Assessing and Improving the Experience of Underrepresented Populations

A Participatory Design Approach
Hi!

We are Scott W. H. Young
User Experience & Assessment Librarian, MSU

and Hailley Fargo
Student Engagement Librarian, PSU
Acknowledgements

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Celina Brownnotter, Architecture Graduate, MSU
We are grateful for the ancestral and Indigenous stewards of this land, and we recognize that Washington is home to the an incredible diversity of tribal nations:

Chehalis  Lower Elwha  Port Gamble  Skokomish  Swinomish
Colville  Lummi  Puyallup  Snoqualmie  Tulalip
Cowlitz  Makah  Quileute  Spokane  Upper Skagit
Hoh  Muckleshoot  Samish  Squaxin Island  Yakama
Jamestown  Nisqually  Sauk-Suiattle  Stillaguamish
Kalispel  Nooksack  Shoalwater  Suquamish
The limits of settlers’ territorial acknowledgments

Lila Asher, Joe Curnow & Amil Davis
“No matter how detailed and considerate a territorial acknowledgment spoken in a settler space is, it can never be more than a move to innocence if it is not combined with concrete actions embedded in relationships of solidarity.”

— Asher, Curnow, and David, 2018
Today’s talk

- Definition
- Process
- Products
- Practice
Participatory Design
Participatory Design
A socially-active, politically-conscious, values-driven approach to co-creation
The main approach in Participatory Design has been about...paying attention to power relations and providing resources with a view to the empowerment of traditionally marginalised groups.

— Bannon and Ehn, 2013
The need for participation, in essence, recognises that tensions exist between those with some form of knowledge and power and those without.

— Kensing and Greenbaum, 2013
Participatory Design and Indigenous Communities
A participatory process for the design of housing for a First Nations Community

Tracey MacTavish · Marie-Odile Marceau · Michael Optis · Kara Shaw · Peter Stephenson · Peter Wild
First Nations Housing

What

Designing housing on the Kitamaat reserve of the Haisla First Nation
First Nations Housing

What
Designing housing on the Kitamaat reserve of the Haisla First Nation

Who
Professional architects in collaboration with researchers at the University of Victoria
## First Nations Housing

<table>
<thead>
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First Nations Housing

How

Direct collaboration
Interviews
Design Workshops
First Nations Housing

**How**

- Direct collaboration
- Interviews
- Design Workshops

**Why**

To develop a culturally appropriate housing type that the Nation could implement in future development of housing in their community.

To empower this indigenous community in the design of its own housing.
Through community consultation, housing design should accommodate traditional cultural activities, foster cultural identity, strengthen family bonds, and educate youth.

— MacTavish et al., 2012
Principles of Participatory Design
Design Principles

Participation
Mutual learning
Equal expertise
Shared power
Co-creation
Co-determination
Democracy
Equity
Design Principles

Participation

Mutual learning
Equal expertise
Shared power
Co-creation
Co-determination
Democracy
Equity

Students transcend to a position of trusted and legitimate participant in the assessment process.
Design Principles

Participation

Mutual learning

Equal expertise

Shared power

Co-creation

Co-determination

Democracy

Equity

Participants share perspectives and grow knowledge together.
Design Principles

Participation
Mutual learning
Equal expertise
Shared power
Co-creation
Co-determination
Democracy
Equity

Involve the skills of both students and professionals.

Acknowledge students as experts in their own situations.
Design Principles

Participation
Mutual learning
Equal expertise

**Shared power**
Co-creation
Co-determination
Democracy
Equity

Empower those who may be invisible or weaker in organisational power structures.
Design Principles

Participation
Mutual learning
Equal expertise
Shared power

Co-creation
Co-determination
Democracy
Equity

Students and professionals create together.
Design Principles

- Participation
- Mutual learning
- Equal expertise
- Shared power
- Co-creation

**Co-determination**

- Democracy
- Equity

Students and professionals work collaboratively to shape a shared future.
Design Principles

- Participation
- Mutual learning
- Equal expertise
- Shared power
- Co-creation
- Co-determination
- Democracy
- Equity

The right to have a voice.

