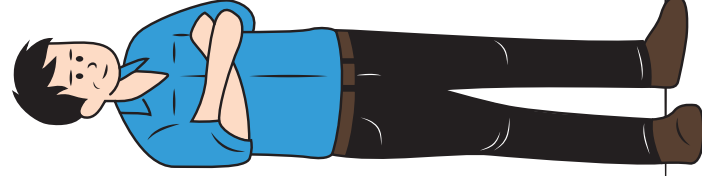




Cultured

Experience Story

21 Switzerland Simon to US



Feelings

- Freedom
 - Excited
 - Determined
 - Overwhelmed
 - Stressed
 - Lonely
- ## Tasks
- Figure out how to get around
 - Going to school
 - Feeding self
 - Registering
 - Studying/Learning

Influences

- His own culture
- New culture
- Family
- Friends
- Media
- People he meets
- Classmates

Overall goals

- Fit into new culture
- Meet people
- Be successful on venture
- Travel
- Be independent
- Figure everything out

Pain Points

- Doesn't know the language
- Doesn't know anyone
- Not feeling at home
- Doesn't know way around
- Unfamiliar with the school
- Unfamiliar with the customs



1 week before

It's one week before Simon goes on his exchange. He is preparing for his trip, deciding on what to pack, when he receives an email from his exchange school, PNCA. The email has general information regarding the upcoming exchange, but also makes one note that suggests the students download the app, Cultured. Determined as he is to be fully prepared for his time abroad, Simon downloads Cultured.

Within the sign up process of Cultured, Simon is introduced to the AI, Gabriel. Gabriel asks the typical sign up process questions, such as Simon's email, a password, and where he's from, but Gabriel also asks more personal questions at the end, such as what Simon likes to do for fun, from which Simon responds that he likes listening to music.

Simon feels even more prepared for his time abroad, knowing that he has taken up the suggestions the school has provided.





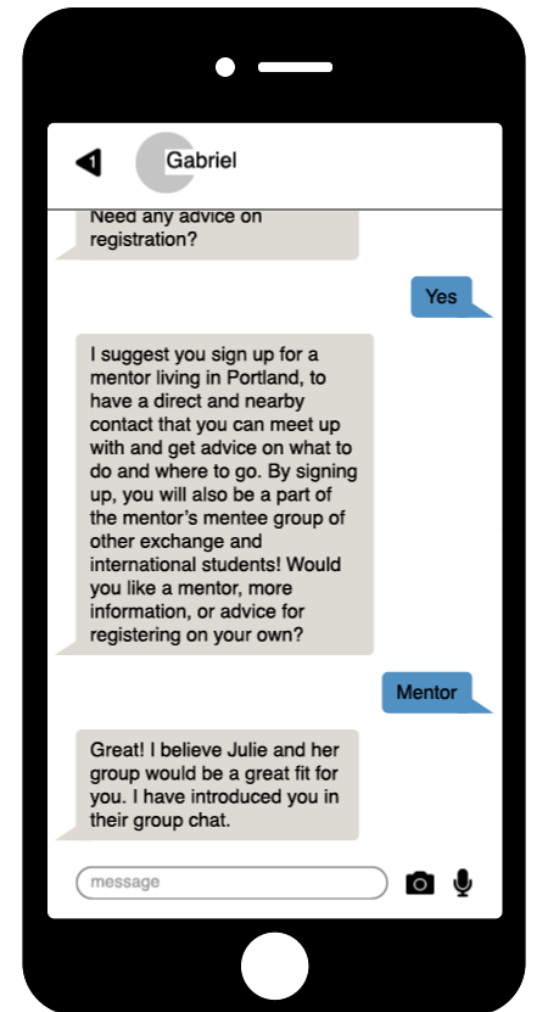
Simon has arrived in Portland, it is day 1 of his exchange.

At the airport, Simon struggled with having to ask the help desk for permission to use the wifi without inserting a phone number. Simon had to pull up his map program to triple check how to get to his housing. He then had to ask the help desk again for what fare to get for the max. All of this he did while juggling his two large suitcases.

