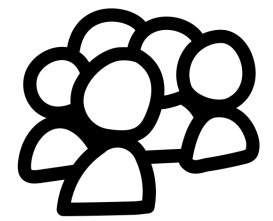# UnFAQ

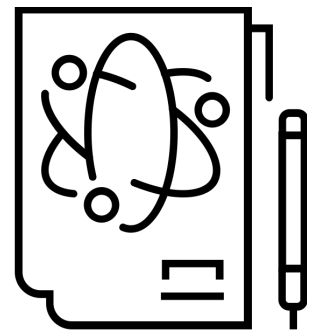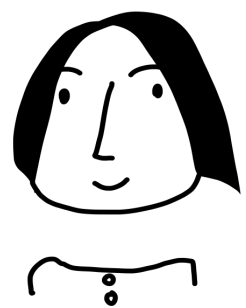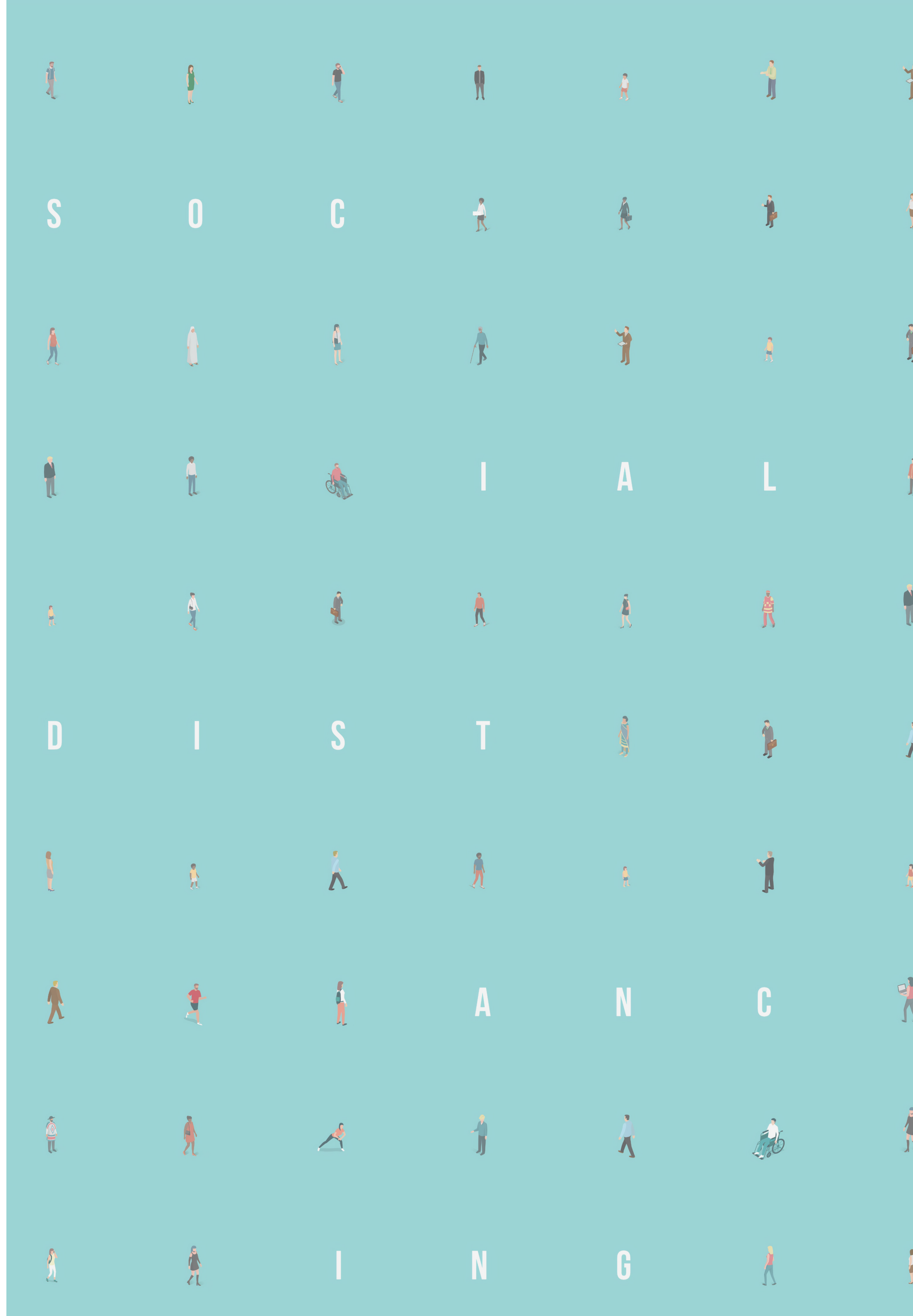**Sensing Social Challenges**

