

Design Challenges



1er Congreso
Internacional
de Creatividad
e Innovación
en el Diseño



**Edición y
Coordinación**
Damià Jordà

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2020

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Diseño y Maquetación

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Introducción

Los retos del diseño

Vivimos tiempos de cambio en los que nos enfrentamos a retos que se nos plantean a toda la humanidad, como la emergencia climática o crisis sanitarias globales como la que vivimos desde principios de 2020. En este contexto el trabajo creativo, nuestro trabajo como artistas y diseñadores, tantas veces infravalorado, se convierte en una pieza fundamental de nuestro engranaje social y económico. La creatividad, en general, y los oficios e industrias asociadas al concepto de diseño, en particular, deben por lo tanto no solo asumir los retos profesionales de nuestro tiempo, sino también dar respuesta a los desafíos globales que este siglo nos plantea.

Precisamente a principios del ínclito año 2020 empezó a gestarse la idea de realizar este congreso. Desde la firme decisión de no solo mantener, sino redoblar una decidida apuesta de Barreira Arte y Diseño por la innovación educativa, por la investigación en materia de arte y diseño, por la internacionalización. Entendíamos entonces que hacía falta generar este tipo de espacios de reflexión y de unión en torno al diseño y la innovación. Foros que unieran a profesores e investigadores, con profesionales y estudios; pero que además llamaran la atención a la sociedad sobre la importancia que el diseño tiene en las vidas de todos nosotros. Tratando además de contribuir a la exitosa iniciativa de convertir a Valencia en Capital Mundial del Diseño en 2022, sumándonos a los objetivos del brillante equipo

que lo ha hecho posible. Nos proponíamos unirnos a los más prestigiosos ámbitos internacionales de innovación y diseño, como la red ELIA o la red Cumulus, a las que pertenecemos. Empezamos a trabajar en albergar en Valencia, en un futuro próximo, la sede del congreso internacional anual de Cumulus, y para ello decidimos que debíamos tomar la iniciativa. Abrir las puertas de nuestra casa y poner todo el esfuerzo de nuestro equipo al servicio de todos aquellos diseñadores y diseñadoras que querían mostrar al mundo sus proyectos, estudios, investigaciones.

La respuesta que recibimos nos desbordó y nos motivó más si cabe. Prestigiosos investigadores e instituciones de numerosos puntos de España, pero también de Alemania, Suiza, Italia, Portugal, Finlandia, México o incluso La India respondieron a la llamada. En medio de todo esto hemos sufrido y estamos sufriendo una pandemia global sin precedentes. Y sin embargo todas aquellas mentes creativas que respondieron a la llamada han seguido empujando para que siguiéramos adelante. Fue complicado poder realizar finalmente el I Congreso Internacional de Creatividad e Innovación en el Diseño y hacerlo, de forma pionera, en una modalidad dual, en la que mantuvimos en todo momento la posibilidad de asistencia presencial, sin renunciar a una infraestructura de retransmisión en directo que, innegablemente, supuso un esfuerzo titánico frente a una avalancha de inseguridades e incertezas a la que toda la sociedad nos enfrentamos. Pero el esfuerzo lo hizo mucho más satisfactorio, y es un honor que gentes de todos estos países, y algunos más, estuvieran presentes entre nosotros y nos siguieran a través de la retransmisión online.

Realizar este congreso en septiembre de 2020 fue un auténtico reto, pero nuestro objetivo era enfrentarnos a retos mucho más grandes. Como decíamos anteriormente estos tiempos de incertidumbre en los que nos enfrentamos a retos que atañen a la humanidad en conjunto, el trabajo creativo se convierte en una pieza fundamental de nuestro engranaje social y económico, insustituible por las máquinas, necesario a la hora de dar respuesta a las grandes preguntas que se nos plantean, influyente en todos los ámbitos. No somos un elemento decorativo, somos una pieza clave en la sociedad.

