

# Joy of Sound - Web design and suggestions

Research on the needs of disabled participants and exploration of the possibility of network platforms

Chenyu Liu

## Abstract

Joy of Sound is a social charity organization, which runs weekly year-round participatory music sessions, and regular combined arts projects. JOS brings happiness and companionship to people who lack social identity through a series of online music activities. Lockdown and geographical factors made Joy of Sound start online video sessions. At the same time, the website did not meet expectations due to various limitations, and it was unable to achieve the purpose of allowing persons with disabilities to use the web for communication.

This project aims to analyze and study the needs and feedback of participants with disabilities, and to explore the possibility of participants being able to use the Joy of Sound website.

## Introduction

Although there are more and more social welfare for the disabled, few people really understand their needs and few people create products for the socially disadvantaged. In an era of continuous technological development, people with disabilities cannot enjoy the convenience of social media and the Internet.

In the literature study and research, we need to consider the particularity of customers. Through a lot of research, I decided to use the webpage platform to serve vulnerable groups of people. This project focuses on innovation and uniqueness. The goal is to allow participants with disabilities to have more choices according to their own preferences in addition to daily companionship, and to share their moments at any time.

## Specification

Due to the particularity of the interviewees, I used one-on-one video conversations and focus groups to conduct research and interviews. During the interview and data collection process, I also invited Anna and Angela, two outstanding staff from JOS to guide me throughout the process. The interviewees are all participants from Joy of Sound. And I followed the principles of universality and objectivity, starting from three different situations, and selected 10 participants and their guardians (10 support workers) as interview subjects. This can ensure the comprehensiveness and accuracy of the research results.

Interviews for users with disabilities, especially those with mental illness, need to pay special attention to language and question sensitivity. Therefore, we repeated the design and modification of the questions and dialogues before officially starting the investigation.

## Research Results

Preliminary research: literature study, to have an overall understanding of the project. The progress of the entire project is carried out reasonably according to the schedule. However, due to the particularity of the interviewee, it is necessary to design the questions and dialogues involved in the later investigation at this stage.