Problem

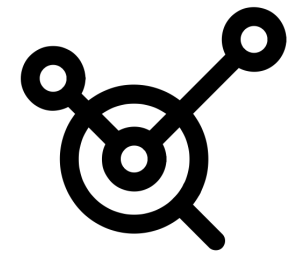Exclusion of different perspectives

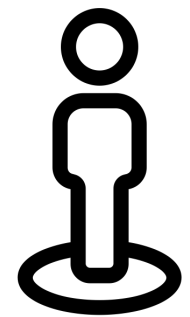No suitable research tools to respond swiftly
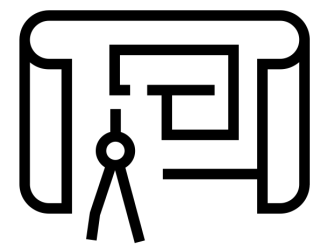
Citizens feel powerless & passive
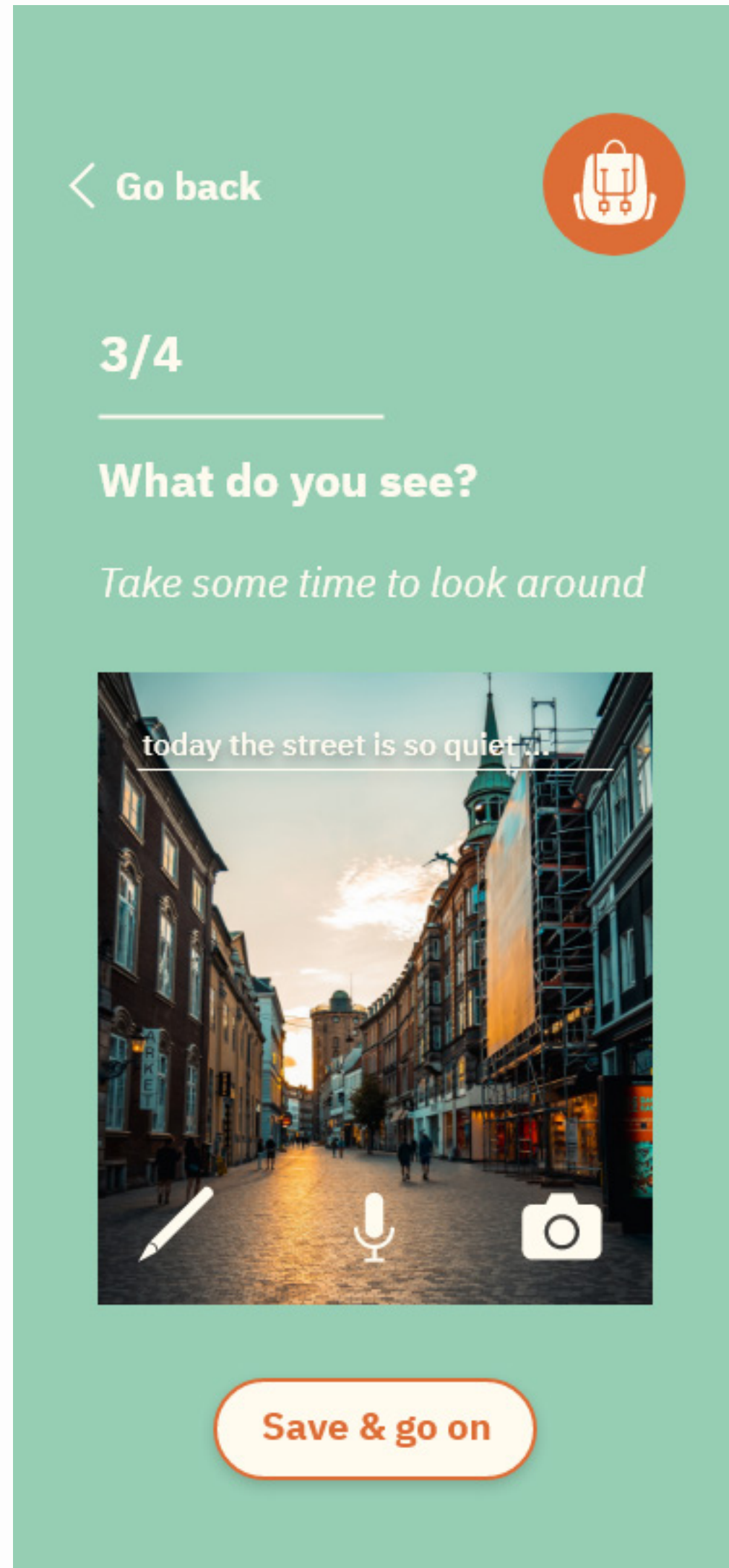
Solution

