## **Observing: Notes & Takeaways**

**Team Members:**

* **Daniel Le**
* **Gage Johnson**

**Team Members Roles & Responsibilities:**

* **Daniel Le**
* **Gage Johnson**

**Design Question:**

* **How might we design a product that helps people who enjoy games get physical aid in access to ancillary communities around games?**

**Method Used:**

* **Covert Observation - Daniel**
* **Natural Observation**

**Summary of your Process:**

* **Join online communities with a focus on disabled gamers.**
* **Observe chats and look through logs for relevant information.**

**Links to your recordings / research:**

* [**https://docs.google.com/document/d/1sAeveEHKM0a-NTKLPh1y-OOi\_TjNM3vFl2h0OHj7DwM/edit**](https://docs.google.com/document/d/1sAeveEHKM0a-NTKLPh1y-OOi_TjNM3vFl2h0OHj7DwM/edit)
* [**https://docs.google.com/document/d/1AqnQMHKUL3U4k73hT3kt-hKlrlhZ6IY-1I3UxA0MMSg/edit**](https://docs.google.com/document/d/1AqnQMHKUL3U4k73hT3kt-hKlrlhZ6IY-1I3UxA0MMSg/edit)

## **During: Notes & Observations**

* <https://docs.google.com/document/d/1AqnQMHKUL3U4k73hT3kt-hKlrlhZ6IY-1I3UxA0MMSg/edit>

## **Takeaways (Next Steps & Immediate “Aha!” Moments)**

* Physically, many people suffer from color and text size when viewing Discord chats.
* Screen readers exist but are not native to Discord. Not all of them work properly.
* Many people rely fully on external tools in order to navigate a computer, while internal tools are rare, they are much appreciated in these communities.
* Supportive communities are very dear to these users, as they feel they can be understood and empathized with by someone who is also facing similar struggles.