POLITECNICO MILANO 1863
SCUOLA DEL DESIGN
DIPARTIMENTO DI DESIGN

RELAZIONE DI FINE SCAMBIO
End-of-exchange report

Istruzioni
Indicare di seguito tutte le informazioni che possano essere utili ad altri studenti che parteciperanno ad uno scambio. Preferibilmente in lingua inglese, lunghezza min. 2500 parole + possibili immagini, file di max. dimensione 2MB in formato PDF. Questo documento sarà pubblicato nel sito web della Scuola.

/ Instructions
Please indicate below any information that may be useful to other students taking part in an exchange. Preferably in English, length min. 2500 words + possible images, files of max. Dimension 2 MB in PDF format. This document will be published on the School's website.

Informazioni generiche / General informations

Anno Accademico di Scambio: *Academic Year of Exchange*	2020/2021	Nome della Sede in scambio: *Name of the Exchange School*	LOUGHBOROUGH UNIVER
Cognome e Nome: *Surname and Name*	TENGWEI MAO	Stato: *Country*	UK
Matricola: *Registration*	940125	Codice Sede: *Exchange code*	UK LOUGHBO 01
Corso di studio: *Study course*	DESIGN & ENGINEERING	Tipo di scambio: *Type of exchange*	ERUSMUS +
Anno di corso: *Year of course*	2	Semestre di scambio: *Exchange semester*	2
Email: *Email*	TENGWEI.MAO@MAIL.POLI	Docente promotore: *Promoter*	SILVIA PIZZOCARO

Racconta la tua esperienza di scambio / Tell us about your exchange experience:

Preparation (in Italy)

Requisite Documents: Application form, Application checklist, Transcript, Passport, Leaning agreement

Course choice: Design thinking, Design futures, Service design and strategy, Collaborative project. Only these four courses (modules). Just avoid to choose Collaborative Project, its timeline is really chaos, this project will start very early, but nobody will work on it. You can grab anything you want from their online platform (Learn) search by modules or programs. I got all the fantastic program slides related to product design, please dump the QS ranking, Lboro's "product design" is definitely the EU top.

Accommodation: Airbnb is the best choice, because you don't need to take too much luggage like a kitchen —. —and the rent includes all the expenses (water, electricity, heating, even shampoo etc…) You can make a short appointment then ask a discount for the long term stay, you know what I MEAN.

Important "small" things: Policard is very useful; London accent is funny; As long as you don't have luggage flights will be very cheap. Feb. - Jul. = avg. 5 - 18 °C

Study

The exchange is to learn something, so let's talk details about courses. Each course in this campus is a small project in group form, which is very different from a large project per semester at Polimi, the course is fast-paced and each topic is not very in-depth. Nevertheless, most projects are related to social innovation. No exams!

Design thinking is the best course I never met before. The course structure is clear with a handbook. The aim of this module is to enhance student's ability to use design approaches and tools for identifying and implementing human centered innovation opportunities. Intended Learning Outcomes: 1.Knowledge and Understanding - know when and how to use a range of design thinking tools 2.Subject-Specific - Cognitive Skills - Select appropriate tools to inform project development 3.Subject-Specific - Practical Skills - Low fidelity modelling, Oral presentation skills, Team work 4.Key Transferable Skills - Develop communication skills in diverse teams, Developed a systematic approach to tackle complex projects, Apply tools in a project context, Work with variety of stakeholders, Understand how to tackle 'wicked' problems, be able to deliver a succinct presentation to communicate key facts. Content: - Visualization, using imagery to envision possible future conditions - Journey mapping, assessing the existing experience through the customer's eyes, using customer oriented data collection techniques - Mind mapping, generating insights from exploration activities and using those to create - design criteria - Brainstorming, generating ideas - Rapid concept development, assembling innovative elements into a coherent proposition that can be explored and evaluated - Low fidelity `prototyping', expressing a new concept in a tangible form for exploration, consumer testing, and refinement Storytelling

