
CS 147 Assignment #1

Needfinding

Accessible Design Studio

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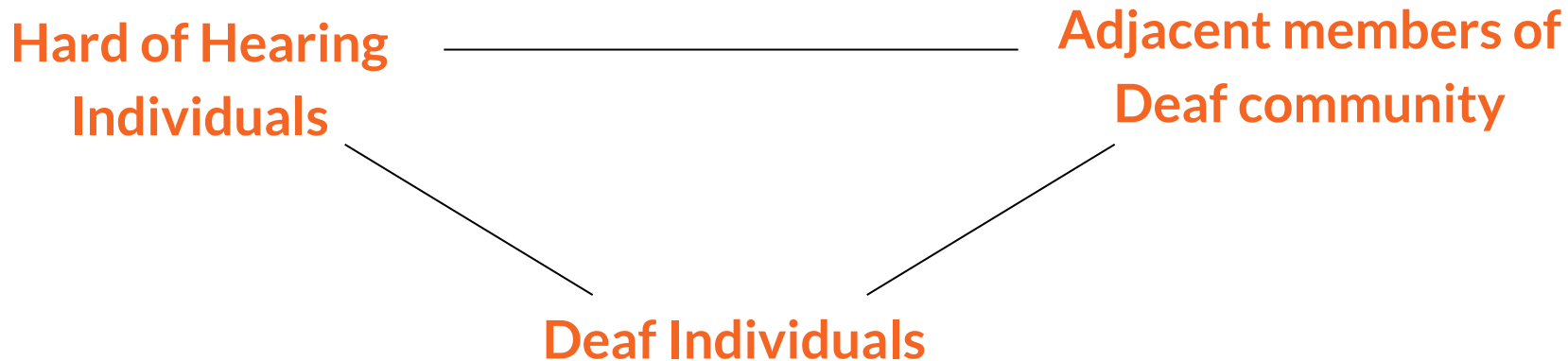
Domain

The Deaf Community

Accessible Design for Different Abilities



Needfinding Methodology Introduction



Needfinding Methodology We Asked About

General

- What is your relation to the Deaf community?
- Tell me about a time where you did not feel as included in a space?

Mobile Apps / Technology:

- What apps do you use on a day-to-day basis?
- Tell me about your experience using mobile apps? Is there anything you like / dislike?

Entertainment

- What types of media do you particularly enjoy?
- Tell me about a time when you experienced art or entertainment?

Pandemic

- How has the ongoing pandemic affected the Deaf community?
 - Have you found anything that has helped with this change?
-

Johnny



*“Covid has just amplified problems
that already existed.”*

a college graduate

born deaf who now uses two cochlear implants

Zoom interview, 40 minutes

Michelle



“Hearing is something that is difficult for me, visual is something that is easy.”

audiologist & mother of 3

born hard of hearing, now uses two cochlear implants

Zoom interview, 30 minutes



Catherine



“The deaf community is very very close.”

university ASL professor

born into a 3 generation deaf household

Zoom interview, 60 minutes

Catherine



*“Now I feel proud about my identity
as a CODA.”*

high schooler & daughter

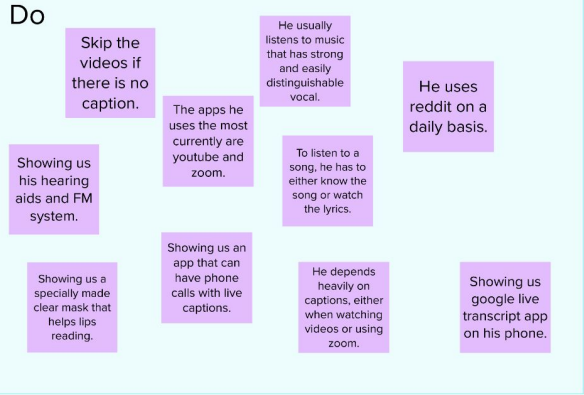
child of deaf adults (CODA)

