

Section One: Accessible Design vs Inclusive Design

From the prep work that had to do with Microsoft's Inclusive design I learned that inclusive design is a methodology that is focused on creating products and services that the full range of human diversity can have access to. Inclusive design encourages having diversified perspectives when creating websites and to do this people can learn from those who have experienced exclusion. It means designing solutions that not only are addressed for certain individuals and needs , but also help to benefit a larger audience. This design was made to eliminate bias and help to make products that are accessible to everyone.

However, Accesibile Design is specifically focused on ensuring that products are usable by people only with disabilities. These standards are often followed in accordance with Acts such as the Americans with Disabilities Act. Inclusive design is different because it has a more broad approach which aims to always identify exclusions and integrate parts that are found from diverse users in the design process. This would benefit everyone, however Accessible design is only for people with disabilities.

What stood out to me most was Microsoft and their focus on empathy and participatory design. This helped me understand how having users be involved in the creation of the products can help them gain more insightful and impactful products. Also the text showed me how inclusivity can inspire innovation and improve not only the digital aspect of the products, but also physical aspects such as in the inclusive cities.

Section Two: My Experience

One technology I have used and found to be not fully accessible or inclusive is the kiosks used to buy tickets for the light rails. These kiosks are found on the stations, and while they are convenient to many people, they do not accommodate those with disabilities, non-native speakers, or people who are unfamiliar with technology. There are many ways to fix this and one of these include a universal design. By adjusting the size, width, height and tilt of the kiosks the kiosk can be accommodated to wheelchair users, or those with challenges in mobility. Along with this adding audio feedback, or a haptic touch response can help those who have visual or motor impairments. Including braille can also improve accessibility.