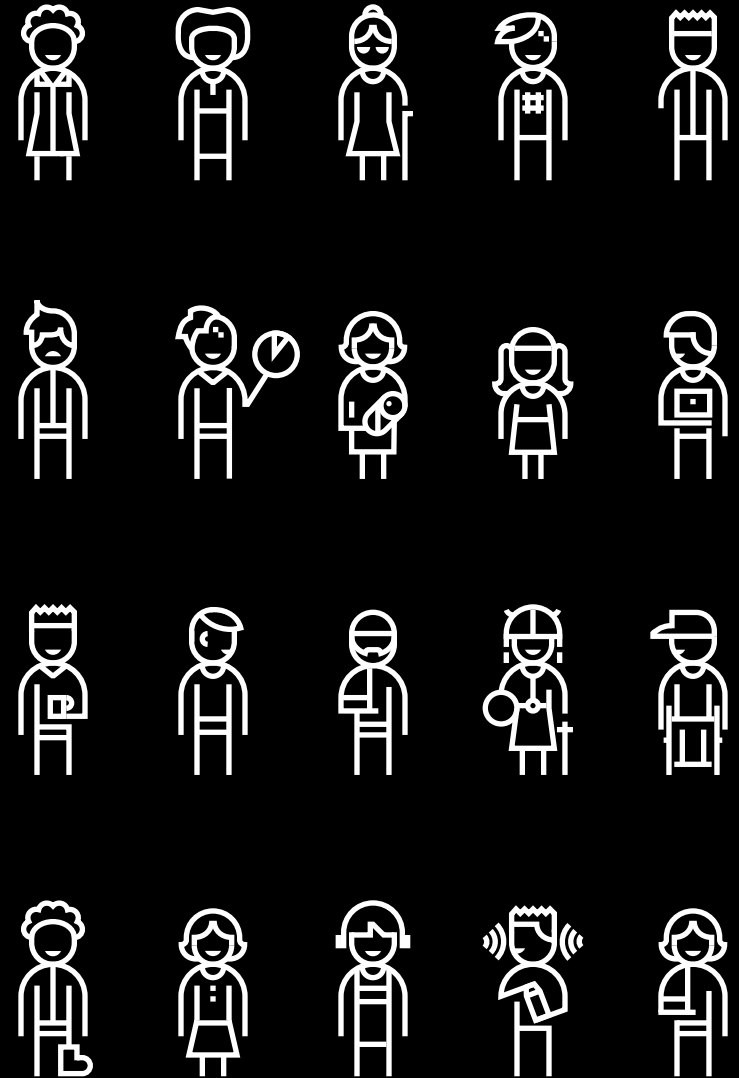


Inclusive

A Microsoft Design Toolkit



Support Cards



Support Card | Physical Context

Different environments enable different capabilities, present different limitations, and have different rules and social norms.

Here are a few examples for inspiration:



At home



In the wilderness



In a library



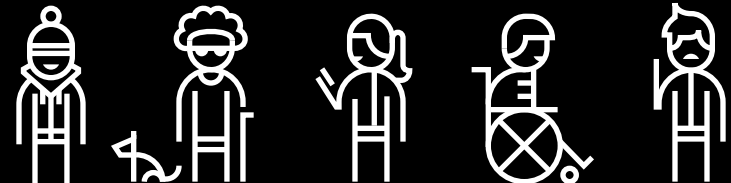
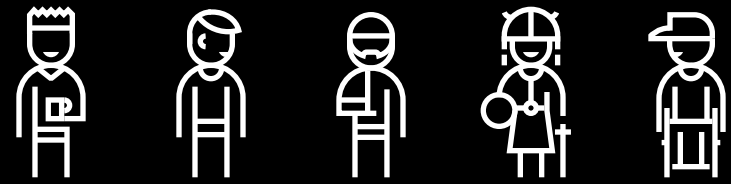
In a car



In the city center



On the bus



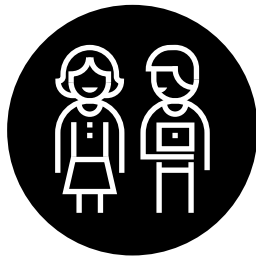
Support Card | Social Context

Different social contexts come with different rules, behaviors, and social norms.

