

Universal Design for Engagement – PDSA Reflection Table

PDSA Stage	Reflection (by Principle)	Action Steps	Responsible Person(s)	Timeline
Plan	<p>Equitable Use: Who is included or missing? What barriers limit participation?</p> <p>Flexibility in Use: What engagement options exist? Who might be excluded?</p> <p>Simple & Intuitive: What's confusing or overly complex? How can we simplify?</p> <p>Perceptible Information: How do we share information? What formats or languages are missing?</p> <p>Tolerance for Error: Where are the risks? How can we build safety nets or test small-scale?</p> <p>Low Effort: What steps or tasks cause unnecessary effort or confusion?</p> <p>Size & Space: Who faces barriers to physical or virtual access? How can we design for belonging?</p>			
Do	<p>Equitable Use: How are we reaching and engaging missing voices?</p> <p>Flexibility in Use: What new participation methods are we testing? Are supports in place?</p> <p>Simple & Intuitive: How are we testing clearer, plain-language communication?</p> <p>Perceptible Information: How are we sharing data in more accessible formats?</p> <p>Tolerance for Error: How are we safely piloting and gathering feedback?</p> <p>Low Effort: What processes are we simplifying or streamlining?</p> <p>Size & Space: What adjustments are we making to improve access and comfort?</p>			
Study	<p>Equitable Use: Did inclusion improve? What feedback did new participants give?</p> <p>Flexibility in Use: Which formats worked best? What barriers remain?</p> <p>Simple & Intuitive: Did understanding improve? What still causes confusion?</p> <p>Perceptible Information: Which formats increased clarity and access?</p> <p>Tolerance for Error: What went well or wrong? What did we learn from mistakes?</p> <p>Low Effort: Did changes save time or reduce stress?</p> <p>Size & Space: Did participants feel welcomed and able to contribute?</p>			
Act	<p>Equitable Use: How will we maintain inclusive engagement long-term?</p> <p>Flexibility in Use: How can flexible options become standard practice?</p> <p>Simple & Intuitive: How will we embed plain-language and clear design in all materials?</p> <p>Perceptible Information: How can we make accessible communication our norm?</p> <p>Tolerance for Error: How do we strengthen systems and promote learning from mistakes?</p> <p>Low Effort: What simplifications should be permanent?</p> <p>Size & Space: How will we ensure spaces remain inclusive and welcoming over time?</p>			