An Overview of Accessibility and Aging



By: Cameron Cassidy, Kelly Dickenson, and Julie Oh

Quick UCI Plug

- If interested in Disability studies or accessibility research:
 - Anne Marie Piper Aging and Accessibility
 - Stacy Branham Interdependence, Algorithmic Ethics for Marginalized People
 - Gillian Hayes Accessibility in Areas such as Autism, Asthma, Cancer, Premature Infancy
 - Kevin Storer, Kate Ringland, Mark Baldwin (UCI Informatics Alum)
 - Grad students such as Emory Edwards, Maya Gupta, Cameron Cassidy, me!



"The ASSETS conference is the premier forum for presenting research on the design, evaluation, use, and education related to computing for people with disabilities and older adults. We invite high-quality original submissions on topics relevant to computing and accessibility.

Submissions should present significant contributions to design, systems, tools, scientific understanding, methodology, or social issues. Relevant topics include (but are not limited to) new enabling technologies, studies of how technologies are used by people with disabilities, explorations of barriers to access, and evaluations of accessibility education methods. It is expected that, in most cases, a paper's research contributions will be validated through research activities conducted within the target user groups. Papers that include a technical contribution without being validated through research activities with representative users are unlikely to be accepted.

Authors should refer to the General Writing Guidelines for Technology and People with Disabilities when preparing submissions.

Accepted technical papers will be presented at the conference and will appear in the conference proceedings. For the accepted papers, at least one author must register as the presenter by the early registration deadline to be included in the proceedings. All authors of accepted papers will be invited to submit extended versions of their papers to a special issue of the ACM Transactions on Accessible Computing (TACCESS).

Authors who have never published at ASSETS can request a mentor. Mentors will be experienced ASSETS contributors, who can help authors to improve their submissions. See the Call for Mentors page for more information.



Accessibility and Aging

This subcommittee is suitable for contributions related to the design or study of technology for people with disabilities and/or older adults. Accessibility papers are those that deal with technology design for or use by people with disabilities including sensory, motor, and cognitive impairments. Aging papers are broadly categorized as those dealing with technology design for or use by people in the later stages of life. Relationships with technology are complex and multifaceted; we welcome contributions across a range of topics aimed at benefiting relevant stakeholder groups and not solely limited to concerns of making technology accessible. Note that if your paper primarily concerns interactions with health data or with healthcare providers, then the Health subcommittee is probably a better fit, whereas papers reflecting on how technologies are used and/or designing interfaces and interactions suited to specific needs are better suited for this subcommittee. We strongly suggest that authors review this Accessible Writing Guide in order to adopt a writing style that refers to stakeholder groups using appropriate terminology. Submissions to this subcommittee will be evaluated in part based on their inclusion of and potential impact on their target user groups and other stakeholders. This subcommittee balances the rigor required in all CHI submissions with awareness of the challenges of conducting research in these important areas. This subcommittee welcomes all contributions related to accessibility, and aging, including empirical, theoretical, conceptual, methodological, design, and systems contributions.

Ability-Based Design: Concept, Principles and Examples

Wobbrock, Kane, Gajos, Harada, and Froehlich

Validating the Study of Ability-based Design:

- Stating the benefits of using such a design approach.
 - "An ability-based design approach would instead provide a system that is aware of the abilities of the user and provides an interface better suited to those abilities."
- Positioning their contribution as a natural and timely iteration of previous research
 - Software is more capable of being adaptable than ever.
 - Mass produced peripherals are cheap, and current research shows that they can be used in some capacity by those with a range of abilities.

Positioning the Study of Ability-based Design:

- Ability-based design is a refinement of previous design methodologies.
 - "We position ability-based design as a refinement to and refocusing of prior approaches that emphasizes the importance of considering human abilities during the design process."
- Methodologies/approaches referenced:
 - Assistive Technology
 - Rehabilitation Engineering
 - Universal Usability
 - Design for All
 - User Interfaces for All
 - Inclusive Design
 - Extra-Ordinary Human-Computer Interaction
 - Other Ability-Based Approaches

Assistive Technology

What does this concept have in common with Ability-based design?

How does it conflict with Ability-based design?

Assistive Technology

What does this concept have in common with Ability-based design?