El texto que están leyendo es el fruto de lo vivido aquellos días 10 y 11 de septiembre de 2022, en los que más de medio centenar de diseñadores e

investigadores procedentes de once países nos planteamos las preguntas y tratamos de acercarnos a las respuestas, sobre qué podemos hacer para que desde nuestros talentos, ideas e inquietudes, pongamos toda nuestra capacidad innovadora y creativa al servicio de una sociedad más justa, sostenible, próspera e igualitaria.z

Encontrarán en primer lugar reflexiones en torno a la práctica del diseño en términos, podríamos decir, generales, en el bloque titulado “Reflexiones sobre el diseño en el contexto socio-tecnológico actual”, en el que diseñadores de renombre como Ramón Esteve, investigadoras internacionales como Anahita Suri o docentes como Carme Ortiz, David Serra y Felip Vidal, plantean sus experiencias personales tratando de dotarlas de un valor colectivo. En el segundo bloque, “Pedagogía del diseño e innovación educativa”, centramos la mirada en las experiencias en la formación del diseño, innovadora y cambiante, a través de las metodologías y prácticas desarrolladas por diversas diseñadoras docentes. Los bloques tercero y cuarto se centran en dos disciplinas concretas del diseño, como es el caso de la moda y el estilismo en “Innovación y tecnología en la moda y la industria textil”, o del interiorismo en “El diseño de espacios: interiorismo y planteamientos creativos en entornos urbanos”.

En la segunda mitad del libro encontraremos dos apartados dedicados a las disciplinas gráficas del diseño, “Creatividad gráfica: usos sociales y pedagógicos” y “Transversalidad en las disciplinas del diseño gráfico”. Dedicamos también un capítulo a aquellas propuestas que llegaron desde el ámbito más profesional y activo del diseño en “Diseño, sostenibilidad e iniciativa emprendedora” y por último incorporamos aquellas propuestas más tecnológicas, audiovisuales o multimedia en “Tecnologías audiovisuales y multimedia en las industrias creativas”.

Les invitamos a una lectura activa y crítica de esta colección de artículos llegados de tres continentes y esperamos que lo que aquí encuentren les pueda enriquecer tanto si son diseñadores, docentes, investigadores o simplemente ciudadanos interesados en la creatividad, el diseño y la innovación, como creemos que deberíamos serlo todos.

