scale - cont.)

3. I define my current relationship status as...

e.g. single, in a relationship/open relationship, married, etc.

4. I am looking for...

e.g. hookup, serious relationship, casual dates etc.

with...

- Women
- Men
- Other: _____

5. I use the following platforms for dating (Check all that apply.)

Active use means that you use the app/site/etc. at least on a weekly basis for dating purposes.

- Badoo
- Bumble
- Breeze
- Coffee meets Bagel
- E-mail
- Facebook
- Grindr
- Happn
- Hinge
- Instagram
- Lexa
- OKCupid
- Tinder
- Twitter
- Parship
- Plenty of Fish
- Snapchat
- WhatsApp
- Other: _____

Appendix 19

Test sheets (second evaluation study)



Write here the most embarrassing
nickname/pet name you can think of...

LAB TEST

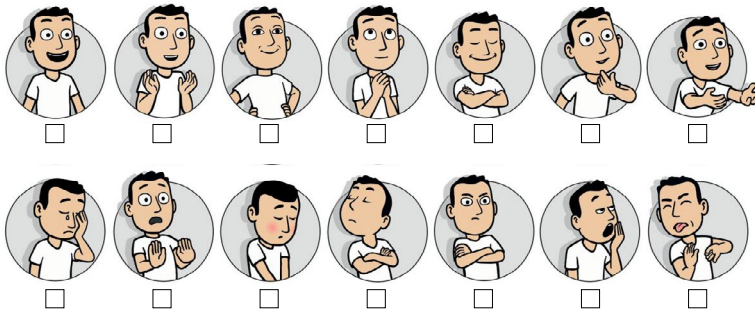
Age: _____

Gender: _____

Relationship status: _____

1 Signing up for huggle

1. Select one or more figures that best express how the process makes you feel!



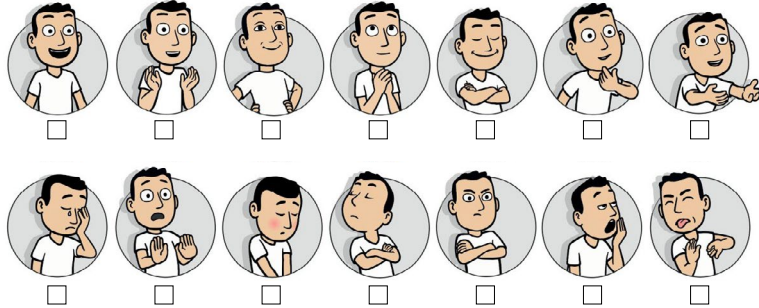
2. On a scale of 1-6...

		1	2	3	4	5	6	
How clear is the process of signing up for huggle?	unclear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	clear
How effective is the signup process?	ineffective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	effective
How much do you like the way of signing up?	not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very much
How likely would you sign up for huggle?	not likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very likely

Test sheets (second evaluation study - cont.)

2 The product

1. Select one or more figures that best express how **the product** makes you feel!

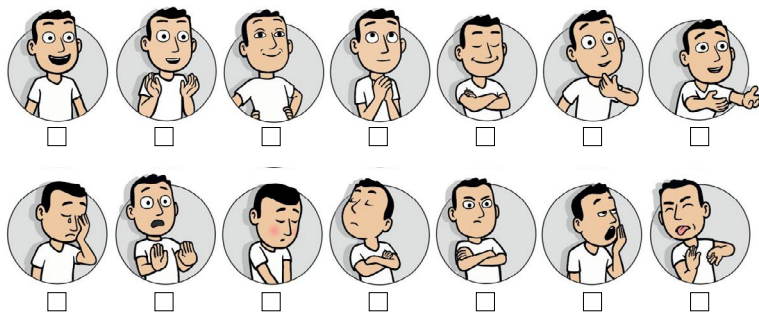


2. On a scale of 1-6...

		1	2	3	4	5	6	
How clear is the concept?	unclear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	clear
How useful/effective do you find the product?	not useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very useful
How much do you like the product?	not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very much

3 Bad experience

1. Select one or more figures that best express how **using the pill** makes you feel!



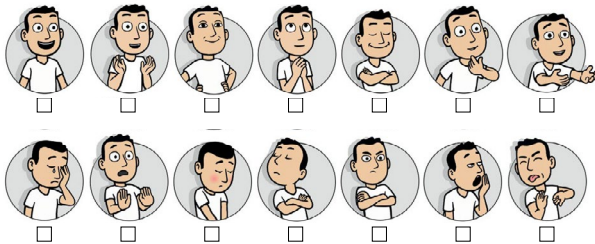
2. On a scale of 1-6...

		1	2	3	4	5	6	
How useful/effective do you find Tinder's reaction?	not useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very useful
How much do you like Tinder's reaction?	not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very much
How useful/effective do you find the pills?	not useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very useful
How likely would you use the pills?	not likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very likely

Test sheets (second evaluation study - cont.)

Presentation C

1. Select one or more figures that best express how **Presentation C** makes you feel!

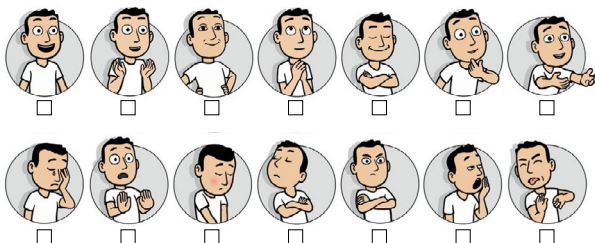


2. On a scale of 1-6...

		1	2	3	4	5	6	
How clear is this presentation?	not clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very clear
How useful/effective do you find this presentation?	not useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very useful
How much do you like this presentation?	do not like at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	like it very much
How likely would you display this in your home?	not likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very likely

Presentation D

1. Select one or more figures that best express how **Presentation D** makes you feel!



2. On a scale of 1-6...

		1	2	3	4	5	6	
How clear is this presentation?	not clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very clear
How useful/effective do you find this presentation?	not useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very useful
How much do you like this presentation?	do not like at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	like it very much
How likely would you display this in your home?	not likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	very likely

Erika Hajdu

Delft University of Technology

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