How does it conflict with Ability-based design?

Assistive Technology

What does this concept have in common with Ability-based design?



- How does it conflict with Ability-based design?
 - Assistive tech seeks to retrofit inaccessible systems, while ability-based design seeks to create accessible systems from the ground up.
 - Some view it as "othering" disabled people.

Rehabilitation Engineering

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Rehabilitation Engineering

- How does this concept relate to Ability-based design?
 - o It seeks to improve performance by tracking and implementing adaptations.

- How does it differ from Ability-based design?
 - In application, it's very similar to assistive technology.
 - Rehabilitation engineering is broader than just computation.
 - o It's mostly quantitative.

Universal Usability

How does this concept relate to Ability-based design?

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Universal Usability

- How does this concept relate to Ability-based design?
 - It seeks to widen the range of users by improving usability.
 - They share a vision of universal usability.
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Universal Usability

- How does this concept relate to Ability-based design?
 - They both seek to widen the range of users by improving usability.
 - They share a vision of universal usability.
- How does it conflict with Ability-based design?
 - Universal Usability lacks adaptability ("one size fits all" approach)
 - It looks for actions than everyone can do, and creates an inefficient product as a result.

Contribution: The 7 principles of Ability-based Design

| STANCE | 1. Ability. | Designers will focus on ability not dis -ability, striving to leverage all that users can do. | Required |
|-----------|--------------------|---|-------------|
| | 2. Accountability. | Designers will respond to poor performance by changing systems, not users, leaving users as they are. | Required |
| INTERFACE | 3. Adaptation. | Interfaces may be self-adaptive or user-adaptable to provide the best possible match to users' abilities. | Recommended |
| | 4. Transparency. | Interfaces may give users awareness of adaptations and the means to inspect, override, discard, revert, store, retrieve, preview, and test those adaptations. | Recommended |
| SYSTEM | 5. Performance. | Systems may regard users' performance, and may monitor, measure, model, or predict that performance. | Recommended |
| | 6. Context. | Systems may proactively sense context and anticipate its effects on users' abilities. | Recommended |
| | 7. Commodity. | Systems may comprise low-cost, inexpensive, readily available commodity hardware and software. | Encouraged |

Demonstrating Ability-Based Design via Existing Artifacts

- The authors evaluated 14 research artifacts using their 7 principles of ability-based design.
- For example, The Dynamic Keyboard Model
 - Adaptations: It monitored the user's behavior and recommended adaptations.
 - o Transparency: It made the user aware of any adaptations before applying them.
 - Performance: It monitored the user's behavior and performance.
 - Commodity: The services works with common keyboards.
- How might these principles relate to your work, especially those who produce artifacts?

Main Takeaways

- Takeaways for practitioners
 - Designers should create adaptable systems which complement a user's abilities.
 - Suggest trial and error "previews" of features which might be especially relevant based on the user's actions.
- Future work for CHI/ASSETS
 - Find methods to calibrate for ability "in the wild".
 - Design flexible peripherals which can be used in a variety of ways.
 - Solve for situational impairments by being responsive to environmental factors like lighting, temperature, and ambient noise.
- Does this suggest any future work for you all?
- What are your thoughts on this design methodology?

Disability Studies as a Source of Critical Inquiry for the Field of Assistive Technology

Jennifer Mankoff, Gillian Hayes, Devva Kasnitz

What are the main differences between the two?

Why is disability studies important to incorporate in accessibility research?

- What are the main differences between the two?
 - Disability studies:
 - Assistive technology:

- What are the main differences between the two?
 - Disability studies: Gives people with disabilities (PWD) a voice in academic work, includes PWD in research & design
 - Assistive tech: Focuses on tech which assists PWD when using tech
 - Ex: screen readers, text to speech software

Why is disability studies important to incorporate in accessibility research?

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- Why is disability studies important to incorporate in accessibility research?
 - Leads to assumptions How do we know what problems to address if PWD don't tell us?!
 - Have you ever seen a piece of technology that was meant to be helpful, but was either not helpful at all or even harmful?
 - Accessibility is complex! Societal, medical, intellectual, organizational factors all play a part

Medical vs. Social vs. Post-Modern Model

Why is the model in which we frame disability even important?