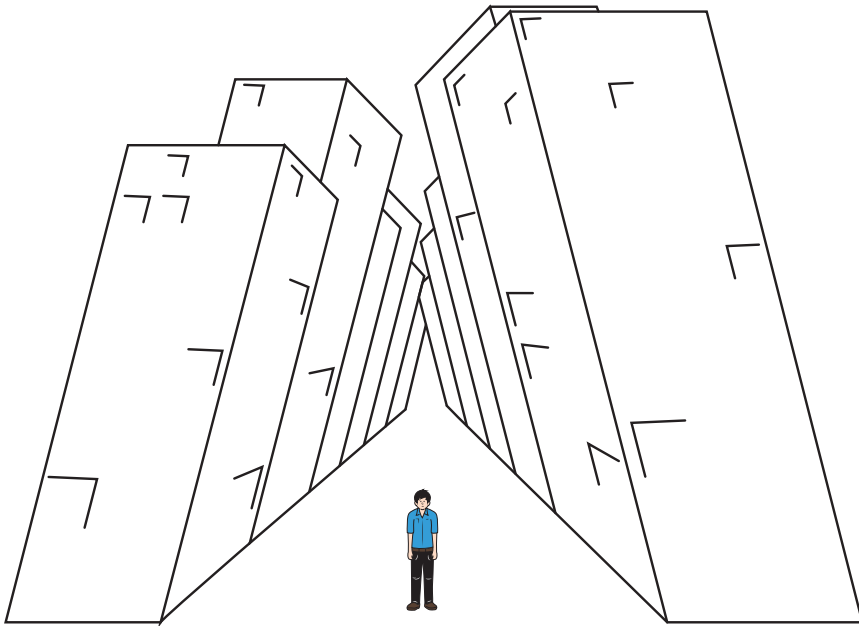
However, Simon has now arrived at his temporary housing. He is feeling overwhelmed by the onslaught of tasks he already had to overcome, and the upcoming tasks still left to do, such as the registering process he must undergo, asap. Simon knows he could use Google, and comb the online world for up-to-date information and clear instructions on the student registering process, but instead he decides to log onto his Cultured app first.

The very first thing Simon finds on his app is Gabriel asking if he would like some help with the registering process, to which Simon immediately responds "yes." Gabriel suggests Simon signs up for one of Cultured's trained real-life mentors. These mentors have experience with helping students through the transition. Simon answers yes, and Gabriel finds Simon a mentor named Julie, and a mentee group she also helps consisting of four other exchange and international students that have recently gone through the registering process, or are currently going through it like Simon.

Simon's overwhelming feeling is eased by being given a local contact he can refer to and rely on for assistance and other exchange students he can journey with. He now has connections in Portland.



Day 1

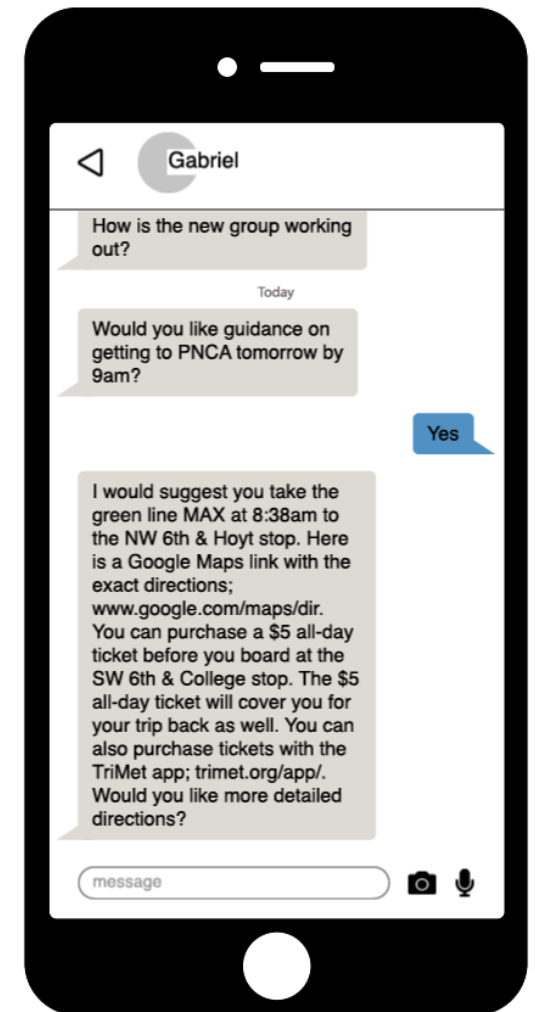


Well, Gabriel is already there to help Simon, for along with the message from PNCA, Gabriel has interpreted what is needed and found the best route and Trimet information for Simon's specific journey and needs. Gabriel also gives Simon a Google Maps link, so that Simon is able to download the route and follow the directions along on his own.

