

# Visual Participatory Design Activities:

Empowering Student Voices  
for Inclusive Education

Hien Phan • University of Florida  
AIGA DEC - Lens Symposium 2023

participatory design (PD)

reflexivity

inclusive design

“ Participatory design... in  
proposing reflexivity as an  
orientation in design and for the  
plurality of participation”

(Pihkala and Karasti, 2016)

participatory design (PD)

service design (SD)

co-creation

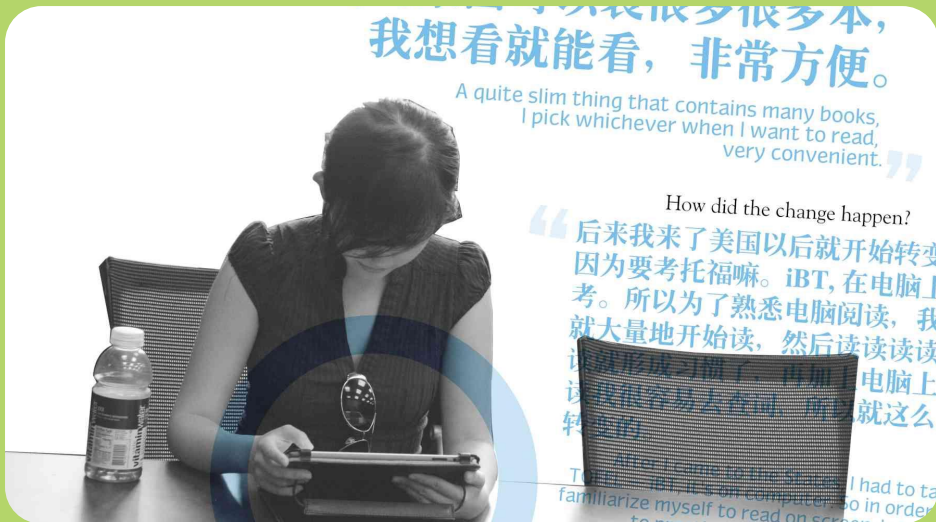
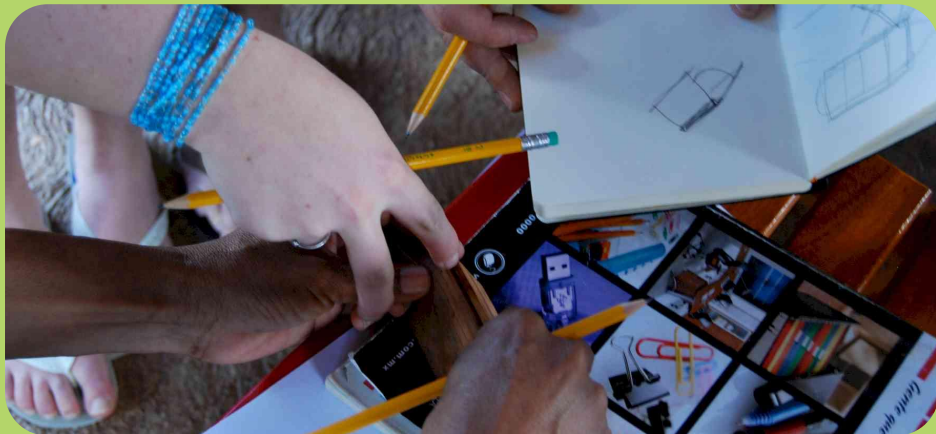
“ ... the role of expert designers is no longer to create value, but rather to **support the capabilities of users and communities** to define their *own solutions* (and even their *own needs*) and to engage them in a participatory process of value **co-creation**.

(Saad-Sulonen, 2020)



“We co-design sustainable and equitable solutions to pressing problems.”

arts.ufl.edu



participatory design (PD)

agency

equity

transformative design

“ This (co-design) allows **a diverse network of changemakers** to be built, transforming how participants see **themselves and others as capable agents of change.**”

(Vogel, 2021)



ASIAN PACIFIC  
ISLANDER DESI AFFAIRS

“... resources to enhance and promote intellectual and personal growth of students to explore and define their complex cultural and intersectional identities.”

