

# TOKYO COLLEGE

共に考える。未来のかたち Shaping a Shared Future Together

IWD Series

Zoom  
Webinar

## 【International Women's Day Series】 Amplifying Insights from Underrepresented Users to Build More Inclusive Products



What can we learn through user research to proactively include and amplify the experiences of underrepresented users? This talk will look at the gap between how historically underserved users experience Airbnb vs. the "general population", and how this gap can help to guide where efforts should be focused to make our platform more inclusive.

**Thursday, March 3, 2022  
at 4:15pm-5:00pm (PST)**

**Friday, March 4, 2022  
at 9:15am-10:00am (JST)**

Speaker

### Nanako Era

Lead Inclusive Researcher at Airbnb

Nanako Era is the lead researcher on the anti-discrimination team at Airbnb, where she researches ways for hosts and guests to have more equitable experiences on the platform. Prior to Airbnb, Nanako worked as a user experience designer and received her Masters in Human-Computer Interaction from Carnegie Mellon University.



Moderator

### Eureka Foong, Ph.D.

Postdoctoral Fellow at Tokyo College,  
the University of Tokyo



Venue ZOOM Webinar

Language English with Japanese simultaneous translation

Contact [tokyo.college.event@tc.u-tokyo.ac.jp](mailto:tokyo.college.event@tc.u-tokyo.ac.jp)

Pre-registration required

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