Simon is now able to get to the school without the stress of not knowing where to go, or not knowing the fare he should purchase.

Day 3

It is Simon's third day in Portland and he receives a reminder text message of PNCA's orientation happening tomorrow. But, how does Simon get to the school? He's barely had time to explore, and has only done the basics of finding the nearest grocery store. Simon knows the school is a little ways away, walking would probably take longer, but how should he get there otherwise?





It's day 5 of Simon's journey abroad.

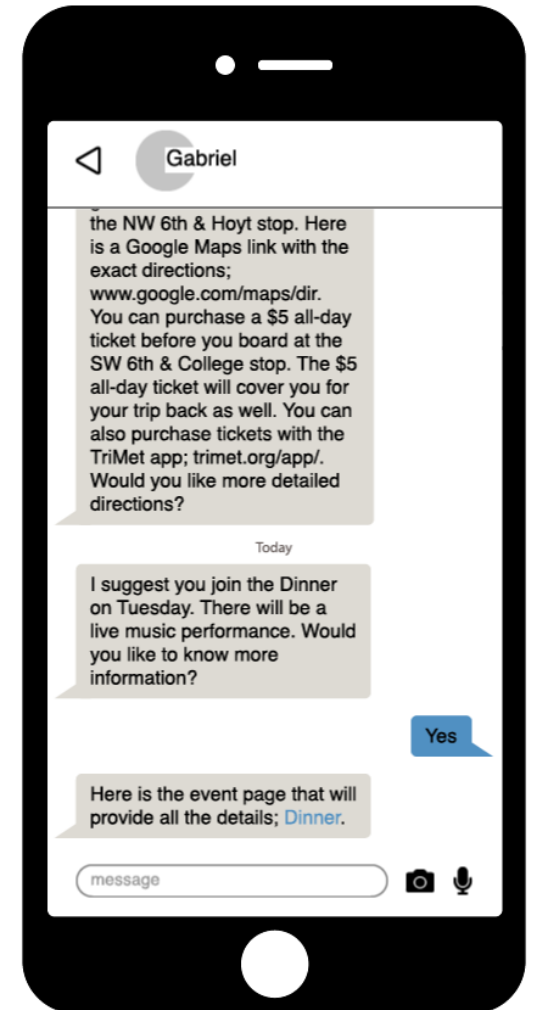
Simon is a bit more comfortable in his surroundings, his fridge is supplied with food, and, from having to go to orientation, he knows the best route to get to the school. However, Simon still does not know anyone outside his mentor and mentee group from which he has only met with once so far. So Simon has nothing better to do than sit at home and listen to music

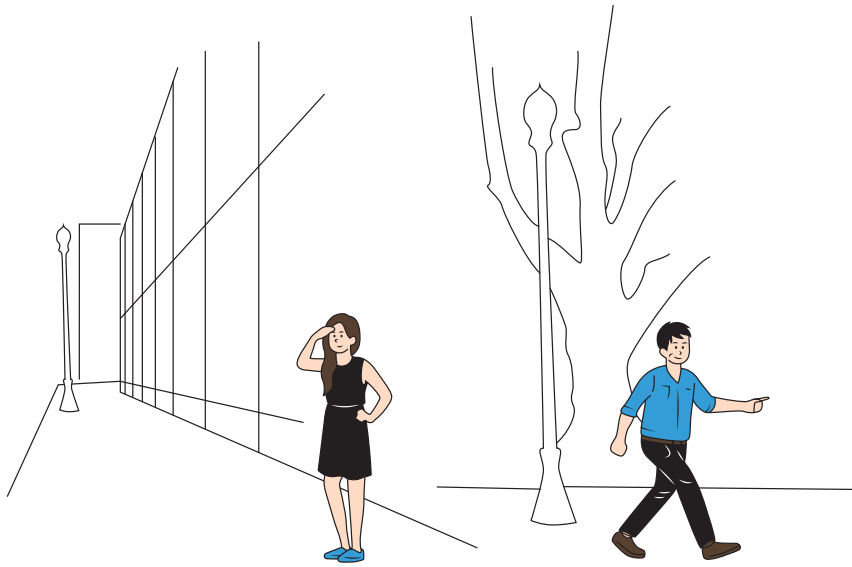
Day 5

Simon decides to see what else is available on Cultured...

