

UX for elearning with low literacy learners

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“When we try to love or serve without understanding those whom we are serving, we often end up harming society and ourselves.

In order for service to be beneficial, it needs to go hand in hand with discernment. This is the essence of sustainable development.”

Sri Mata Amritanandamayi “Amma”

humanitarian leader

2015 UN Academic Impact Council

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From: “Contextualizing ICT Based Vocational Education for Rural Communities: Addressing Ethnographic Issues and Assessing Design Principles” : KP Sachith, A Gopal, A Muir, RR Bhavani (2017)

“To date and using this model, we have successfully trained over 250 women who have collectively built over 250 toilets in 21 states across the country

UX Research on behalf of low-literacy women in rural India

Big Points:

Much eLearning comes from a text-book process of “content + quiz”. Some students without formal education can struggle more than anticipated, since its an unfamiliar process

Understand the aspects that are “Oral Culture” and “situational thinking”

Use physical-body movement games to gently bridge towards the digital

Look for social/personal strengths and weaknesses: be careful what gets amplified

Serving others requires a deep understanding

Make your service an offering, take it lightly.

- Ammachilabs.org, amrita.edu
- Indrani Medhi on low-literacy HCI issues ([search](#))
- Orality Grounded HCID (Sherwani et al [pdf](#))
- Teaching rural Indian kids to code ([post](#))
- “Geek Heresy – Rescuing Social Change from the Cult of Technology” (Kentaro Toyama, [book](#))
- Cognitive Development – Its Social and Cultural Foundations (Alexander Luria, [pdf](#))
- The original paper of this case study ([journal](#))
- The Bhagavad Gita (on Karma Yoga, [post](#))

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