AROUND C///O N N E C T WITH **R B A N** U F

> PROJECT PROCESS BOOK | THESIS 2021 Design for social innovation | sva | JACQUELINE BAO



MFA DESIGN FOR SOCIAL INNOVATION SCHOOL OF VISUAL ARTS, NYC

> DESIGNED BY JIAYI (JACQUELINE) BAO

> > ADVISED BY KARA MEYER

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ABOUT ME!

Hi, Jacqueline Bao, a transforming visual designer and UI/UX designer focusing on nature-centered needs and connecting design with the social activity process.

I'm passionate about wildlife conservation and the magic of connected ecosystems. What attracts me most is the balance between humans (activities) and other species (wildlife, etc.)

My undergraduate background is in English Literature and Digital Media Design. Design isn't about expressing one's personal style or emotions but about understanding how people feel and that social designers are more like behind-the-scenes people who introduce creativity and innovation to others' lives.





INSPIRATION





HERE IS A STORY THAT BEGINS WITH A LITTLE SPARROW!

When I was young, like before kindergarten, there were always sparrows in my hometown, Shanghai. They would stand together, about like dozens of fluffy balls, on the street. Even when people get close, they're not scared. Once, even a sparrow flew into my window and seemed too weak to fly in winter. I took care of it for days and tried to feed it with rice and water. But on the third day, this little one wanted to fly away already. I was unwilling to let it go, and my Mom said, you can't raise a sparrow. They're too free to be inside of a cage. So I untied the little rope attached to its feet, put it on a branch of a tree, and turned around. I was hoping it wouldn't fly away. But when I turned back, it's gone and nothing left. I was so sad and confusing at that time. After I grew up, I learned that the life of sparrows always seems to revolve around human habitation. They eat grains and other human food, they build their nests in holes in buildings or rain gutters, but they will never really get close to humans like pets. And humans benefit from them invisibly. They eat insects! Sometimes annoyed by them, very directly, for they're kind of in the center of humans' habitat and human's lifestyle may have some conflicts with them.



CONCERNING COVID-19



WILDLIFE SIGHTINGS DURING COVID-19-LOCKDOWNS HAVE RECEIVED CONSIDERABLE ATTENTION.

The COVID-19 pandemic has resulted in a worldwide shutdown of cities large and small. While drastically altering human lives. This has caused a massive shift in human activities—reduced motorized traffic, restricted travel and trade, shuttered businesses, and closed parks, beaches, and recreational areas. The whole onset brought an unusual decrease in human activity associated with partial and total lockdowns. It also has the potential to impact wildlife significantly. Early in the shutdown, images of wildlife in cities were common in news reports and social media, garnering increasing public attention and declarations of wildlife reclaiming urban habitats.



BACKGROUND

URBAN WILDLIFE AND NEW YORK CITY

WHAT IS URBAN WILDLIFE?

Urban wildlife is any wild animal that lives in an urban environment, such as New York City. Urban wildlife includes birds, mammals, reptiles, fish, and amphibians. Some urban wildlife is native, like eastern grey squirrels, while some are non-native, like mute swans. Domesticated and companion animals, like dogs, exotic pets, and farm animals, are not considered urban wildlife. Domesticated but feral animals like pigeons and stray cats are also not considered urban wildlife.

WHY DOES WILDLIFE LIVE IN NYC?

New York City is a habitat designed for people, but the physical land itself is also home to wild animals that arrived or existed long before humans settled here. Humans and wildlife both require food, water, shelter, and space to survive. As such, New York City has all of the requirements for hearty wild animals to thrive. The presence of many diverse species of wildlife is a good indicator of the general health of the urban environment.





