**Interview 1:**

Interviewee: Imad Kawas

1. Could you tell me a bit about you and your field?

I am a designer at Microsoft. Our main focus is accessibility, which means we work towards apps and websites towards people who have disabilities like dyslexia or epilepsy or are blind or have a hard time going through the websites. We make those things accessible to them.

1. In your experience, what are the challenges visually impaired users encounter when using websites?

It's mainly because visually impaired people use the keyboard. So, they can’t use the mouse for obvious reasons. So, whenever they go on a website, every time they navigate through the keyboard, on every key on every button or text it needs, the screen reader needs to say something explaining what the image is as an alt for each image. Every text needs to be made sure that it's going to be read by the screen reader. If there's a button it needs to tell them what's going on in the button. Like if it says read more. It needs to say read more for this website open in a new tab, so it needs to specify what's going on. So mainly websites don't have that for visually impaired people at all. It's very, maybe around one to 2% of websites have only one

1. Can you give me an example of how you apply different tools, applications, and methods to help users overcome their challenges?

We usually use the screen reader for visually impaired users mainly for everything we test out. That's our main testing tool. Because that helps us most by knowing if the user that's going to press tab is going to know exactly where he is. And if the button is going to do exactly what it said to like a button can't have just read more, and the alt would be read more. So it needs to describe read more at, for instance, Microsoft, open in a new tab, the wording really helps.

1. What aspects of creating accessible content is most challenging, why are they challenging? and how have you overcome these challenges? Can you tell me about your process when you make these changes?
2. Can you share any experiences where you modified content? What changes were made?

So there's a lot of screen readers which different people use. We use something called the narrator, which is usually just comes built into the computer because there's a lot of people who use that and they don't know how to download a better screen reader. So when other people are using screen readers and not using narrator they sometimes hear the text twice. They might not get the text correctly. So there's many different screen readers and when someone reports a screen reader bug, we go modify, listen to it, and then change it. Change the wording of the attribute that we add within the code.

For epileptic people, we keep our websites very simple of colors, black and white mostly and nothing's moving around. There's nothing changing within the website that can deflect the user's eye from where they’re looking. So nothing's moving, nothing's going on just picture text filters are clear, the events are clear, there's not nothing at all going on in the website that's moving besides a video, but video can be paused. So it has to be a couple of colors straight to the point, no extra left or right pop ups or anything like that. So for people with dyslexia, they have an extension on Google Chrome or edge, etc... So once they press that extension, people with dyslexia see the text much bigger, the letters have much more space between them, the words have much more space, so the paragraph becomes huge. So we make sure that once they press the extension, it doesn't go out of line, text doesn't collide with each other, or it doesn't go out of the picture. Or if they make the screen smaller or bigger, like responsively, it doesn't affect it. So imagine someone looking at a phone who has the extension. So we have to make sure people who enter the website through phones and put on the extension that the website doesn't glitch and the pictures go on top of each other, and the texts going on top of each other. So we make sure that there's a lot of space between sections, there's a lot of space when you make the screen smaller for the phone, or for the tablet.

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So we can describe what an image is and the screener there needs to go over the text to read it. But the challenging part is when a website is kind of more than a static website. It's a dynamic website. We need to add events, there’s people creating new carts. It's a dynamic website where people add and remove stuff constantly. I'll give like a small example like OLX, or like Amazon, for instance. So every new event that is created, the user needs to be able to navigate through it, be able to read everything clearly. The buttons need to make sense. The registration needs to make sense.