

Inclusive Design Principles

Disability as Mismatch

The **medical model** defines disability as a **trait**, something to be **treated or cured**, something that **limits** our abilities.

In contrast, an **inclusive design approach** is one that perceives disability as a **mismatch** between our **needs** and how the **design features** of a product (system or service) fulfill those needs.

Inclusive design considers this mismatch to be **conditional** and the result of **many factors**, including context, environment, hardware and software variability as well as our unique personal needs and learning styles.

Consider:

Record three examples of your own experience of a mismatch. How did you feel when this happened? What did you do about it?

Try It:

Exercises - Matching Game

Inclusive Design Principles

One-Size-Fits-One

We all have **diverse needs** and find ourselves in a variety of **unique contexts**. One-size-fits-all designs will inevitably fail to meet the needs of most of us at some point in time.

In addition, **segregated, specialized** design is expensive, unsustainable and **does not serve us** or our society in the long run.

Designs that are **flexible and adaptable**, or "one-size-fits-one", not only are more likely to **meet our needs**, but also **give us the power** to discover and choose what works best for us in any given context.

Consider:

Record (write or draw) something you've come across in your daily life that was an example of a one-size-fits-one design. If you can't think of anything, consider how you might modify something you use to become one-size-fits-one.

Try It:

Tools - User States and Contexts

Inclusive Design Principles

Openness

T

Consider:

Think of a time when you couldn't access the information you needed to complete a task. How did you solve this?

Try It:

Practices - Open Source

Inclusive Design Principles

Diversity + Commonality

We are developing a community of users who share, re-purpose, personalize, refine

Consider:

Find a partner and list some characteristics, values or material things you have in common. Then list some things you do not have in common. Consider a task or goal that would benefit from some combination of your commonalities and differences.

Try It:

Practices - Open Source
Tools - Personas
Tools - User States and Contexts

Inclusive Design Principles

Designing for Diversity

Importance of having a diverse design team. - related to co-design practice

Consider:

In what situations in your life do you find yourself to be a part of a diverse group of people? What do you like about this? What do you find challenging?

Inclusive Design Principles

Broad Design Impact

Designing for the "margins" or the "extreme" user means everyone benefits. Curb-cut effect

Consider:

Think of a product or service that you like. List all the different people and different situations in which you can imagine this product or service being used. Are there changes to the design that could result in this product or service being used by more people?

or something about how you've benefitted from an "assistive technology" or a "specialized" feature

Inclusive Design Practices

Collaboration

Description

Consider:

Try It:

Inclusive Design Practices

Co-Design

Description

Consider:

Try It:

Inclusive Design Practices

Open Source

Description

Consider:

Try It:

Tools of Inclusive Design

User States and Contexts

Description

Try It:

Guided steps to map out US&C for yourself

Tools of Inclusive Design

Personas

Description

Try It:

Guided steps to create a complex persona

Write a persona based on YOU ?

Write a persona based on someone you know well.

Tools of Inclusive Design

Preference Editors

Description - tools for configurability

Try It:

Demo links

Tools of Inclusive Design

Mindmaps

Description

Try It:

Guided steps

Tools of Inclusive Design

Wireframes

Description

Try It:

Guided steps

Tools of Inclusive Design

UX Walkthrough

Description

Try It:

Guided steps

Inclusive Design Exercise

Matching Game

Description

Try It:

Choose a persona, context and goal from the list. Feel free to add any information that might help to describe the situation in more detail.

Choose an appropriate product or service from the list that will help your persona accomplish their goal in the given context.

Frame your persona's goal into a list of needs by considering the step-by-step process they might take in accomplishing their goal. Where possible, match these needs up with the features associated with your product or service.

Decide whether or not your persona was able to accomplish their goal using the product or service you have selected. Were their needs met at each step? If not, consider how you might redesign this product or service in a way that would allow them to succeed, keeping in mind the principles, practices and tools of inclusive design.

Inclusive Design Exercise

Putting it All Together

Description - persona, use-cases, etc - call on various tools and practices , design solution

Try It:

Inclusive Design Exercise

Other?

Description -

Try It:

Inclusive Design Exercise

Other?

Description -

Try It:

example on the back

front

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back

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