4. Users with a wide range of abilities may access your application.

   (a) The Web Content Accessibility Guidelines (WCAG) specify how to make content accessible.

       i. Explain how conformance to the criteria is graded with the aid of an example. [2]

       ii. Why might it not be feasible to achieve a top grade? [3]

   (b) Describe **five** different disabilities, and suggest **one** method or technique to assist users with these conditions. [10]

   (c) The **think aloud protocol** is one method for conducting a usability test. Describe the process and its advantages and disadvantages. [10]