5-2019

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

Kiersten Quilliams  
*Grand Valley State University*, quilliak@gvsu.edu

Samantha Minnis  
*Grand Valley State University*, minniss@gvsu.edu

Barbara Harvey  
*Grand Valley State University*, harveyb@gvsu.edu

Kristin Meyer  
*Grand Valley State University*, meyerkr@gvsu.edu

Follow this and additional works at: https://scholarworks.gvsu.edu/library_presentations

Part of the *Library and Information Science Commons*

Recommended Citation

Quilliams, Kiersten; Minnis, Samantha; Harvey, Barbara; and Meyer, Kristin, "Inclusive by Design: Promoting the Value of Inclusivity with Design Thinking" (2019). *Presentations*. 81.  
https://scholarworks.gvsu.edu/library_presentations/81

This Article is brought to you for free and open access by the University Libraries at ScholarWorks@GVSU. It has been accepted for inclusion in Presentations by an authorized administrator of ScholarWorks@GVSU. For more information, please contact scholarworks@gvsu.edu.
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. Reviewed ideas, moved forward with prototyping and implementation, and collected larger ideas for leadership review and future implementation.

**Empathize/Define**
- Interviewed:
  - Center for Women and Gender Equity
  - Student Veterans
  - Counseling Center
  - Dean of Students
  - Disability Support Resources
  - LGBT Resource Center
- Isolation
- Marginalization
- Safety
- Stress

**Ideate**
- Empathize/Define
- How might we...
  - partner with student groups to create and/or host events that engage or draw in/welcome underrepresented groups?
  - help students from underrepresented groups feel safer within the library, and walking to and from?
  - foster personal connections among library employees and students with underrepresented backgrounds?
  - embed compassion/compassion into students experiencing stress?

**Prototype/Implement/Evaluate**
- 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

**5-3-1 ideation session ideas**
- grouped together ideas for implementation

- hosted ideation sessions for each problem statement

**Example social media ad promoting safety resources**

"Inclusion isn’t all or nothing."
- Kiersten Quilliams, Samantha Minnis, Barbara Harvey, & Kristin Meyer

"when’s the next bus?"