

Facilitating Design Student Engagement with Older People and People with Disabilities

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NCBI Centre for Inclusive Technology
LIN 2013 Conference



Summary

- Who we are
- What we do
- How we engage with 3rd level
- How we hope to make it sustainable



Universal Design

Design that can be accessed, understood and used by as many people as possible, regardless of age, size, ability or disability.



Ireland

- +800,000 low literacy
- +510,000 English/Irish not first language
- 275,000 disability connected with pain, breathing or chronic illness
- 245,000 physical disability
- +135,000 learning disability
- +90,000 severe hearing loss
- +50,000 severe vision loss





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Universal Design

- Diversity
- We all have different needs and abilities
- Everyone benefits from well thought out, usable, accessible design



NCBI CFIT

- Centre for Inclusive Technology
- Universal Design and Digital Inclusion
 - Auditing
 - Consultancy
 - User testing
 - User experience
 - Standards and guidelines
 - Policy
 - Engagement activities



NCBI CFIT

- Universal Design at third level through **User Engagement**

DIT

DCU

NUI Maynooth

CIT

ITB

DkIT

IT Sligo

IADT

TCD

UCD



NCBI CFIT

- Liaise between designers and users
 - People with disabilities
 - Older people
- User needs experts & researchers

Guest lectures

User forums

Judging/evaluation panels

Interviews

Surveys

User testing

Design teams





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Facilitating User Engagement

- Time & resources
- Limited pool of users
- Over researched user groups
 - = > Sustainable
- User engagement on the increase
- Non-traditional disciplines are engaging
- Risk for users
- Responsibility of NCBI
 - = > Quality control



User Engagement Toolkit

1. Set of Resources
2. How-to guide
3. User recruitment platform



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1. Set of Resources

- Literature review 80+ sources of information
 - Ethics
 - Legal
 - Good research practice
- Set of 1-2 page guides on 18 subject areas



1. Set of Resources

| | |
|-------------------------|--|
| Irish Legislation | Ethics Protocol |
| Health and Safety | Ethical Approval |
| Insurance | Reimbursement or Payment |
| Garda Clearance | Understanding the Specific Needs of Your Users |
| Responsibilities | Confidentiality and Privacy |
| Design Project Protocol | Participant Information |
| Risks and Benefits | Informed Consent |
| User Engagement Plan | Use of Data |
| Data Management Plan | Following up with the User |



1. Set of Resources

- Content is being trialed by design students
 - DIT
 - UCD
 - TCD



User Engagement Toolkit

1. Set of Resources
2. How-to guide
3. User recruitment platform



2. How-to guide

- Navigating the Set of Resources
 - Results of the student trials
 - Questionnaire
 - Interactive Spreadsheet
 - Colour and numeric coding
 - Online/interactive options



User Engagement Toolkit

1. Set of Resources
2. How-to guide
3. User recruitment platform



3. User recruitment platform

- Designer/student issues:
 - Recruiting users
 - Understanding legal and ethical issues
 - Engaging effectively
 - Being comfortable
- User issues:
 - Risks
 - Well being
 - Independence
 - Control



3. User recruitment platform

- Objectives
 - Helps with user recruitment
 - Matches users to designers/students
 - Ensures legal and ethical standards are upheld
 - Makes the engagement process seamless and positive
 - Makes user engagement sustainable



3. User recruitment platform

- Requirements
 - Usable
 - Fits into designer workflow
 - Protects users
 - Guides designers/students
 - Promotes user engagement