...and discovers there are events posted on it. These events are only for exchange and international students within the area, and are put on by local organizations and schools. Simon starts scrolling through the events when Gabriel again contacts him. Gabriel recognizes Simon's mindless scrolling, and instead, suggests an event from which Simon has already previously expressed interest in - Dinner with a live music performance. Dinner is at a local Portland restaurant with American staples, burgers.

Simon is excited by the prospect of the event, and enjoys having the familiarity of music, so he signs up for the Dinner. Simon knows he will enjoy the event and it will ease his boredom.





It is now a week into Simon's exchange, and from moving around more, such as going to the school, dinner, grocery store, and local coffee shops, Simon is feeling more comfortable walking on his own.

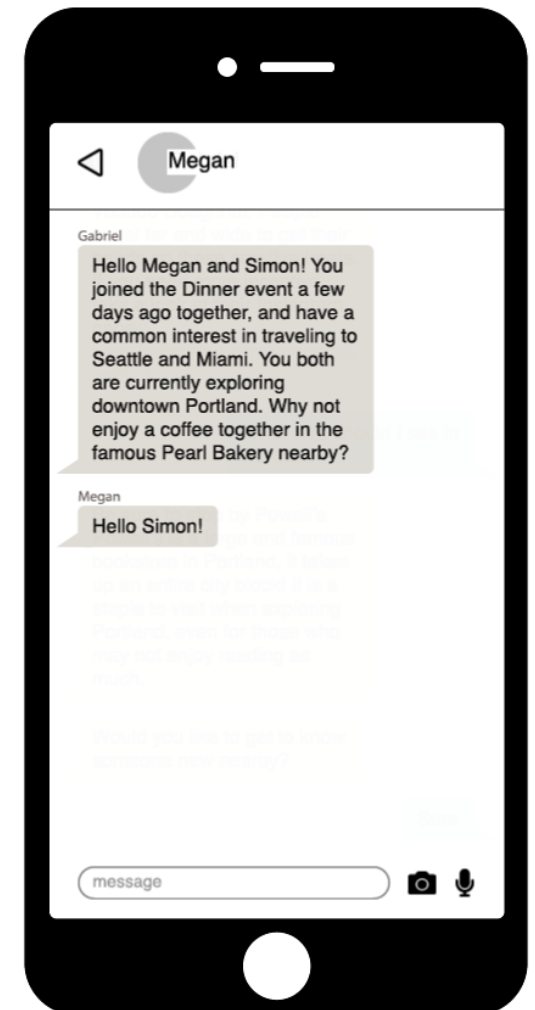
Today, Simon is determined to see more of Portland. With Gabriel's advice on what to check out, Simon explores the area, alone. However, while he is on his way, Simon receives another message from Gabriel asking the simple question of if Simon wants to meet someone new.

At the same time, Megan, an international student, is checking out Portland on her own and receives the same message as Simon from her AI, Bailey.

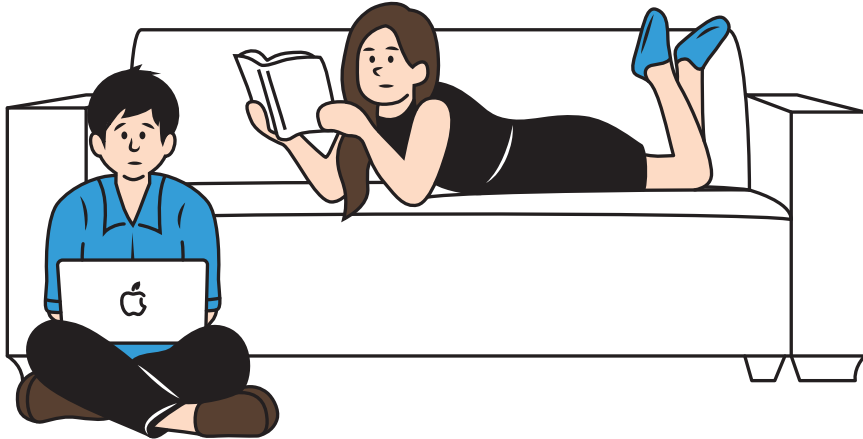
Already feeling determined, Simon and Megan both respond that yes they do want to meet someone new. Gabriel then introduces Simon and Megan to each other.

Simon is excited to meet up with this new person, as it would be much more comfortable and fun exploring with someone. Simon and Megan meet up.

Simon finds that Megan is an international student at PSU, who came here recently from England.