Fast & deep understanding

People-centered

Tailored ethnographic methods

Practical recommendations

How it works

Hi Eva,
want to go
for a walk?

Yes, let's go

Go back

3/4

What do you see?

Take some time to look around

today the street is so quiet

Save & go on

Welcome, thank you for joining this
unique project! In the coming walk, we
invite you to share all that you experience.

Yes, I proceed
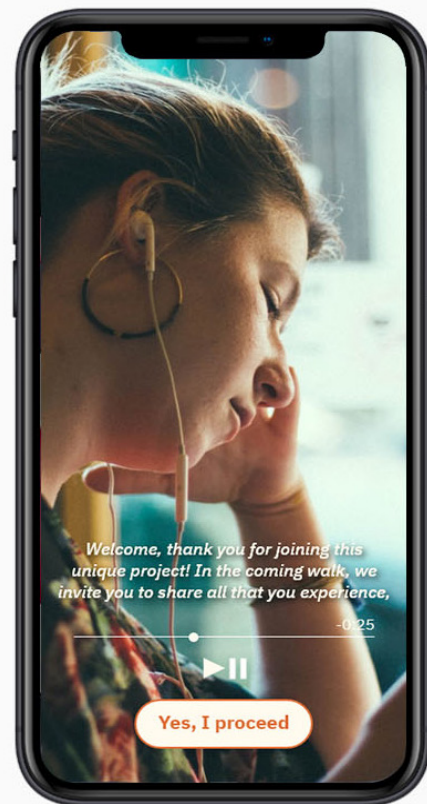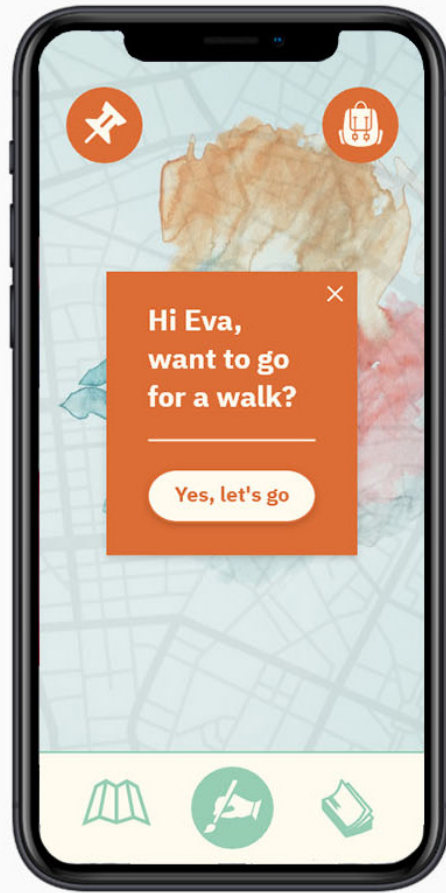
Explore

