Inclusive Design
SCHOOLS OF THOUGHT IN (Ix) DESIGN

Activity-Centered Design

Participatory Design

User-Centered Design

Universal Design

Inclusive Design

Emphatic Design

Emotional Design
Some definitions
def’n: Universal Design

Designing for the largest audience possible regardless of disability or ability. [1]
def’n: Disability

Mismatch between the needs and preferences of the user and the system or environment provided.
def’n: Accessibility

Ability of the system to accommodate the needs of the user
def’n: Inclusive Design
Designing for the diversity of human needs and preferences
Why inclusive design?
Social
Economic
Legal
“If we understand what the extremes are, the middle will take care of itself.”

Dan Formosa (Smart Design)
Perceivable
Understandable
Tips and tricks, and other things to think about
Nielsen’s usability heuristics [1]

1. Visibility of system status
2. Match between system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognize, diagnose, and recover from errors
10. Help and documentation

Think about when you’ve felt ‘disabled’
Avoid using difficult to read typefaces and sizes
Make sure there’s sufficient contrast

http://snook.ca/technical/colour_contrast/colour.html
Can colour-blind users use it?
Accessible design isn’t always visible
Mobile interface design: Home screen
Enter object code

Enter code from the object's label to learn more about the object

1 2 3
4 5 6
7 8 9
0 DEL
Burning of Hayes House, Dalhousie Square, Montreal.
James Duncan (1806-1881)
1852, 19th century
Oil on wood
30.8 x 41.2 cm
Gift of Mr. David Ross McCord
M310

On July 7, 1852, a fire broke out on the east side of St. Lawrence Street in Montreal, and when the flames subsided two days later 10,000 people were homeless. This painting by James Duncan depicts the burning of the Hayes House on Dalhousie Square. Duncan emigrated to Canada in about 1825, and by 1831 John Samuel McCord, the father of the Museum’s founder, was commissioning him to paint views of the Montreal region. The McCord collection contains numerous examples of Duncan’s work. These paintings are an invaluable resource as they capture the rapidly changing landscape of the city.
Accessible design doesn’t have to be ugly design
Provide multiple/alternate content modalities
Landscape of alternatives, transformations, customizations
Make the input targets easy to trigger
Can you use it with just a keyboard?
Be wary of using time-sensitive interactions
Keep your content well-structured
Think plasticity & transformability
Questions?

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