Design Futures is related to trend analysis to equip you with knowledge of and competence with creative methods and practical skills for design as a future-making practice. We will develop your design skills to support critically conceptualisation and creative communication future scenarios relevant to contemporary sustainability discourses. The module will introduce you to different theories for thinking about the future including utopian and dystopian thought. By familiarising you with practical design methods for creating immersive environments based on future narratives, and scenarios we will explore how design can be a strategic means of considering future sustainability issues. By the end of this module you will have the skills and competences to engage in a range of professional contexts by using your design future-making skills. Intended Learning Outcomes: 1.Knowledge and Understanding - understand the relevance of design futures, forecasting and scenario creation for sustainable innovation. - apply research techniques for future forecasting - apply persona and scenario development as techniques for generating insights - apply persona and scenario development as techniques for generating stakeholder buy-in - construct speculative and/or conceptual design solutions - understand the role(s) of speculative design concepts with a business 2.Subject-Specific - Cognitive Skills - Apply a range of designer techniques for generating key insights - Apply key insights to speculative and/or conceptual design solutions - Develop and demonstrate a range of presentation techniques which could include storyboarding, video, UX simulation, rendering and animation, as appropriate to the design concept 3.Key Transferable Skills - Develop and communicate insights gained from research in a credible and convincing manner - Describe 'hard-to-grasp' concepts in a compelling and convincing manner - Engage in critique of the work of peers - Gather and analyse research material relevant to the future strategy of a business - Generate design concepts within the context of future business strategy

- Describe concepts in a manner which is understandable to non-designer stakeholders. Content: - Introduction to design methods and practices for conceptualising future scenarios - Key concepts of futures, foresight and forecasting in relation to design - Role of design in strategic planning, change and creation of future scenarios for sustainability - Discourses of change and paradigms for the future - Utopian, dystopian, heterotopian and micro-utopian thought - Four Ps of design future-making: Possible, Plausible, Preferable, Probable - Research Methods for trends forecasting and designing futures (e.g. scenarios and personas) - Using new media and technologies in creating future scenarios

Service Design and Strategy aims to provide students with skills for working in service design innovation teams. It aims to allow students to gain experience in managing complex service innovation processes and work successfully within the area of Service Design and Strategy. Intended Learning Outcomes:On completion of this module students should be able to analyse case studies and identify strategic opportunities for innovation. The students will learn to develop innovation strategies through collaborative work.1.Knowledge and Understanding - Understand the service design field, with an emphasis on social innovation - Gain awareness of the issues of value co-creation and social impact - Understand the impact of project teams in project management 2.Subject-Specific - Cognitive Skills - Analyse current service design cases in diverse sectors - Identify strategic opportunities for innovation - Gain experience in using digital communication tools 3.Key Transferable Skills - Use service design and innovation management tools - Engage with problem-solving through creative thinking - Develop the means to implement and communicate a strategy - Develop teamwork skills - Develop critical reflection and experience in reflective writing. Content: Using digital communication platforms - Information/knowledge transfer - Service design and strategy development and communication (e.g. analysing service cases, visualizing maps using design tools, describing analysed content, exploring strategic innovation opportunities, presenting an innovation process through the use of effective service design methodologies) - Awareness of social innovation and co-creation of value within larger societal contexts.

Collaborative Project aims to provide students with an opportunity to be exposed to project-based teamwork in diverse settings (understood in this context as involving a range of multidisciplinary, multicultural and demographic elements in differing configurations), aiming to strengthen their cooperative and collaborative working skills and competence, while raising awareness and appreciation of diversity itself. Provide students with hands on experience of identifying, framing and resolving practice oriented and real-world based challenges and problems, using creativity, critical enquiry and appropriate tools to achieve valuable and relevant solutions. Support the development of students' ability to engage in critical enquiry and individual reflection, as well as to apply individual strengths and skills, building on their own educational backgrounds. Provide students with opportunities for networking with stakeholders, organisations and corporations, aiming to enhance the competence and skills needed to connect to relevant parties and build up future professional opportunities. Intended Learning Outcomes: 1.Knowledge and Understanding - Work in diverse (in varying configurations of demographic, disciplinary and/or cultural attributes) teams - Understand and be able to undertake a project based work - Apply critical enquiry, reflection, and creative methods to identify, frame, and resolve issues and problems at hand 2.Subject-Specific - Cognitive Skills - to collect and apply evidence-based information and knowledge to develop appropriate insights - Identify, structure, reflect on key issues. - Enhance appreciation for diversity and divergent individual perspectives - Be able to provide structured, reflective and critical feedback to peers and other stakeholders. 3.Key Transferable Skills - Effectively communicate ideas, methods and results to diverse stakeholders

