Part 2:
Game Accessibility Workshop Activities and Instructions

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Welcome!

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Interview Prep Time

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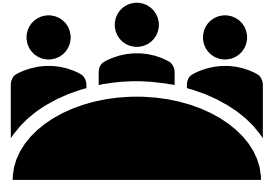
Planning the Interview

Step 1: Decide how your group will distribute question-asking (e.g., round robin, assigned questions, popcorn, etc.).

Step 2: Select a member from your group to be the first to introduce themselves and assign either that same person or a different person to ask the first question.

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Building your Interview Guide

The following slides contain questions you can use to build your interview guide. We also encourage you to come up with your own questions.

To prepare, consider these two topics:

- What experiences do your accessibility advisors have?

- What accessibility risks does your product space have ?

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Interview Structure

Beginning

Building rapport

Middle 1

Specific parts

Middle 2

Pain points

Ending

Wrapping up, ending on a positive note

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Beginning: Building Rapport

Start with some broader, more general questions to get to know your advisor! Ask neutral-to-positive questions to start - if you want to ask about pain points or negative experiences, save those for later in the interview.

We recommend choosing 2-3 questions (plus 1-2 backups).

Sample Questions:

- Can you tell us about yourself?
- What's a typical day like for you?
- Can you tell me a little bit about your gaming background?
- How long have you played video games? How did you get into it?
- What kinds of games do you like to play?
- Do you normally play single-player or multiplayer? Why?
- What games are you playing right now?
- What makes a video game fun/great?

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Middle 1: Specific Parts

After you've settled in a bit with your advisor, you can try some narrower or more specific gaming questions. You can always follow up on cool or interesting things they told you earlier or skip a planned question if it was already answered.

We recommend choosing 2-3 questions (plus 1-2 backups).

Sample Questions:

- Walk me through what a gaming session looks like for you.
- How do you 'get ready' to play games? Do you need to do any hardware or software setup, etc.?
- How long do you usually play?
- If they play multiplayer - who do you normally play with?
- When you're picking a new game to play, what kinds of things do you look for?
- What kinds of features do you absolutely need in order to play the kinds of games you like to play?
- Tell me about a game that you think did that/those really well. What made it good?

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Middle 2: Pain Points

Here's where you start asking about advisor's negative experiences with accessibility in gaming, including about specific pain points, if the topic hasn't come up already. If it has already come up organically, consider asking follow-up questions to get more information about those experiences.

We recommend 2-3 questions (plus 1-2 backups).

Sample Questions:

- How do you feel about the state of accessibility in video games?
- What's frustrating/not-so-great about playing video games?
- What are games usually missing that make it difficult for you to play them?
- What features do games usually do very poorly? What do they get wrong about them?
- How would you change or improve the features you need when you play video games?
- What's the most important thing that we could do to improve your gaming experience?

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Wrapping up & ending on a positive note

Aim to end your conversation on a high note, so ask your advisor some positive and/or aspirational questions to finish up. That way, they'll leave feeling good about your engagement!

We recommend 2-3 questions (plus 1-2 backups).

Sample Questions:

- If they didn't already: Tell me what's good about accessibility in games right now.
- What are you hopeful for in video games?
- What are you looking forward to in the gaming industry?
- What games are you really looking forward to right now?
- Is there anything else that I didn't ask you about that I should have?/Is there anything else you want to tell us that you haven't gotten the chance to?
- Do you have any questions for us?

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Interview Guidelines

- When someone gives a yes/no answer or a brief answer, try following up with "Could you tell me more about that?"

- It's okay to ask follow up questions, even if they weren't written down in the guide! Consider adding these new questions to the guide for your next interview.