Medical vs. Social vs. Post-Modern Model

- Why is the model in which we frame disability even important?
 - Medical Model: Focuses on the impairment, with the goal of providing "solutions" for disability
 - What about crip pride?!
 - Social Model: Focuses on the ways that society impairs PWD ("cure to care")
 - Um, but I actually need medical treatment?
 - Can be invalidating
 - Post-Modern Model: Centers each disabled individual's unique lived experience and all of its nuances
 - How do designers design with universality in mind when we're supposed to center each individual's experiences?
 - Qualitative research
 - Studying specific groups of disabled people (BLV, psychosocial disabilities, trauma survivors, etc.)

Case Study 1 – Autism & EdTech

Isn't a cure a good thing?! I thought that's what we wanted?

Case Study 1 – Autism & EdTech

- Isn't a cure a good thing?! I thought that's what we wanted?
 - A "cure" sign of hope for struggling caretakers or harmful?
 - Does "I wish my child didn't have autism" = "I wish the autistic child I have did not exist and I had a different (non-austistic) child instead"
 - Inherently ableist to assume autistic people must fit into a neurotypical world
 - NT small talk is boring, anyways!
 - "Weather is nice today" << a "random" but genuinely interesting fun fact
 - Key takeaway: Communication should be adjusted by everyone

Discussion

- What research contribution does this paper make?
- Can you think of some accessibility barriers to current innovations today?

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 - Do poor, disabled people ever get to use AR / VR?
 - What kind of organizational support or challenges do you have?
 - Recruiting timeline and budget doesn't accommodate for recruiting participants with disabilities
 - Management values profit over inclusivity
 - Accessibility "warriors" & burnout— "I'm tired of being the only person on this team that cares about accessibility!"
 - Can you think of any other considerations?

The History of the CHI Subcommittee: "Accessibility and Aging"



The History of the CHI Subcommittee "Accessibility and Aging"

Topics

CHI 99 invites submissions on the full range of HCI-related topics, including, but by no means limited to:

- human-computer interaction as the limiting factor to success
- HCI and older users
- analysis, design, and evaluation methods
- HCI and society
- theoretical foundations of HCI
- devices and displays
- systems, tools, and interaction techniques
- new application areas and user populations
- avoiding disruption in the introduction of new HCI systems
- critical reviews of HCI work
- education about HCI
- case studies and design briefings
- guidelines and design heuristics

The History of the CHI Subcommittee "Accessibility and Aging"

CHI 95 first addressed the HCI interests of seniors with a panel called "From Our Past to Our Future: User Interfaces Over the Lifespan". Lead by Maddy Brouwer-Janse, this panel brought together a variety of experts on the design of technology for children and seniors – the two ends of the age spectrum.

The History of the CHI Subcommittee "Accessibility and Aging"

Senior CHI - "The CHI 99 Development Consortium" by Jason B. Ellis, Sandra Kogan, Jim Rowan

Senior CHI

The CHI 99 Development Consortium

Jason B. Ellis, Sandra Kogan, Jim Rowan

Introduction

Each year a development consortium is held as part of the CHI conference. The aim of this consortium is to bring experts into the SIGCHI community who are not typically seen as part of it. In 1999, the United Nations Year of the Older Adult, the CHI development consortium focused on senior citizes.

The Senior CHI Development Consortium examined Human-Computer Interaction issues as they effect older adults. It focused on three general questions:

- 1. How can computers become more accessible to older adults?
- 2. How can technology be used to support older adults?
- 3. How can technology be used to disseminate the wisdom and experience of older adults to the rest of the community?

As is well known, the number of older adults within developed countries is increasing faster than their younger counterparts. By the year 2000, 35 million Americans will be older than 65 years of age. By 2010, this will increase to 39.7 million [1,2]. Such a change in demographics brings with it unique challenges and opportunities for both the public and private sectors. Human factors and ergonomics have played, and can continue to play, a major role in meeting the challenge of designing for this community of users.

Recent research shows that 25% of seniors with computers are online and 70% are using their computers daily [3]. This is the fastest growing group on Internet. To design effective systems and training programs in support of age-related performance issues, we must answer fundamental questions concerning older users and the ways in which they approach and use computing technology. What myths and stereotypes about older users can we dispel? What non-obvious truths about older users can we uncover?

