# Homepage

Hello, Katie here!

I am a junior studying product design at the University of Michigan.

I am passionate about problem-solving through cultivating empathy.

Have fun browsing my portfolio :)

# About

My childhood was scented with the nutty aroma of oil paint and the smell of freshly sharpened pencils. Growing up, nothing amazed me more than the way my grandfather made his paintbrush dance freely on the canvas. I would always take my tiny stool, a bag of crayons, and a piece of paper to copy whatever he was doing. A gray-haired old man painting and a 7-year-old girl copying on the side—it was a sight to see.

When I moved to the United States from China, my grandfather did not follow, but the passion for art he had planted in me followed me across the ocean. I continued to draw on my own and take art classes at high school. One of which is called Design & Visual Communication, where I was exposed to a new field within the art spectrum: design. I instantly fell in love with the idea that art can be applied to the smallest aspects of everyday life, and make a difference in the world. I want to continue my artistic pursuit beyond paper and pencil in the field of design, and create things that are not only aesthetically pleasing, but most importantly, serve the underrepresented community through creativity and empathy.

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# Project 1

We want to facilitate the continuation of intergenerational relations in immigrant families during the Pandemic through a combined experience of a smart wearable device and a gamified interactive mobile app.

<https://www.figma.com/proto/VlIaKefHAykztAG49TtkxP/Ambient-Device?node-id=2%3A10&scaling=scale-down&page-id=0%3A1&starting-point-node-id=2%3A10&show-proto-sidebar=1>

SECONDARY RESEARCH

• Traditional chinese culture - filial piety → nonexistent between immigrant grandparents & grandchildren due to acculturation gaps (messages are hard to reconcile)

• Do not share similar attitudes and values → gap between levels of affection

• Level of acculturation was found to affect intergenerational communication and grandparent–grandchild relationships among Chinese New Zealanders, Mexican Americans, and Australian Vietnamese

• Some grandparents said they could not understand their grandchildren because of significant language barriers.Others said they felt lonely because of this language barrier.

• Some scholars describe acculturation to the dominant American culture as "the erosion of traditional cultural language, values, and practices" and find that it negatively impacts intergenerational relationships. Such processes have been documented primarily among groups of immigrants from Asia and Latin America.

• Many experience the strain and stress of "ambiguous loss," which occurs when physically absent family members continue to be psychologically present in the minds and hearts of the first generation immigrants

• Many parents expressed sorrow about the limited interactions their children have with their extended family and grandparents residing in Eastern European countries.

DIFFICULTIES IN THE TRANSNATIONAL & INTERGENERATIONAL RELATIONSHIP

• Acculturation gaps make interactions hard to reconcile (collectivist vs individualistic values clashes)

• endent on whether the middle generation facilitates this relationship

• Language barrier

• Grandparents value extended family ties, while grandchildren not so much

• \*COVID\* no in-person interaction/visits due to travel restrictions - feeling even more distant & concerned about the family members’ daily health

• Grandparents (especially Asians) hide their issues to avoid worrying family members

• Existed wellness tracking products are not friendly to elders and not attractive enough for teenagers.

GOALS

Facilitate the continuation of intergenerational relations in immigrant families during the Pandemic

through a combined experience of a smart wearable device and a gamified interactive mobile app.

by

• Bridging the acculturation gap between grandparents and grandchildren

• Eliminating barriers of language & time zone difference

• Enhancing relationships in a subtle way that does not interrupt daily routines

• Constructing interaction with shared goals and meaningful communication

• Providing daily health data

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# Project 2

We surveyed and interviewed service dog handlers about their process of obtaining/training such companion(s), as well as how they get their service animal related concerns resolved.

We also researched about service animal basics, and the common questions asked about service animals + the ADA. This is done with the aim to better understand our audience and the degree of accessibility/availability of information regarding service animals.

Our chatbot design aims to fill in the information accessibility gap by providing a safe space to connect with other service dog handlers while acting as a source for unbiased, correct information.

* Common sources of misinformation in SD community:
  + Qualifying for a service dog
    - Must have a “permanent” disability that could be helped by a service dog
    - Must have a doctor’s note
  + Certification
    - There is no official certification required
    - May optionally choose to get certified
  + Training
    - There is no official training required
    - Handlers may owner-train, hire a trainer, attend group classes, or purchase a dog that is already trained

Surveys:

* 71 respondents
* Distributed via Reddit, Facebook, Instagram, and Twitter
  + Messaged SD handlers directly
  + Posted in Facebook group
  + Posted in r/dogs, r/servicedogs, r/service\_dogs

Interviews:

* 3 participants
* Recruited via survey
* Created custom questions for each participant from survey answers

Research main findings

* Most handlers owner-trained at least some of the time
  + Difficult starting off
  + Classes + trainers are expensive
* Misinformation is one of the biggest problems with existing resources
* Most handlers wished they had access to other trainers and more reliable information
* People still seek help when situations arise
* Every handler & SD’s situation is different; no one-size-fits-all
* “My first service dog was a disaster.”
* “I really wanted my dog to do well, when she doesn’t I get frustrated easily.”
* “Your dog is a partner, not just a tool.”
* “Service dog are a luxury”
* “ADA is too lenient and not understandable.”

Concept

1. Chatbot helps with decoding the ADA
2. App gives encouraging advice; Chatbot encourages the handler when hitting roadblocks, give encouragement and solution
3. Chatbot has the persona of a dog - handlers can choose breed & name according to their own dog; more forgiving because it is as if their SA is talking
4. Chatbot is a database of every credible source (ServiceDogCentral.org) + is updated regularly, News page for recent SA-related info
5. “Secret chat” area with polls, articles, etc. Chats with other handlers will stay completely anonymous; Online community for service animal handlers to post what their animal can do + other info;App provides a safe space to ask questions without feeling gatekept
6. Chatbot that debunks SA myths; App highlights that official certification is not needed
7. App is specialized to owner’s disability-- regarding news page & task training

**A forum to facilitate productive conversation between handlers and share news and a chatbot to help with common ADA questions and training resources.**