- It's ok to revisit a response later in the interview if you think there was a missed opportunity for learning more. You can say something like, "You mentioned <topic> earlier - can you speak more to that".
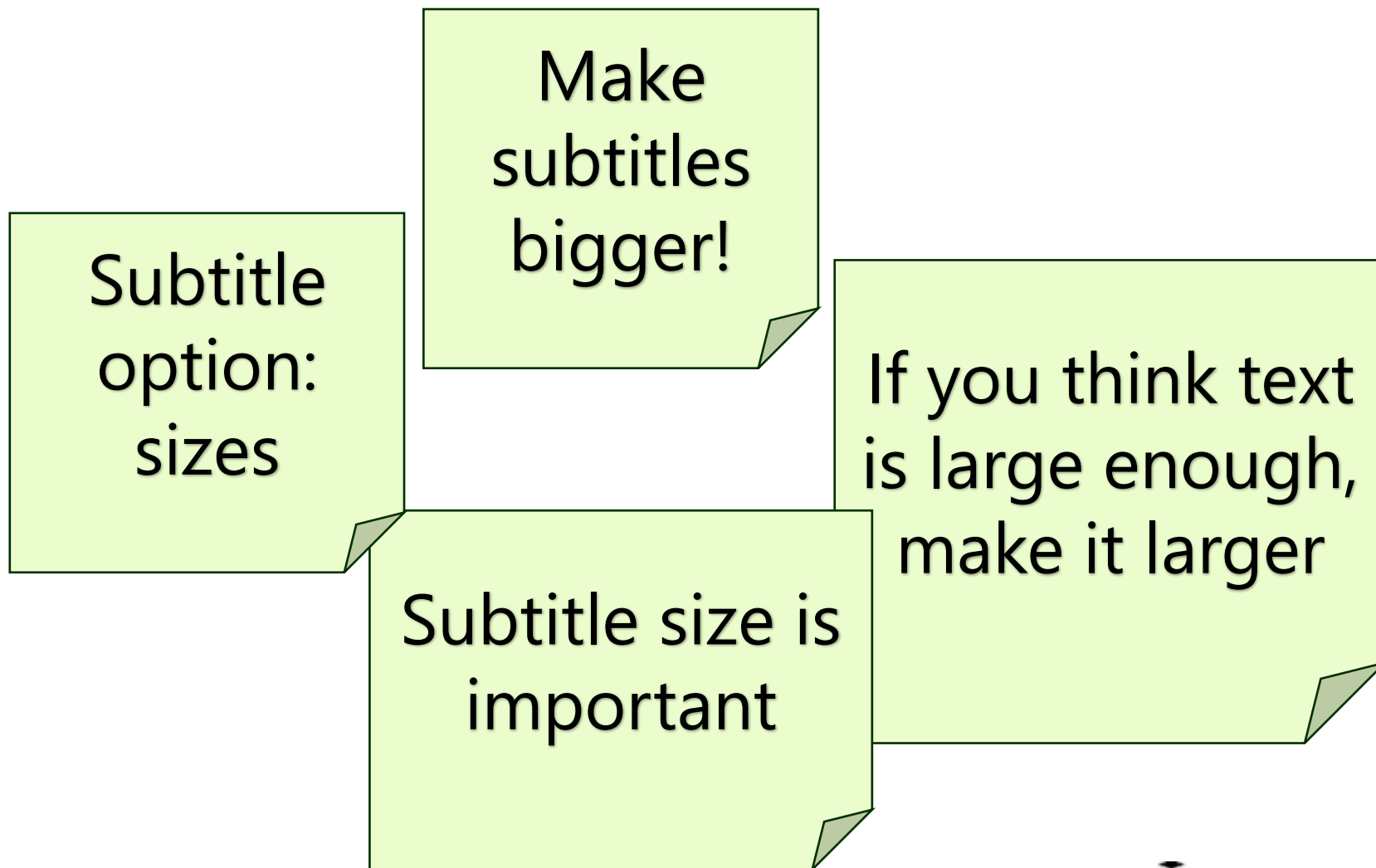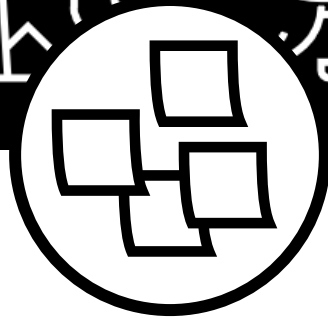
Interviews!