[apia.multicultural.ufl.edu](http://apia.multicultural.ufl.edu)

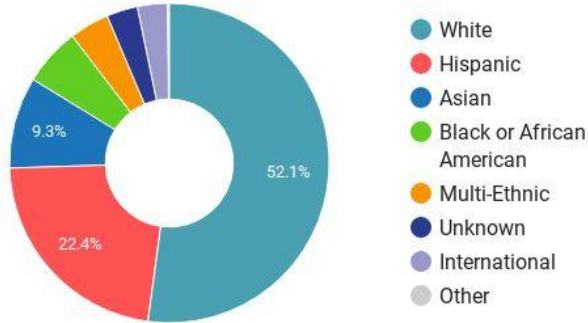


Photo credits to OAPIDSE Instagram  
LEFT: APID first cultural annual fair, Apr.2022  
RIGHT: Chai Chats event, Nov. 2022





Racial-Ethnic Demographics of UF Full-Time Undergraduate Stu...



"How Diverse Is University of Florida?" 2013. College Factual

- **Office of Asian and Pacific Islander  
Desi Student Engagement (OAPIDSE)**  
University of Florida  
Gainesville, FL

Asian American **Student Union**

Asian American Undergraduate  
Student **Law Association**

Asian **Kaleidoscope** Month

**Bangladeshi** Students' Association

**Chinese American** Student  
Association

**Chinese** Student Association

**Indian** Students Association

**Korean Undergraduate** Student  
Association

**Pakistan** Student Association

**Thai-Lao** Student Association

**Taiwanese** Student Association

**First-year Leadership** Experience

**Japanese** Student Association

**Queer Asian Pacific Islander Desi**  
Discussion Group

Society of **Taiwanese and Hong Kong**  
Students

**South Asian** Student Association

Sparks **Magazine**

**Vietnamese** Student Organization

... and more!

# Research interests



**Hien Phan**

Visual Participatory  
Design as a method in  
collaboration with local  
groups of minority



**Flora Wang**

Program Director at  
Office of Asian and Pacific  
Islander Desi Student  
Engagement (OAPIDSE),  
University of Florida

## Flora:

- What specific challenges do APID students encounter at UF?
- How can unity be fostered among the various APIDSE student organizations?

Flora + Hien meeting on Feb. 24, 2023



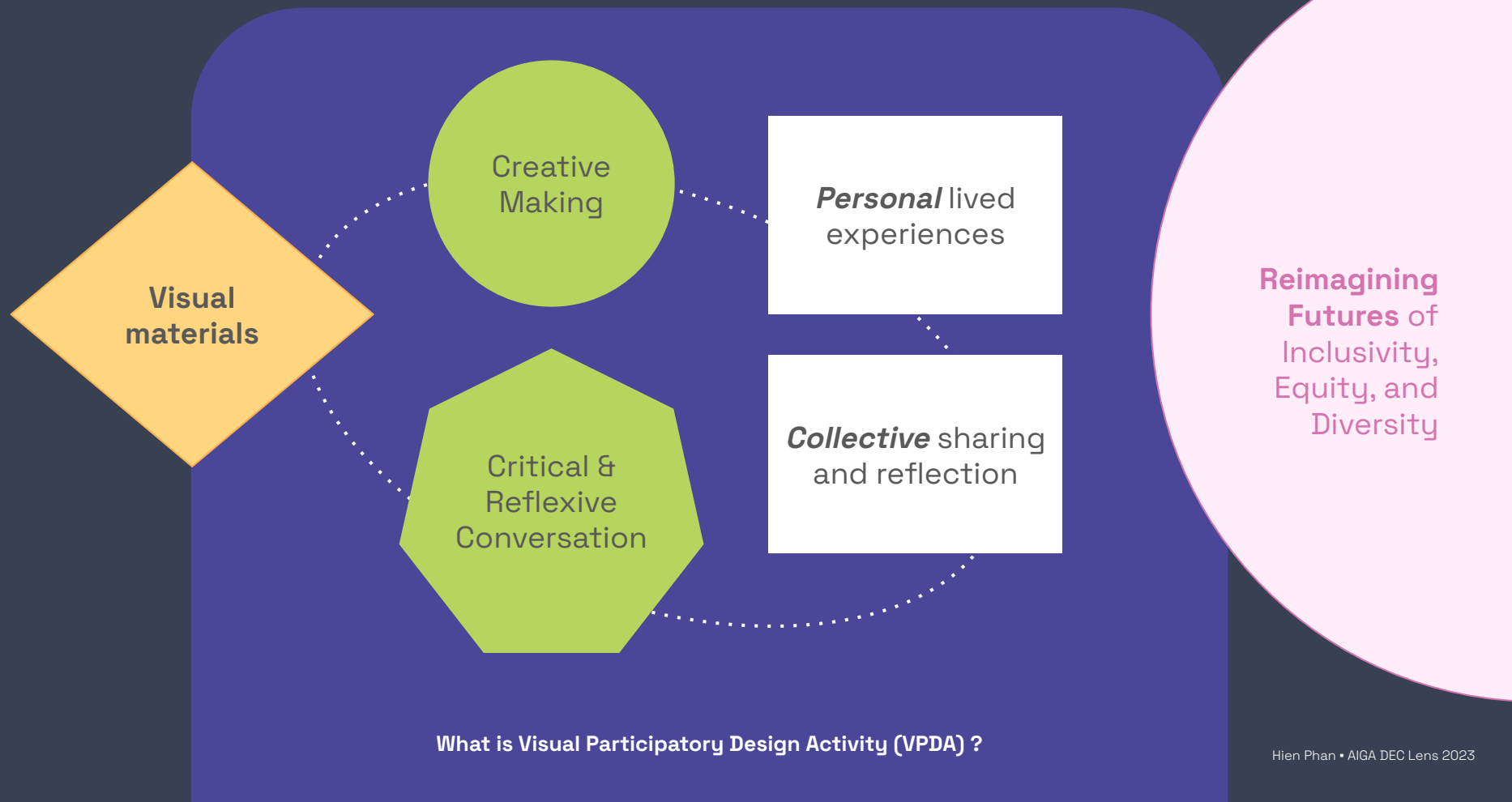
Research question:

Through **VPDA**, how can we **address**  
**UF APID** students' challenges and  
**collectively redesign** student  
services and organizations for  
**inclusivity and equity**?

**VPDA:** Visual Tactics of  
Participatory Design

**UF:** University of Florida

**APID:** Asian and Pacific  
Islander Desi



Participants /  
Subject experts:  
APID students

Stakeholder /  
Collaborator:  
Flora Wang

Design Researcher:  
Hien Phan

Research question:

Through VPDA, how can **we** address  
UF APID students' challenges and  
collectively redesign student  
services and organizations for  
inclusivity and equity?

collective narrative

sustainable development

change trajectory

“ The resulting map(s), or *chronological timeline(s)* show(s) how problematic processes **relate to each other** and how they are **situated in a larger context**, preparing people’s minds to focus on a **systems perspective**. ”

(Filippis et al., 2019)

relational coordination

trust building

inclusive design

“ Liberating Structures are *easy-to-learn microstructures* that enhance **relational coordination and trust**. They quickly foster lively participation in groups of any size, making it possible to **truly include and unleash everyone**. ”

(Lipmanowicz et al., 2014)

Critical &  
Reflexive  
Conversation

+

Creative  
Making

Collective  
Trajectory

Liberating  
Structure

Activity with  
the APID  
Leadership  
Committee in  
April, 2023

Individual Experience to  
Collective (social) Redesign

APID: Asian and Pacific  
Islander Desi



Portrait Making Icebreaker

My name is \_\_\_\_\_

I'm a \_\_\_\_\_, majoring in \_\_\_\_\_