Multimedia Logbook

Analysis

UnFAQ front end

UnFAQ back end

Data

↓

Workshop

↓

Analysis

↓
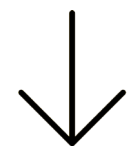
Report

↓
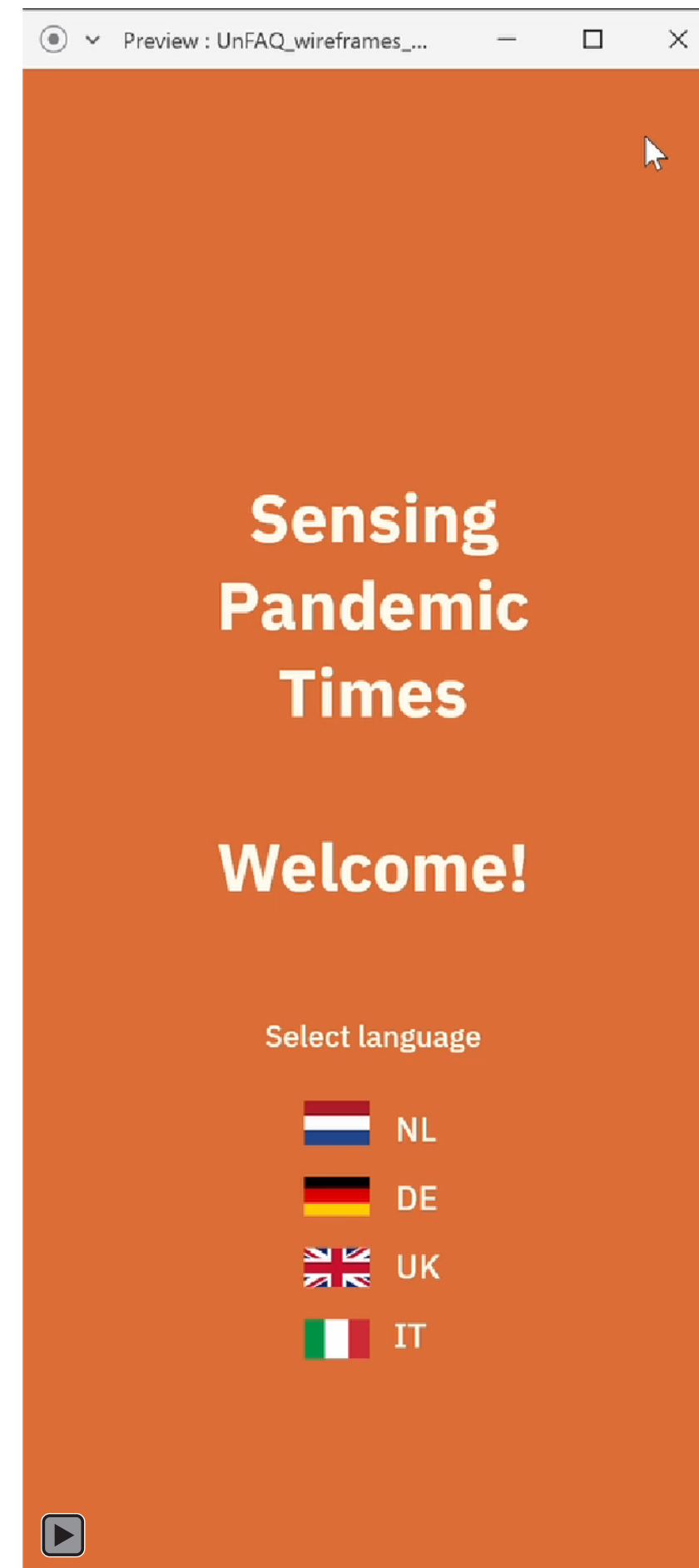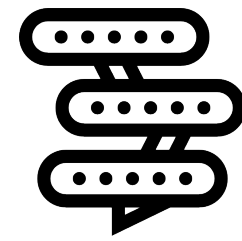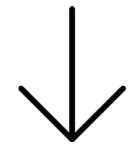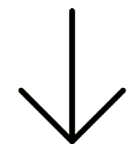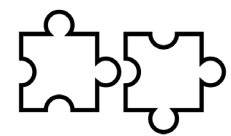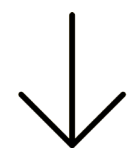
Recommendation

"I see my old neighbor lift his groceries up the stairs. Normally I would help. Now I am holding back. I feel bad."

"I understand that we coulnd't come together anymore in big groups but why couldn't they allow us to at least visit in groups of two once a week?"

"I lost so much of my income but being able to go to the co-working gave me the feeling I was not totally useless."

