An Alphabet of Accessibility anne gibson, Boomi, 2019

perpendicular angel design





# "Web Accessibility means that people with disabilities can use the web."

-W3G Introduction to Web Accessibility





"If people with disabilities were a formally recognized minority group, at 19% of the population, they would be the largest minority group in the United States."

- The institute on Disability



# Disability Doesn't Discriminate

- Any age
- Any race
- Any gender
- Any religion



Photo by Times Higher Education

# A wide range of experiences

- Some people you meet have been disabled all their lives
- Some became disabled yesterday
- Some have stable conditions
- Some grow worse over time



Photo by Times Higher Education

# Our definition of disability

"Something about this person's **physical characteristics** interfere with their senses and perception in a way the general population doesn't experience."



# Types of disability

> Visual 5) Auditory Physical Jh Cognitive and neurological



# Let me introduce you to

and the second of the

26 of my friends.

## A is blind.

- He's always used a screen reader, and always used a computer.He's a programmer.
- He's better prepared to use the web than most of the others on this list.





#### B has Cystic Fibrosis.

- He spends a few hours a day wrapped in vibrating medical equipment.
- He prefers to use the keyboard or wait to do tasks that require a steady touch with a mouse.



#### C has Multiple Sclerosis.

- The disease affects both her vision and her ability to control a mouse.
- She often gets tingling in her hands that makes using a mouse for a long period of time painful and difficult.



#### D has AMD.

- Age-related Macular Degeneration is a lot like having the center of everything she looks at removed.
- She uses magnifiers and screen readers to try to compensate.



#### E is 101 years old. • You name the body part, and it doesn't work as well as it used to.



#### F was a preemie.

- She has low vision in one eye and none in the other.
- She tends to hold small screens and books close to her face, and lean in to her computer screen.



Photo by <u>Tami Hz</u> on Pixabay



#### G fractured his fingers.

- He fell down a hill while running to close his car windows in the rain.
- He's trying to surf the web with his left hand and the keyboard.



#### H has gamer's thumb.

- She just had surgery in her nondominant hand, and will have it in her dominant hand in a few weeks.
- She's not sure yet how it will affect her typing or using a touchpad on her laptop.



#### I has an astigmatism.

- She doesn't know it yet. She does know that by the end of the day she has a lot of trouble reading the screen.
- She zooms in the web browser to 150% after 7pm.



# Everyone's Assistive technology

- 191.7 million Americans correct their vision
- Glasses and contacts are an assistive technology
- What if we looked at all disabilities the way we look at vision correction?



#### J is Deaf.

• J has hearing aids.

• She sometimes turns the volume all the way up so she can hear videos and audio recordings on the web.

• Most of the time she just skips them.







K has lazy-eye. • Her brain ignores a lot of the signal she gets from the bad eye.

• She can see just fine, except for visual effects that require depth perception such as 3-D movies.



### L has Raynaud's Disease.

- When she's stressed, doing repetitive tasks or cold, her hands and feet go numb and sometimes turn blue.
- Even in August she has been known to wear gloves at her desk.





#### M can't tell her left from her right.

- Neither can 15% of adults, according to some reports.
- Directions on the web that tell her to go to the top left corner of the screen don't harm her, they just momentarily make her feel stupid.



#### N's deaf in one ear.

 N served in the Coast Guard in the 60s on a lightship in the North Atlantic.Like many lightship sailors, he lost much of his hearing in one ear.

• He prefers monophonic sound.





#### O is color blind.

- Most people designing websites think of him.
- Most of his co-workers, producing charts and graphs in presentations, do not.



# not every disability is visible



Nobody is obligated to tell us about their disabilities even if we ask really nicely. It's none of our damn business.



#### P is dyslexic.

- Because of his early and ongoing treatment, most people don't know how much work it takes for him to read.
- He prefers books to the Internet, because books tend to have better text and spacing for reading.



#### Q has epilepsy. • Q's seizures are sometimes triggered by stark contrasts in colors, or bright colors.

 Q has to be careful when visiting brightly-colored pages or pages aimed for younger people.