Day 7



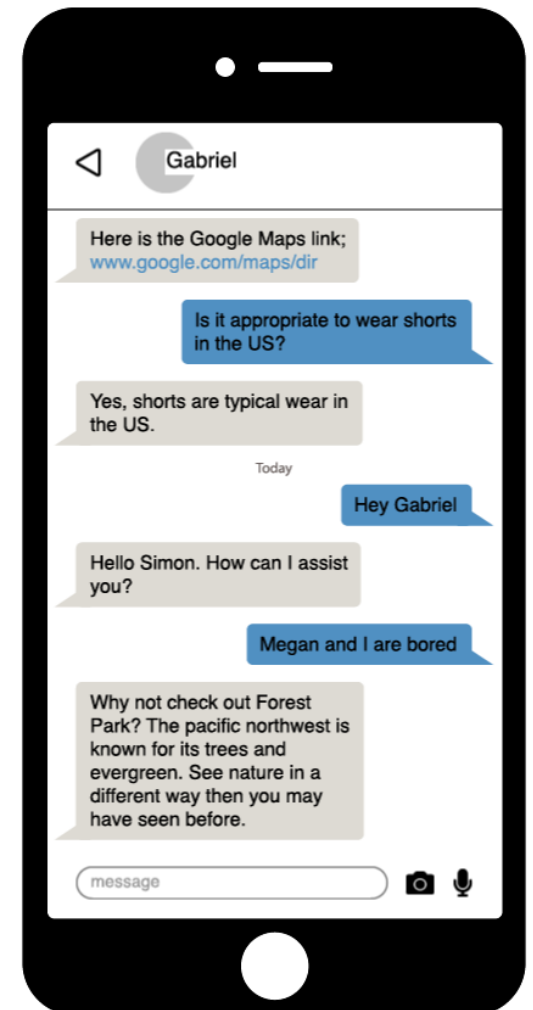
It is day 20 of Simon's exchange.

Simon's classes have started up and he's been spending more time hanging out with Megan. They have become fast friends based on their similarities Gabriel recognized in them both. However, they don't always know what to do. Simon is concerned that they have a difficult time always coming up with something new to do, as they don't know the city perfectly and have no regular hang out places established yet.

So on this particular afternoon, Simon decides to ask Gabriel for suggestions on what Megan and he should do.

Gabriel suggests they check out Forest Park, as the foliage in the Pacific Northwest is very different than what they see in Switzerland and England.

Simon and Megan decide this is a good idea, and so they go to Forest Park and enjoy the time.



Day 20



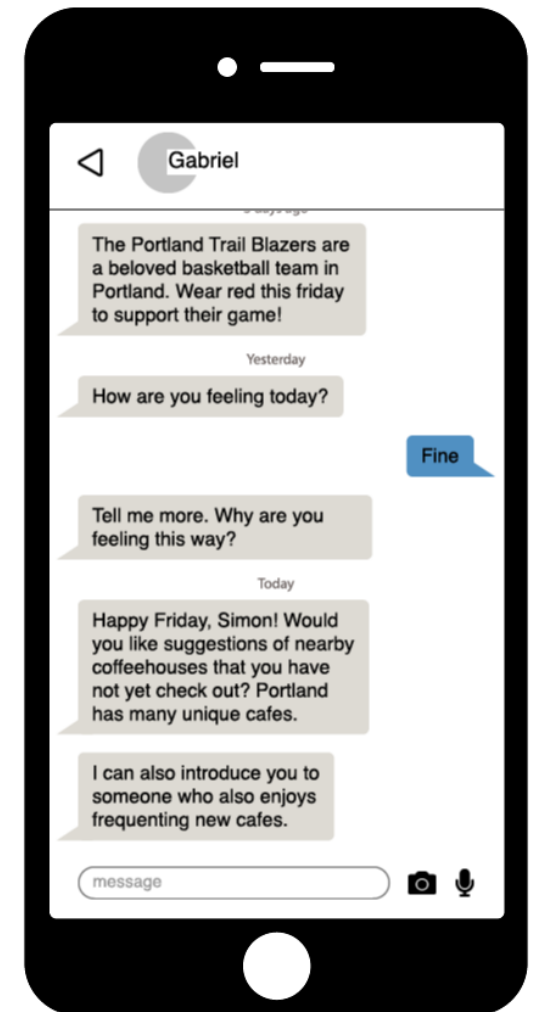
Day 28 of Simon's exchange.