Damià Jordà Bou
Presidente del Comité Organizador

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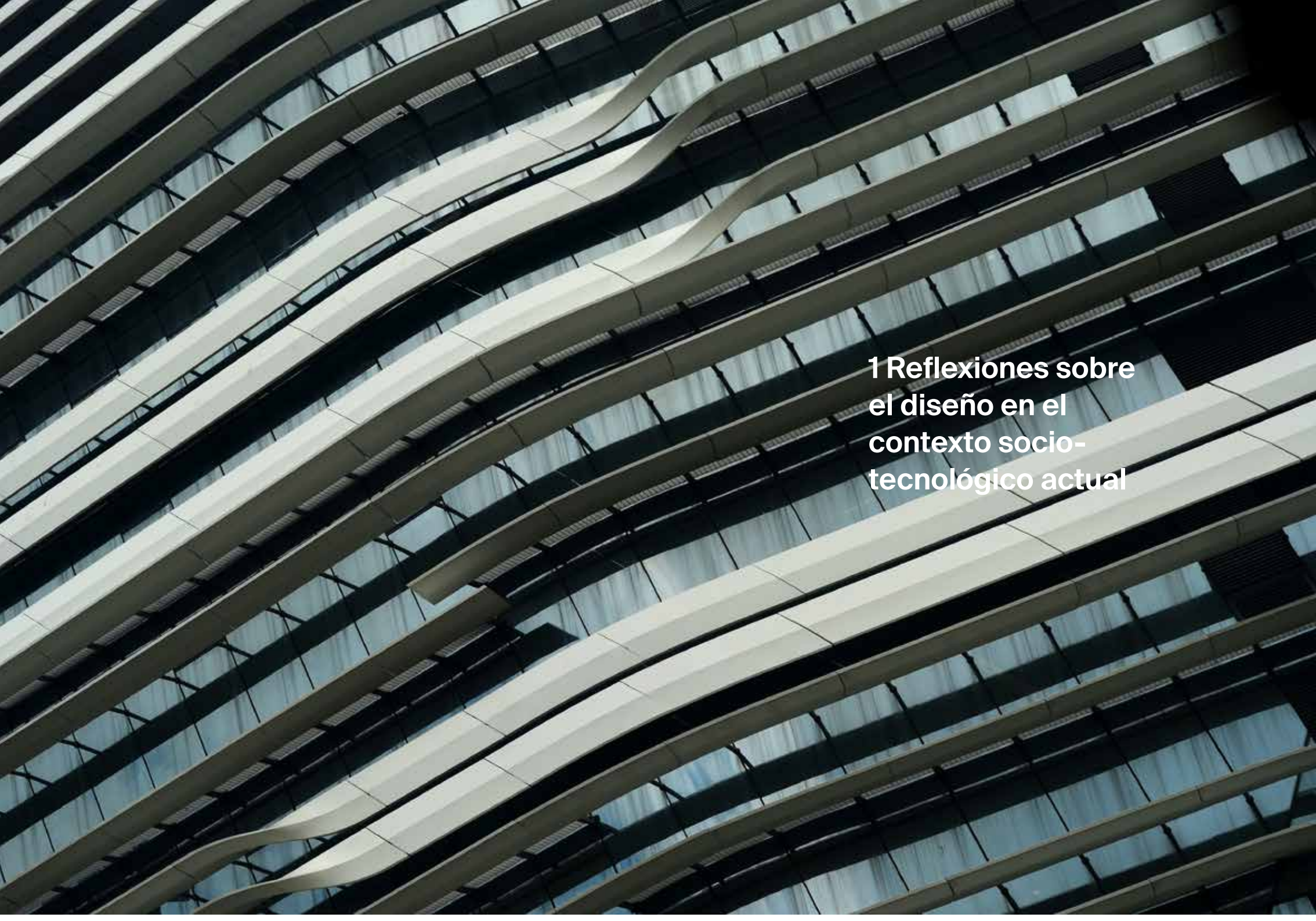
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**1 Reflexiones sobre
el diseño en el
contexto socio-
tecnológico actual**

Designing community engagement experiences while collecting oral memories from the elderly. A case study through videoconferencing platforms under coronavirus confinement.

Alicia Morales-Pereyra

Carlos Jiménez-Martínez

Abstract

The *Telecafecito en Las Moraditas* initiative –«a nice cup of coffee in Las Moraditas neighbourhood»– emerges due to the Covid-19 confinement situation with the purpose of generating a meeting point where to feel safe, listen to others, share stories and emotions, disconnect, learn and express ourselves in a context in which our usual forms of meeting with others became a challenge. Besides, this initiative responds to the necessity of preserving and retaking the living memory of Las Moraditas de Taco, a humble neighbourhood of Santa Cruz de Tenerife, whose history and oral heritage is at risk of disappearing. It represents a chance to strengthen relationships within the community and also towards potential visitors, while bringing technology closer to those who are not used to work with it. In this order of things, our "research question" tries to analyze and to problematize the role that the *Telecafecito*

may have positive effects in order to stimulate the community interactions during serious periods of isolation.

In contrast with our usual type of physical-presence meetings which include physical presence, this concept has been designed to mimic the physical dynamics, thus promoting a warm, relaxed and comfortable environment. In order to achieve this purpose, it is necessary to create a format which, as well as emulating physical closeness, also facilitates the fluency of discourse. Due to these characteristics, the format chosen includes a 15 minutes talk with our Moraditas resident daily guest and another 15 minutes for asking, debating and sharing, using the chat to avoid interruptions and to guarantee its fluency. These videoconferences are framed in themes in order to facilitate the dialog. They are also illustrated with old photographs with the same purpose, allowing comfortable pauses and promoting a familiar environment. These sessions are recorded in order to register them while acting as graphic products, as well as a documentary support for the investigation on the oral memory of Las Moraditas.