your college year \_\_\_\_\_

your major (and minor) at UF \_\_\_\_\_

I'm from \_\_\_\_\_

an AP/IB student organization \_\_\_\_\_

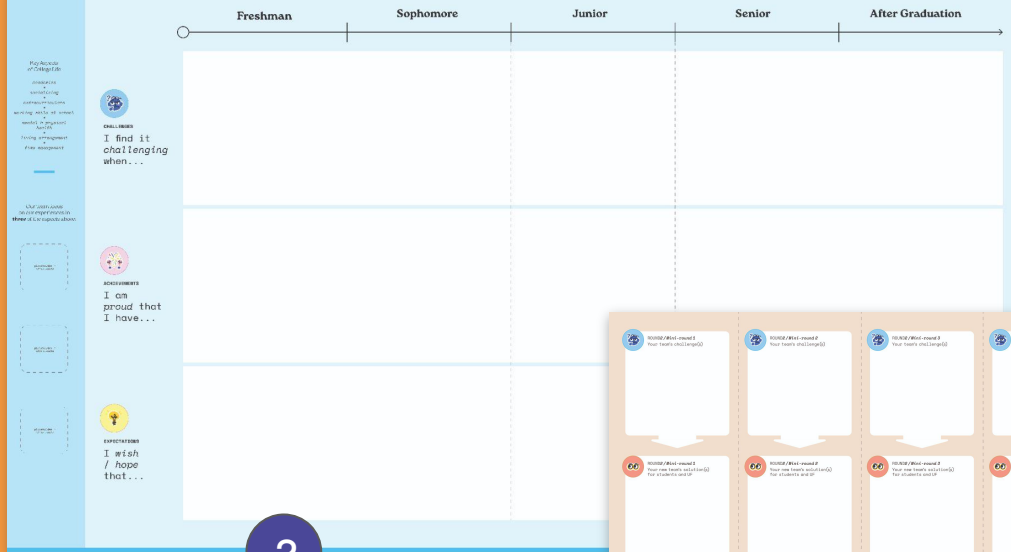
Today, I feel \_\_\_\_\_

circle an emoji: 😊 😐 😞 😡

because \_\_\_\_\_

## Portrait Making

Icebreaker



Collective Trajectory

Timeline: Freshman, Sophomore, Junior, Senior, After Graduation

Challenges: I find it challenging when...

Achievements: I am proud that I have...

Expectations: I wish / hope that...

## Collective Trajectory

Challenges, Achievements, and Future Possibilities

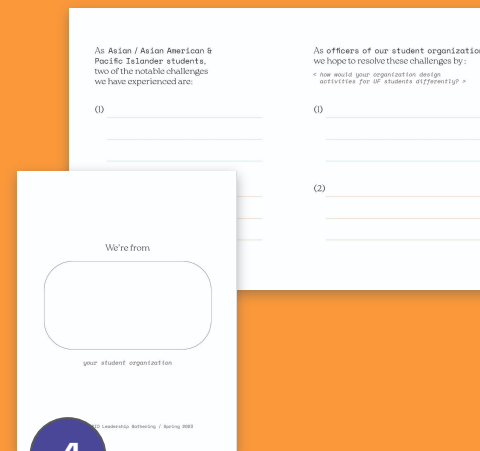


Reimagining Solutions

Top 4 challenges and how you/UF could do differently to approach them.

## Reimagining Solutions

"Top 4 challenges and how you/UF could do differently to approach them."



Recap Booklets

We're from \_\_\_\_\_

your student organization \_\_\_\_\_

As Asian / Asian American & Pacific Islander students, two of the notable challenges we have experienced are:

(1) \_\_\_\_\_

(2) \_\_\_\_\_

As officers of our student organization, we hope to resolve these challenges by:

• how would your organization design activities for its students differently?

## Recap Booklets

"How can your student organization redesign activities to also make the solutions happen?"



# Collective Trajectory

APID Leadership Gathering / Part 1

“

Prompts:

**Challenges, achievements & expectations  
of your UF student trajectory  
in three aspects of college life.”**

## Highlights:

- ★ Academic performance
- ★ Student organization
- ★ Relationship building
- ★ Hobbies

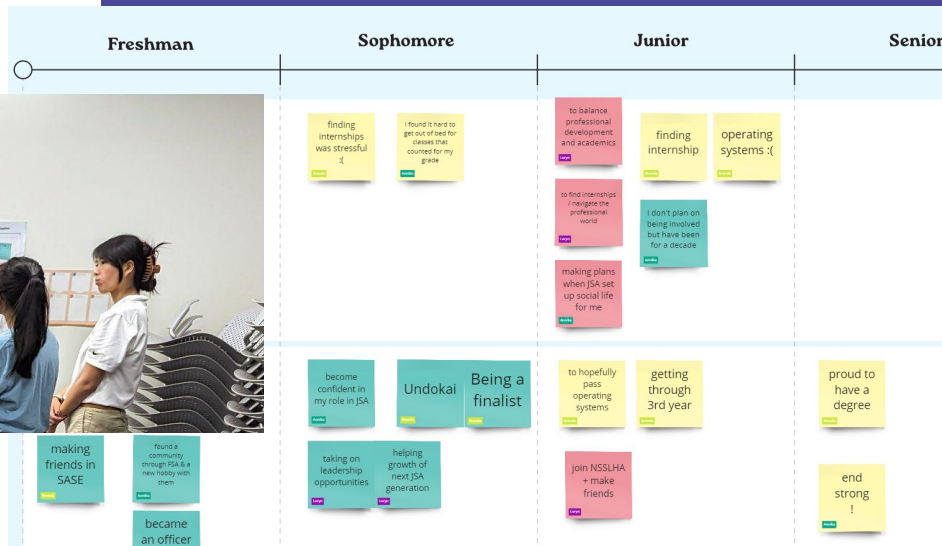
## Challenges:

- ★ Complex trajectory design

Digitized data on Miro



Photo credits to Santana Nyanje, MxD student



# Reimagining Solutions and Recap Booklet

APID Leadership Gathering / Part 3 & 4

Photo credits to Santana Nyanje  
Digitized data on Miro



(2) not so strict on members  
↓  
CLASSES COME FIRST

mental health activities  
↓  
time to heal.  
↓  
email activity.  
social media

American & students, challenges we have experienced are:

(1) finding a community / getting connected

(2) Transitioning into post-graduate life

As officers of our student organization, we hope to resolve these challenges by:

< how would your organization design activities for UF students differently? >

(1) promote a welcoming community, reach out

(2) Leadership opportunities / committee experiences



ROUND2 / Mini-round 3  
Your team's challenge(s)

time management (for job, mental health) -> what is priority?



ROUND2 / Mini-round 4  
Your team's challenge(s)

what after graduation? (LIFE)



ROUND2 / Mini-round 3  
Your new team's solution(s) for students and UF

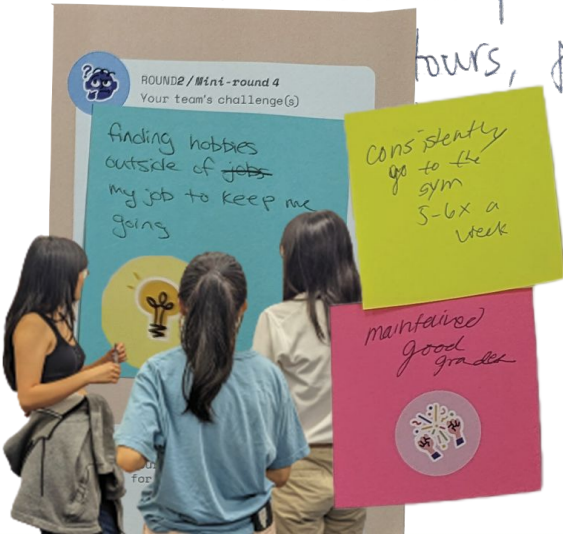
prioritize



ROUND2 / Mini-round 4  
Your new team's solution(s) for students and UF

don't be

better.  
 advertise sources  
 better thru pamphlet,  
 tours, financial



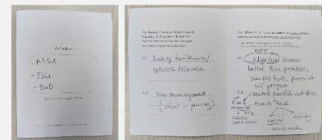
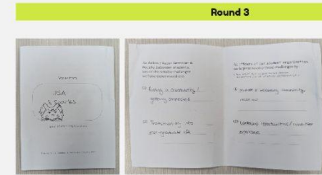
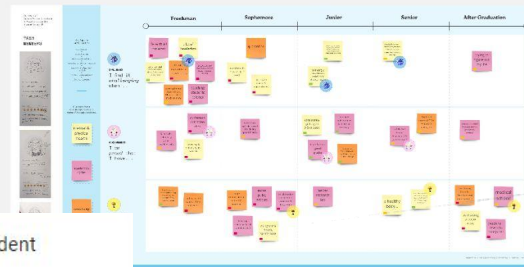
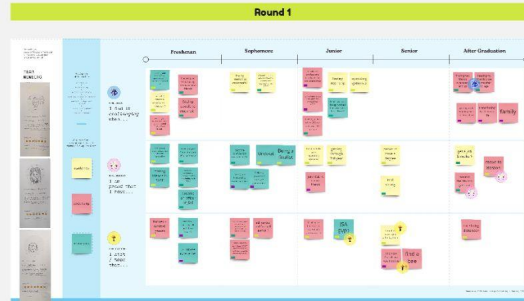
Which part(s) of the APIDSE Leadership Gathering activity **did not work** for you as a student participant? And why?