Zoom interview, 50 minutes

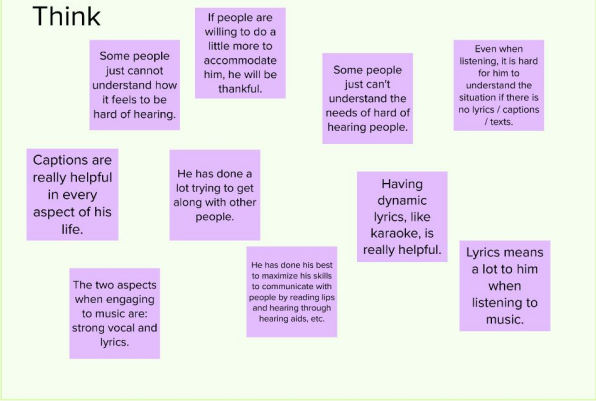
Analysis

Empathy Map: Johnny

Do



Think



Say

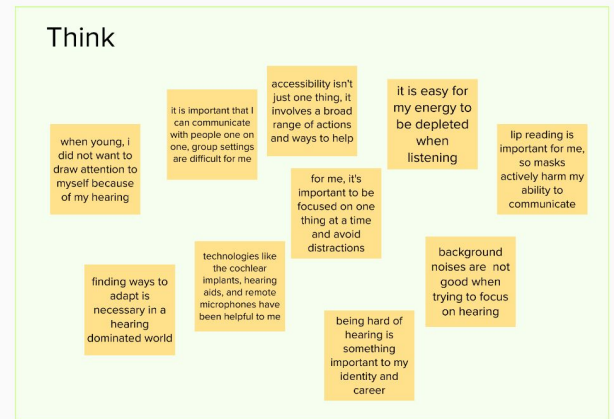


Feel



Analysis

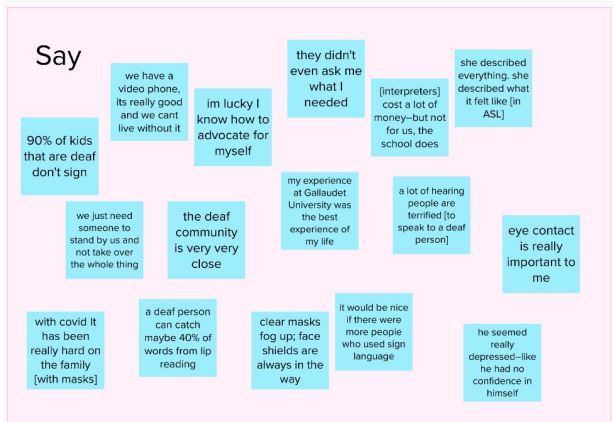
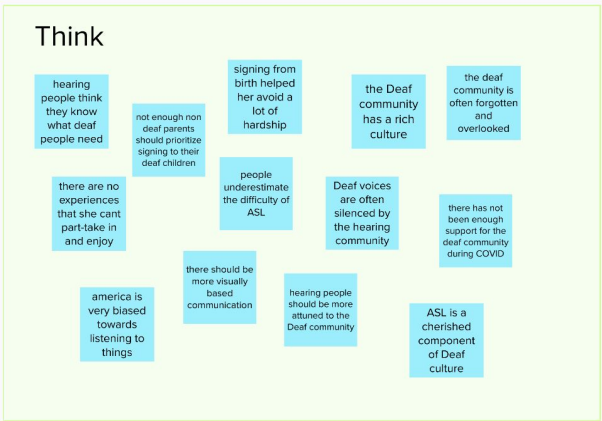
Empathy Map: Michelle



Analysis

Empathy Map:

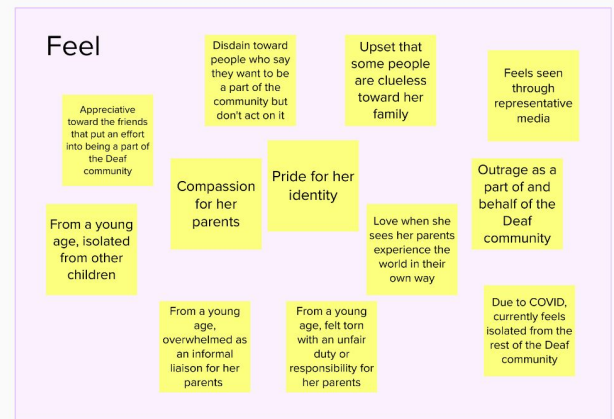
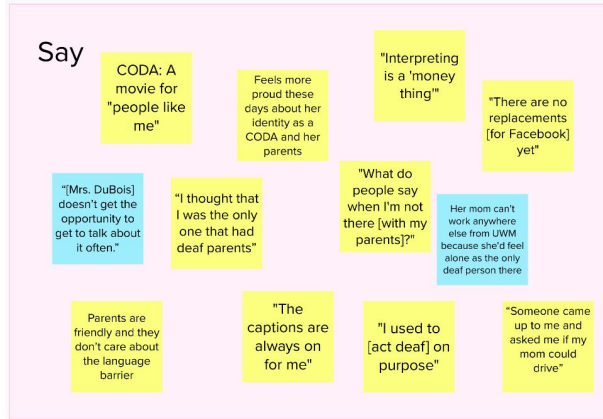
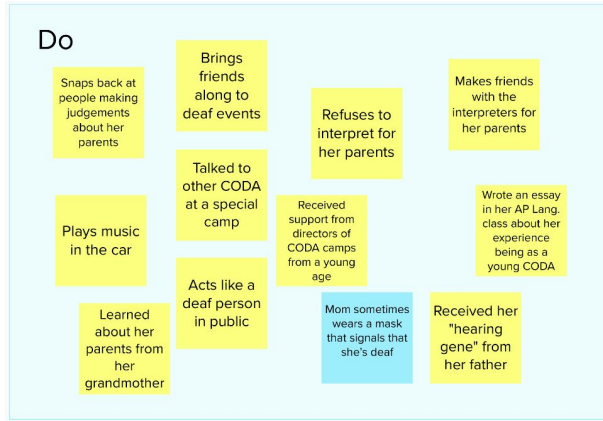
CJ