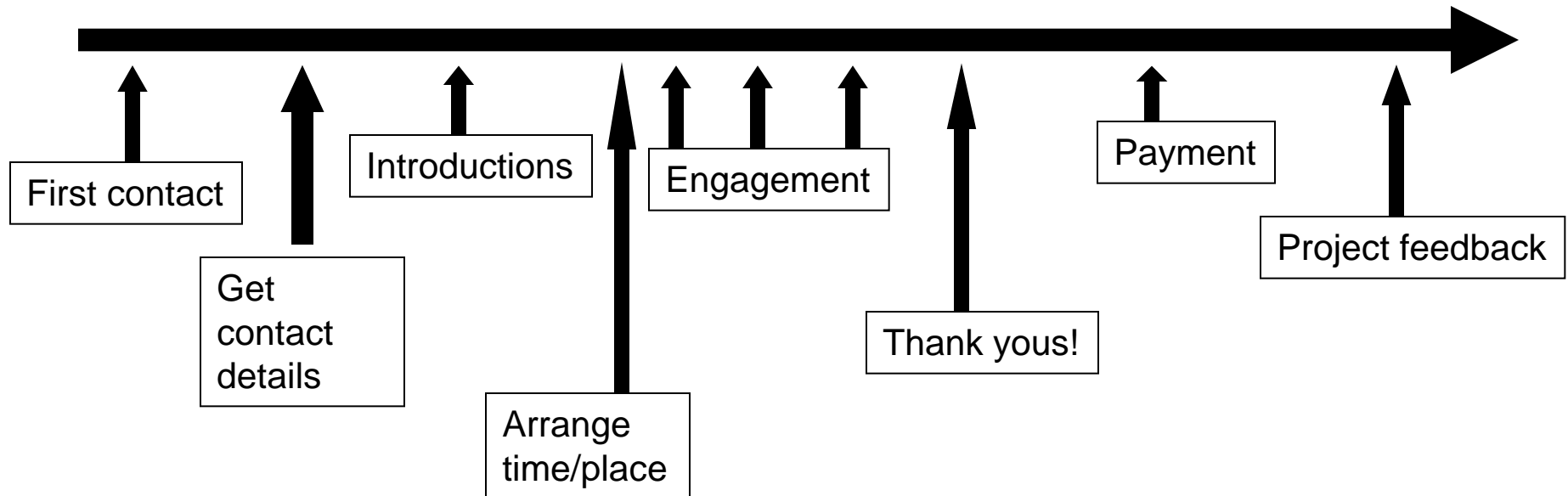
3. User recruitment platform

Introduction

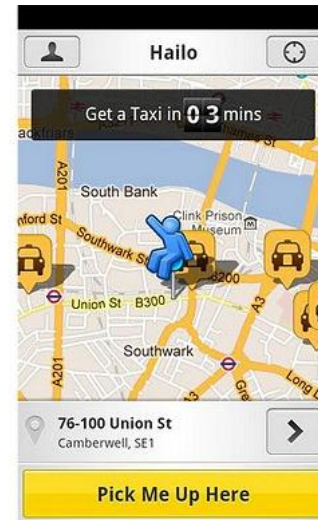
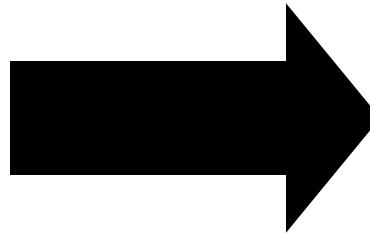
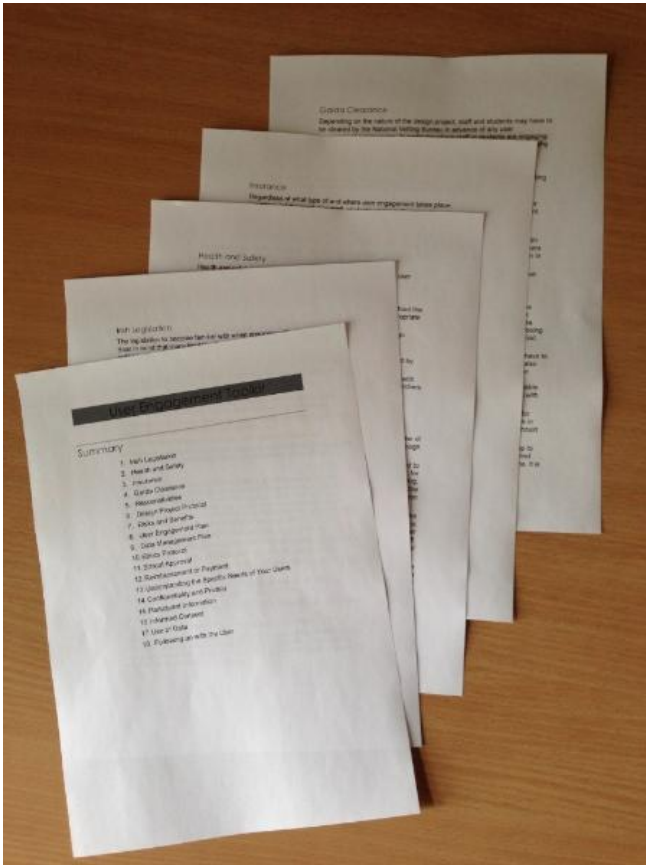
Planning

Engagement

Follow-up



3. User recruitment platform



User Engagement

- Regardless of discipline or type of engagement
 - Diversity
 - Well being

Get in touch!

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