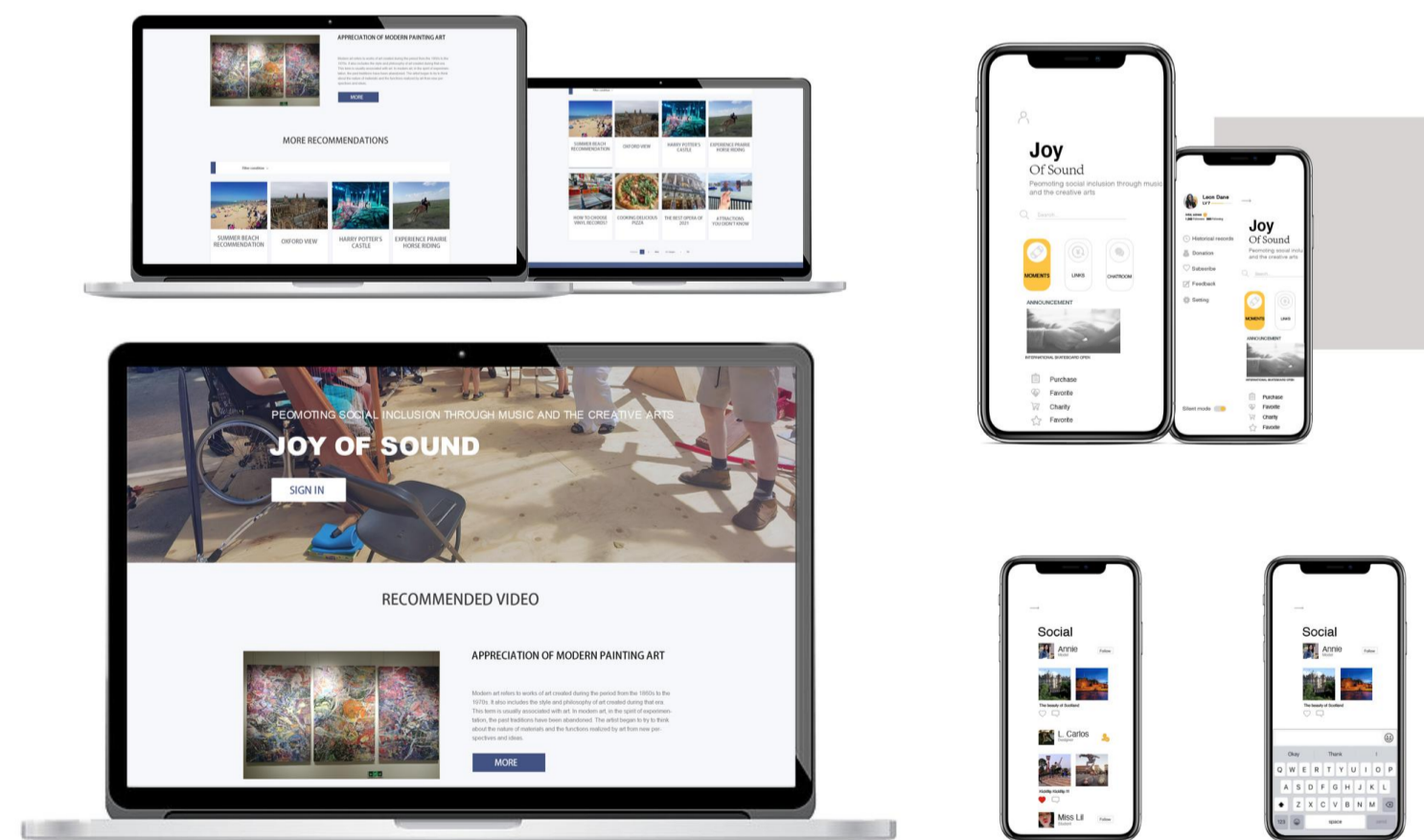
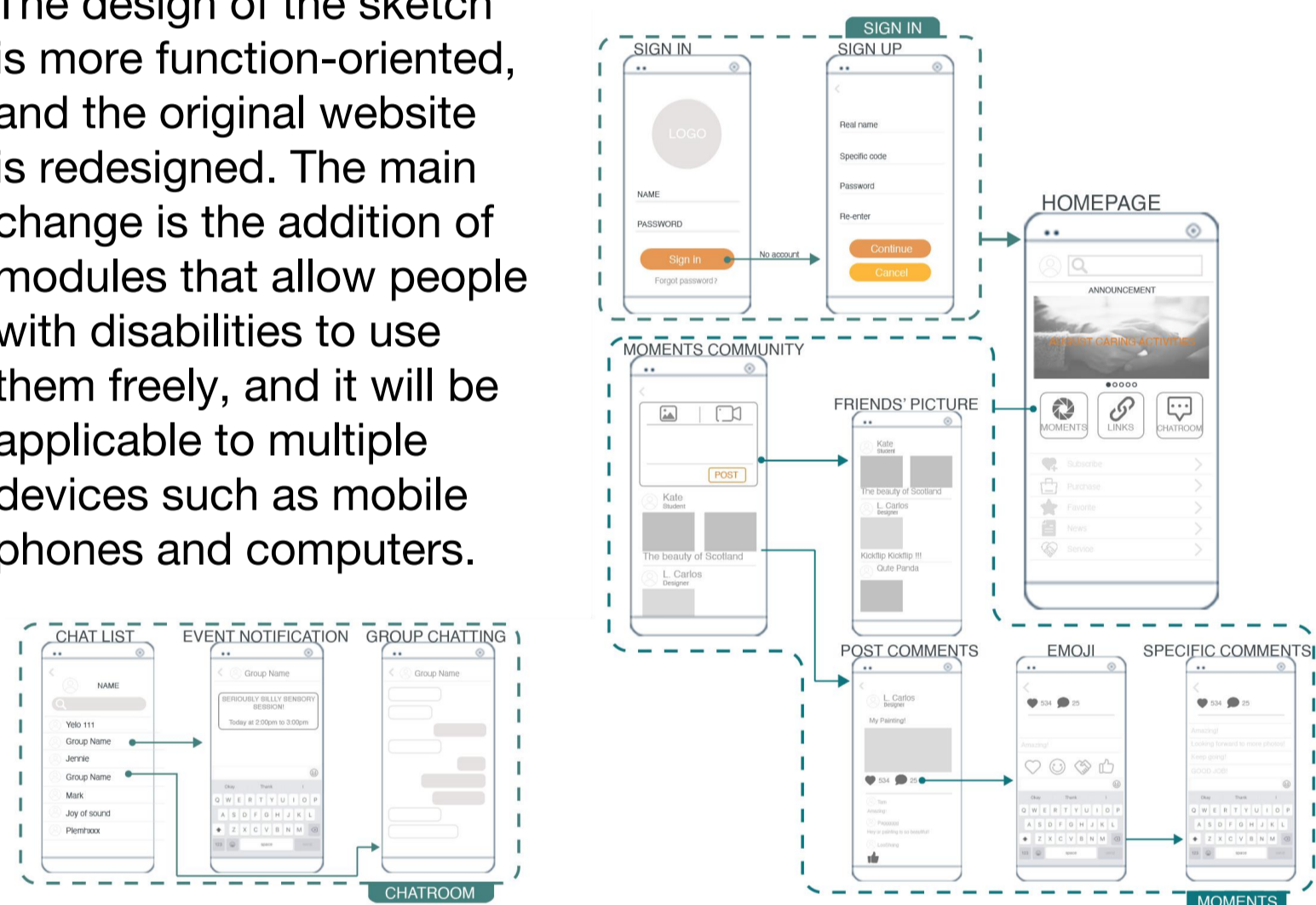
Interview: mainly video interviews, supplemented by face-to-face interviews. Under the guidance of JOS professional researchers, we together classified and summarized all the data and recorded them in the notes. Through the classification and comparison, the needs of the interviewee and the design focus can be clearly understood.

Second research: I got a lot of data through the first interview. These data mainly include questionnaires, questions, answers, testing feedback, and video materials. After summarizing and collecting the data, the problem is defined, and the design has a clear idea through the second investigation.

Test: Carry out video interview test after the prototype is drawn successfully. There are mainly Card sorting, Phone interviews, 5-second test and First-click methods. Through these tests, you can get a lot of feedback and use critical thinking to improve the design.

## Design

The design of the sketch is more function-oriented, and the original website is redesigned. The main change is the addition of modules that allow people with disabilities to use them freely, and it will be applicable to multiple devices such as mobile phones and computers.



## Conclusions & Future Work

The conclusion of the project is that it is very important to build an area for the disabled. Although there is a lot of social welfare for disabled people, few people actually understand their thoughts deeply. Through a series of researches such as surveys and analysis, I put forward a proposal to design a platform that can be used by disabled participants. Nearly four months is not enough for this meaningful project, and the exploration in this field has just begun. But I hope my ideas can inspire them. This is a brand new subject, and of course, it is also a challenge.

As a UX designer in this project, I saw a new research direction for the care of our participants. In a further development, this subject will develop greatly in the future. Future work can be divided into two main aspects: technology and service. In terms of technology, designers continue to improve the network platform and other functions from the perspective of user experience. The service aspect is to continue to explore new possibilities in other service areas outside of the equipment.