Service Dawgs:

REACH - Resource, Education, Accessibility, and Community Hub



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Problem Context

Currently, UW DRS (Disability Resources for Students) cannot meet student needs beyond providing accommodations.

- Students with disabilities (SWD)
 - feel isolated and disconnected
 - seek community
 - have **questions**, but don't know where to look

Students with disabilities are at higher risk of **mental health issues** and **academic hardship**

Problem Statement

How might students with disabilities find a community and resources comfortably so that they can succeed within higher education?

*Students with disabilities = SwD

Key Research Insights

- 1. SwD need social support and academic assistance
- 2. Make resources easy to find
- 3. Adhere to WCAG guidelines
- 4. Access to resources and community are vital
- 5. Include general and disability-related resources
- **6.** Prioritize **transparency**, **education**, **community** and **self-confidence**

Personas



Maya: 20 years old, Junior at UW

- Context

- Chronic migraines + Head trauma
- Has DRS accommodations

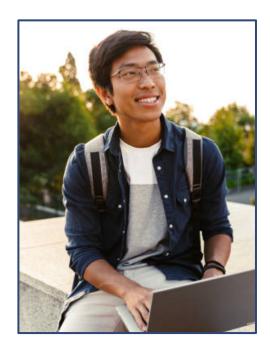
Pain Points

- Frustrated with DRS counselor
- Studying is difficult and time-consuming

Goals

- Advice/resources
- To talk to people who understand what she is going through

Personas Cont.



Drew: 21 years old, Senior at UW

Context

- Recently diagnosed with ADHD
- No DRS accommodations

- Pain Points

- Overwhelmed
- Does not time to spend with friends & family

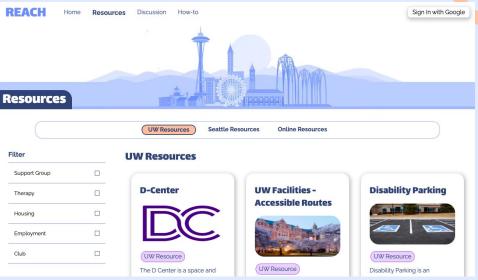
- Goals

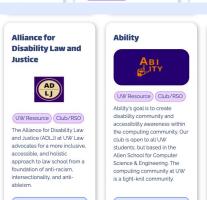
- Improve quality of life
- Support and/or advice people in similar situations

Solution approach / key feature:

Centralized hub of resources - On-campus, In Seattle, Online

A comprehensive and transparent list of resources and pre-existing communities





GO TO RESOURCE

GO TO RESOURCE







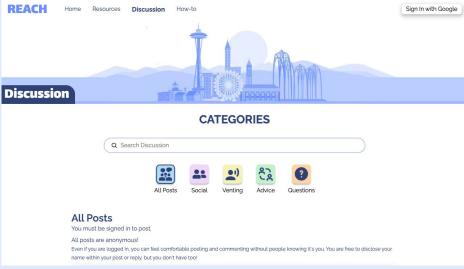
We bring Deaf, hard-ofhearing, and hearing students together by communicating in sign language, learning about the Deaf culture, and providing support to the Deaf community.

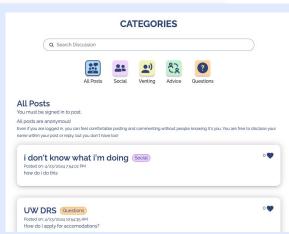
GO TO RESOURCE

Solution approach / key feature:

Community Discussion Forum

Ask and answer questions regarding DRS, disabilities, and college

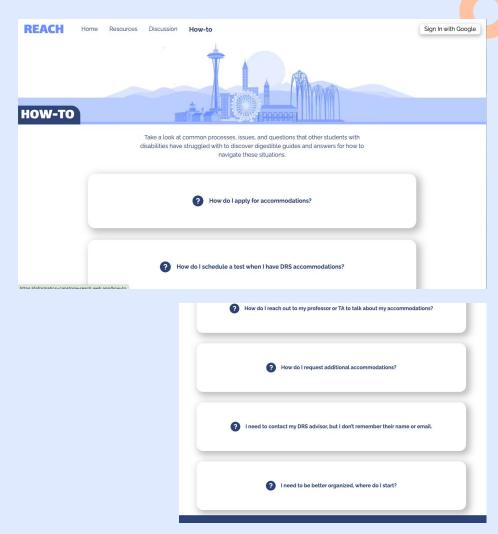




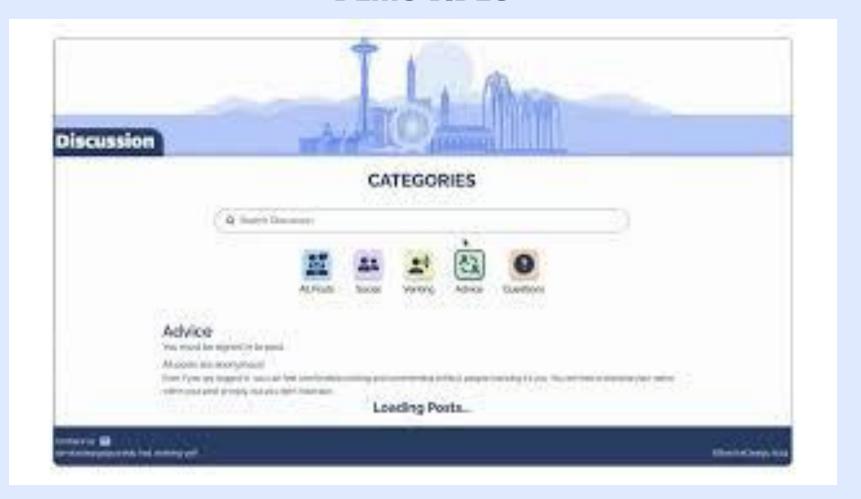
Solution approach / key feature:

"How-To" Page

Guidance navigating common issues or processes relating to disability accommodations



DEMO VIDEO



User Testing & Validation

Concepts & Assumptions

- → Centralized Resource Hub
- → Reduced Feelings of Stress & Isolation
- → Anonymity

Lessons & Insights

- → Consolidating resources
- → Talking to professionals
- → Organization
- → First-hand advice & connection

Design Direction

- → Search feature & specific filters
- → User suggested resources
- → Categorize & clean forum

Ethical Considerations

Inclusive vs Accessible Design

Going beyond the 'required' accessibility and not restricting to a single disability type

Misinformation/Disinformation

Checking resource validity and bias

Data Privacy for Users

Forum anonymization and securing personal profile data

Content Moderation

What do we as moderators see as 'crossing the line'?

Next Steps Beyond Capstone

- Open Source: Allow students at other universities to host a version of our app, specific to their school & the needs of their peers
 - Provide future students with ideas to consider and implement to increase capabilities on REACH
- **Increase Resources**: Add more resources to our hub to make our site more inclusive & comprehensive
- **User Testing**: Continue user testing with a wider range of disabilities & iterate based on insights