Looking forward

UNLOCK- Mockup created

UNLOCK - Concept pivot

Funding applications

Pilot project

Integration research projects
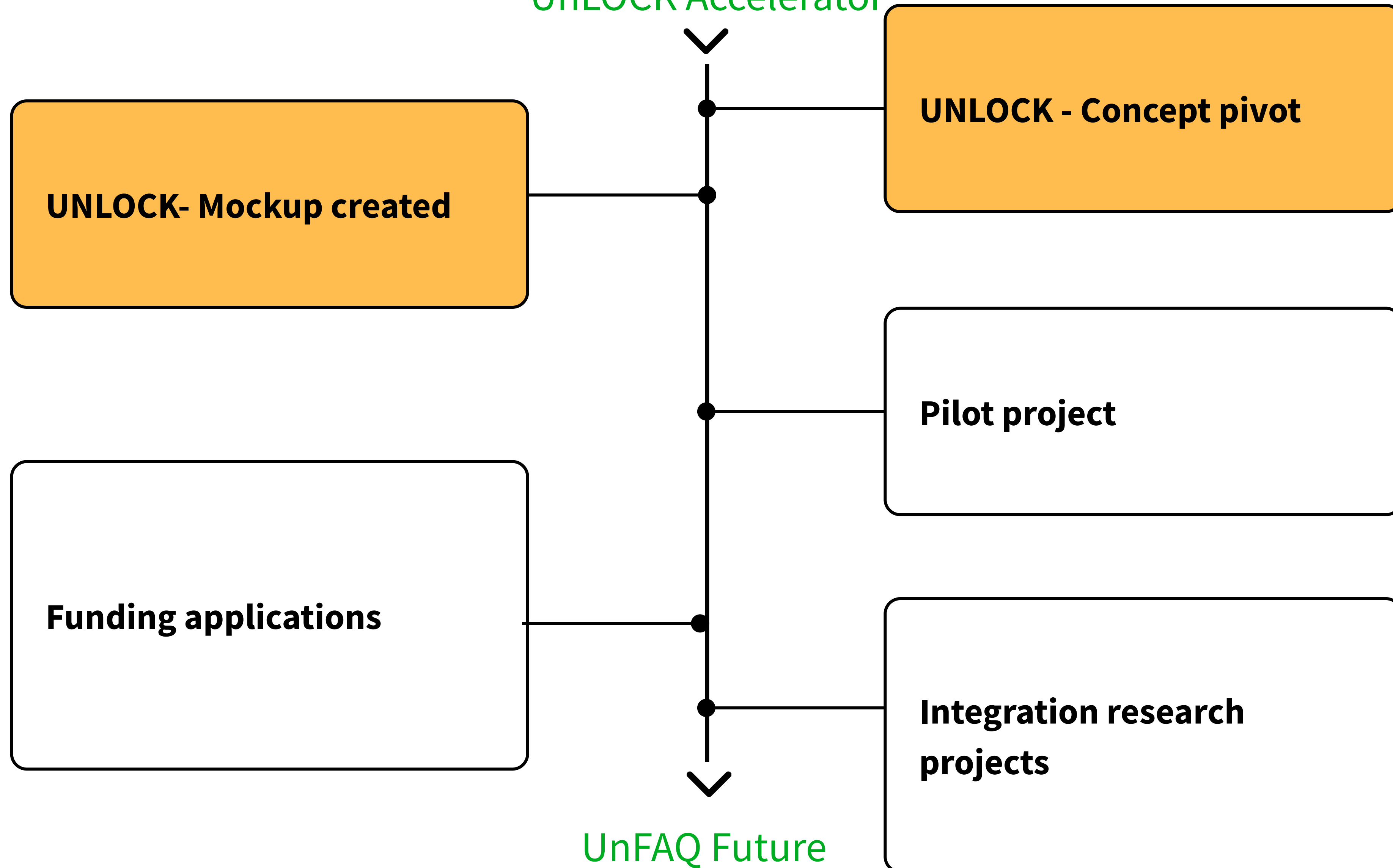
Team

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Tessel Renzenbrink

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Knowledge sharing

Ethics of electronics

Valentina Dal Brun

Service Design

Creative Direction

Urban innovation

Collaborations

Are you a municipality or organization looking for ways to better understand the people in your community?

Or do you work on similar projects and want to collaborate with us?

Please get in touch.

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Thank You!