

Inclusion or “losing the will to live”?

IT Can Help's clients and IT

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BCS IT Can Help



Ken Stoner

28th April 1935

- 14th August 2006

Founding Chairman:

IT Can Help (BCS)

- **240 Volunteers – 1 part time BCS Executive**
- **Across UK – England, Scotland, Wales, NI**
- **In last 2 years**
 - **assisted > 1100 people**
 - **helped > 3000 times**
- **Hardware/software problems and gaining confidence in using computer**
- **DO NOT offer IT training**

BCS IT Can Help Structure/Opportunities



- **UK Management Group**
- **National/Area Organisers**
- **County/District Coordinators**
- **IT Support Volunteers**
- **Other support - admin/publicity**

Help from other parts of BCS

- **YPG Projects – database, workshops**

1. Internet

2. Troubleshooting

3. Software support

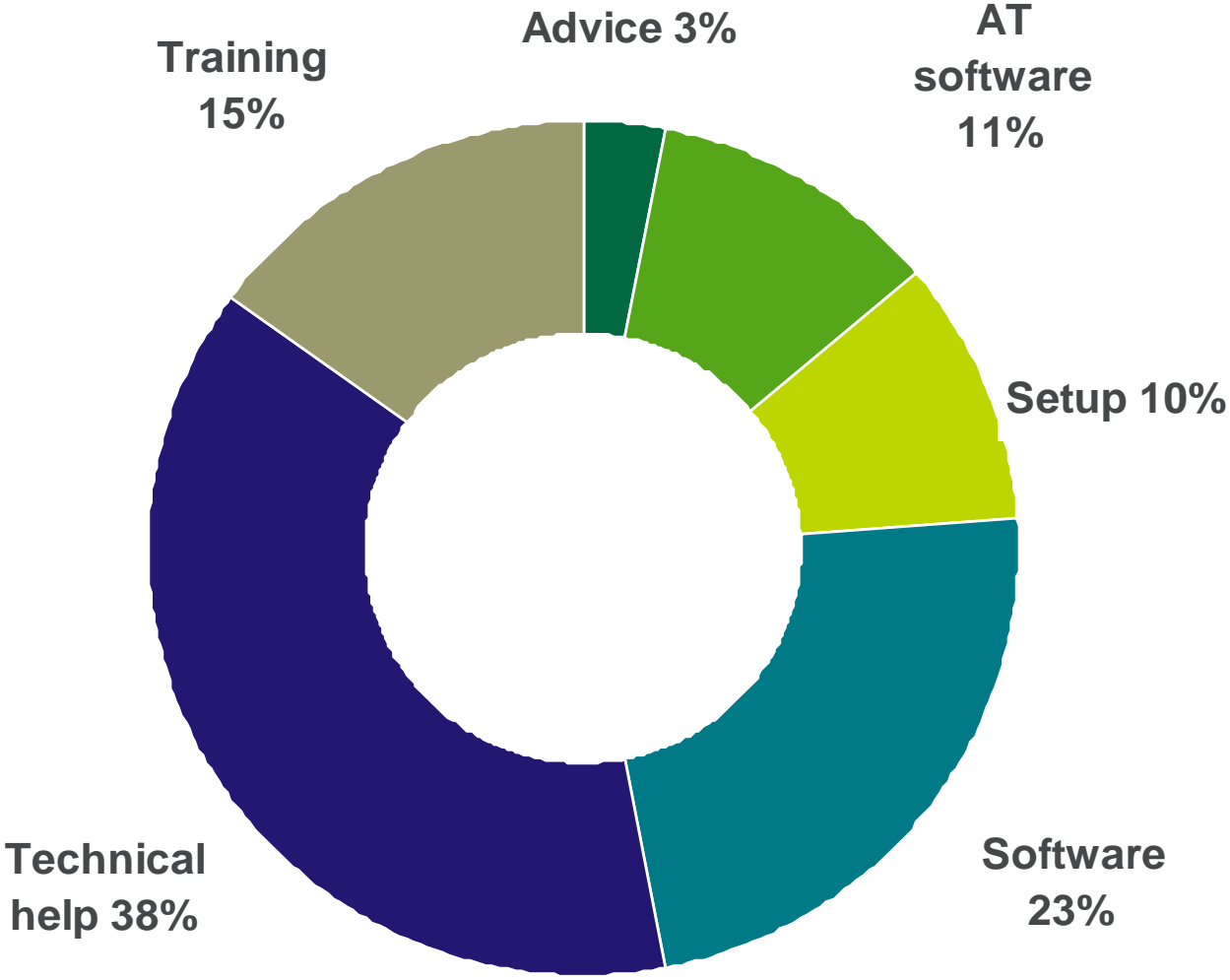
4. Hardware Support

5. Installation

6. Training

7. Miscellaneous

Assistance by type 2009



Can IT make a difference?.....

I'm deaf but I can
be
a hearing person
when I'm on-line

It opened my life
back up again – it's
amazing what you can
do!

Most of my contacts
and customers have
no idea that I'm blind

I literally squealed with pleasure
– it made such a difference !

