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Inclusive by Design: Promoting the Value of Inclusivity with Design Thinking

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Inclusive by Design

Promoting the Value of Inclusivity with Design Thinking

The purpose of this project was to 1) use the design thinking process to better understand the needs of students with underrepresented backgrounds and identities; and 2) use that enhanced understanding to develop more inclusive spaces and services within Grand Valley State University Libraries.

Our Process:

- 1 Conducted “expert” interviews with faculty and staff on campus who have significant knowledge regarding the challenges that groups of underrepresented students face.
- 2 Defined themes and created “how might we...” statements to resolve identified problems or pain points.
- 3 Opened ideation sessions to all library faculty/staff and relevant campus partners.
- 3 Reviewed ideas, moved forward with prototyping and implementation, and collected larger ideas for leadership review and future implementation.



5-3-1 ideation session ideas

grouped together ideas for implementation

- 3 **Example ideas generated:**
 - Artwork audit
 - Library faculty/staff biographies
 - 1st generation name tag badges
 - Advertising campus safety resources during late hours
 - Designated liaison to support service departments

- 1 **Interviewed:**
 - Center for Women and Gender Equity
 - Student Veterans Counseling Center
 - Dean of Students Disability Support Resources
 - LGBT Resource Center

- 2 **Defined themes:**
 - Isolation
 - Marginalization
 - Safety
 - Stress

turned themes into problem statements