2 responses

i wouldnt say it didnt work for me, i think the sticky notes with the chart was a little confusing

I think it was difficult to translate the challenges into issues our student org could work on, because some were very specific to certain categories that may not have been in sync with what the student orgs do.

## digitized outcomes



time management.  
 (what to priority)

View digitized  
 collected  
 data at:



**Moving forward for  
a Future of Inclusivity,  
Equity, and Diversity**

**Organizational  
Actions of Service**

**Local Data**

**Debrief**

**Sustainable  
Design**

# What worked:

i liked the student profile, i liked the workbook

Cross-organizational  
conversations

Lack of in-depth  
conversations

to look at the other team's and figure out answers for the ones that mattered to us.

Clear steps  
and  
supporting  
materials

Personalized  
data hub

# What did not work:

it was difficult to translate the challenges into issues our student org could work on,

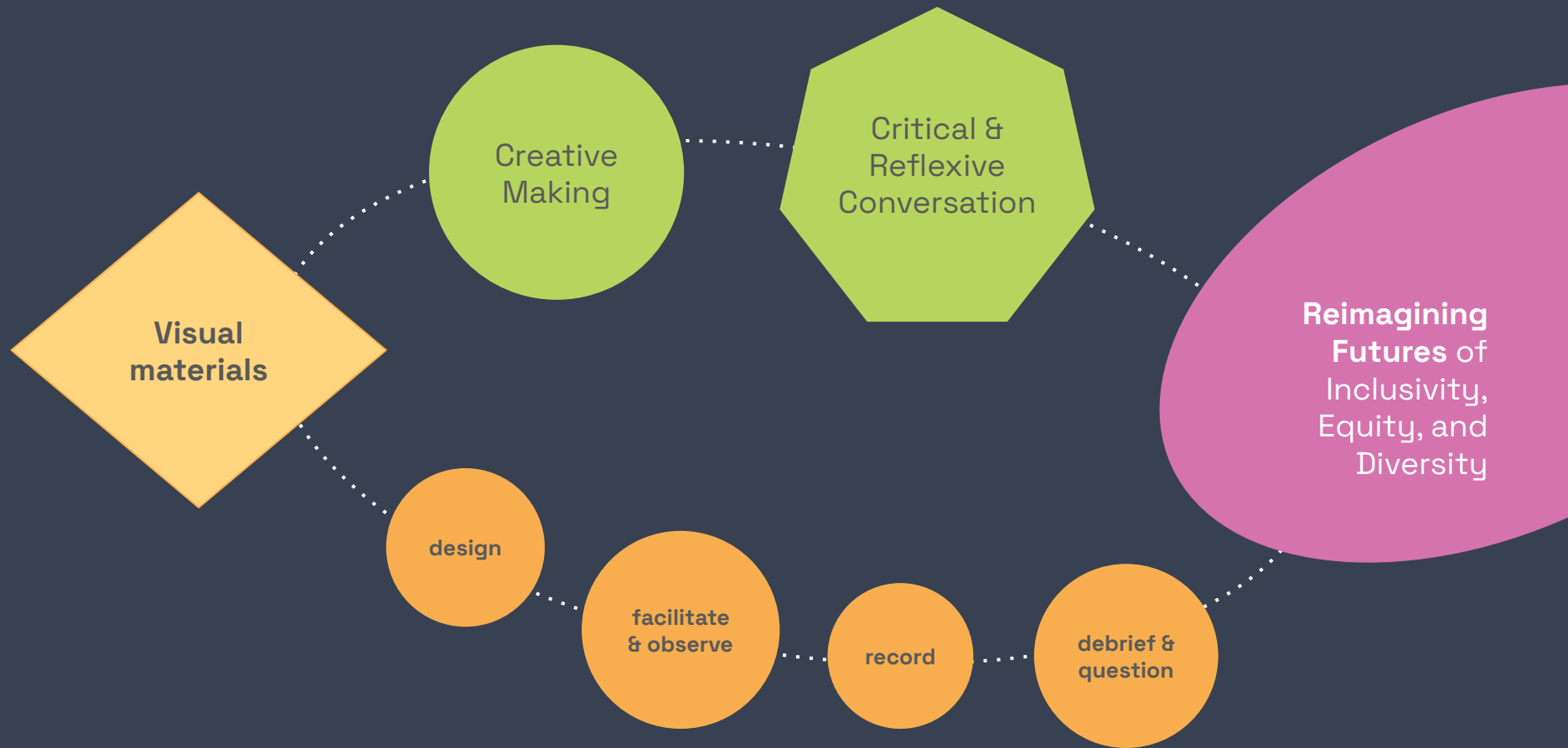
were very specific to certain categories that  
may not have been in sync with what the student orgs do.