8.5 million New Yorkers

Data from Official Website of the New York City Department of Parks & Recreation



THE CONTINUED **EXISTENCE OF WILDLIFE AND WILDERNESS IS IMPORTANT TO** THE QUALITY OF LIFE OF HUMANS. Jim Fowler

EVEN A SMALL TREE IN THE YARD **CAN BE LANDSCAPED TO ATTRACT BIRDS, BUTTERFLIES, BENEFICIAL INSECTS, AND SMALL ANIMALS.**

https://www.arborday.org/trees/treefacts/







Illustration of New York Harbor's Oysters by Brittany Falussy and Kath Nash

Zoom in, we can see in this city, the connection between humans and wildlife could be only one backyard tree, served as a habitat for some birds or squirrels to happily thrive. Trees, shrubs, and other plants provide shelter and food for wildlife. The plants you use for food and cover will help determine the wildlife species attracted to your backyard. We can add nesting boxes, feeders, and watering sites to improve the habitat. Zooming out, from the food chain industry, water quality improvement to mental therapy, wildlife around is closely related to human activities, and together they form a complex urban ecosystem.

OUR DAILY LIFE DEPENDS ON URBAN WILDLIFE.

An account of how birdwatching saved author's life





Social constraints affect people's opinions. Limited knowledge leads to the outlook that feeding wildlife is not harmful or results in accidental or unintentional wildlife feeding. Perceptions are also formed from the media in fear-mongering as the media portrays some urban wildlife as highly dangerous. Inaccurate estimations on population size could also be an issue in biodiversity conservation. There also exists a lack of public information on how to deal with urban wildlife.







WILDLIFE-HUMAN CHALLENGE MAP







PROCESS SNAPSHOTS DURING **RESEARCH & PROTOTYPE PHASE**

14 INTERCEPTS

of random New Yorkers



from animal lovers, garden/park visitors and etc.

4 EXPERT INTERVIEWS

of Rehabbers, educator and Conservation Groups

3 OBSERVATIONS

of Central Park, Gantry Plaza State Park and East River Park



Online survey and Story-sharing workshop

PARTICIPANTS

of one-on-one story sharing workshop

2 **PROTOTYPES**



To understand NYC citizens' understanding and feeling of wildlife in NYC and to know more about the general and core problem underneath human-wildlife conflicts in NYC, I conducted a survey and kindly asked Urban Utopia Rehabilitation Group and Creature Conserve to spread among their newsletters and social media platforms to gather responses.

On a scale of 1 to 10, how much do you know about urban wildlife? (0 is nothing and 10 is professional expert)

4.1 out of 10

On a scale of 1 to 10, how often do you encounter wild animals in New York City? (0 is never and 10 is daily experience)

6.5 out of 10

Results from survey conducted from Feb, 2021



Wait, does NYC have wildlife?

What I found...

New Yorkers encounter wildlife very often. However, they pay little attention to wildlife. And they have misunderstandings towards urban wildlife due to limited knowledge.

"THIS WHOLE IDEA THAT WE ADDRESS ENVIRONMENTAL ISSUES BY NOT DOING STUFF JUST DOESN'T WORK."

Natalie Jeremijenko Scientist, Environmental Artist

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"HUMAN INTERVENTION IS NECESSARY."

Pete Malinowski Executive Director and Co-Founder of the Billion Oyster Project

" All these are valuable words but what can we do in daily lives?"

From the ecosystem map, we can easily find that all of us can directly encounter wildlife ourselves, no matter the position's on the inner circle to make decisions for wildlife, or you're just receiving different kinds of information.

Even though these professional decision-makers try to send the correct message of what to do when encountering or treating wildlife, it's hard for everyone to fully accept the ideas and apply them. There is a disconnection that could be linked between people who dedicated their lives to protect urban biodiversity and people who merely want to admire the cuteness of wildlife. What's more, compared to other social issues, the wildlifehuman conflict is a truly invisible struggle. Wildlife in the city is kind of in the center of humans' habitat and our lifestyle may not align with them. If people know more, the problem can be solved little by little.

THERE'S A DISCONNECTION BETWEEN NEW YORKERS AND LOCAL WILDLIFE, BUT WE'RE ALL INTERCONNECTED.



PROTOTYPE #1

ONLINE SURVEY

The first one is an online survey to see what New Yorkers 'experience with urban wildlife looks like. The goal is to understand the current situation of NYC citizens' relationship with local wildlife and to further realize if professional knowledge and correct messages are communicated to citizens.



Questions:

How do you identify yourself in relation to urban wildlife?

What do you want every New Yorker to know about urban wildlife?

Type *three adjectives* for wildlife that come to your mind.

