

transitioned

BETTER ACCLIMATING REFUGEES TO NEW SOCIETY



senior
capstone
CASE STUDY

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introduction

IMMIGRANTS OR REFUGEES?

When I started brainstorming for what topic I wanted to focus on for my capstone, I was determined to commit to one that I felt would eventually create an impact in the future as well as be somewhat relevant to my life and challenges that I have encountered.

As I was thinking, I drifted way back to when I moved to America from the Philippines when I was 15 years old. I thought about how much of a struggle it was to get adjusted into this new society that I only knew about in movies and television shows. Then I asked myself, **“What if there was a better way and easier way to transition into America once you move in from a different country?”**

From that moment on, I figured that I wanted to dedicate my capstone to finding a solution to help immigrants and refugees get better acclimated into new society. I just had to figure out which I wanted to focus on.

**problem
Formulation**



METHOD 1

OBJECTIVE

Decide if I want to focus on immigrants or refugees.

USERS

DeeEllen Davis

TOOLS

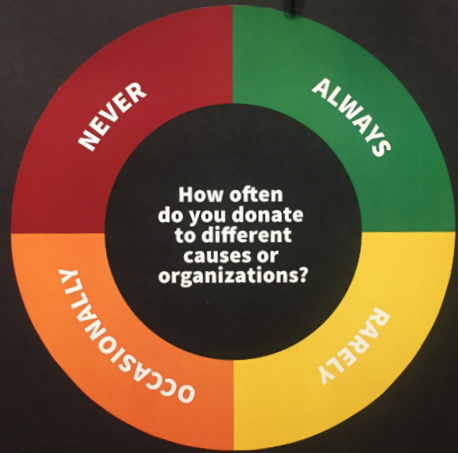
Notebook, Pen

INTERVIEW WITH DEE ELLEN

DeeEllen Davis is currently a social worker and is interested in refugee and immigration resettlement. She was recommended to me by my professor, Helen Sanematsu. We discussed the difference between refugees and immigrants and drilled down the reason as to why I should focus on one or the other. In the end she stated,

“Although immigrants moved here from another country, refugees were forced to flee from theirs. They didn’t have a choice.”

From then on, I knew I wanted to dedicate my capstone to somehow assisting refugees making their lives easier when they get resettled.



METHOD 2

STICK IT TO THE BOARD

OBJECTIVE

Get an idea of how often IUPUI students donate money.

USERS

IUPUI Students

TOOLS

Board, Stickers,
Question Wheel

I wanted to get a general idea of how often IUPUI Students donate to different causes and also whether or not they expect anything in return whenever they do. I created a board that had two questions and I just walked around campus asking people to **voice out their answers by sticking stickers to the board.**

It was a quick and fun exercise to get to know IUPUI students' donating habits.



METHOD 3

YES OR NO HIGH FIVE

OBJECTIVE

Find out if the general public knows the difference between immigrants and refugees.

USERS

Anyone I came across

TOOLS

Sharpies, Hands

This was another quick and fun exercise that I thought would be a good idea. I walked across campus and the canal asking people I came across with **whether or not they know the difference between immigrants and refugees**. We do a high five yes or no depending on their answers.

Majority said yes, but those who said no I made sure to take the time to explain to them the difference as well as the importance of knowing the difference between the two. Then I move on to the next person.



METHOD 4

OBJECTIVE

Observe how refugees interact with other people.

USERS

Refugees

TOOLS

Notebook, Pen



INTERACTION OBSERVATION

In my efforts to get to know some of the refugees who currently reside in Indiana, I tried to spend as much time with them as I possibly can. They mostly meet up together when they're at church on Sundays because they're usually at work during the weekdays. DeeEllen was nice enough to let me tag along. I observed as DeeEllen helped every single one of them understand the importance of doing their taxes, the changes in their benefits, as well as helping them and their children get set up with doctor and dentist visits.

