Refugee Wayfinding System

Introduced by Anthony, Blaire, and Sophia

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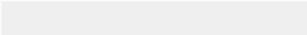
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01

The Problem

Addressing the statistics within refugee integration, and the main focus of our proposal

Project Problem

Our organization is committed to supporting refugees and their integration in their new communities. They need mechanisms for communication that center their experiences while also considering input from host communities, elected officials, and law enforcement. These groups may have conflicting priorities so our challenge is building a feedback system that gives information and worldviews.
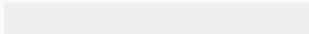
Refugee Information

123.2 million forcibly displaced people worldwide

This data was calculated at the end of 2024, and includes those who are internally displaced, refugees, asylum seekers and others in need of international protection.
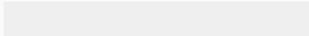
1.8 million people returned

This begs the question of where the other 120 million people go, they must integrate into host countries.

02

The Solution

Introducing a resolution for refugee integration

Product Research

Language Barriers

Language barriers could provide a large block in communicating information effectively. We wanted to focus on symbols as a form of language to resolve issues with written communication.

Perspective Integration

Our product needs to integrate the perspectives of several different thought processes. We aim to lean towards equitable treatment rather than equal assessments.

Ease of Access

Additionally, refugees can lack access to online systems or wifi. Our product needs to be within close proximity to the people that need access, and it needs to be easily recognizable.

Wayfinding System

Our product is a wayfinding system, or a network of resources that are made accessible through fliers and guides. Our system is defined by a map built on symbols that identify the local resources. These maps are paired with additional information, as well as a QR feedback form, and are pasted in prime locations around refugee-populated areas. These fliers summarize local information that can otherwise be hard to find, or require online resources to understand. Guides rotate through these areas to answer questions and provide further clarity on information.
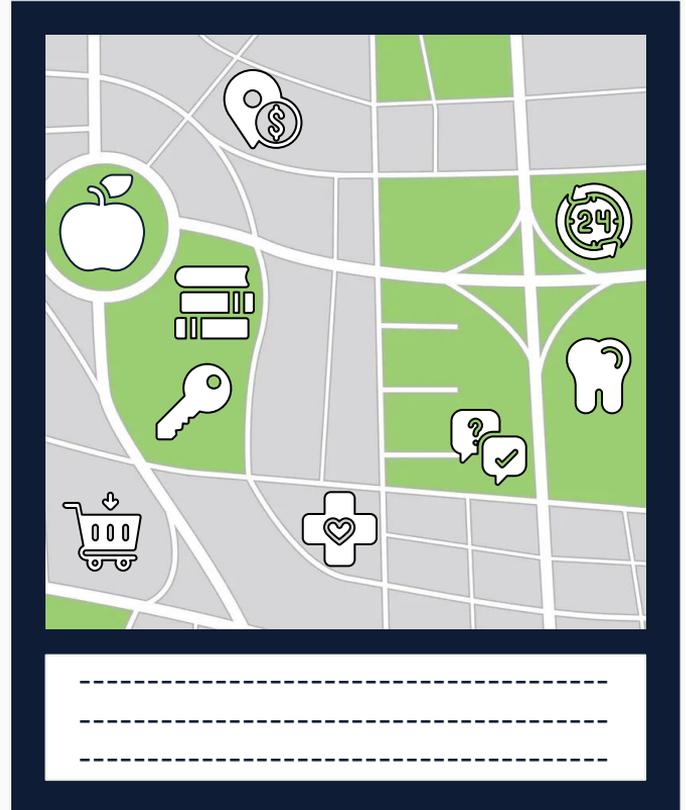
Considering Non-Refugee Experiences

Originally, the wayfinding system succeeded in collecting input and providing resources to refugees, accomplishing one side of the problem. The other side to refugee integration is considering the experiences of elected officials, law-enforcement, and host-communities. We decided to broaden the scope of our wayfinding system by adding fliers and guides in more areas than just refugee centered locations. Specifically, adding these resources in pre-established local businesses as well. This gives resource access to a larger group of people, and furthers integration between refugees and their host communities as there are now defined neutral and safe spaces in these cities.
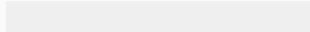
The Feedback Loop

Assessing the way data moves through the system
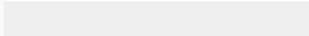
Creating the Loop

In-Person Feedback

Through refugees asking the in-person workers for resources and reporting issues, we can determine where there are pits in the system

Anonymous Feedback

In addition to feedback from the physical system, there is an opportunity for refugees to leave anonymous feedback through both electronic and physical forms

Integrating the Data

At the end of the day, the in-person guides meet in a group setting to discuss the information gathered and dispersed throughout the day. This information is merged with data collected from the forms so pits in the system can be discovered and remedied.

In addition to these end-of-day meetings, there are also high-leveled meetings with organizers, government officials, and stakeholders, with their main centralization being on feedback given from refugees, volunteers, and staff.
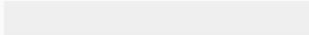
Development Post-feedback

By determining the opinions of refugees and others within the community, we can use the feedback to develop the system further. This can happen in a number of ways, we could add additional symbols to the maps, or clarify symbols. We can research and better summarize new resources as they are asked for or established locally. We can move guides and maps to places where there is more traffic, or provide traffic to quieter areas like local businesses. And we can improve our surveys and systems of reporting to further ensure that all voices are being heard.
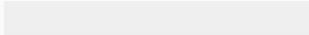
Conclusions + Citations

Reflecting on the system and information
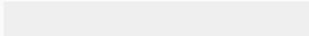
Wayfinding System Results

Potentials for Success

With a successful wayfinding system, refugees are able to find the resources they need to integrate with ease. Host-communities can provide feedback in order to synthesize integration. Resources are made accessible and refugee voices are prioritized.

Potentials for Failures

Our system would fail if people do not interact with the feedback loop (guides or forms), as it is built off of interaction and development from information. If the base of the system fails, as in refugee-interaction, then feedback cannot be integrated. There is a possibility that the map resources are used despite interaction however.

Citations

"4 Ways to Build More Effective Feedback Mechanisms | UNICEF Europe and Central Asia." *UNICEF Europe and Central Asia*, 26 July 2023, www.unicef.org/eca/stories/4-ways-build-more-effective-feedback-mechanisms.

"Refugee Data Finder." *UNHCR*, www.unhcr.org/refugee-statistics. Accessed 21 Oct. 2025.

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Thanks!

Questions?

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