On a scale of 1 to 10, how much do you know about urban wildlife? (0 is nothing and 10 is professional expert)

On a scale of 1 to 10, how often do you encounter wild animals in New York City? (0 is never and 10 is daily experience)

Have you ever had an unexpected encounter with wildlife in NYC?

Could you please share a short story about your encounter?

Do you have a photo of this encounter and could you upload here?



Hi there, 🁋 I'm Jiayi Bao (Jac Bao), a graduate student in the School of Visual Arts, Design for Social Innovation program. I'm now working on my thesis project on **urban wildlife and better coexist with them in NYC**. This survey is about what your experience with urban wildlife in NYC looks like!



Takes 7+ min

Let's start

press Enter ↩

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10	FALSE					TRUE	jess.rdrew@gma	2/22/2021 0:14	4:4 qnn
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PROTOTYPE #2



STORY-SHARING WORKSHOP

From the survey, I invite several active volunteers to participate in the one-on-one story-sharing interview/workshop to understand further what kind of activity could better increase positive awareness and how the messages could communicate correctly and effectively.

Urban Wildlife in NYC- Story and Vision together



Welcoming and Icebreaker

What is your favorite urban wildlife in NYC? Or do you know any NYC wildlife? Name it, search it online and put a pic, think about the story behind...



Why do I start planning?

I want to learn more about the human-wildlife relationship in NYC right now and what people need from different perspectives: professionals or common ppl. This interview-like workshop aims to share story/experience in the early phases of the design process. It is a tool for discovery and exploring opportunities rather than producing final solutions, and aims to guide design decisions, for example by building concepts, which informs what contents should be designed and on which platform.

What do I want to achieve?

My objective for the workshop is to better understand the context of NYC's urban wildlife and both wildlife's needs and citizens' needs regarding disconnection between citizens and nature/wildlife in the city. Additionally, instead of involving only designers and experts in the project, I'm curious how actual users (New Yorkers) would improve their experiences and create a new concept.

For this, I want to use some fast-paced activities to generate ideas and construct rough concepts through prototypes.



Use red dots and arrows to mark your experience in the circles of stakeholder map. Where would be this experience fall into?

Imagine a world that's harmonious, idealized and with all the funds! Pick one of the bad experiences and picture a creative solution and a happy ending for it! Prototype it by using emojis and pics! Share with us the story!



KEY FINDINDS

1

- 2
- 3

I LEARNED THAT PARTICIPANTS ARE MORE LIKELY TO BE ATTRACTED BY EXPERIENCE, STORY-SHARING, AND ENGAGING ACTIVITIES. THEY LOVE THE PROCESS OF NOTICING AND REINTRODUCING WILDLIFE INTO THEIR DAILY LIVES.

Participants are quite interested in other's experiences and stories, willing to hear more.

Participants feel the importance of reintroducing the urban wildlife to citizens' daily life little by little.

Contents like tiny biography of wildlife, fact sheets, and scavenger hunt/bingo games are highly appreciated and participants would love to try.





Share survey and posts through their network and together co-create the wildlife go-to messages for New Yorkers



A network of NYC-based wildlife rehabbers and educators

Provide wildlife calendar and information/tips on watching and encountering wildlife



A campaign launched by NYC government full of valuable information and content

I ALWAYS FIND URBAN WILDLIFE BEAUTIFUL, INTERESTING, AND ALSO BE MISUNDERSTOOD BY MANY OF US. IT'S ALWAYS BETTER TO SEE BIODIVERSITY IN THE AREA AND OBSERVE NATURE.

Olla, an encounter who helped an injured opossum before

IT'S QUITE INTERESTING TO HEAR THESE STORIES AND NOTICE THAT WILDLIFE ACTUALLY IS EVERYWHERE IN NYC, EVEN I ALREADY AM A LICENSED RESCUER. I FEEL THIS SESSION OF REINTRODUCING ANIMALS INTO PEOPLE'S DAILY LIFE IS ESSENTIAL AND POWERFUL. FIRST, YOU GOTTA NOTICE BEFORE YOU START TO CARE ABOUT IT.