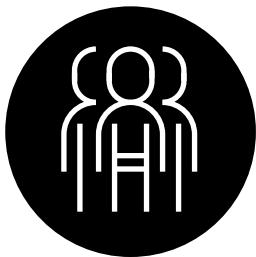
Here are some examples of social contexts for inspiration:



Alone



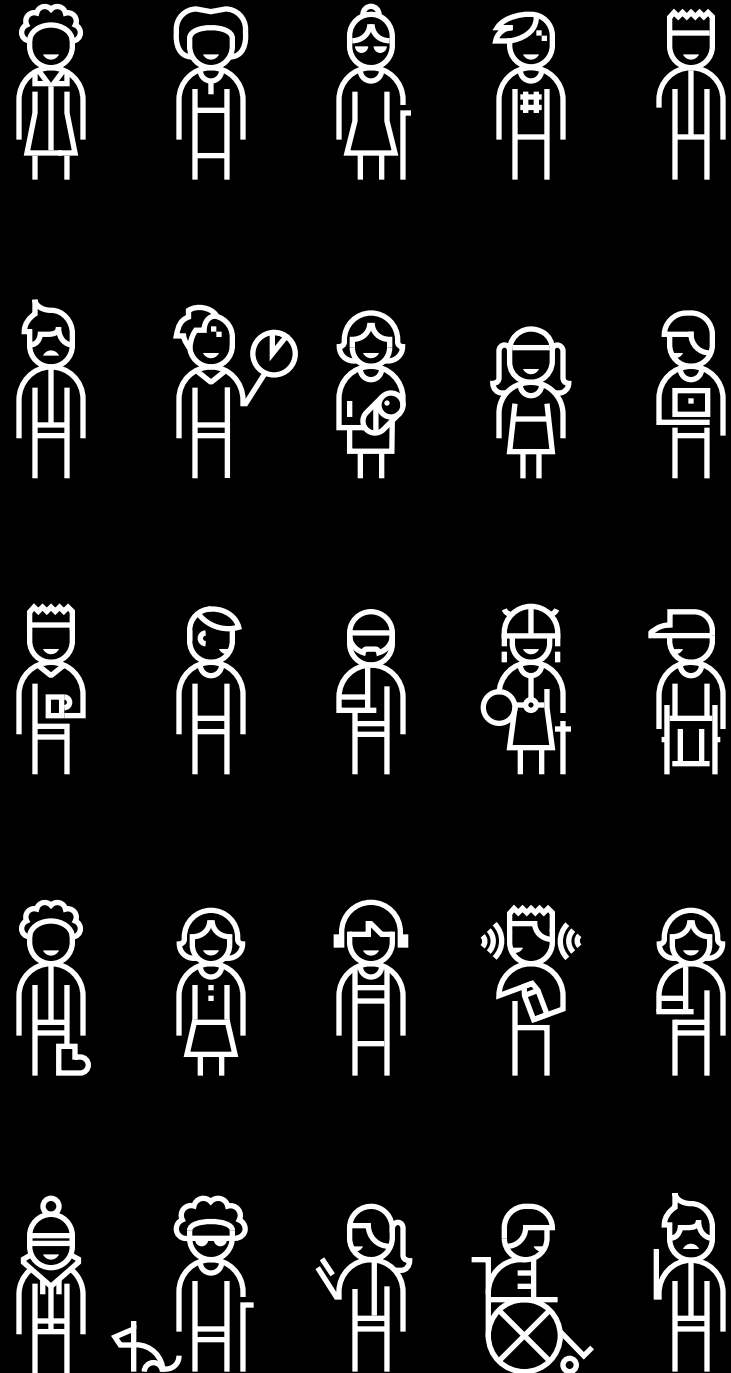
With coworkers



In a crowd

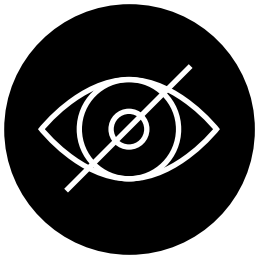


With friends and family

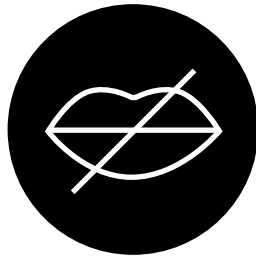


Support Card | Temporary/Situational Limit