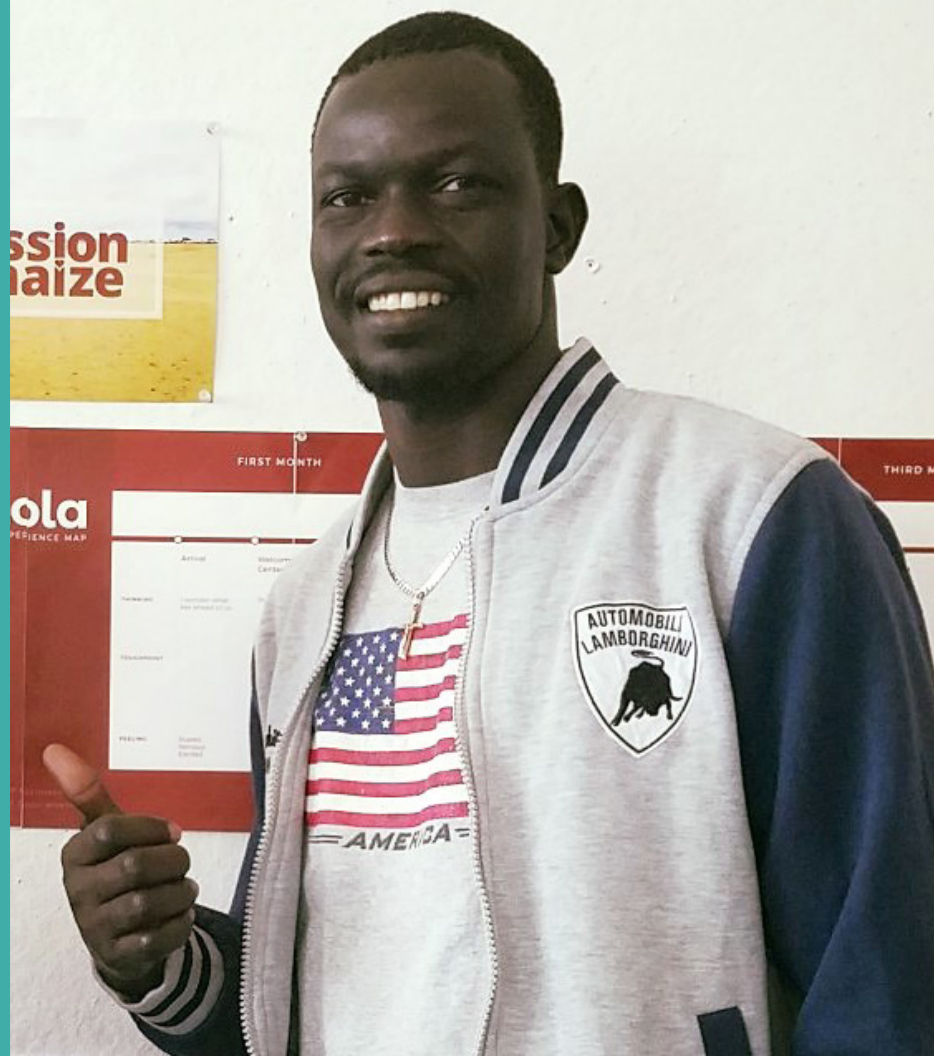
I was amazed with how much DeeEllen offered for the refugees without asking for anything in return. I also realized how much the refugees rely on DeeEllen and her assistance.

MEETING

kimo opiew

DeeEllen introduced me to **Kimo Opiew**. He used to reside in Kakuma Camp and has lived here in Indiana for a little over three years. Kimo is currently making his way up to become the leader of the mission group that aims to help fund raise for some money to help support the camp.

He is fully adjusted and currently lives with his family here in Indianapolis. Kimo is such an inspiration through his dedication to making his dreams and his family's dreams a reality.



METHOD 5

RESEARCH

OBJECTIVE

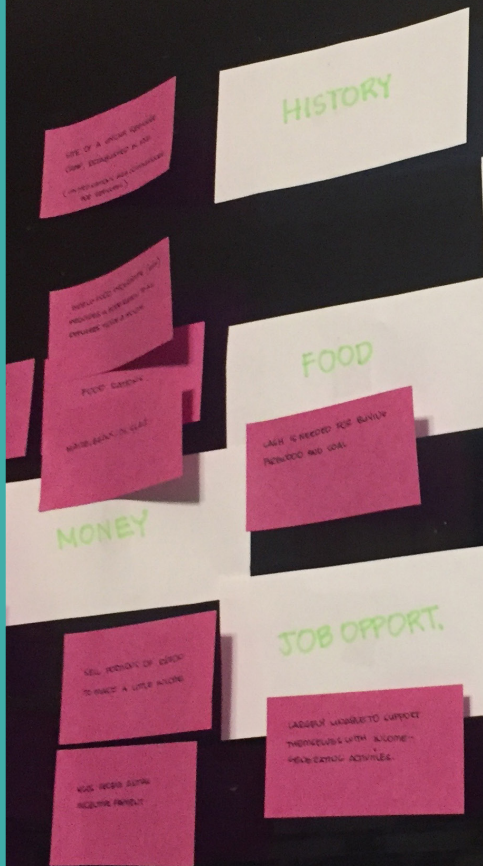
Learn more about the refugees and their camp