The initial enthusiasm Simon felt of being in a new place is starting to wane as he becomes more comfortable in the landscape. Instead of being excited by the new sights he passes by, the sites become familiar. He finds that when he is not enthusiastic by new sites, he starts to miss his family and home more.

The routine Simon had already established while being in Portland starts to change as this loneliness overcomes him. For example, Simon has thus far spent every Friday morning of his exchange at a new coffeehouse, however, with this new feeling of loneliness, he decides not to go out this Friday morning.

Gabriel notices this change of pattern and tries to help Simon by suggesting a new coffeehouse he may enjoy. Simon takes up the advice, if only to get out of the house on his otherwise free day from school.

Simon sits alone and the feeling of unease again overcomes him.



Day 28



It is day 30 and Simon is yet again spending the day alone.

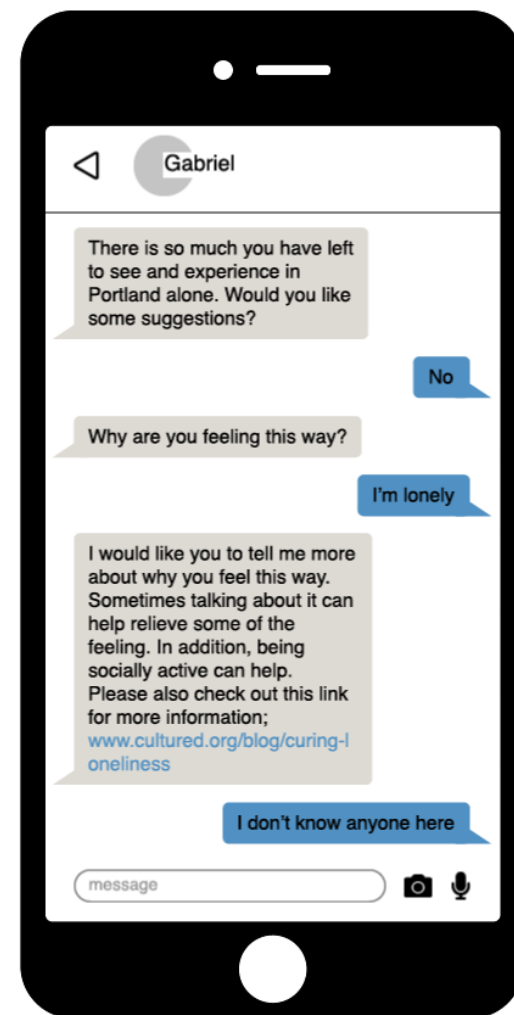
Today Simon watched a couple of his classmates make plans without inviting him. Although he did not expect an invitation, as he had only just started to get to know them, it was still an abrupt reminder that he has no plans for that evening. He also finds that he does not even really have someone to make those plans with, especially as Megan is too concerned with her homework recently to want to go out much.