Data collection has been carried out through online surveys to those who attend our virtual meetings. This empirical data has been collected via different virtual platforms such as *Google Forms* or *Kahoot*, using the likert scale. The study evaluates the indicators in terms of their potential to be measured and their relevance for the initiative major goals (companionship, engagement, education, communal living...).

Overall, *Telecafecito en Las Moraditas* is proving to be an appropriate alternative for our regular meetings and oral memory collecting sessions, showing the importance of adaptation towards the social needs of a community regarding their living situation. The continued participation of the visitors which usually repeat the experience and the assessment done so far shows the positive acceptance of this proposal and offers the possibility of improving the initiative session by session. There are probably many more aspects to improve in order to engage the audience, due social initiatives are usually based in trial and error learning and adaptation towards the community settings and their needs evolution.

This initiative and study, which analyze the effectiveness of participatory activities in order to have an impact on the social welfare of a group of people, is representing a safe space of sharing inside Las Moraditas (LM, from now on) as well as in the neighboring communities. In every session new testimonies and materials are gathered, enriching the investigation and enabling the oral memory preservation. New personal connections have been made and technology is now a smaller challenge to some vulnerable groups in this territory. Directions for future pathways include a reevaluation of the platform and a continuous adjustment as the alarm situation of Covid-19 moves forward.

1. Introduction

1.1 About the territory and the project background

The *Telecafecito en Las Moraditas initiative* –«a nice cup of coffee in Las Moraditas neighbourhood»– emerges due to the Coronavirus confinement situation with the purpose of generating community engagement by means of a meeting point where to feel safe, listen to others, share stories and emotions, disconnect, learn and express ourselves in a context in which our usual forms of meeting with others became a challenge. These videoconferences, carried out every Friday during 10 weeks, were also an opportunity to collect oral memory of the elderly living in LM, a humble neighborhood of Taco (Santa Cruz de Tenerife). The retake and preservation of the living memory of this community have been one of our missions for the past four years due to its risk of disappearing, as well as empowering its inhabitants and making visible this territory through strategic design thinking and participatory methodologies. These objectives respond to the research project *Amoraditas*, whereby several community actions have been prototyped and carried out in order to achieve our major goals, such as a community gathering, a territory knowledge game or a walking route.

This study departs from the framework of ICI-Taco, *Proyecto de Intervención Comunitaria Intergeneracional* (Intercultural Community Intervention Project) and the ongoing process from 2016 on Design and Service-Learning approach carried out from the Design Research Group

Figure 1: Activity related to memory narration of *Amoraditas 2018*. Example of both intergenerational and intercultural gathering.
Source: Lorena Oval.



at University of La Laguna-ULL, together with ICI-Taco coordinators. ICI-Taco is a community process, successfully followed out in 16 territories of Spain –one of them Taco district, in Santa Cruz de Tenerife–, which focus the decision making process in the inhabitants of a particular community, representing an innovative approach to the community intervention and management. This project, which pursues coexistence and social cohesion, is possible thanks to the collaborative work of the Administration, technical-professional resources, social organizations and the citizens themselves. One of the main initiatives this organization carries out annually is the *CONvive Taco*, a daytime where each neighbourhood decides to embellish an area of their living place, as ludic activities also take place. This year during the *CONvive Taco 2020*, the *Amoraditas walking route* across LM was going to be implemented, however it is worth noticing that due to the coronavirus confinement it had to be deferred. However, we didn't want to feel apart from the community and we wanted to assure they were doing ok and continue creating community during the COVID-19 enclosure, therefore new platforms have been conceived leading to: *Telecafecito en Las Moraditas*.