Cognitive changes that accompany aging are complex. Some aspects of cognition such as working memory and perceptual speed decline with age while others such as verbal ability and very long-term memory may improve with age [4]. Additionally there are individual differences in the rates of these aging-related changes and some individuals maintain their abilities longer than others [5]. Finally, certain aspects of personality remain constant over an entire lifetime.

Background

The SeniorCHI Development Consortium is the most recent in a long line of SIGCHI events that address issues of aging and technology.

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What is the Doctoral Consortium?

The CHI 2022 Doctoral Consortium is an event where Ph.D. students will present their current and future research. Selected candidates will receive complimentary conference registration, and, where possible, limited travel support. Goals include:

- Providing a setting for students to discuss their research with distinguished HCI researchers and doctoral students outside their own institution;
- Offering individual feedback and fresh perspectives about each students' current research and suggest possibilities for future research directions;
- · Promoting the development of a supportive community of scholars and a spirit of collaborative research; and
- Contributing to the conference goals through interaction with other researchers and conference events.

Message from the Doctoral Consortium Chairs

The CHI 2022 Doctoral Consortium provides an opportunity for PhD students to present, explore and develop their research interests in an interdisciplinary workshop, under the guidance of a panel of distinguished HCI researchers. We invite students who would appreciate feedback on their dissertation research and want to increase its visibility to apply for this unique opportunity to share and discuss their work with fellow Ph.D. students and senior researchers in the field. Ideal candidates will be mid-way through their program, meaning they have a clear topic and research approach, with some concrete progress but also sufficient time remaining in their program to consider integrating suggestions and new ideas. In your application, please give an overview of the structure of your program and where you are within that structure – it may help to provide your projected timeline for your research. Candidates should explain both how they hope to benefit, as well as what they can contribute by participating.

Where Do We Go From Here?

The development consortium ended with a brainstorming session covering potential future directions for Senior CHI as well as important research directions.

Future Directions

Web Page. Provide information and links on our web page to help make others aware of the issues. (Visit our current web page at http://www.rowan.edu/~jkay/seniorchi)

Product Outreach. Find ways to interact and form partnerships with those who are developing products for seniors.

New SIG. Create a special interest group focusing on HCI for seniors (CHI-Aging?).

Form Alliances with Other Aging Organizations. Possibly exchange findings with American Institute for Graphic Analysis, American Institute of Design, Usability Professionals Association, or International Federation for Information Processing (IFIP).

Curriculum Development. Work towards a curriculum that will teach design with a particular focus on seniors.

Design for Aging Network. Write an article for the aging newsletter from the Royal College of Art in London.

Policy Issues on Usability. Address issues on usability for seniors through the ACM Policy forum.

Column on Gerontechnology. Marian Williams has agreed to edit a column in the SIGCHI Bulletin on aging as a regular feature.

International Journal on Gerontechnology. A journal dedicated to gerontological research is planned by Jim Fozard and Dominic Bouwhuis for introduction this Fall.



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"To design effective systems and training programs in support of age-related performance issues, we must answer fundamental questions concerning older user and the ways in which they approach and use computing technology. What myths and stereotypes about older users can we dispel? What non-obvious truths about older users can we uncover?"

Research Issues

Aging In-place. How can computing technology help seniors live in their homes as long as possible. We need to do long-term monitoring of physiological and psychological behaviors to learn how technology can help sustain an autonomous living environment and improve quality of life.

Technology Cost vs. Long-term Benefits. We need to do a cost/benefit analysis that looks at the cost of technology in comparison to its long-term benefits (e.g., allowing our elders to age in place). We should monitor how much money is spent on health care and attempt to capture changes in well being as well.

Computers and Isolation. We need a better understanding of the effects of computer technology on social integration. Can computers provide a meaningful social outlet for seniors or do they simply increase feelings of loneliness and isolation?

Translating Research on Training into Curricula. Several projects presented at Senior CHI looked at training for seniors. Can we translate these materials from small-scale research programs into a generalized manual for people doing the training?

