

Organization and Approach:

An open card sort was conducted based on the most common disabilities and types of accommodations provided by JAN.

The most common disabilities involve Mobility, Hearing, Vision, and Cognition.

In the open card sort task, there were 46 accommodations on cards for users to sort into groups and label as they found fit. This card sort was dispersed on 2/11/22. By 2/14/22, there were 16 participants who completed the open card sort task.

Findings Round 1:

Based on the [data](#), 87 unique groups were created by users:

- Office Supplies
- Technology
- Accommodations
- Physical Accommodations
- Applications
- Support Needs
- Time Management and productivity
- Onboarding Materials
- Workplace Essentials
- Workplace Luxuries/accommodations
- Organizational Tools
- Environment
- Guidance
- Emotional Accommodations
- Organizational Aids
- IDK
- Work/Tech Accommodations
- Material Support
- Desk Accessories
- Software
- Physical Accessibility
- Assistants
- Furniture
- Support Personnel
- Office Values
- Basic Supplies a company can provide to their employees
- Workplace modification a company can do to improve their environment
- List of tools / things to do to make workplace more accessible

Workplace accommodations for those who experience disabilities

Unrelated

Ways to learn

Workplace Accommodations for both those who experience disabilities and those who do not

Tech Assistance

Personnel Assistance

Social needs for functionality

Physical needs for work performance

Physical Organization

Helpful to me

Not helpful to me/ may be helpful to others

Basic needs (don't necessarily need)

Workplace physical environment modifications

Outsourced working memory

Timing Support

Organization

Increased Visibility

Additional Support & Training

Communication Aids

Flexibility regarding time

Physical Space Accommodations

Work Schedule Modifications

Time Management accommodations

Training and clear directives

Personnel/Assistance

Technology Accommodations

Tech tools

Office Benefits

Accessibility

Work Flexibility

Transportations Needs

Productivity Assistance

Supportive Aids

Workplace Enhancements

Workplace Flexibility

Organizational Assistance

Reading Assistance

(should be) Organizational Norms -Physical Environment

(should be) Organizational Norms- Workplace Environment

(should be) Norms for common spaces

Necessities to succeed (as requested by individuals)

(should be) personal space norms

Manual Tools

Training

Facility redesign
Human resources
On Site Assistance
Differentiation Aide
Remote
Time Management Tools
Relaxation
Ergonomics
Supplemental Training
Electronics
Miscellaneous
Physical Environment
Technological Environment
Human Support
Flexibility

Interpretation:

The only groups that had at least 2 participants make the same groups were:

Office Supplies (2)

Technology (2)

Accommodations (2)

Physical Accommodations (2)

After reviewing the way people grouped things, it was seen that they mostly grouped either by tool/utility or goal. Meaning that they are either labeled based on the goal disability it accommodates or the types of tools or utilities that can be used to help. Because of this information, it was decided a second closed card sort should be conducted based on a combination of these two things. I also decided to step back and think that someone with a disability would understand their disability and they are likely the type it could be considered, therefore we based more of the categories on goal rather than tool/utility.

Because the JAN already has some listings of accommodations based on disabilities, we used the associated accommodation and disability types to confirm user understanding.

[These](#) are the categories decided and associated accommodations I set out to use in this card sort.

Findings Round 2: Based on the closed card sort, these were the results:

https://uxmetrics.com/card_sort_reports/WtqGiH

Interpretation:

Based on the data gained from this second card sort, cards were scored based on an agreement percentage.

Cards with high agreement scores should be categorized accordingly, while those with lower agreement scores should be researched and categorized to the most appropriate place.