Accessibility and Design

Where Productivity and Philosophy Meet

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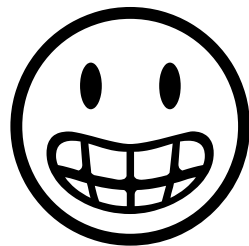
How much do bugs cost?

1x

in Design

6.5x

in
Development

15x

in Testing

**100
x**

in the Wild

Source: IBM Systems Sciences Institute - https://www.isixsigma.com/industries/software-it/defect-prevention-reducing-costs-and-enhancing-quality/

If you find a bug while designing:

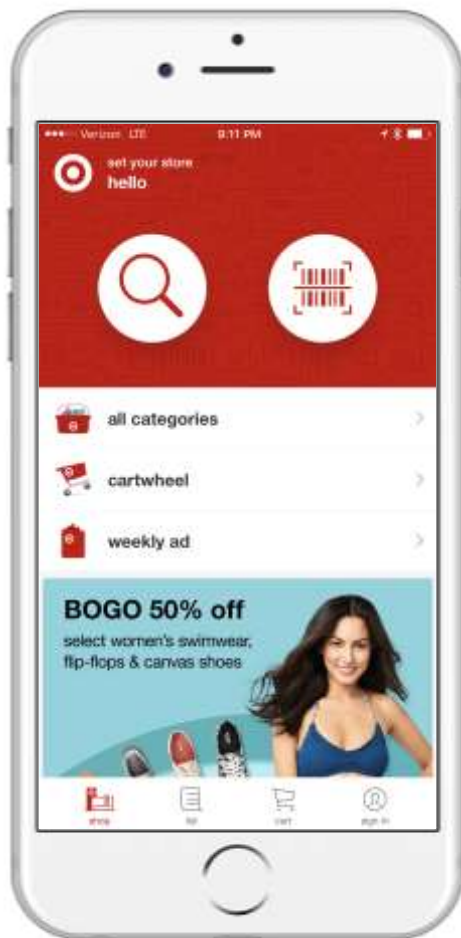Discussion happens, maybe a meeting.

If you find a bug in the wild:

1. Users contact support
2. Support contacts Team/PM
3. PM contacts QA
4. QA checks the bug, confirms, writes a ticket
5. PM prioritizes
6. Design redraws
7. PM approves
8. Dev fixes
9. QA and design retest
10. Deployment

Accessibility | PLP - VO skips promo callout
Accessibility | "Fingerprint Recognized" message not spoken by Talkback
A11Y | PDP | Color Contrast and Layout Issues
Accessibility | See low price in cart now spoken by VO
Accessibility | Price not read by VO on PDP
A11Y | Tabs not read as tabs in Talkback
Accessibility | Account - Change Password (error is not announced by Voice over)
Accessibility | Account - VO does not indicate "Change password" text with the button trait
Remove grey gradient background in coupon sign up
Accessibility | List | Unable to open PDP from List page
Weekly Ad 3x3 label is too small
A11Y - PDP Ratings view always announces no customer rating
Accessibility | Add traits to account options after signing in
Accessibility | Incorrect hint on terms and privacy block
Accessibility | State of "receive Target email offers" is not known when first visiting the page
Accessibility | Change behavior of quantity pickers on Cart Page
Accessibility | Error messages not spoken on failed account sign-in
Accessibility | Account | Add traits to items on sign-in page
Accessibility | Combine select calls to action with their select buttons
Accessibility | Checkout | No indication that errors exist
Accessibility | Checkout | Blank swipe before "free returns" text
Accessibility | Add specificity to change shipping controls
Accessibility | Store info | Add trait to store services that can be expanded
Accessibility | Stores list | Unlabeled store info buttons from cart page
Accessibility | Fix trait and selection messages for pickup in store from cart
Accessibility | Cart | Fix selection state of fulfillment options
Accessibility | Cart | Unlabeled button next to free shipping banner
Accessibility | PDP | Change label of add to list button
Accessibility | PDP | Accessibility fixes for ""you might also like" section
Accessibility | PDP | No associated traits on store controls