Disabilities are often temporary or situational. Use this card to pick which limitations apply to your scenario.



Can't see



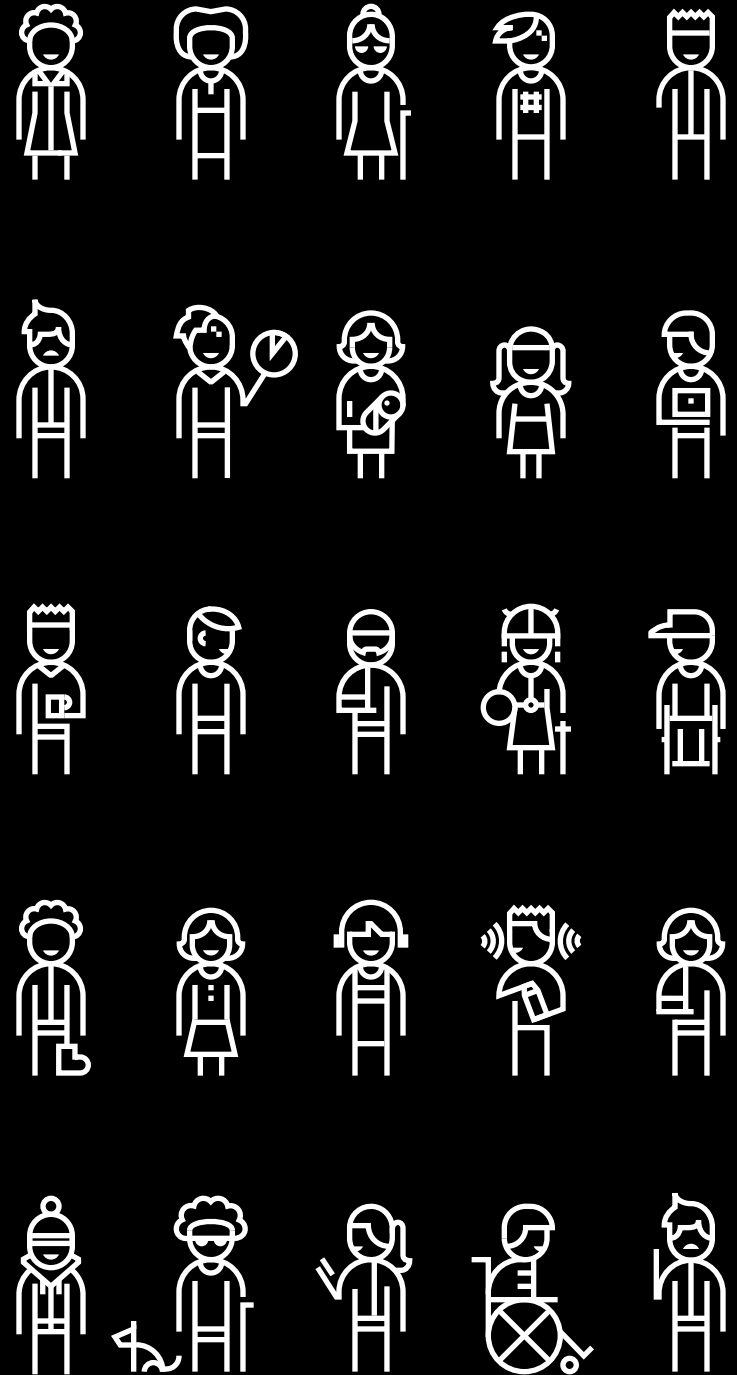
Can't speak



Can't hear



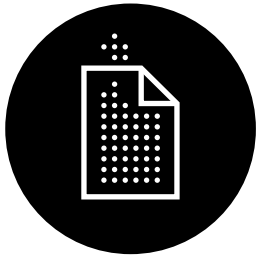
Can't touch



Support Card | Role of Technology

Most digital products have one or two roles that are at the core of their functionality.

Some examples of common roles are:



Collect & summarize



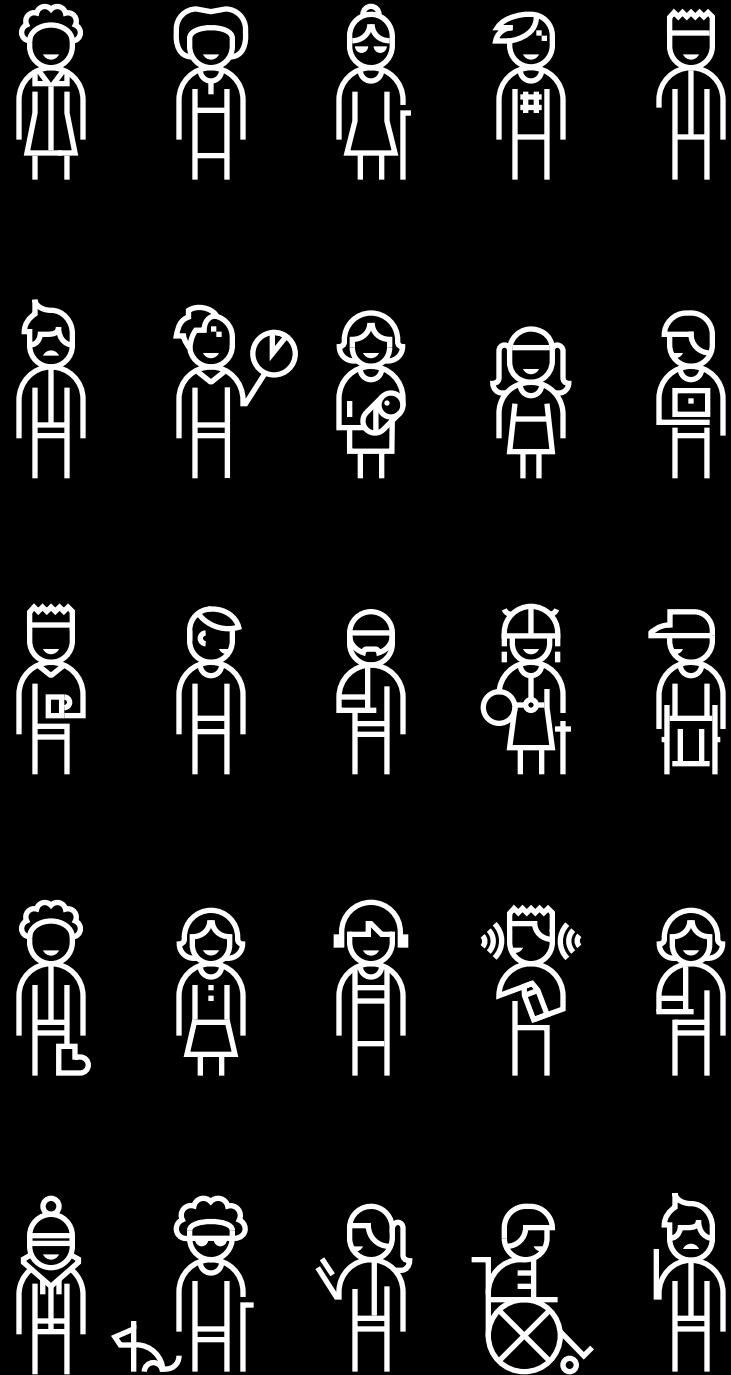
Translate



Transport



Listen

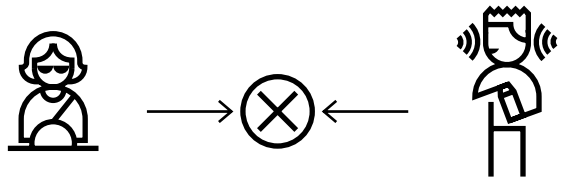


Support Card | Examples of Mismatch

Exclusion can be caused by mismatched interactions between other humans, humans and their environments, and humans and objects.

A few examples of these are:

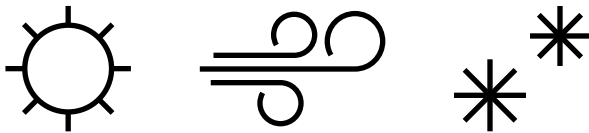
Between humans



Can't type

Can't hear

Human+ environment

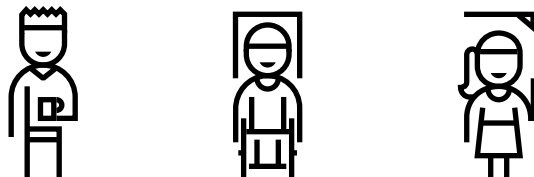


Glare from sun

Windy

Cold

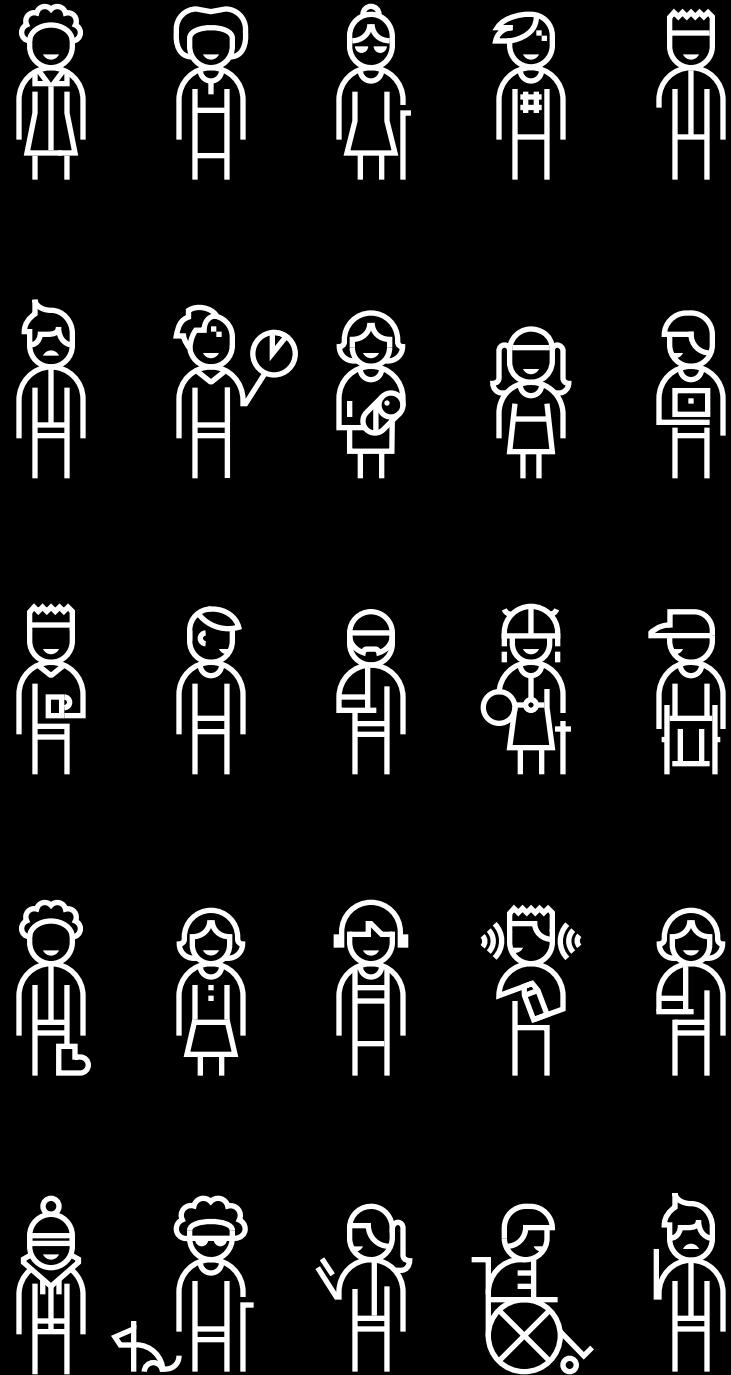
Human+ object



Left-handed user

Narrow door

Tall shelf

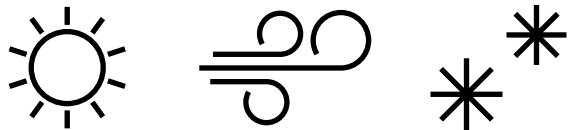


Support Card | Conditions

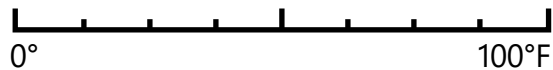
Different environmental conditions can change our situational limitations.

Here are some examples of conditions to consider.

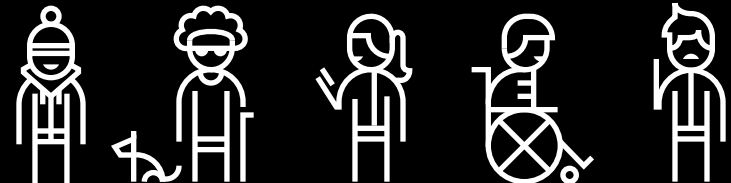
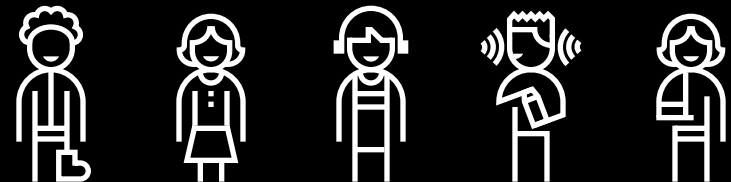
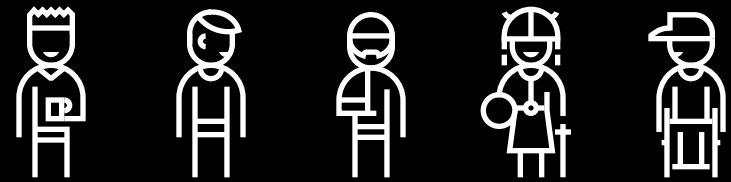
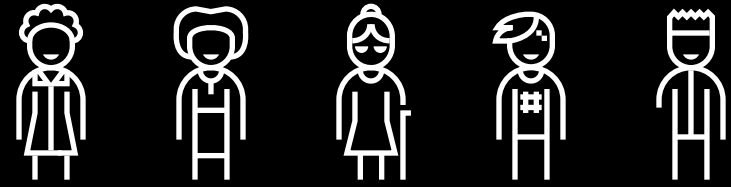
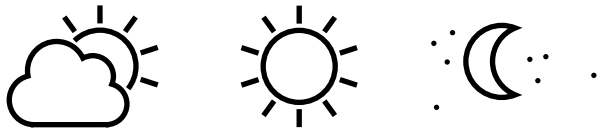
Weather



Temperature















Time of the day



Support Card | The Persona Spectrum

We use a Persona Spectrum to understand related limitations across a spectrum of permanent, temporary, and situational disabilities. It's a quick tool to help foster empathy and to show how a solution can scale to a broader audience.

	Permanent	Temporary	Situational
Touch	 One arm	 Arm injury	 New parent
See	 Blind	 Cataract	 Distracted driver
Hear	 Deaf	 Ear infection	 Bartender
Speak	 Non-verbal	 Laryngitis	 Heavy accent

