Jonathan Disla

Discussion 8.3

Web 321

Prof. Krasso

UX Writing Techniques and 508 Guidelines

Almost immediately upon researching UX writing techniques, the word writing simplifies this method tremendously. UX writing encompasses the many elements that deal with conveying and communicating instructions to a user. Nick Babich from UX Planet said it best, “UI copy includes buttons and menu labels, error messages, security notes, terms and conditions as well as many instructions on product usage.” From the article 16 Rules of Effective UX Writing, Nick points out some writing techniques.

* Be concise
  + It is very easy to confuse some users if too much information is given to perform a task. Rather, break the task down and give instruction at it’s most primitive simple level.
* Avoid jargon
  + Having a help desk background, jargon is heavily frowned on. Jargon shows a lack of touch and interest in having the other party understand fully information or a task. Sometimes errors may arise and instead of throwing the literal error substitute simple English instead.
* Identify interactive elements appropriately
  + Labeling buttons correctly helps the user to have an expectation of what will happen when clicking. Having the right action word gives the application better ease of use and learning of the interface.

According to an article from Essential Accessibility, section 508 is an amendment that provides protections for the disabled. The law ensures that gubernatorial and organizations that receive government funding comply with guidelines established therein. However the article continues, “all publicly accessible...information must be compliant as well.” There can be penalties brought on if a site is not compliant. Experts run accessibility audits to ensure that a site is compliant thus saving a business possible litigation.

Reference List

Babich, Nick. “16 Rules of Effective UX Writing”, UX Planet. 26 June 2018.

https://uxplanet.org/16-rules-of-effective-ux-writing-2a20cf85fdbf

Essential Accessibility. “How to Comply with Section 508: Guide to Getting There.” 4 February 2020.

<https://www.essentialaccessibility.com/blog/508-compliance>