#### R has a reading comprehension disability.

 He does better when sentences are short, terms are simple, or he can listen to an article or email instead of reading it.



Photo by <u>rawpixel.com</u>



#### S has post-concussion syndrome.

- It's been six months since he was struck by a car.
- He gets frequent headaches, cognitive issues, and sensitivity to sound.
- He has a lot of trouble understanding what he's reading.



#### T had a stroke.

- He was surprised since he was only in his early 40s.
- Now he's re-learning everything from using his primary arm to reading again.



### U is having thyroid problems

- She has extremely low energy, and a lot of trouble concentrating.
- She likes things broken up into very short steps so she can't lose her place.


### V has vertigo.

- V's vertigo and dizziness are under control, but parallax scrolling makes her nauseous until she's physically ill.
- She shuts scripting off on her computer to protect herself.



### Wisnewto American software.

- She is a fluent English speaker but doesn't live here. She's frequently tripped up by American cultural idioms and phrases.
- She needs websites to be simple and readable, especially when the concept is complex.



### X is sleep-deprived.

- She gets about five hours of bad sleep a night, has high blood pressure, and her doctor wants to test her for sleep apnea.
- She muddles through her workday thinking poorly and having trouble concentrating on her work.



### Y has twins.

- Y doesn't have a disability. He has twin boys under the age of two.
- He's a stay-at-home dad who has a grabby child in one arm and one or two fingers free on the other hand to navigate his iPad.



### Zhas Chemo Brain.

- She's a pediatrician on medical leave.
- She's finding it harder and harder to remember things, read, or have a conversation.
- The more reliant she in on her smart phone, the harder it is for her to use.



- More than 15.5 million cancer patients in the US
- 67% diagnosed 5 or more years ago
- Have ongoing side-effects from disease or treatment

### Cancer is everywhere



# even cancer doesn't stop people from living their lives?

What better way, as web designers, to say to hell with cancer than to design products that are so accessible



### Twenty six is just the beginning



















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"The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect."

-Tim Berners-Lee, W3C Director and inventor of the World Wide Web



### Accessibility is about access

- Provide more than one way to get information or do a task
- Assume people could be using anything to access your website
- Design for the extremes and everyone will benefit



### How we use our senses



Video, graphics, charts, written words...

Input: mice, keyboards, touchpads, haptic feedback...

Readability, legibility, learnability, simplicity...

Audio, video, ambient music, sound effects...





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Video, graphics, charts, written words...

Audio, video, Input: mice, k

S)

Readability, legibility, learnability, simplicity...

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Readability, legibility, learnability, simplicity...

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Video, graphics, charts, written words...

Input: mice, keyboards, touchpads, haptic feedback...



Audio, video, ambient music, sound effects...

Readability, legibility, learnability, simplicity...



### Inputs and outputs

- Outgroup homogeneity, stereotypes, and even bigotry are still a challenge
- "Disability" as a topic carries a lot of social baggage, ableism, fear



### Inputs and outputs

- everyone.
- conversation

 Shift the conversation away from what "those people" can't do, and toward what "good designers and developers" are responsible to do for

• If you need to change the conversation to make progress, change the



### Inputs and outputs

	Monitor	Colorblind palette on monitor
Keyboard(s)		
Mouse		
Microphone / Voice Recognition		
Touchscreen		
Etc		



## Top 3 priorities

- Keyboard
- Images
- Forms

Thanks to Derek Featherstone and Simply Accessible for this critical information.



## Top 3 priorities: keyboards









- Can't get to the controls using a keyboard
- The tab order is confusing
- Our custom components are untested



CNN

U.S. | World | Politics | Money | Opinion | Health | Entertainment | Tech | Style | Travel | Sports | Video | VR

### Drag-and-Drop to Integrate all your Business Applications





Can't navigate to an actionable item



Today in politics

**Top stories** 



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### after stunning admission



California launches probe after a former Aetna medical director said he never looked at patient records when deciding whether to approve or deny care

Why is health care in the US so expensive? (>>>

Girl denied brain surgery has blunt message for Aetna

Can't find the focus indicator





#MeToo is here to stay, Ginsburg says

Bannon: #MeToo could take down Trump 🕞

GOP senators introduce version of White House immigration plan

Trump to unveil infrastructure plan Monday

Gr Rep.: Paul Ryan has 'got problems'

n nas second houghts on retiring

Trump: Neither Israelis nor Palestinians



U.S. Edition ·

### New details on British rewending

China says its stealth fighters are c ready

911 call: 'My husband ... he shot the officers. Please hurry.'