Jenn, a licensed wildlife rehabilitator/web designer

QUOTES FROM WORKSHOP

THESIS STATEMENT

How might we remind New Yorkers of the abundance of this city's wildlife and encourage them to care about and help the ecosystem around them to thrive?

- 66 --

My thesis goal is to create a framework that reconnects urban wildlife to New Yorkers' daily lives by increasing positive awareness. The key is the reintro into the ecosystem.

This necessitates a deeper understanding of the interconnections between individuals and between species. This is where science becomes art.

The key is the reintroduction of an animal back





The framework contains three different parts, which are social media platforms to create a space for people who have the same goal and passion for a healthy urban ecosystem. Urban wildlife photo gathering and scavenger hunt game designed for specific space and the offline activity booth.



___ (Underscore) Around is my final intervention. It means you can put any words in the front, like cuteness around, fabulous around...what I want everyone to notice is that no matter what you think urban wildlife are, they're always around and interconnected with your life.









FRAMEWORK

Social Media Platform (Fact sheet/Wildlife bio/Data Viz.)

delightful contents to encourage people to change their behaviors gradually



Offline Activity Noticing/Story-sharing Booth

printed booklet and map to stimulate the interest and reinforce the concept

MEDIA CONTENTS

WILDLIFE PLATFORM **@URBAN___AROUND**

An Instagram-based platform (@urban___around) that calls for heightened awareness of urban wildlife in NYC, aiming to create a relationship and foster healthy co-existence between wildlife and humans. This is created to be an open space that can gather people who're showing similar interests towards urban wildlife.

The structure of posts is basically encountering stories + data visualization + professional guide. Posts include fact sheets, some bios of wildlife, and stories of wildlife photography.

> DATA VIZ

appealing data visualizations and elements





interesting or meaningful encounters/experiences

STORY

+

GUIDE

informal link or guide to wildlife expertises

I gathered a lot of likes (one of the posts I collected more than 300 likes!) and private messages of people's interesting or unforgettable stories with local wildlifes.

OFFLINE ACTIVITY

NOTICING BOOTH IN EAST RIVER PARK

Another intervention is an offline activity I called noticing booth that took part in East River Park's community resiliency event. This is an engaging activity that reconnects people to wildlife in the neighborhood of East River Park.





East River Park

🛲 urban around

On April. 17th, the event is to celebrate/rethink the coming closure of East River Park. The suspension of maintenance on green spaces, cut-down of budgets can all seriously impact the conservation of key habitats and species.

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The event's goal is to rethink the coming closure of East River Park. The suspension of maintenance on green spaces can impact the conservation of key habitats and species.

> The intro booklet of ___around is for people who're passing by and not ready to stay for a long time in the green space.



ABOUT...

___ Around is an SVA Design for Social Innovation project that aims to increase awareness of NYC urban wildlife. From noticing to understanding, we want to reduce human-wildlife conflicts and foster a healthy co-existing environment together by reconnecting those lovely creatures to daily life and educating people on what to do after encountering them.









URBAN

AROUND

CONNECT WITH WILDLIFE











The slogan of _around: Admire from afar and connect within



A sticker comes with the booklet to inspire







https://drive.google.com/file/d/1vstDs42cRPA9RmCM9CJWUnHW-lyy1ghu/view?usp=sharing





Story-sharing: Do you have some interesting stories about wildlife?

Material:

- 1. Post-it and pen
- 2. A huge piece of paper
- 3. Instagram handle QR code
- 1. Your story, phone, and your eyes!
- 2. Scavenger Hunt Zine
- 3. ERP wildlife intro booklet
- -information based on iNaturalist website, WildlifeNYC website
- -tips and suggestions based on Urban Utopia Wildlife Rehabilitation
- 4. Reward: stickers and printed photos of today's favorite animal
- 5. Share out on Instagram

During this time, try your best to search for these cute ones and take photos of them! Capture different wildlife moments and come back! (It's quite easy to capture about 5 different wildlife within 2hrs as long as you pay attention when walking. These are photos I took on 4/10 afternoon.)