These online meetings, based on the necessities emerged during the confinement, represent a virtual sharing place to the community as it eases the outsiders getting to know its inhabitants and history. In this order of things, our «research question» tries to analyze the possible positive effects initiatives such as *Telecafecito* may have during

grave periods of isolation and how it could stimulate community interactions. Nevertheless, further objectives are also:

- Represent a safe place where to express ourselves and share with others, responding to some of the emotional and psychological needs caused by the enclosure;
- Bring technology closer to those vulnerable groups which usually don't work with them;
- Strengthen, both intergenerational and intercultural, relationships within the community and towards potential visitors;
- Run into particularities by gathering their life lessons, landmarks and particular anecdotes and perspectives of the same story;
- Produce digital products which, while gathering their oral heritage, could lead to other products, future actions, or the enhancement of one ongoing *Amoraditas* activities.

1.2 About our participatory design approach

Our general methodological framework is centered in strategic design, placemaking, co-design and participatory approaches seen from the designers perspective. Therefore, the designers' contribution here goes far beyond an aesthetical patch to the issue. Rather, it is more like a call to the investigation process with the purpose of producing knowledge and setting up disputable and arguable methodologies and theories which can be later transferred to the society (Pilay, L. and Neves, M, 2020). The territory must be seen through the community's eyes, taking into account their needs, demands and hopes, setting a model which allows them to live according to their particular realities, making possible to enjoy quality urban spaces, fostering better relationships and a sense of belonging.

2. Material and methods

2.1 Format, themes and context

The COVID-19 confinement evidenced the emergence of using digital platforms in order to adapt to the living situation and continue our daily routines and developing projects. Therefore, new strategies had to be conceived, leading to an adaptation of the walking route across the neighbourhood into virtual gatherings. Thereby, this could also be seen as a chance to enrich the itinerary across LM by gathering new landmarks and stories, which also lead to a richer investigation. Thus, when *CONvive Taco 2020* could be carried out and our route installed into the neighbourhood, it would be more wealthy and complete.

Since our «research question» analyses the potential of the *Telecafecito* in order to stimulate positive community interactions during periods of isolation, it is important to mimic physical dynamics, promoting a warm, relaxed and comfortable environment. This is why it pursues simulating physical closeness through a format which also facilitates the fluency of the discourse. Hence, the design of these gatherings seek to be specific, not taking much time for the people attending, just about 30 minutes per session. This half an hour gatherings through *Google Meet* includes a:

- «Waiting room» clip which welcome the participants as they enter and informs about the topic and the guest of the day, the recommendations that should be taken into consideration in order to ease the dialogue and an informative note which clarifies that the meeting will be starting soon;
- Brief introduction of the initiative and presentation of the neighbour that will be sharing anecdotes and stories that day;
- 15 minutes talk with our *Moraditas* daily guest accompanied by a neighbourhood technician of ICI-Taco, helping the resident feeling comfortable;
- 15 minutes for asking, debating, and sharing, using the chat to avoid interruptions and to guarantee its fluency (also moderated by a member of the initiative);
- Closure by giving a virtual toast and sharing the link of the valuation with the participants

Notwithstanding the valuation showed that our «visitors» wanted some extra time to continue sharing, we wager for this format. This is due we take into consideration the value of our participants time as this design fosters them «wanting more», encouraging them to join again for the next session.

As previously stated, these videoconferences are framed in themes in order to facilitate the dialog. They are also illustrated with old photographs with the same purpose, allowing comfortable pauses and promoting a familiar environment. These sessions are recorded in order to register them while acting as graphic products, as well as a documentary support for the investigation on the oral



Figure 2: Second and fourth *Telecafecitos* promotion. Example of the aesthetic carried out. Source: Own elaboration.

memory of Las Moraditas. It is worth noticing the different topics chosen according to our resident participant, promoting their comfort and ensuring them to have plenty to share about it.