TOOLS

Internet, Notes

I wanted to know more about the process of resettlement and the living situation the refugees had in the camp that a majority of them, who now live in Indiana, resided in. I honestly did not want to ask the refugees about their life in the camp because it was too sensitive of a topic and I did not want to toggle any unwanted memories.

Therefore I resorted into asking google for answers as well as mustering up all the information I learned from DeeEllen and Kim.

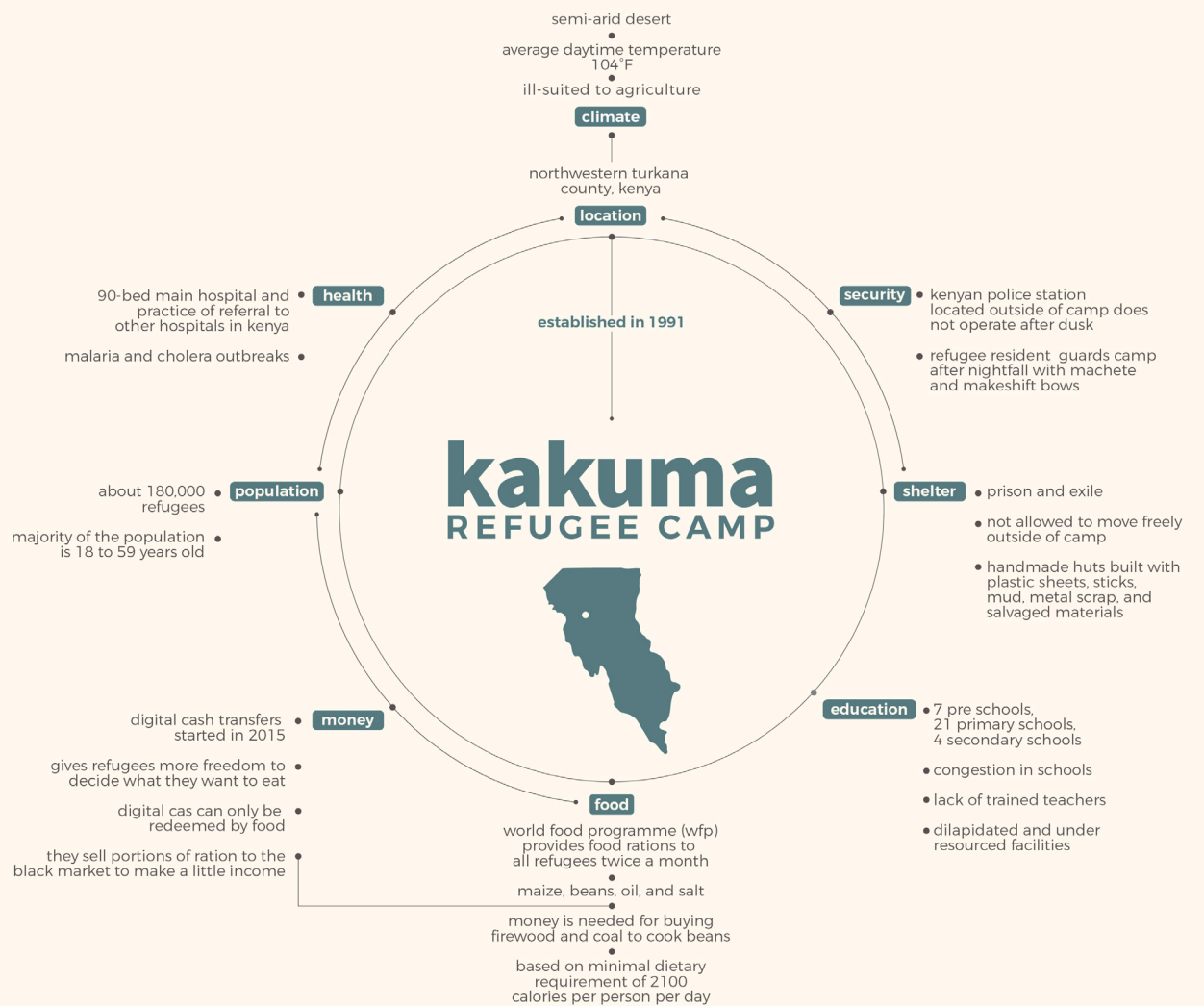


CONTEXT

mapping

Majority of the refugees who currently live in Indiana resided in a camp called **Kakuma Camp** located in Northwestern Kenya. Being able to get resettled out of the camp is comparable to winning the lottery. The odds are very slim for the vast majority but only a few are able to make it out.

The following context map summarizes all the information I've gathered through research and observation so far.





METHOD 6

OBJECTIVE

Assist refugees, gain their trust, and get to know them more

USERS

Churchgoers, Refugees

TOOLS

Notebook, Pen



MISSION FOR MAIZE

This was the longest method I had to do. In my efforts to getting more acquainted with the refugees and gaining more of their trust, I participated in assisting them with their mission to fund raise more money to help feed the people in Kakuma Camp so they won't have to skip any more meals.

how might we

**create a one-stop
resettlement
resource to help
refugees in
Indiana for the
first three months?**

**solution
Formulation**

introducing

hello

learning other languages

A one-stop resource to help transition resettled refugees into new society as soon as they move into Indiana by minimizing culture shock and language barriers.

hellolola

HelloLola is a mobile app provided to refugees as soon as they arrive to the Welcome Center. It is introduced to them by volunteer workers and shows them how to properly use the app so that they may be able to utilize it as soon as possible.

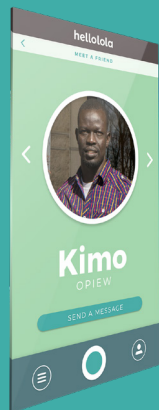
It is equipped with an artificially intelligent bot named Lola. She is able to translate, answer questions, detect items and more. All the user has to do is call out her name or say “Hello, Lola!” followed by a command and Lola is able to assist with little to no hesitation.

HelloLola’s mission is to assist refugees live easier lives by minimizing the most common problems they undergo when they first move in to Indiana.



ITEM DETECTOR