Take your reward after connecting with creatures in East River Park. Please choose one of your favorite photos among them and freshly print! Add a sticker to remind you of this adventure and re-connection with wildlife today! You can share your stories/photos/your filled booklet and your feelings/comments to the Instagram account! I hope you like this activity and learn more about the abundance of NYC wildlife!

> The design process of the booth/tabling set (booklet, zine, and the greeting) can be applied to any green space through easy modification.

The Urban ___ Around is here!



During the short time from 11 am to 3 pm, I'm grateful for people walking or jogging by and stop to ask what my work. I distributed 37 zines, more than 25 intro booklets in total, collected more than 10 stories. I received photos and stories, and of course, words that really from the bottom of the heart.

What I learned the most from this intervention is that it does work! Not only for people who join this time, but people around me, hearing me talking about urban wildlife again and again. The moment they start to notice the existence of wildlife is the moment I feel so proud.





"I CAN'T IMAGINE WHAT WILL HAPPEN TO THESE FLUFFY BALLS AFTER THE PARK'S CLOSURE."

"I FOUND ALL OF THEM EXCEPT THESE TWO BIRDS! I WONDER WHY CAN'T I FIND THEM. IS IT BECAUSE...?"

CONCLUSION

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Goal	To better coexist with urban wildlife in NYC						
	Reduce conflict between wildlife and h	Create a prosperous habitat for urban wildlife		n wildlife	Increase New Yorkers' understanding of local wildlife		
Thesis Goal	To reconnect urban wildlife to New Yorkers' daily lives by increasing positive awareness and actions					wareness and actions	
Pre-condition	Fixed the mental disconnection between ecosystem and city life		New Yorkers have a better New Yorkers are motiv understanding of local wildlife. healthy co-existing				
Outcome	Increased awareness on disconnection and interconnection between wildlife and human	Increased chances of noticing and conversation on urban wildlife around		Increased sharing and appreciating the existence of wildlife		g the Increased exposure of professional conservation/rehablitation organizations	
Output	Improved understanding of human/wildlife's Conr interdependent relationship		ected wildlife information to New Increased platforms to s Yorkers' daily lives and call to action				
Input	Surveys and story-sharing interview		Social media contents			Offline activity in Green space	
Intervention			vork that calls for heig onship and foster heal				
Indicators	Quality of the responses and answers View		# of stories shared on platform Views, clicks, shares and comments		Fe	# of participants of scavenger hunt cards distributed # of stories collected Feedbacks collected after the activity ing and scavenger hunt activity in Green space)	
Assumption	New Yorkers have misunderstandings towards urban wildlife due to limited knowledge		are interconnected with wildlife/ecosystem		counter wildlife a requency	t New Yorkers would love to share experience/stories of urban wildlife	

HEORY OF CHANGE

TOC NARRATIVES

BACKGROUND

In 2020, nearly 8.5 million New Yorkers shared their streets, backyards, waterfront, parks, etc., with more than 600 species of wild animals. By 2050, there'll be more population living In this place designed as human-created habitats, but the city's 30,000 acres of parklands are prime real estate for wildlife in search of food, shelter, and places to raise their families. While hundreds of different wildlife species call New York City home, humans have a greater chance of encountering certain wildlife species than others. However, they lack common knowledge of this undervalued part of the ecosystem. Whether it is a deer wandering across the road or a raccoon looking for something to eat, the possibility of a wildlife encounter exists every day and around every corner.

PROBLEM

New Yorkers' life depends on urban wildlife, and they encounter wildlife very often. However, they pay little attention to wildlife and have misunderstandings towards urban wildlife due to limited knowledge. There is a gap between people who dedicated their lives to protect urban biodiversity and people who merely want to admire the cuteness of wildlife. Professional knowledge and correct messages are not fully communicated to citizens, yet all the New Yorkers can directly encounter wildlife.

ASSUMPTION

New Yorkers encounter wildlife at a high frequency.

New Yorkers don't acknowledge the abundance of urban wildlife around them. New Yorkers have misunderstandings towards urban wildlife due to limited knowledge.

New Yorkers pay little attention to the urban ecosystem and its functions.

