Text-Free User Interfaces — Microsoft Research India's Tested Designs for Non-Literate Users in Bangalore's Slums

Digital Inclusion · Good practice · India

Quality score: 56/100

Evidence strength: Moderate

Summary

Microsoft Research India co-designed icon-, voice- and video-based interfaces with non-literate women in Bangalore slums and tested them against text UIs: in a 35-person trial, task completion rose from 8 to 35 once a full-context video was added.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	0/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-14

Microsoft Research India — accessed 2026-11-14

Microsoft Research project page — accessed 2026-11-14

Medhi & Toyama, Full-Context Videos for First-Time, Non-Literate PC Users (ICTD 2007) — accessed 2026-11-14

Medhi et al., Designing Mobile Interfaces for Novice and Low-Literacy Users (ACM TOCHI 2011) — accessed 2026-11-14

Findlater, Balakrishnan & Toyama, CHI 2009 (University of Toronto) — accessed 2026-11-14

Medhi, Sagar & Toyama, ITID 2007 (RePEc record) — accessed 2026-11-14

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