Items are detected by taking a picture. Lola will explain what the item is used for, how to use it and when to use it. The user may choose to save the item to their word bank to refer back to as future reference or for others to view.



MEET A FRIEND

The best way to adjust to a new society is to be able network and meet friends who can relate. This feature allows the user to find people within the HelloLola community in order to ask questions, communicate, or just hang out.



VIRTUAL CLASSROOM

This allows the users to participate in an English learning class in the comfort of their own home, without having to drive to the community center to attend classes. They could even ask their new found friends to tag along and learn how to speak English together.



TRANSLATE

Redesigned to be easily accessed by users through typing or telling Lola what to translate. Lola is able to easily understand slang so that it can be utilized in regular conversations without the hassle of awkward translations and trying even harder to understand.

PERSONA

zala imani

Female • 27 yrs old

She was born in Ethiopia and fluently speaks Amharic and Somali. She has very little to no English skills. She Fled to Kakuma Camp in February 2007 and resettled to Indianapolis, Indiana on January 2017.

Zala was born and raised in Ethiopia. Due to high insecurity, civil strife, and the fall of the Ethiopian Government, Zala was forced to flee to the Kakuma Refugee Camp in hopes of safety and security for her family.

After 8 years of residing in a camp that barely supported their needs, Zala and her family was finally selected to be resettled to move to America, specifically in Indianapolis, Indiana.

Unfortunately, she was not able to finish her education and has very little to no English skills. She only knows the basic English that she's learned from small classes here and there that were offered at the camp before she left for America.

As a person who spent a majority of her life in Kakuma Refugee Camp, adjusting to a new and advanced society proved to be a struggle for Zala and her family.



IN CONCLUSION

I am very honored to have had the opportunity to work with Kimo and DeeEllen. I have learned so much by watching them and listening to their experiences.

I am more than happy to reach my final outcome and I hope that this would be useful to refugees as well as immigrants in the nearby future.

I am also very thankful to have my professor, Helen Sanematsu, as well as her TA, Wendy, beside me to guide me through this whole process.

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Spring 2017