Co-designing Use Cases using Inclusive Design Practices

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Rethinking Disability
Disability

• A mismatch between the user’s needs and the user interface

• A design opportunity for us all
What is Co-design?
Co-design is...

What co-design is not:
• Us versus Them – observing people
• Expecting others to do the “work” of design
• Fixed, pre-determined design process

What co-design is:
• Collaborative
• Responsive
• Iterative
• Diverse and Broad
Co-design is...

- Use Cases
- Mindmaps
- Visual artifacts
What is inclusive design?
Inclusive design is...

• Design that benefits everyone by starting with the margins
• An ongoing design conversation – flexibility is paramount
• An invitation – collaborative, transparent
• A catalyst for new ideas
Design that encourages

• Adaptation
• Personalization
• “User-continued” design

http://blog.nzime.com

http://cocreatingourreality.com
One-size-fits-one

Justina Kochansky/articulatematter.com
One-size-fits-one

- Flexible
- Accessible
- Meet users where they are
Digital Mismatch

• 5 minutes
• Find and discuss an example of a digital mismatch between a user and an interface
Why Personalized Interfaces?
Goal

To design and develop flexible and accessible digital tools for personalizing digital interfaces, by

• Allowing users to explore, declare and store their preferences for a variety of contexts
• Allowing users to apply their preferences anywhere, on any device
Challenges to Personalization

- Getting users in the door
- Unobtrusive yet findable
- In-context preference discovery
- Learning to learn
- Will users change settings?
Group Exercise

- Apply a mismatch story
- Create a Use Case
- Create a Mindmap (structure, flow)
- Solve for mismatch (design solution)
Thank you

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