GOAL

The high-level goal of this project is to better coexist with urban wildlife in NYC. My thesis goal is to create a framework that reconnects urban wildlife to New Yorkers' daily lives by increasing positive awareness and actions. This TOC proposes three preconditions that, if met, would drive increased New Yorker citizens' positive awareness and action towards urban wildlife. 1. Fixed the mental disconnection between urban ecosystem and city life 2. New Yorkers have a better understanding of local wildlife, and they're motivated to build up a healthy co-existing environment 3. Conservation/Rehabilitation Groups are more supported and acknowledged.

Addressing the first precondition is potentially the most challenging. It requires strategies to fix the mental disconnection and remind New Yorkers of the abundance of urban wildlife around them. The second one is about building motivation for better coexisting with wildlife, to dispel the misunderstanding and ignorance of the importance of human-wildlife relationship, which is the main rooted cause of why people can relate themselves to the whole ecosystem. The third precondition is to increase more accessibility for citizens to learn more and find solutions to encountering wildlife, especially for my partner, Urban Utopia Wildlife Rehabilitation inc. (They're providing amazing go-to messages for New Yorkers and a platform to gather rehabbers and educators!) This problem will address this through the co-created contents of social media posts and booklets distributed during offline activities.

INTERVENTION

The intervention is ____ Around, a framework that calls for heightened awareness of urban wildlife in NYC, aiming to create a relationship and foster healthy coexistence between wildlife and humans. Currently, the framework contains three different parts: social media platforms create a space for people who have the same goal and passion for a healthy urban ecosystem. The structure of posts is stories of encounters + data visualization + conservation/rehabilitation group guide. Posts include fact sheets, some bios of wildlife, and stories of wildlife photography. Photo Gathering and Scavenger hunt game designed for specific space and the offline activity booth, an engaging activity that reconnects people to wildlife in the neighborhood of different green spaces.

FUTURE GROWTH

Use the database of iNaturist website to apply this framework to different green spaces



Corporate with artists and photographers on Instagram to generate more appealing contents



Illustration of New York Birds by Clarisa Diaz

So you may know now I have a passion for animals, and indeed, when I made my inspiration mood board, I immediately did something against wildlife hunting and fur using. But in the end, my thesis topic is to better coexist with urban wildlife by raising awareness and educating New Yorkers about the rich diversity of the city's nature and how to help it thrive. Before coming to New York and learning more about social design appliances in every area, I have obsessed with cats. On the street, I take pictures of them at friends' homes, searching online to capture a glimpse of their beauty. My phone storage had already been taken up when I realized it. After coming to DSI, I was lucky to do my disruptive project of nature. This project is about how nature would improve both physical and mental health for stressed workers in NYC. We designed different prototypes to integrate nature into New Yorker's daily life, their existing environment, and schedule. At that time, I felt not only cats but also other beautiful, cunning, gracious, curious, unhurried, fantastic, wonderful creatures are so lovely. I don't want to observe them through the fence or behind the glass in the zoo. Soon I conducted a survey and have intercepted people in the park or on the street and realized that we passed by. We took the photos we shared on social media, but we never pay enough attention to those creatures around us.

Therefore, all the above is about urban wildlife and human relationships, which is the core problem. City, whatever city, initially is designed as human-created habitats. But a city will never shut its door to animals, and there's a whole ecosystem that exists. There are always conflicts between wildlife and human beings, and if people know more about them, the problem can be solved little by little.

As a designer, I want to argue for the application of design to benefit all species. My thesis approach now is more "nature-centered design," taking into account the needs of humans along with the needs of nature. I hope my thesis will shift the perspective from egocentric to biocentric, ultimately helping to envision and create a sustainable and more environmental future.

SPECIAL THANKS

JENNIFER TOPOLSKI

UUWR Rehabilitator and Treasurer

KARA MEYER

My lovely and creative advisor!

MIYA OSAKI

DSI Chair and the light of DSI Cohort

LEAH BROWN

SHERRIE SHAO

Best co-designer in 2021!

Best co-prototyper in 2021!

2021 COHORT

We survived online classes together!

MY PARENT

Thank MOM and DAD for all the love and encouragement!



AROUND

INS: @URBAN___AROUND EMAIL: JBA02@SVA.EDU APRIL 28, 2021