2.2 Data Collection and valuating platforms

Data collection has been carried out through online surveys to those who attend our virtual meetings. This empirical data has been collected via different virtual platforms such as *Google Forms* or *Kahoot*, using the Likert Scale in its usual five-level items in order to pursue parity and balance: 1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree. This rating scale represents an extremely visual spectrum due to its horizontal display which we accompany with five face expressions which helps to relate to the feeling the participant may have to each statement.

It has been a transmedia phenomenon since we took into consideration different valuation programs with their own language. It is worth noting that these platforms chosen for the assessments were tested by a trial and error approach in order to find the most suitable method. This research brought to light multiple options, leading to a rich research.

Mainly we used *Google Forms* as it is a platform almost everyone knows and is easily followed. Furthermore, it allows

Table 1: Overview of the themes which framed every session and its corresponding «host». Link to access all the sessions: shorturl.at/rDNP1 Source: Own elaboration.

SESSIONS AND TOPICS	GUESTS	RELATION TO THE PLACE
1. Local May Festivity	Susi & Nina, mother and daughter	Both have lived several editions of this festivity with particular emotion. As Susi stated: « <i>The preparation of this celebration feel like butterflies in the stomach</i> ». Nevertheless, Nina is a living source of knowledge about LM.
2. Neighbourhood businesses	«Los Herrera»; Ramón father & son	Ramón's father had a small shop. Ramón son grew up in it.
3. Self-management, cooperation and self-construction	Antonio	He has lived in LM for 52 years and explains how years ago all residents helped each other to build their houses and enhancing the community.
4. Neighbourhood, experiences and sharing spaces	Lola	Since arrived to LM, she has been a active member of the neighbourhood and elderly association.
5. San Ignacio, an unknown place	Blas	Neighbour of the street who knows plenty about the history of Taco.
6. Buen Pastors history as a place of encounter	Carlos	Parish Priest of LM in its beginnings and for a very long time
7. Cooperation, encounter and merging in the neighbourhood	Ela & Nacho	Nacho is the actual president of the neighbourhood association and Ela has been for a long time the vice president.
8. First migrations and community identity	Mercedes	Her family came from la Gomera Island, and she has lived for long in the area.
9. Neighbourhood as a host location	Ana	Emigrated from Venezuela at a very Young age, explains how she lived this migration and her first impressions at the neighbourhood.
10. Las Moraditas women	Socorro	Another living source of knowledge of this community. A very active member of both associations, always willing to help others and to enhance LM.

multiple types of questions (likert scale, options, writing...) enabling to gather both quantitative and qualitative data. However, it can not be integrated into the Telecafecitos format itself, having to be done afterwards and thus, having the risk of the valuation not being done and forcing us to carry out a subsequent work to ensure this (by asking the participants if they had fulfill it and resending the valuation if not so). Therefore, we once tested *Kahoot* as its gamification format allows the valuation to be part of the format as a closure dynamic, showing it like a game besides an assessment. *Kahoot* allows us to add photographs and captions to each question, illustrating the quests and making possible to show some images that couldn't be shown during our gathering. Nevertheless it represents an opportunity to motivate our visitors in regard to the valuation, it can also turn out to be exhausted. It takes more time due to the duration of the animations for one question to another and the score counter. This delays de meeting closure possibly causing the visitors wanting to leave before ending the survey.

Menti was also taken into consideration as it is both an attractive and useful platform which allows different types of surveys in a very visual way. Furthermore, it could be integrated in the format representing a return to those carrying out the valuation by showing them real time results. However, the free option limits many possibilities, restricting to perform just one question and consequently giving us just one answer. This would not give us enough useful data to evaluate and thus, this was not what we were looking for and so we decided not to use it.

