

# U3A software accessibility focus group

## Demographic questions

Please note, NONE of the questions are compulsory! Don't answer questions you are not comfortable with.

<b>1. General information about you</b> Please fill in your answers on the right	
Age	
Gender	
Cultural/ ethnic background	

<b>2. Do you use aids?</b> Please tick all that apply	
Reading glasses	<input type="checkbox"/>
Hearing aid	<input type="checkbox"/>
Other aids, please specify	

<b>3. What mobile computing devices do you use?</b> Please tick all that apply	
Tablet (iPad or similar)	<input type="checkbox"/>
Mobile phone/smartphone	<input type="checkbox"/>
Other, please specify	

<b>4. What do you use mobile applications for?</b> Please tick all that apply	
Online shopping	<input type="checkbox"/>
Online banking	<input type="checkbox"/>
Post / read social media	<input type="checkbox"/>

(Facebook, Instagram, etc)	
Make video phone calls	<input type="checkbox"/>
Plan routes & navigation (plan public transport trips or road trips, navigation when driving etc.)	<input type="checkbox"/>
Watch videos/movies	<input type="checkbox"/>
Read e-books	<input type="checkbox"/>
Listen to audiobooks	<input type="checkbox"/>
Other, please specify	

**5. How much time per week do you spend using mobile applications?**

Please tick the one that applies

Less than 1 hour	<input type="checkbox"/>
2-3 hours	<input type="checkbox"/>
4-9 hours	<input type="checkbox"/>
10-20 hours	<input type="checkbox"/>
More than 20 hours	<input type="checkbox"/>

**6. Rate your level of confidence in your own mobile application skills**

Please tick the one that applies

<input type="checkbox"/> Very high
<input type="checkbox"/> High
<input type="checkbox"/> Average
<input type="checkbox"/> Low
<input type="checkbox"/> Very Low

## Session questions

ID	Slide topic	Conversation leads
1	Reading on mobile devices	<ul style="list-style-type: none"> <li>Text size, colour, spacing, contrast, etc...</li> </ul>
2	Reading in different environments	<ul style="list-style-type: none"> <li>At home / indoors</li> <li>Traveling on a bus/train/car</li> <li>Outside in summer when the sun is bright</li> </ul>
3	Understanding	<ul style="list-style-type: none"> <li>Technical jargon</li> <li>Language skills (native vs non-native English speakers)</li> <li>Cultural differences, e.g. meanings of colours, words, metaphors...</li> </ul>
4	Navigation with menus	<ul style="list-style-type: none"> <li>Menu complexity</li> <li>If you get lost, what do you do?</li> <li>Do you memorise the navigation flow?</li> </ul>
5	Other navigational elements	<p>How intuitive is it for you to navigate within an app?</p> <ul style="list-style-type: none"> <li>Visibility of navigational elements</li> <li>What tell tails are helpful?</li> <li>What would you find intuitive?</li> </ul>
6	Virtual keyboard use	<ul style="list-style-type: none"> <li>Keyboard layout and size</li> <li>Keys &amp; labels</li> <li>Touch feedback</li> <li>Can you see on the screen where you are writing?</li> </ul>
7	Touchscreen/trackpad use	<ul style="list-style-type: none"> <li>Ease of use</li> <li>Do you know available gestures for a specific task? <ul style="list-style-type: none"> <li>Swipe, pinch, tap, etc</li> </ul> </li> <li>Touch feedback</li> <li>Ease of memorisation</li> </ul>
8	Multimedia consumption (audio and video)	<ul style="list-style-type: none"> <li>Understandability of icons</li> <li>Ease of use <ul style="list-style-type: none"> <li>Pause, stop, rewind</li> <li>Volume control</li> </ul> </li> <li>Screen orientation <ul style="list-style-type: none"> <li>Portrait vs landscape</li> </ul> </li> <li>Captions/subtitles <ul style="list-style-type: none"> <li>Font size/colour</li> </ul> </li> </ul>
9	Audio descriptions and input	<ul style="list-style-type: none"> <li>Do you use a screen reader / text-to-speech feature for consuming content?</li> </ul>

		<ul style="list-style-type: none"> <li>○ Female vs male voice</li> <li>○ Native vs non-native English speakers</li> <li>○ Dialects, accents</li> <li>● Do you use a speech-to-text feature for voice-controlled data entry?</li> </ul>
10	Device / app-accessibility settings	<ul style="list-style-type: none"> <li>● Do you change accessibility or display settings?</li> <li>● What accessibility settings do you change?</li> </ul>