Potential  
role-playing

i think the sticky notes with the chart was a little confusing

Complex, oppressing  
structure of inputs

Time-  
consuming







## Collaborative Vision Board

@ APID Leadership Gathering,  
September 2023



**Participatory design, as a modern form of heterogeneous innovation, spans organizational and community borders.**

(Björgvinsson et al. 2010).

**Designers and collaborators prioritize community voices and provide access to information and tools,**

(von Hippel, 2005).

**...enabling organizations to sustainably experiment and learn from community-based needs and improvisation**

(Simonsen et al., 2012).

# References

**“Asian Pacific Islander Desi Affairs - Asian Pacific Islander American Affairs.”** n.d.

Apia.multicultural.ufl.edu. Accessed October 10, 2023.

<https://apia.multicultural.ufl.edu/>.

**Björgvinsson, Erling, Pelle Ehn, and Per-Anders Hillgren. 2010.** “Participatory

Design and ‘Democratizing Innovation.’” *Proceedings of the 11th Biennial Participatory Design Conference*, November.

<https://doi.org/10.1145/1900441.1900448>.

**De Filippis, Caroline, Ilja Maiber, Hailey Vidler, and Tobias Wilbrink. 2019.** “Taking Care to Change Trajectory -Exploring an Integrated Process of Collective Narrative Practices and Strategic Sustainable Development.”

<http://www.diva-portal.org/smash/get/diva2:1335096/FULLTEXT02.pdf>.

**“Graphic Design/Design & Visual Communications Graduate Program (MXD) /**

**Overview.”** n.d. Arts.ufl.edu. Accessed October 10, 2023.

<https://arts.ufl.edu/academics/art-and-art-history/programs/design-and-visual-communications/mxd/overview-1/>.

**Hippel, Eric von. 2005.** “Democratizing Innovation: The Evolving Phenomenon of

User Innovation.” *Journal for Betriebswirtschaft* 55 (1): 63–78.

<https://doi.org/10.1007/s11301-004-0002-8>.

**Lipmanowicz, Keith McCandless, Henri. n.d.** “Liberating Structures - Introduction.”

Www.liberatingstructures.com. <https://www.liberatingstructures.com/>.

**“How Diverse Is University of Florida?” 2013.** College Factual. February 20, 2013.

<https://www.collegefactual.com/colleges/university-of-florida/student-life/diversity/>.

**Pihkala, Suvi, and Helena Karasti. 2016.** “Reflexive Engagement.” *Proceedings of the 14th Participatory Design Conference: Full Papers - Volume 11* (August). <https://doi.org/10.1145/2940299.2940302>.

**Saad-Sulonen, Joanna, Amalia de Götzen, Nicola Morelli, and Luca Simeone. 2020.**

“Service Design and Participatory Design: Time to Join Forces?”

*Proceedings of the 16th Participatory Design Conference 2020 - Participation(S) Otherwise - Volume 22* (June).

<https://doi.org/10.1145/3384772.3385133>.

**Simonsen, Jesper, and Morten Hertzum. 2012.** “Sustained Participatory Design:

Extending the Iterative Approach.” *Design Issues* 28 (3): 10–21.

[https://doi.org/10.1162/desi\\_a\\_00158](https://doi.org/10.1162/desi_a_00158).

**Vogel, Sher. 2021.** “Co-Creating a More Equitable World: The Transformative

Benefits of Participatory Design.” D-Lab.mit.edu. 2021.

<https://d-lab.mit.edu/news-blog/blog/co-creating-more-equitable-world-transformative-benefits-participatory-design>.

# Thank you for a **catch-up!**

---

[hphan@ufl.edu](mailto:hphan@ufl.edu)  
[linktr.ee/phanlens2023](https://linktr.ee/phanlens2023)

View my  
other works  
at this link:

