

Statement of Interest: Disability Justice in HCI
Submitted by Harvard Business Publishing

Harvard Business Publishing is a not-for-profit that serves the [consumer market](#), the [corporate learning](#) market, and the [higher education](#) market. The needs of the audiences for each of these markets are very often different, but there is overlap in the need to create inclusive, equitable, and accessible experiences.

In the past, these three market groups have created new content and products unique to each of their audiences. Until recently, different processes, technologies, and standards were employed independent of each other. Sharing of information and best practices across the groups was done in an ad hoc way, loosely organized by those interested.

We are now poised for change. There is an expectation among our workforce for HBP to be stewards for intersectional and multi-dimensional inclusivity. This has been communicated to and accepted by senior leadership. There are people already working towards this: developers, user experience designers, QA engineers, content creators, and product managers. We have a decent foundation, but we want to understand and learn more.

We are committed to focusing on:

- A shift-left approach to product development, progressively bringing accessible and inclusive best-practices to the very beginning of any new initiative intended for our clients, for our users, and for ourselves.
- Conducting user research that reflects the diversity of the people who use our products. Research is often ableist in nature, attempting to get as many people as possible together as quickly as possible. There isn't a single story of the disabled experience. We have much to learn to be better.
- Surveying our clients about their understanding and efforts, and what the needs of their employees are; how HBP can assist and lead in this area by making more than the business case for true inclusivity.
- Encouraging employees across our organization to become knowledgeable about designing, writing, and coding for accessibility by taking advantage of the training available within the Harvard University ecosystem.
- Educating ourselves and our HBP colleagues about the biases inherent in ML/AI
- The economics of being disabled, the many ways that can play out for our global users, and how we may have a positive impact

A group of employees has begun meeting to audit efforts, gaps, and needs across market groups and disciplines. This workshop is a positive step toward expanding our commitment to DEI and will help us enable people to fully experience our products and services.