Individual Reflection Time

Insights Synthesis

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Example Sticky note group

Goals

Design Ideation Sessions
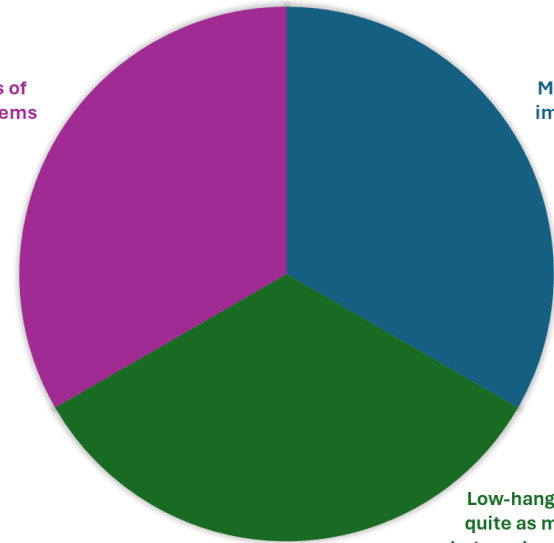
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Name your feature

Click to type

Draw a picture

Best bets: lots of impact, and seems doable

Moonshots: lots of impact, but hard to do

Low-hanging fruit: not quite as much impact, but can be done with very litte effort

Describe your feature

Click to type

Who will be impacted by this feature?

Visual

Cognitive

Auditory

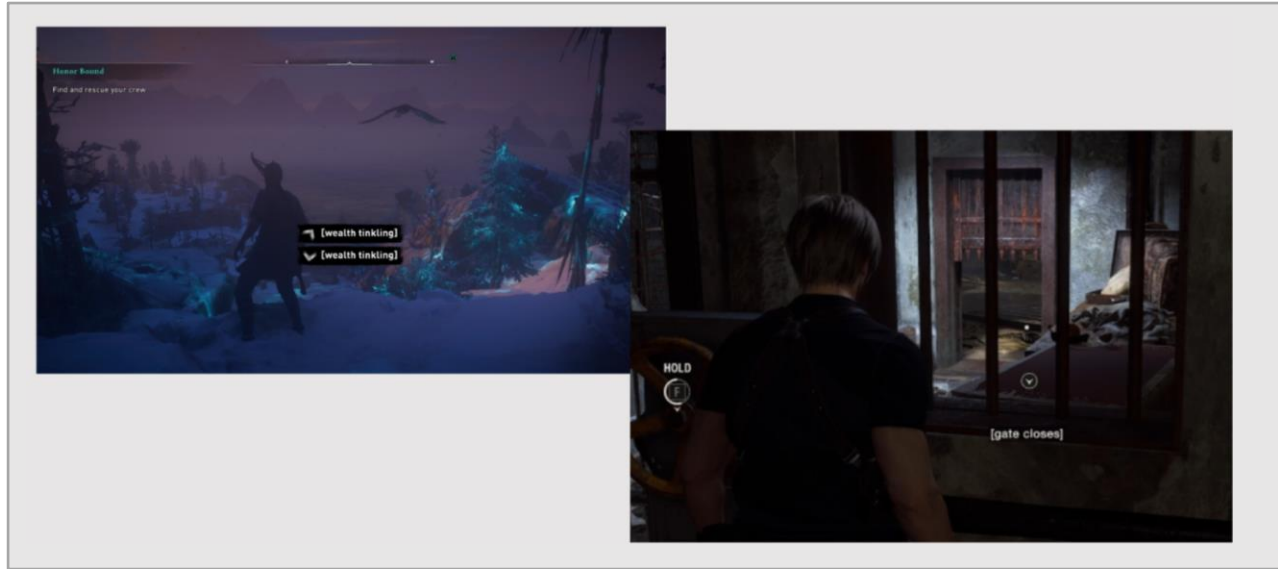Mobility

Extend to many: Who else might benefit from this feature?

