intopia

Dive into Inclusive Design

A11yCamp 2024:

Acknowledgement of Country

I'd like to acknowledge the Traditional Owners of the lands on which we meet today.

We pay our respects to Elders past and present, and extend to all First Nations people present today.

I live in Sydney, so I'm normally on the lands of the [Cammeraygal people](#) of the Eora Nation.

Today, we are on the Traditional lands of the Wurundjeri Woi-wurrung peoples.

Who are we?

Charlii Parker:

- ???
- ???

- ???

My name is Russ Weakley:

- 1995: Web Design and HTML
- 2003: Accessibility
- 2012: Component libraries and Design systems

Housekeeping

- Nearest exits
- Evacuation points
- Toilets
- Break
- Ask questions any time

What will we cover?

Introductions	20 mins
Exploring user research processes	30 mins
Brief for activity	10 mins
Activity 1: Design challenges	30 mins
Break	30 mins
Activity 2: Playback for peer review	30 mins
Meet our participants	15 mins
Activity 3: Playback to participants	30 mins

Questions	15 mins

Exploring user research processes

1. Getting buy-in from organisations

- Charlii: Formal approach
- Russ: Ask permission later

2. Why include people with disabilities?

There are the three main reasons to include people with disability in your research.

1. To include a diversity of views. (Important for any process)
2. To target a relevant demographic to understand their lived experience. (Interviews, Focus groups, User testing)
3. To test specific assistive technology users across a process, page or component. (User testing)
4. ~~To conduct assessibility testing.~~

Some people accidentally confuse items 2 and 3 when setting up testing processes.

It is acceptable to include both approaches in a single session, but they have different purposes and outcomes.

For item 3, you are obverving how people use specific assistive technologies to interact with processes, pages or components.

User testing should never be confused with accessibility testing - conducted by experts.

All materials should be accessibility tested by experts before user testing.

People with lived experience may not be accessibility experts.

You are after their lived experience. It is not their job to identify accessibility issues.

3. Who should you include at different stages?

We are going to ask you which broad disability groups you would consider including during the following stages:

1. "High level concept" phase
2. "Design mockup" phase
3. "Developed product" phase

High level concepts?

When testing high-level concepts in interviews or focus groups, which types of people with disabilities could be included?

Include:

- Anyone!

Design mockups?

When testing design mockups (e.g. Figma files), which types of people with disabilities could be included? And which groups may not be ideal?

During this phase, include people with:

- No or limited hearing
- Limited vision (magnifier only)
- Difficult with learning and memory
- Difficulty reading (no specialised tech)
- Neurodiverse (no specialised tech or settings)

During this phase, avoid people with:

- May need to change the interface
- Use a keyboard or keyboard alternative
- Use voice control technology
- Use screen reader and other text-to-speech

Developed products?

When testing developed products (e.g. HTML code), which types of people with disabilities could be included?

During this phase, include people with:

- May need to change the interface
- Use a keyboard or keyboard alternative
- Use voice control technology
- Use screen reader and other text-to-speech
- Use literacy support tools

4. Recruiting

Where are you recruiting?

Within the organisation? Via loyal customers? Through a recruitment agency? Other?

Things to consider:

- Don't over-burden people within the organisation
- Engaging with loyal customers shows that you care

Special considerations?

What special accessibility considerations may be necessary if considering a recruitment agency?

Things to consider:

- Does the agency have experience with people with disabilities
- Does the agency have access to a broad disability audience
- Does the agency have a barrier-free recruitment process

Recruitment information?

If you want to include people with disabilities, what specific information should you consider as part of the recruitment specifications?

Things to consider:

- The user need, or the disability
- The number of people with each disability
- Any specific assistive technologies
- Technical proficiency, particularly with assistive technologies

How many people?

How many people with disabilities should you include in the research process?

Things to consider:

- Yes, that was a trick question as the only correct answer is "It depends".

Script considerations

Things to consider:

- Additional time
- Repeat tasks/question
- Preferred communication methods
- An inclusive script
- Awareness of "speak aloud"

Activity 1: Design challenges

Normally, you would aim to review any ideas, concepts, deisgns, solutions with at least the following types of people in mind:

- People with no vision
- People with reduced vision
- People with reduced colour vision
- People with reduced movement
- People with varied learning or cognition
- People with reduced or no hearing

You will be playing back to:

- People with no vision
- Katy: reduced vision
- People with reduced colour vision
- Dan: reduced movement
- People with varied learning or cognition
- People with reduced or no hearing

Setting the scene

- We will break you into three groups.
- Each group will be given a unique design challenge.
- You will have 30 mins.

Your breakout group tasks

- Explore possible solutions for the challenge, with inclusive practices in mind.

- Come up with a strategy for how you would test your proposed solution (if you had the time/money).

What next?

- You will then play back to the group for peer review.
- After the break, you will play back to one of our participants with lived experience.

Let's break into three groups.

Group 1 - Design challenge 1

You are designing a travel interace where users have to provide a start and end date.

- What inclusive UI solution would you use?
- How would you test your hypothesis?

Group 2 - Design challenge 2

Your application requires users to authenticate before they can sign in.

- What inclusive solution would you use?
- How would you test your hypothesis?

Group 3 - Design challenge 3

Your application requires a timeout after 10 mins of inactivity for security reasons.

- What inclusive solution would you use?
- How would you test your hypothesis?

Activity 2: Playback for peer review

Meet our participants

Activity 3: Playback to participants

Questions or discussion?