

UNIVERSAL DESIGN AND INTERNET COMMUNICATION TOOLS: GATHERING PROBLEMS, PROVIDING SOLUTIONS

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Overview

The Internet plays a unique role in people's lives; we can do things as searching and sharing information, chatting, playing games, studying together, establishing contracts, building communities at any time, with different people around the world without meeting them in a face-to-face basis. Doing all those things can be very useful and/or enjoyable; however it can be also really frustrating due to misconceptions related to the design of interactive systems. It can be even worst when the user has some kind of disability or especial needs.

Regarding this context this workshop aims to provide an environment to discuss design issues related to Internet communication tools and to propose alternatives, based on the Universal Design (Connel et al, 1997) and Participatory Design (PD) (Muller et al, 1997) perspectives. .

Audience

Users and designers of Internet communication applications; it is going to be provided place for at most twenty (20) participants.

Theoretical Background

Universal Design provides an approach to think about the design of products for all people, regardless of their differences or disabilities. Its principles must be also considered in the design process of interactive systems. In the Participatory Design perspective, the product is not only designed *to* the users, but *with* them, collaboratively. We are especially interested in those participatory design techniques (Muller *et al*, 1997), which can help us to evaluate a designed product.

Feedback

With this workshop we hope to provide a forum where Universal Design and Participatory Design approaches can be experienced and considered in future design activities as well as learning about different user's perspectives of Internet communication software.

References

- Connel, B. R., Jones, M., Mace, R., et al. (1997). "*The Principles of Universal Design*", Version 2.0. Raleigh, The Center for Universal Design, NC: North Carolina State University, http://www.design.ncsu.edu:8120/cud/univ_design/princ_overview.htm, Setembro, 2003.
- Muller, M. J., Haslwanter, J. H., Dayton, T. (1997) "Participatory Practices in the Software Lifecycle", Second Edition, Handbook of Human-Computer Interaction, Elsevier Science B. V. pp. 255-297.