2.3 Data analysis

Overall, *Telecafecito en Las Moraditas* proved to be an appropriate alternative for our regular meetings and oral memory collecting sessions, showing the importance of adaptation towards the social needs of a community regarding their living situation. The continued participation of the visitors which usually repeat the experience and the assessment done shows the positive acceptance of this proposal and offered the possibility of improving the initiative session by session. One could say that the format chosen

was fundamental in order to make participants feel this warm, relaxed and comfortable environment which led to an effective proposal.

Though having a neutral option, thanks to the five-level Likert Scale, most of the visitors tend to choose either positive or negative options, owing to their interest in enhancing the initiative every session by giving objective scores and avoiding neutrality, which may be seen as a lack of interest or decision making. It should be said that most of the answers of our valuation were positive and each valuation was taken into consideration in order to improve the proposal every Friday. Thanks to the data compilation, the proposal never stopped growing, trying to adapt to our participants demands and needs.

The role *Telecafecito* played during the COVID-19 situation was progressively changing as the living conditions changed: from a confinement to one hour possible walks and finally to a «new normality» where going out was possible. Therefore, the number of participants decreased session by session, from being about 27 participants per session to 10 which attended the last one. We didn't perceive this as a negative indicator as we believe this proposal was meant to stimulate positive community interactions during periods of serious isolation and thus we now should adapt to the new situation we are living in.

Consideration must be given to the fact that outsiders were more likely to connect in contrast to residents. This may be due to the difficulties elderly face when coping with technology, even though we tried to help them with this issue by explaining them the platform and walk them through the process by telephone. This contrast of participation should be highlighted as Las Moraditas neighbours feel «invisible» towards other communities and want their living place to raise awareness and their story to be honored and told. Therefore, this fact shouldn't be seen as a failure in other to community engagement but a victory for the purpose of the neighbourhood promotion.

In relation to the valuation, as explained previously, despite the number of people attending decreasing every session,

the percentage of participants carrying out the valuation never stopped increasing, showing their engagement and knowing the power they bear in the decision making, since their opinions were always taken into consideration.

3. Results

Telecafecito en Las Moraditas proved to be a proper alternative during periods of isolation, having positive effects inside and outside the community, making boundaries, attracting new visitors and easing interactions. In essence, its impact on the social welfare of a group of people had been verified and thus, our research question had been answered.

The following outline results have been drawn thanks to the 8 valuations that were carried out. The last two sessions lack a survey due to its low attendance and complex format (half on-site, half on-line). From the average of 16 people attending every *Telecafecito*, 52% carried out our short form. These data compilation brought into light some aspects to be enhanced and due to the increase of the people carrying out the valuation session by session, despite the decreased affluence, every Friday could count with several improvals.

The percentages shown below are based on the total agreement of our participants in every particular statement, in other words, from those who grade the highest punctuation (5) in our Likert Scale. Some of the extracted numbers should be highlighted in order to prove our previous affirmative research question answer:

- 62% agreed these gatherings help to respond to some of the psychological and emotional need emerged because of the living situation;
- 66% believe the initiative appears to be a proper way to bring technology closer to vulnerable groups which usually don't work with them;
- 67% state it has contribute to reinforce the community and enable now relations to be made;
- 81% estimate our meetings to be a good way to promote Las Moraditas as it shows a realistic picture of the neighbourhood.

Moreover, 78% believe *Telecafecito* to be a good alternative to our usual physical presence meetings and 79% an adequate way of gathering due to the confinement circumstances. Therefore, here is our answer.

Beyond these preliminary quantitative analysis, positive qualitative appreciations were also collected, in the form of informal conversations and feedback from either the local community, ICI-Taco technicians and other stakeholders. In fact, this *Telecafecito* format, has been further refined and applied throughout the 2020 summer (as «*Telecafecito del verano*») by ICI-Taco technicians in other relevant initiatives such as the Open Summer School («*Escuela Abierta de Verano*»), together with different collectives and groups involved, to address issues such as LGBTIQ¹ and social innovation initiatives by citizenship², among others.