Understanding Perceptual Declines. What are the causes and impacts of perceptual declines? We might use a systems approach to help understand the causes and psychological effects of these perceptual declines. Finally, the use of virtual reality might prove to be a useful method to realistically simulate aging.

Aging and Culture. How do intercultural issues play into computers and aging? Comparisons of older computer users in different cultures may help us gain a better understanding of this.

Aging and Performance. Studies have yet to address the particular effect of aging on performance while accounting for all other variables. We need to partial out and identify correlates of performance (novice versus cognitive decline perspectives on aging and computer use) and learn more about the heterogeneity characteristic of older adults.

Next Generation Interfaces. Much research is devoted to exploring next generation interfaces (NGI) with features such as multimodal input, 3-D displays, and intelligent agents. Will such interfaces work for older adults? What are the next generation interfaces for senjors?

Conclusion

We need to be able to leverage our knowledge of seniors and technology to improve the quality of life, enhance work, home and social interactions, and help to maintain autonomy.

However, what it means to age in terms of physical and cognitive changes and how these changes effect behavior are open issues. In addition, we are still working to understand how to best serve the needs of the population as it grows older.

As we design, it is important to remember that there is no one "senior" profile. Older adults cover a broad range of cognitive and physical abilities since aging effects everyone differently. Ultimately, in order to design software that is usable by all, we must strive to understand the special needs of many different types of seniors.

A number of existing groups address various issues related to designing technology for the elderly. However, we feel that the importance of this topic requires a more organized effort. We hope the CHI community can play a significant role in bringing all the available resources to bear on the research issues discussed here.

The History of the CHI Subcommittee "Accessibility and Aging" PANEL PAPER - Senior CHI: How Can We Make Technology "Elder- Friendly?

CHI 99 15-20 MAY 1999 ACM ISBN: 1-58113-158-5 Panels

Panelists: Dominic G. Bouwhuis, IPO Center for Research on Human-System Interaction,

bouwhuis@ipo.tue.nl

Sara J. Czaja, Miami Center on Human Factors and Aging Research,

sczaja@coeds.eng.miami.edu

Wendy A. Rogers, Georgia Tech School of Psychology, wr43@prism.gatech.edu

Matthias Schneider-Hufschmidt, Siemens AG, msch@pn.siemens.de

Discussant: James L. Fozard, Morton Plant Mease Health Care, fgrp1@gte.net

ABSTRACT

- "This panel will discuss the needs of older adults in making full use of computers and similar advanced technology.. Questions to be addressed by the panel include:
 - What is the most important thing a designer can do to ensure that older adults can use a product?
 - Will there still be issues associated with aging and computer use as the current generation of computer users gets older?
 - Are normal good design methods enough to ensure that a product will work for this population? If not, is it worth the extra
 effort?"
- "... Will discuss issues facing older adults as they use computers and other new technologies."

INTRODUCTION

 "This panel will discuss issues facing older adults as they use computers and other new technologies. Participating in the discussion are four leaders in the study of aging and technology use."

PANELIST POSITION:

"This panel will discuss issues facing older adults as they use computers and other new technologies. Participating in the discussion are four leaders in the study of aging and technology use."

"The issue of aging and technology is of critical importance within the domain of HCI, given the increased proliferation of technology into most settings and the increasingly large numbers of older people in the population. In order for older people to successfully adapt to this technological explosion, and the benefits of technology to be realized for this and future generations of older adults, we need to understand areas where the elderly will interact with technology and develop ways to facilitate this interaction. In this regard, one important goal is convincing researchers and system designers to consider older adults as an important component of the community off computer users. Many system designers assume that older people are "technophobic" and will have limited interactions with technology, and thus they fail to consider them as a potential user group within the system design process. Generally, our current knowledge base indicates that older people are receptive to using technology... We need to reconceptualize older people as active users of technology as opposed to passive recipients." "We need to understand the source of their learning and performance difficulties. What design features contribute to these difficulties? Until we have answers to this guestion, it will be difficult to design systems that can be used by people of all age groups. In most cases, we do not need age-specific designs, but rather universal designs. This implies understanding the needs and abilities of all user groups. Finally, we need to identify ways to help ensure successful technology transfer for this population. We need to identify mechanisms to help make older people aware of available technologies, the potential uses of these technologies, how to purchase, install and learn how to use these technologies, and so forth." - Sara J. Czaja

