

Inclusivity, Universal Access and Design for All in Digital Technologies: from Research to Practice

Digital technologies have evolved from specialized professional tools into an integral part of everyday life, supporting communication, education and learning, work and collaboration, entertainment, well-being, and access to essential services. While this digital transformation offers significant opportunities, it also creates new risks of exclusion when technologies are not designed to accommodate the diversity of users, abilities, needs, and contexts of use. In this context, this talk will explore the principles of Universal Access and Design for All, with particular emphasis on digital accessibility, usability, and User Experience (UX) as fundamental qualities of contemporary interactive systems. Ultimately, it will argue for a shift from designing for an assumed “average” user towards digital technologies that recognize human diversity as a fundamental design requirement.



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Stavroula Ntoa is a Principal Researcher at the Human-Computer Interaction Laboratory of ICS-FORTH, with a focus on UX design, usability engineering, digital accessibility, inclusive technologies, and intelligent environments. Her research spans Human-Centered AI and interactive systems, contributing to advancements in Design for All and fostering accessible, user-friendly digital environments.



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