4. Discussion

This initiative proved to be, during the COVID-19 confinement, a convenient alternative to our usual physical presence meetings, representing a safe place where to share, learn and express ourselves. Data collection revealed before, individual assessments and the continued participation of the visitors, which usually repeat the experience, demonstrates the good acceptance of the proposal. As shown in the Results, opinions were mainly similar and most of them favorable, leading to high positive percentages to the given statements. These outcomes underline the importance of adaptation towards the particular social needs of a community and their living situation, in this case our global living circumstances.

Moreover, since a previous extensive work ICI-Taco technicians made by calling our guests and explaining them how to use *Google Meet* (our chosen platform) step by step and ensuring them not to have any problem during the recording, this technology is now more accessible and familiar to some vulnerable groups in the community. Besides, these technicians also joined the *Telecafecito* an hour before to leave everything prepared and so no unexpected events could follow.

In what connection-making and reinforcements are concerned, relationships within the community have been strengthened since some of the neighbours were the ones suggesting the next resident guest, even telling others about the initiative, encouraging them to participate and making them convenient about it. Most of our «hosts» believe *Telecafecito* was a nice experience where they felt comfortable and in a friendly environment in order to be themselves and talk about their experiences plainly.

Furthermore, in relation to outside connections, new people have gotten to know LM, creating new boundaries and thus reducing the invisibility their residents perceive. Eight out of ten participants agreed this initiative represents a good promotion to the neighbourhood getting people to know not just about the territory but also about their history and heritage, showing a realistic picture of it.

New testimonies and materials have been gathered every Friday, running into particularities and different perspectives. The investigation has been enriched following possible future products, next actions or even the enhancement of one of the ongoing *Amoraditas* activities. Likewise these 10 recorded sessions about different topics of LM, represent public digital products themselves, including both image and sound testimonies. In the end, these recorded videoconferences represent the strongest and complete testimonies we could have had. It is fundamental to compile the oral memories from those who contributed to build-up this community through the years, thus making it the place it is today. Most of them are elder and hence these stories are in risk of disappearing.

5. Conclusions

Overall, *Telecafecito en Las Moraditas* represented a successful initiative, showing the importance of project adaptation during difficult times in order to adjust to the society and to the community itself. It should be noticed the enhancement of the proposal session by session as social initiatives are usually based in trial and error and continued adaptation towards the community settings and their needs evolution.

Due to the lack of a previous investigation and design of the proposal, as it emerged rapidly to aid a particular situation, there are probably aspects to enhance in order to community engagement. Nevertheless, the subsequent study of the initiative and the data interpretation and evaluation could follow to an effective format to be replicated in other communities with similar needs and so if the living situation requires it.

¹ Summer Telecafecitos, «Let's make a Telecafecito with pride»: <https://www.youtube.com/watch?v=N1CrHYI7nGU> [Accessed 20 September, 2020]

² Summer Telecafecitos, «Citizen initiatives in times of COVID»: <https://www.youtube.com/watch?v=BhKxme4qHRM> [Accessed 20 September, 2020]



"Fiestas de Mayo" en el Telecafecito de Las Moraditas

Figure 3: Telecafecito's first meeting, with Susi and her mother Nina, sharing traditions about May Festivity. Source: shorturl.at/irsv5

Future pathways, besides reevaluating the format so that it can be adapted to every stage of the confinement process and specially the assessments methodology review in order to have more complete data, include:

- Hindsight interviews to our *Telecafecitos* guests with a view of enriching the investigation and having more data to evaluate the proposal.
- Transcription of every session in order to collect all the new information/testimonies.
- Enrichment of the previous initiatives (walking route, territory acknowledgement game...) by the new stories and landmarks gathered
- Conceiving this collected information as a «symbolic capital» to translate it into new meaningful and useful products, experiences and services for the local community. This next step will be carried out during the first semester of 2020/21 the academic year, through the "Design for the Tourist Sector" course of the Design Degree at ULL, in order to involve 3rd and 4th grade students in real projects via a Service-Learning approach.

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