"It is incontestable that the features that current-day technology enables far outstrip the capability of users to exploit them, and that this holds increasingly for the elderly. The normative point of view is that elderly would still be the major beneficiaries of interactive technology. On the other hand, there is sufficient evidence that the elderly are wary of learning new ways of dealing with complex equipment, but also seem hesitant or even unwilling to use new systems, ones that should "obviously" be useful for them. New technology for the elderly should in the first place not aim at useful systems but at increased independence and improved well-being. The latter are concepts that relate directly to the individual living situation. Technology that supports these aims should therefore be much less noticeable than traditional hardware, and be much better integrated with the lifestyle and living environment of the elderly. Concepts for such a technology have been developed in which applications are supported by a situated-agent architecture, which provides extensive adaptation to individual users and to the environment. Fields of application that have been explored are communication, personal mobility, nutrition and air quality. In making such provisions it appears that much more effort is needed in studying users' behavior than on actual system design. Rather, system design turns out to be largely determined by user behavior." - Dominic G. Bouwhuis "... the number of people in retirement age will rise dramatically over the next years. Therefore, the idea of creating devices suited specifically for older users holds a lot of market potential. But how should we

design devices for older users? And is there really an interest in devices for older users in the market?

special needs. With older people in focus, "design for all" carries a lot of promise, since the cognitive abilities

Design for user groups with special needs has become a major issue for UI designers. The rationale behind

"design for all" is that UI design should result in devices which can be used by both people with & without

and the ergonomic requirements of older users are usually not radically different from those of younger

users. We may therefore expect that a device designed with the focus on ease of use for older users, will be

also acceptable to younger people. In our work we found two major distinctions in the buying criteria of older

people: first, they are willing to spend more money on quality, and second, most older people are opposed to the

"featurism" of younger buyers. They are willing to spend more money on devices with fewer functions, provided they get the desired functionality and the devices are easy to use." - Matthias Schneider-Hufschmidt

"What are the greatest barriers keeping older adults from using computer technology? My position is that one of the most critical issues is the lack of appropriate training. In our research we have conducted surveys, structured interviews, and focus groups with older adults. These techniques have revealed that many older adults are very interested and willing to use new technologies; however, they need training to do so."

"Understanding the training needs of older individuals yields a number of benefits. First, instructional programs can be designed to meet the cognitive, perceptual, and motor requirements of older adults and maximize their performance. Second, comparing the relative benefits of different training regimes may provide insight into methods of system redesign that would improve learning and performance for all users. And third, the potential for system aids, on-line help, tutorials, and so on, can be evaluated during system development to

ensure that these purported aids are in fact beneficial, especially for novice users and special populations such

as older adults." - Wendy A. Rogers

2021 CHI - "Accessibility and Aging"

"... contributions related to the design or study of technology for people with disabilities and/or older adults. Accessibility papers are those that deal with technology design for or use by people with disabilities including sensory, motor, and cognitive impairments. Aging papers are broadly categorized as those dealing with technology design for or use by people in the later stages of life. Relationships with technology are complex and multifaceted; we welcome contributions across a range of topics aimed at benefiting relevant stakeholder groups and not solely limited to concerns of making technology accessible. Note that if your paper primarily concerns interactions with health data or with healthcare providers, then the Health subcommittee is probably a better fit, whereas papers reflecting on how technologies are used and/or designing interfaces and interactions suited to specific needs are better suited for this subcommittee. ... Submissions to this subcommittee will be evaluated in part based on their inclusion of and potential impact on their target user groups and other stakeholders. This subcommittee balances the rigor required in all CHI submissions with awareness of the challenges of conducting research in these important areas. This subcommittee welcomes all contributions related to accessibility, and aging, including empirical, theoretical, conceptual, methodological, design, and systems contributions."

Similarities?, Differences? What do YOU Think?

- Or any thoughts in general!

What about the current trajectory this Sub-Committee is/has been going in?

Reflection: Accessibility and Aging History

- How long has this area been its own subcommittee?
 - Since 1995 (?) around 27 years
- Was this work represented by a different subcommittee at CHI prior to becoming a dedicated subcommittee?