Accessibility | lists | Reverse order of remove and the item it refers to
Accessibility | clarify label for add to list button
Accessibility | Add Specificity to remove from list buttons
Accessibility | Add trait to items on deals tab
Accessibility | Add trait to tappable products and deals on shop tab
Accessibility | Add proper label to scan button
Accessibility | Tabs in footer need associated trait
Accessibility | refactor initial app launch screen
Accessibility | Add specificity to store info buttons
Accessibility | Unable to tell which fulfillment method is selected
Accessibility | Target Run | Cartwheel and weekly ad appear selected after tapping them
Accessibility | Target Run | Weekly ad and Cartwheel elements need associated trait
Accessibility | Add Trait to add address button
Accessibility | Checkout | Add trait to add credit card element
Accessibility | Checkout | Add trait to redeem button
Accessibility | PDP | clarify how to check or uncheck item for store
Accessibility | Add specificity to address and card change buttons
Accessibility | GAM | Color contrast and layout issues
Accessibility | Checkout | Color Contrast issues
Accessibility | Cart | Color contrast issues
Cart: Accessibility Label for "Subtract" button is not set for HarmonyKit.ColorwayButton
Accessibility | PLP | Color contrast issues
Accessibility | PDP | Filter color contrast and layout issues
Accessibility | Add Specificity to change buttons on checkout page
Accessibility | VO repeats loading after checkout is completed
Accessibility | Store Details | More info buttons for store details have no associated label
Accessibility | Search | Store Finder Color Contrast Issues
Accessibility | Shop Page | Target Run Tab color contrast issues
Accessibility | PDP | Selectable colors on the PDP do not have an associated trait
Design better way to handle Target Run pop-ups
WhiteApp- Shop Weekly Ad dates missing
A11Y | Account, invalid email/password does not provide error feedback
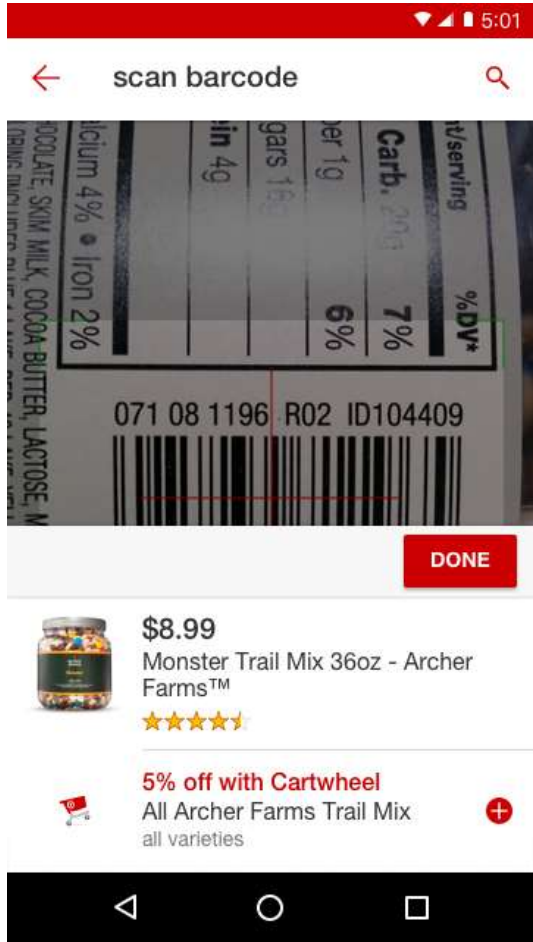A11Y | Password re-auth screen error handling

When we joined the team here's some of the things we found…

We needed a process that:

1. Cuts down on defects.
2. Saves time and money.
3. Has greater compliance.
4. Cuts down redesign work.

Our Process

Designer gets an assignment and starts discovery work.

Designer reaches out to accessibility consultant if (s)he has any questions.