In London at Stratford
Stratford is Revamped for the 2012 Olympic Games, Stratford is a buzzing shopping and leisure hub. Popular with families, Queen Elizabeth Olympic Park is home to the London Aquatics Centre with its wave-shaped roof, the London Stadium, and several play areas. Towering over the park, ArcelorMittal Orbit is a spiral sculpture with a tunnel slide. Restaurants, bars, and fashion boutiques fill the vast Westfield Stratford City mall. The late 20th century was a period of severe economic decline in the area, eventually reversed by ongoing regeneration associated with the 2012 Summer Olympics, for which Stratford's Queen Elizabeth Olympic Park, part of the large, multi-purpose Stratford City development, was the principal venue.
The Westfield Stratford City shopping centre, one of the largest urban shopping centres in Europe, opened in 2011. Stratford, along with Ilford and Romford are east London's primary retail, cultural and leisure centres. Stratford has also become the second most significant business location in east London after Canary Wharf.

Stratford One is not a good official accommodation. There are too much extra fees even though it's around 200 pounds per week. They will provide you with a variety of accommodation offers and important websites. I won't recommend this option especially for students who prefer a more individual living environment, as student halls are often as expensive as private accommodation or cost even more when they are catered at specific day times. Another aspect that should be taken into consideration, is that privacy and study conditions in halls might be limited due to shared bedrooms, first-year-students, so-called "freshers" (about 18 years of age), who want to celebrate living apart from their parents for the first time in their lives! and many rich Chinese there! You know what I MEAN.

There are high-end and low-end markets near Stratford Station, you could get anything you want.

Life style in London

Money, money, money…It's no secret that London is one of the most expensive cities in Europe. Rents, public transport, food, and the whole life style cost me 800 Euro per month everything included. The rest was left for public transport, food, travelling (within the UK and home), going out, and (mobile) phone calls.

Work before pleasure - Fun, party, sightseeing, and the rest: After broadly referring about preparations and duties of studying, here comes the nice part everybody is expecting meanwhile. What do you get out of it? Well, basically, you'll find out! And that's one of the best ways to look at it, in my opinion. Try not to expect anything specific of your stay! It's personal, different, depending on too many factors of place, people, you, and so on. Why I'm writing that? Some people told me that they were disappointed from their ERASMUS stay "because, e.g. it was not like in the movie 'L'Auberge espagnole'". Just seeking for the special experience(s) is like searching for love – let it find you (quite philosophical). Of course, there's a lot of sightseeing to do, spending weekends in and outside of London; also take advance of the huge terrific cultural offer, not to forget the free Science and Natural History Museum next to the College.

A few words to my personal experience, London is a fantastic city merged modern and retro buildings. London contains four World Heritage Sites: the Tower of London; Kew Gardens; the site comprising the Palace of Westminster, Westminster Abbey, and St Margaret's Church; and the historic settlement in Greenwich where the Royal Observatory, Greenwich defines the Prime Meridian (0° longitude) and Greenwich Mean Time. Other landmarks include Buckingham Palace, the London Eye, Piccadilly Circus, St Paul's Cathedral, Tower Bridge, Trafalgar Square and The Shard. London has numerous museums, galleries, libraries and sporting events. These include the British Museum, National Gallery, Natural History Museum, Tate Modern, British Library and West End theatres. The London Underground is the oldest rapid transit system in the world but too noisy.

Facilities and food, the park in London is gorgeous and facilities especially Westham near the campus.

However, I had one of the best times of my life at Lboro and in London, learned a lot about myself, for my life, improved my language skills, made many friends and kept a few real ones, learned to live in a metropolis and in a completely new and unknown environment. I realized the gain of experiences and personal development more obviously during temporary stays visiting my friends, girlfriend and family, and even more after I finally returned.

Post-processing of the ERASMUS experience

Maybe you wouldn't think about it in the first place before going, but it's good to know before returning, as you are prepared then. Yes, I felt something like an "ERASMUS-hole" or sudden emptiness after ERASMUS was finished.

It was like a dream; it seemed to be over and, at the same time, it has never taken place. "What have I done the last months? What did my Italy friends do meanwhile? How went life on in Milan (without me)? What is different now?" and similar questions about changes and perception alteration, I asked myself. Being used to live together with Londoner for a long time, sharing many parts of our lives and social activities, leaving the UK and London after studying intensively together for the final report combined with the immediate start of the internship in China were major hassle.

Eventually, I'd say, enjoy your individual ERASMUS experience and face the challenges you can just win! Don't be afraid of anything and relax, there are also helpful people around.

For any info please contact me by email! :)

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Firma / Signature:

Data / Data: 11/07/2021