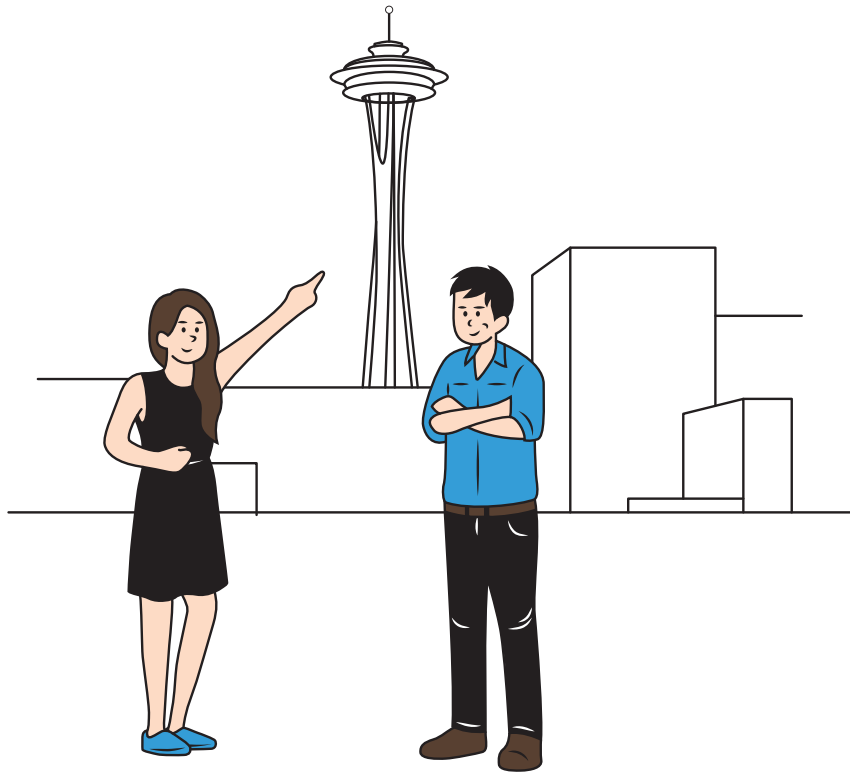
Day 30

Simon messages Gabriel of his boredom and ends up opening up further to the AI, admitting his feeling of loneliness. Gabriel gives Simon advice, websites to check out, and becomes just a space for Simon to let go of some of his frustration and concerns. As Simon admits these feelings, some of the tension is released, and Simon starts feeling a bit better having voiced them.

Simon then receives a message from his mentor Julie, saying she misses seeing him and would like to get together soon. The simple message reminds Simon that he does already have people he enjoys and cares for in Portland, and that maybe sometimes it is good to have these free evenings for spontaneous meetings to be made.

Behind the scenes, the AI took cues of what Simon was typing and, for Simon's best interest and well-being, reached out to Simon's mentor, Julie, and told her to contact Simon.



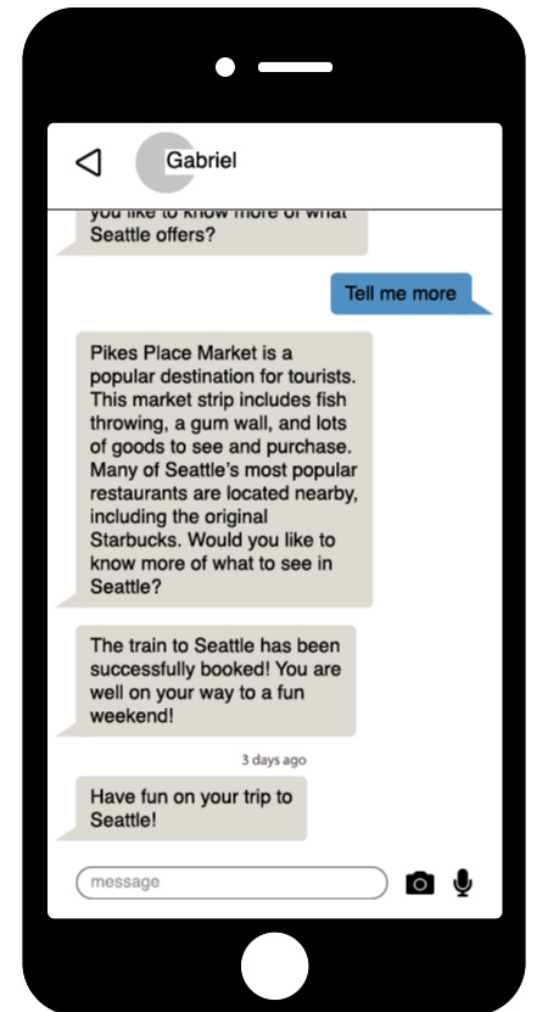


Day 42 of Simon's exchange.

Simon has bypassed Culture Shock and is enjoying checking out Seattle with Megan, something they were both interested in doing.

Day 42

Simon had reached out to Gabriel for initial advice on what to see in Seattle, however, since his departure there, he has not had a need for anymore suggestions. The AI has taken the cues, recognizing Simon does not currently need assistance, and has stayed quiet as Simon enjoys his trip and time with Megan.





It is day 142 of Simon's exchange, or his first day back in Switzerland.

Day 142

Simon is happy to be home, but is also sad to have left Portland. He enjoyed his time abroad and wanted to continue the stay. Simon knows he will experience reverse culture shock for the place that had become a second home to him.

Gabriel reaches out to Simon asking if since Simon is no longer an exchange student he would instead like to become a volunteer for Cultured. A volunteer would help out at the local events put on and become a sort of touch point for exchange and international students if they needed it. A volunteer does not require the training or commitment a mentor would.

Simon agrees knowing that if he can't be in Portland, he would still like to be connected with other exchange and international students, along with others from the US. He would like to help them with the initial overwhelming sense of exchanging.

Simon agrees to volunteer.