The right to have your voice matter.
Design Principles

Participation
Mutual learning
Equal expertise
Shared power
Co-creation
Co-determination
Democracy
Equity

Dismantling oppressive structures, particularly those present in a culture of patriarchal whiteness.
Participatory Design at Montana State
A project to design a new library service in support of Native student success
What: A project to design a new library service in support of Native student success

Who: From Montana State University, 1 librarian and 4 Native students
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PD Process

Workshops
Interviews
Storyboarding

Design Games
Prototyping
"The Great Pie"
"Mind Map"
BUILDING YOUR VEHICLE

Get Started
"Draw Your Vehicle"
Collage -> How do you want the library to make you feel?
There is magic here, the delight in being not quite lost and not quite found.
"Predict Next Year's Headlines"
#MSULIB101

A Guide to Navigating the Stacks

Did you know...

- Research Center
- Hours

MSU Library offers Research Help for every phase of the Research Process!

COME VISIT!

Campus Map

We are here!

We provide:

- ERS
- Ette of Campus Lib in Cent

LOGO #MSULIB101
A GUIDE TO NAVIGATING YOUR LIBRARY

#MSULIB101

Work with a librarian to get help with the research process—narrowing your research question and finding and citing sources.

Start at the Research Center on the 1st Floor of the Library, or visit lib.montana.edu
lib.montana.edu/about/msulib101
Participatory Design at Penn State
PD at PSU

What

A project to better understand how first-generation students use and perceive the library
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PD at PSU

**What**

A project to better understand how first-generation students use and perceive the library

**Who**

From Penn State, 5 library employees and 6 first-generation students

**When**

Spring 2018
**PD at PSU**

**What**
A project to better understand how first-generation students use and perceive the library

**Who**
From Penn State, 5 library employees and 6 first-generation students

**When**
Spring 2018

**Why**
Saw differences in use and perception of library between first-generation and non-first-generation students in 2016 Ithaka survey
Vision cards
Unpeeling the Onion
Consequence Triangles
“Due to either no information or misinformation, first-generation students might have issues feeling like they belong in the library or are just intimidated by the library. This might be caused by preconceptions of what a library is, along with no context, limited role models, and lack of instruction.”
Checklist (modified)
Products of Participatory Design
Products at MSU

Practical

Political
Products at MSU

Practical
New community building approaches

Political
Poster series
A GUIDE TO NAVIGATING YOUR LIBRARY

#MSULIB101

Bring your paper to the Writing Center
to get help at any stage in the writing process.

Located at the 1st floor of the Library

MTLib101.ScottWYoung@gmail.com

Native American Nurses

LEADING FUTURE GENERATIONS TO A HEALTHIER NATION

Scott W. H. Young & Hailley Fargo
University of Washington Libraries — 2019
Products at MSU

Practical

New community building approaches

Political

Poster series
Products at MSU

**Practical**

- New community building approaches
- Poster series

**Political**

- New voices
- New relationships
Products at PSU

Practical

New community

Learned about the first-generation student experience

Political

Had the student voice to elevate; participation in Student Advisory Group
**Products at PSU**

**Practical**

New community

Learned about the first-generation student experience

Had the student voice to elevate; participation in Student Advisory Group

**Political**

New relationships

Sharpened focus on how to listen & to challenge assumptions

Places to increase outreach efforts
Future Directions

Participatory design
“A commitment to designing futures that challenge power relationships and transform patterns of exclusion and social injustice.” (Robertson & Wagner 2013)

Student engagement
A more inclusive practice that moves beyond the transactional, to a point where libraries can offer student-centered student engagement experiences.

Critical assessment
Practicing assessment “in ways that are attentive to power dynamics and questions of equity and inclusivity.” (Magnus, Belanger, & Faber, 2018)
References


