



Designing Inclusive Pathways

Revealing Barriers and Reimagining Accessibility at TU Delft

→ The Challenge

Accessibility at TU Delft is shaped by a systemic challenge: cultural, structural, informational and governance factors combine to produce a fragmented and reactive approach.

01 Fragmented & reactive system

Accessibility at TU Delft is fragmented, secondary, and often reactive, with unclear roles, missing feedback loops, and diffused accountability

02 Burden is placed on Individuals

Responsibility is shifted onto students and staff with disabilities, who must repeatedly navigate barriers and initiate action themselves

03 Culture of perfectionism and compliance

A compliance-driven and perfectionist mindset slows progress; the desire for flawless solutions often leads to inaction

04 Invisible and disconnected work

Many efforts remain invisible, siloed, or disconnected, preventing them from reinforcing each other as pathways of change

→ The Tools

To respond to this systemic challenge, the project developed three tools that connect insight to action: a framework, a matrix, and targeted entry points. Together, they translate systemic barriers into pathways for change, making accessibility more intentional, accountable, and connected.

01 The Framework

Four reinforcing pillars, Inclusive Mindset, Clear & Transparent Systems, Embedded Responsibility & Governance, and Inclusive Design, show how cultural, structural, and governance factors can be connected into pathways toward accessibility as hospitality and justice.

02 Agency × Understanding Matrix

A tool to map stakeholders by their agency and level of understanding of accessibility. It reveals leverage zones where change can be initiated:

Low agency × Low understanding: need visibility, activism and external pressure

Medium agency × Medium understanding: need support and clarity

03 Entry Points for Change

→ “Access Follows *Who?*” Campaign: posters, tours, warning signs, and a library barrier intervention to make exclusion visible and shift the cost of inaction.

→ Pathways of Access Workshop: a co-creative format that grounds reflection in lived experience, clarifies roles, and makes responsibilities explicit.

→ The Pathway Forward

To guide action over time, the project developed a strategic and tactical roadmap. They outline four horizons that connect immediate initiatives to long-term cultural transformation.

Horizon 01

Starting the Conversation

Change starts with awareness. TU Delft sets the stage by making exclusion visible through stories and real-life examples. This phase builds a shared vocabulary about accessibility and gets people talking, sparking the emotional and personal connection needed to move culture.

Horizon 03

Embed Accessibility everywhere

Accessibility becomes embedded across all layers of TU Delft, from digital tools to faculty leadership. With infrastructure and ownership in place, accessibility becomes a visible and expected part of how the university operates.

Future Vision

Toward a Transformative Culture of Hospitality and Justice

Accessibility at TU Delft is not an afterthought, it is a priority grounded in justice, hospitality, and accountability. Responsibility is shared, supported by clear systems, and guided by lived experience. Rooted in the understanding that accessibility is never static, but always evolving, it is not just about following rules or meeting standards, it is about learning, adapting, and making space, especially when things don't fit neatly.

Horizon 02

Put Structures in Place

TU Delft shifts from talk to action. Systems are created so accessibility issues don't fall through the cracks. Roles are assigned, reporting tools become available and easy to use, and staff know what to do.

Horizon 04

Designing for Justice, Hospitality & Care

The TU Delft shifts from fixing barriers to anticipating them, designing for inclusion from the start. This phase creates an adaptive, self-reflective culture where belonging is the baseline, not the bonus.