Analysis

Empathy Map:

Chloe



Tensions, Contradictions, Surprises

Tensions

Use universal gestures when signing language barrier

[interpreters] cost a lot of money--but not for us, the school does

During pandemic, people are completely unwilling to get close to anyone else.

“Someone came up to me and asked me if my mom could drive”

Contradictions

She wants her mom to feel included →
Refuses to interpret for her parents

Surprises

90% of kids that are deaf don't sign

America is very biased towards listening to things

people have run away from her in fear

Tensions, Contradictions, Surprises (contin.)

Tensions

stress and anxiety when background music is used for 'ambience'

very frustrated when there is lag between captions and tv

"Interpreting is a 'money thing'"

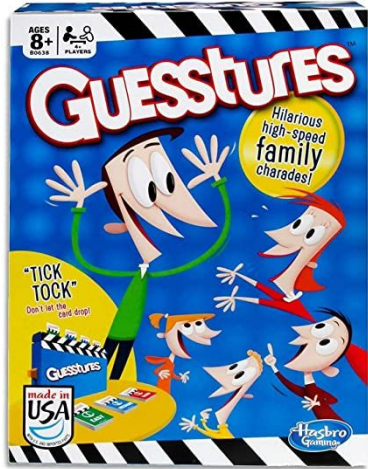
Contradictions

our art has no noise or music → attends kids choir concerts

Surprises

"I used to [act deaf] on purpose"

Skip the videos if there is no caption.



Analysis

“In second grade, we had show and tell, but... they **didn't provide an interpreter** for my mom, so she had to use *Guesstures*.”

Insight

- Hiring interpreters can be difficult for a number of reasons including financial constraints and ignorance.

Need

- A guaranteed professional interpreter should be a right.
-

Analysis

“The last [Deaf event] I went to was in 2019, right before COVID.”

Insight

- Deaf events are an integral part of fostering community, but COVID has hindered that.

Need

- A distanced way to support community
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Analysis

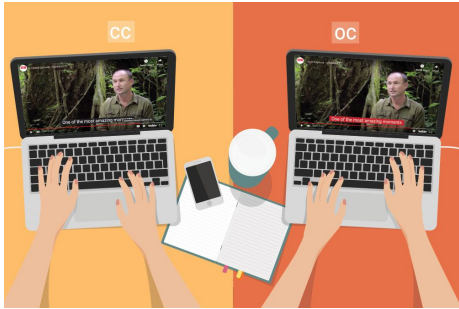
"If there's a **video without captions**, I'll just skip it. Sometimes I'll try to go to the comments and piece things together but it's usually **not worth it**."

Insight

- A lot of content and speech remains uncaptioned and inaccessible.

Need

- Captioning should be more ubiquitous.
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Analysis

Insight

- Masks cover up part of the face, which hinders deaf individuals in ways such as stifling the emoting that is integral to conveying ASL or lipreading.

Need

- There needs to be a way to support effective communication while maintaining health & safety.
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Analysis

Conclusions

Inferences & Questions

- The Deaf community is strong and heavily interconnected
 - How do they maintain this connectedness?
 - Are there ways to support this?
 - Independence, inclusion, and representation seem to be throughlines
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Summary

1. We talked to lots of people with different experiences with deafness
 2. We learned a lot about their culture, challenges, and connectedness
 3. We are excited to investigate how to best support them
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