The expression "it
changed my life"
is over-used but in
this case it's true

- 1. Sensory - sight, hearing, speech**
- 2. Mobility – dexterity, mobility**
- 3. Hidden – e.g. learning disabilities**
- 4. Multiple disabilities**
- 5. Progressive – changing needs**
- 6. Ageing population
(age-related impairments)**

- **Low income**
- **Old/ second hand computers/software**
- **Isolation – difficult to get help/advice**
- **Restricted chances for education/employment**
- **Low level of IT knowledge**
- **Changes and incompatibility**

Suggestions



- Can we design for all?
 - Include & consider users for design & context
- **Backward compatibility**
 - (MS Word 2003-07)
- Avoid free & evaluation software

Suggestions



- Magnifier or reader in IT system design
 - online ticket booking experience

- Multi-modal online training
 - video or sounds

Suggestions



- Hardware driver, manual availability for older equipment
- Cost of Assistive Technologies & software
- BCS SFIA* on 'Inclusivity' or IT for disabled people.

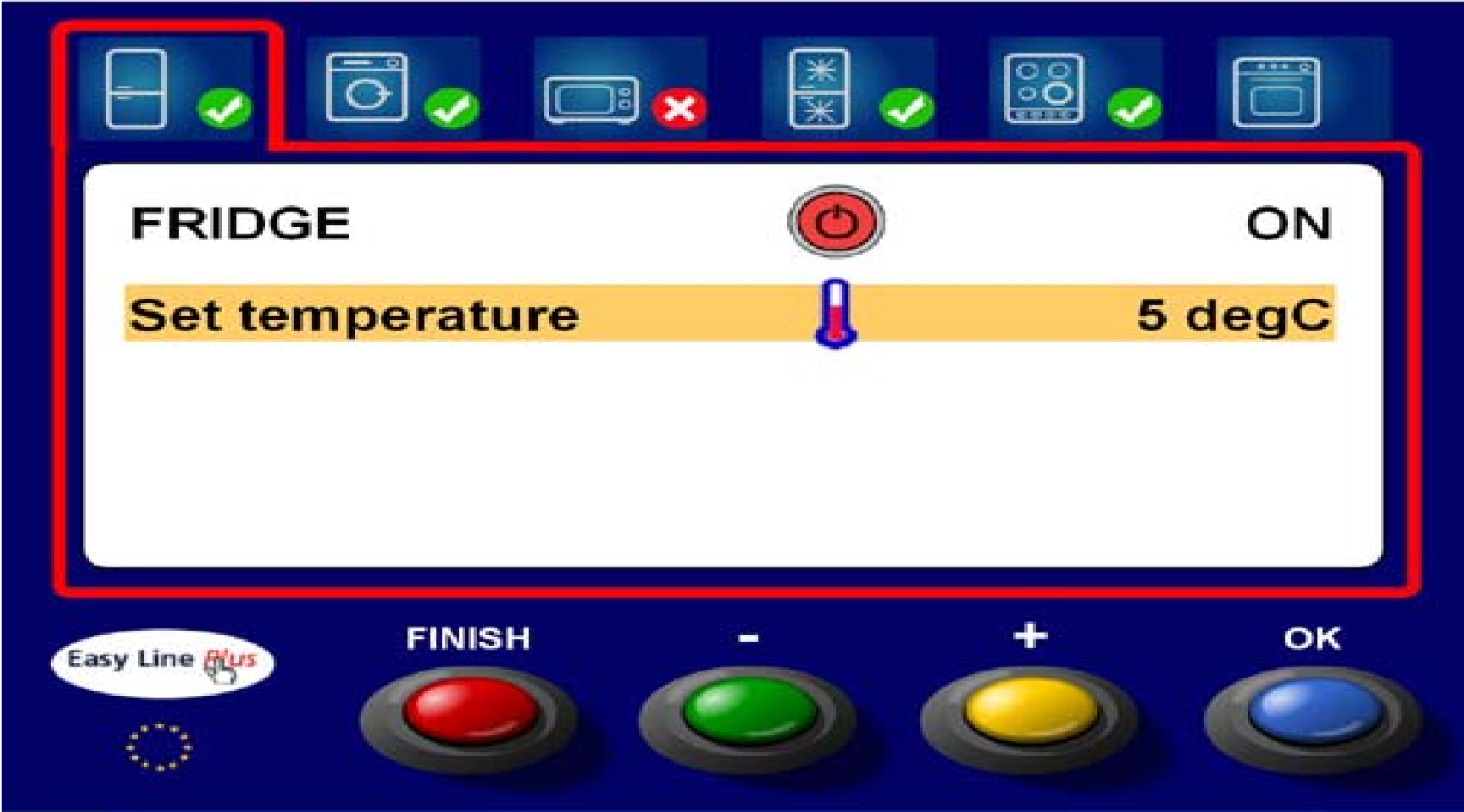
* Skill Framework for the Information Age

Suggestions



- Technology & Interface Design approach
- SCUF
 - Simple
 - Consistent
 - Usable
 - Familiar

One Example SCUF



Usability evaluation



Gesture Interface



Links



- <http://www.inclusivedesigntoolkit.com>
- <http://www.easylinesplus.com/>
- <http://www.itcanhelp.org.uk>
- Usability Lab at Glyndwr

Q & A / DISCUSSION



Thanks

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