Trump in 1994: 'I go through the ro dinner's not ready **>** 

Harvard names its new president

Dain in Cana Town: Evenyong goog



### Tab order

Custom components You'd better test the ever-loving heck out of them



## Top 3 priorities: Images

- Frequent problems:
  - foreground
  - Font icons
  - Alt tags need to be present and meaningful

Meaningful images in the background and meaningless images in the



### Background vs Foreground Images



### **KIRABUG'S IDEA FILES**

word mining central

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### POSTS

### **FEBRUARY 12, 2018** Day 165: Closer than it appears

One Among the Dead Sometimes you need a project that's just for, y'know, goofing

Background: If you don't mention it's there, nobody loses anything. Foreground: If you don't mention it, somebody can't understand something.









### The Perfect Calorie Tracker. Completely Free.

Be really careful with these.

Foreground icons require alt tags. Your image only has meaning if you describe it. Otherwise it's a file name.

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## Here's how you do it right

visited, link, image, Marvel's "Black Bolt" writer Saladin Ahmed  $\times$ has a new comic, "Abbott," about a black female tabloid journalist. (And I love it.) The comic is set in 1972 Detroit, but is vividly



### TRANSPORTATION

Judge: PPA is not liable for taxi cab losses inflicted by Uber and Lyft



Move over, Lois Lane, Abbott's on the beat

A meaningful image with a descriptive alt tag.

**Porn star Stormy Dai** says affair with Trum 'never happened'

**Police ID Virginia ma** fatally shot by office South Philly

Amtrak worker fired 2016 Chastar darailm

## Top 3 priorities: Forms

- Frequent problems:
  - Bad color contrast, size, and visual design
  - Bad labels and instructions
  - Bad error handling
  - Keyboard inaccessibility



 Bad color contrast, size, and visual design

and the second second

### Form problems



 Bad color contrast, size, and visual design

Bad labels and instructions

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### Form problems



- Bad color contrast, size, and visual design
- Bad labels and instructions
- Bad error handling

### Form problems



- Bad color contrast, size, and visual design
- Bad labels and instructions
- Bad controls and help access

Keyboard inaccessibility

### Form problems

Sign Up | Log In

Log In

**USERNAME** 

PASSWORD

and the second second

Keep me logged in

Forgot your password?

LOG IN
### Accessibility is infrastructure

- Accessibility is infrastructure, just like security, performance, and usability
- Customers expect infrastructure to be present. When it's not, they move on
- Accessibility is a differentiator



### Testing

- Test for accessibility using:
  - Automated tools (maybe 30%)
  - Knowledgable people in your organization (50%)

• Usability testing with disabled users provide critical insights (20%)



### What is accessibility?

- Disability is a matter of differing physical characteristics
- Four main categories: visual, auditory, physical, and cognitive
- Web Accessibility is ensuring that our websites work for anyone regardless of what disabilities they might have



## Keys to Accessible Design

- Provide more than one way to get information or do a task
- Assume people could be using anything to access your website
- Design and test for the extremes and everyone will benefit



# Top 3 priorities

- Keyboard solid HTML, tab order, custom controls
- Images background images, foreground images, alt tags
- Forms visual design, labels, errors, and keyboards



### Accessibility is infrastructure

- Accessibility is infrastructure, just like security, performance, and usability
- Customers expect infrastructure to be present. When it's not, they move on
- skills, we'll do it

• If we have to reframe accessibility as an input/output problem and an accessible website as the outcome of strong design and development



### An alphabet of accessibility



















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- Austin Seraphin, http://austinseraphin.com
- Derek Featherstone, Simply Accessible. http://simplyaccessible.com
- Dylan Wilbanks, <u>http://hetre.design</u>

### Special thanks to



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