Click to type

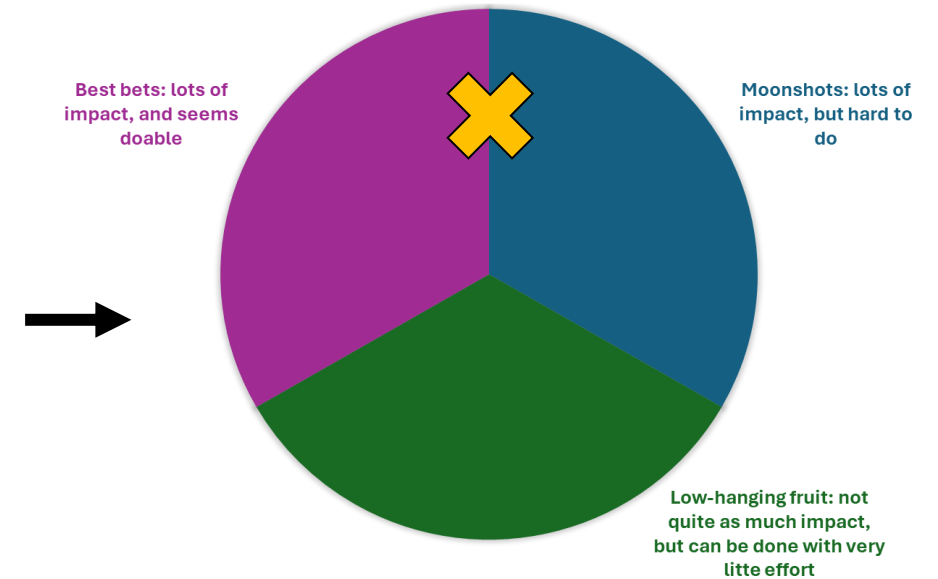XBOX RESEARCH

Name your feature

Captions

Draw a picture

Describe your feature

Text displayed that describes important sounds in the game such as a phone ringing off screen or characters rustling through leaves ahead of the player character.

Best bets: lots of impact, and seems doable

Moonshots: lots of impact, but hard to do

Low-hanging fruit: not quite as much impact, but can be done with very litte effort

Who will be impacted by this feature?
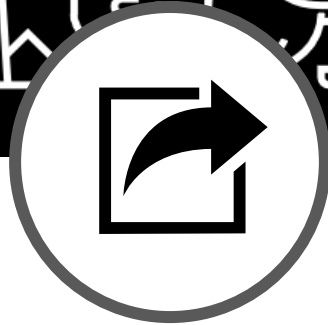
Visual

Cognitive

Auditory

Mobility

Extend to many: Who else might benefit from this feature?

Also helps folks in loud environments who can't hear the audio or those who are distracted and might have missed the audio.

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Time to share!

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Resources and Next Steps

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Learn more about game accessibility

Here are some Xbox resources to get you started, but we encourage you to find other sources of game accessibility information as well.

[Gaming for Everyone's Product Inclusion Resource Hub](#)

[Gaming Accessibility Fundamentals Learning Path](#)

[Gaming and Disability Player Experience Guide](#)

[Microsoft Inclusive Design](#)

[Microsoft enable video series on YouTube](#)

In addition, consider watching presentations about game accessibility by players developers with disabilities. We have included a list of conferences to search below.

[Game Accessibility Conference (YouTube)](#)

[Games User Research Summit](#)

[Game Developers Conference](#)

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Make a plan and work with the community

There are a few game accessibility guidelines available for developers. We recommend checking out all of them to see which one or combination of guidelines fits your team's needs best. We've included a link to the Xbox accessibility guidelines below to help get you started.

Xbox Accessibility Guidelines

When designing accessible experiences, remember the inclusive design principle of "learning from diversity" and make sure to engage the gaming and disability community for feedback and information about people's lived experiences. Check out the resources below for more ideas on how to engage with players with disabilities.

Gaming Accessibility Fundamentals Learning Path: Community Collaboration module

Gaming for Everyone's: Co-create with Community

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Thank you!

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