Frankston U3A focus group session - 24/09/2024

Pre-preparation checklist

- ☐ Laptop to screen/projector check
- ☐ Check app demonstration
- ☐ App screen share check
- ☐ Check the audio recording setup
- ☐ Arrange the seating to optimise audio quality (if possible)
- ☐ Vouchers
- ☐ Demographic data collection form printouts
- ☐ Explanatory statement + consent form printouts
- ☐ Stationary (pens)

Introduction (2 minutes)

Preliminary tasks (15 minutes)

- ☐ Distributing consent forms + explanatory statements
- ☐ Distributing demographic data collection form
- ☐ Collecting consent forms + demo data forms
- ☐ Checking whether participants have agreed to be recorded
- ☐ Starting session record after consent forms are collected

Interview (45 minutes)

Conduct a brief demonstration of the non-adapted furniture app.

1. What do you like or dislike about the app's accessibility?

a. What do you think about the app's look and feel?

b. What do you feel about the app's navigation? (for example, moving from one page to another)

c. Can you think of other accessibility challenges you might face with this app?

d. Do you expect any problems using the app in different situations, like outdoors in bright sunlight?

Apply presentation adaptation to the app in real time.

Now let's assume that there's a senior much like yourself named Judy who has problems with her vision such as long-sightedness. She may find it inconvenient to read or differentiate various interface elements in the app because of this. Now to help someone like that. I've changed the app to increase text size, increase button sizes, I've tried to make it so that the app is more in a black-and-white theme with high foreground-background contrast.

2. What do you think about the changes we made to the app?

a. Did the changes make the app easier or harder to use?

b. How do these changes impact your overall impression of the app?

3. Have the changes helped address the issues you mentioned in the earlier app version?

a. Can you give examples of how the app got easier to use after the changes?

b. Can you give examples of how the changes didn't fix any problems you mentioned before in the previous app version?

c. Can you think of any challenges you might face because of the new changes to the app?

Apply modality adaptation to the app in real time.

Let us take the add shipping details form in the app. One of the problems we identified before was the on-screen keyboard taking up so much space. So now I've modified the previous app to take different modes of interacting with the app. On the one hand, we have a microphone button that allows a senior to speak the input rather than type. On the other hand, we also have a screen reader that speaks out the label of the form input field.

4. As you saw, I have added screen reading and speech input. How helpful do you find them?

a. When would you opt to use these features instead of reading the text and using the on-screen keyboard?

b. Can you give examples of how these changes didn't fix any problems you mentioned before in the previous app version?

  c. Can you think of any challenges you might face because of the new changes to the app?

5. Again, imagine that you are trying to buy a sofa from this app,

  a. What do you think about how complicated the app is now with the new screen reader and speech input features?

  b. What do you think about using screen reading or speech input features in public spaces or noisy situations?

  c. Can you think of any new challenges you might face when trying to use the app now?

Apply navigation adaptation to the app in real time.

Again, let us take the same interface. So previously, we had a form with multiple fields. May be this is not the worst case but there could be an app that has so many inputs to be submitted. In a case like that, I modified the previous app to be segmented so that they can finish one step and then continue to fill the next without taking too much space in the screen.

6. As you saw, changed the navigation flow in the add shipping details form. How helpful do you find it?

  a. What do you think about the complexity of the app now?

7. Besides the "Add Shipping Details" form, is there any other part of the app where you'd like the navigation to be different?

Ask about user-driven app personalisation

8. Do you change your mobile phone's accessibility settings or app's accessibility settings?

Positive:

  a. **If so,** why did you make these changes—ease of use, visual comfort, or something else?

  b. How easy or difficult was it for you to change these settings in your phone or app?

Negative:

  c. **If not,** can you explain why you wouldn't use them to personalise the device or app?

  d. Are there any specific accessibility features you wish more apps offered?

9. How would you feel if our furniture app automatically adjusted based on your previous usage?

10. What if you could simply ask the app to make changes, like saying, "Make the text bigger" or "I don't want to use the on-screen keyboard"?