Early designs contain layout, but they may also contain technical info:

- Colors
- Margins
- Formatting specs

As discovery and concepting continues, the designer continues to reach out.

Before finalization, we look through the proposed finished designs.

Document

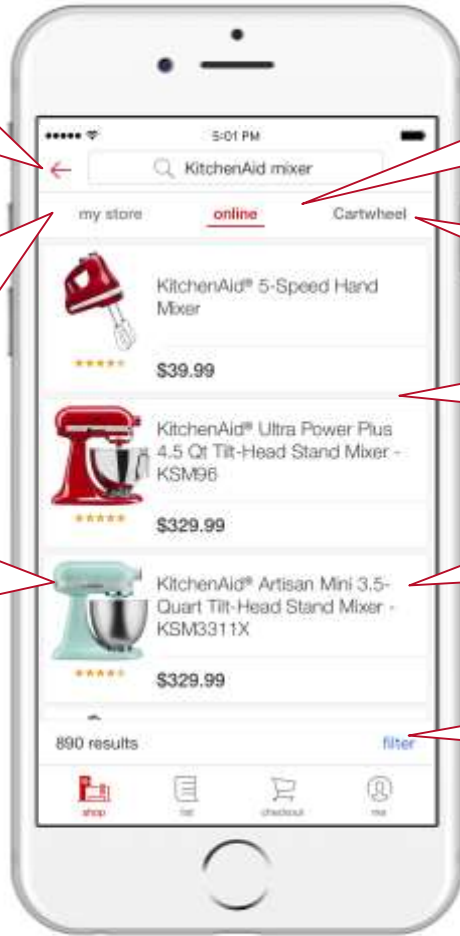- Enter comments into Zeplin

- Add requirements into JIRA tickets

Let's show you

Back button should allow perform escape gesture

Each tab of the segmented control should be traited as a button.

Selected tab of the segmented control should have "selected, " prepended to the label
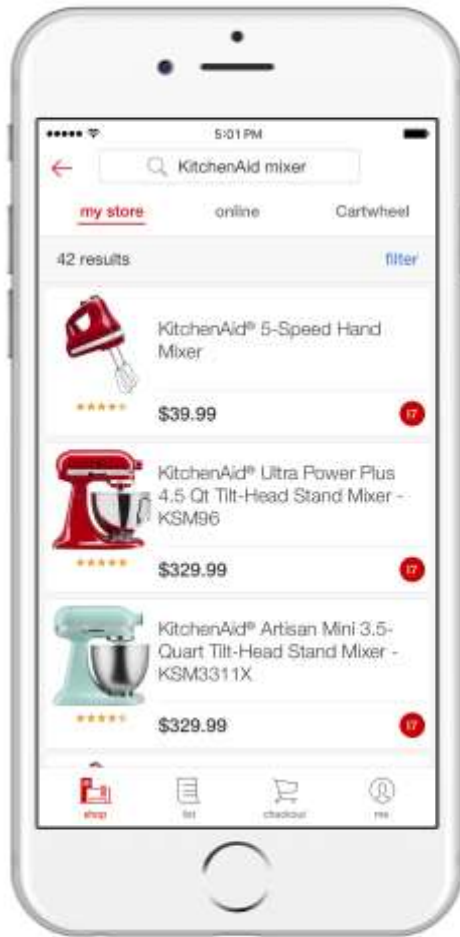
When a new section has been selected, remove "selected, " from the old label.

Swiping order should be logical (left to right, top to bottom)

Product image tiles should have trait of button.

Product tile should have label of: "product title, price, rating"

Filter button should be traited as a button

First Pass

Second Pass

Benefits

Design/UX gets first-hand knowledge of requirements.

Developers get knowledge to create processes.

Fewer defects.

Defects reported in October 2016:

1. Unable to change shipping speed on items in cart
2. Removing Promo code from cart causes endless speaking of "loading"
3. Cartwheel: When added and checkmark is displayed, VO still announces as "add item"

Proactive consulting.

Process is accessible.

Thank You

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