Assessing and Improving the Experience of Underrepresented Populations
A Participatory Design Approach
Hi!

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Acknowledgements

Steve Borrelli  Head of Assessment, PSU
Zoe Chao  User Experience Librarian, PSU
Carmen Gass  User Services Training Coordinator, PSU
David Swedman  Grants & Assessment Coordinator, MSU
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
Participatory Design at Montana State
What

A project to design a new library service in support of Native student success
<table>
<thead>
<tr>
<th>What</th>
<th>Who</th>
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<tbody>
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<td>A project to design a new library service in support of Native student success</td>
<td>From Montana State University, 1 librarian and 4 Native students</td>
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PD at MSU

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

When: 2016–2017
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| **Why**   | To empower Native students, and to improve their experience of the Library.  
To critically engage power structures in the Library. |
PD Process

Workshops
Interviews
Storyboarding

Design Games
Prototyping
BUILDING YOUR VEHICLE

Get Started
"Draw Your Vehicle"
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

A GUIDE TO NAVIGATING YOUR LIBRARY

#MSULIB101
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
### 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
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
Unpeeling the Onion
Theme we uncovered

“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.”
Products of Participatory Design
Products at MSU

Practical

Political
Products at MSU

Practical
New community building approaches
Poster series

Political
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

Had the student voice to elevate

Political
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 -- lack of awareness to resources
- Places to increase outreach efforts
Recommendations for Practice

Time & Resources
Assessment
Session Reflections
Facilitation
Participant Recruitment
References


