

# **SEP**

# **Customer**

# **Accessibility Testing**

**Nov 1st 2019**

**Martin Kerr**  
**Anubhav Mittal**

# Who we tested with

- 5 People with mental health issues and in employment @ Taylor McKenzie Lab in Glasgow.
- A Mix of Business Owners (3) and employees(2)

# What we were trying to find out

---

We were interested in:

1. How stable SEP is when used by participants with Mental Health issues.

Starting URL: <https://se-qa-singleentrypoint.azurewebsites.net>

# Summary

- The site is fairly stable and most things work quite well
- The only real issue is that people are not expecting the Event Links to send them to another site (usually bgatway.com), and they can become lost.
- The homepage image was well received
- This audience tend to take a more literal view of the site.
- They read in a slower and more exact manner
- Long sentences performed slightly poorer than short meaningful ones
- This audience was more affected by colours
- Responded well to the site being so clean. This worked so well that the site did not perform noticeably poorer with this group.
- “Highlighting” text was used to give alternative contrast  
*(Light text on a darker background)*

# Home Page

---

The homepage image was well received.

The homepage was generally well received and everyone clicked the Blue CTA button and progressed into the site.

The homepage was viewed as not “Saying what it Does” clearly enough

There was some uncertainty about the site being just for startups or all companies



# Support Listings

---

The service listing was well received.

Search and Filter being separated worked well.

The CTA was very clear

People were unsure about who delivered each thing

FindBusinessSupport.gov.scot

[Home](#) [Browse support](#) [Contact us](#)

Search for business support services in Scotland

The screenshot shows the homepage of the FindBusinessSupport.gov.scot website. At the top right are links for Home, Browse support, and Contact us. Below that is the main search bar with placeholder text "E.g. Research, funding etc." and a magnifying glass icon. To the right of the search bar is a button labeled "43 support options". Below the search bar is a "Filter" section titled "Types of support" containing a list of checkboxes: Self-help guides, Programmes, Research and information, Consultancy and advice, Funding, and Training. To the right of the filter is a section titled "Funding for community asset projects" with a sub-section for "Funding". It includes a brief description: "Financial support is available for eligible groups for capacity-building events, training, and knowledge exchange, to help them maximise assets and develop more sustainable communities." Below this is a blue "FIND OUT MORE" button with a right-pointing arrow. At the bottom of the page, there is a footer section with the text "test product 200000 update update".

# Individual Support Listing

---

The links at the top were well received

The CTA was very clear (Blue Button at the bottom)

[FindBusinessSupport.gov.scot](#)

[Home](#) [Browse support](#) [Contact us](#)

[!\[\]\(83f22ed94ec5517769dd76d702c6bfd8\_img.jpg\) Back to search results](#)

## Funding for community asset projects

### Contents

- [What does this involve?](#)
- [Am I eligible?](#)
- [What does this cost?](#)
- [Who is this for?](#)
- [How long does this take?](#)
- [Important information](#)
- [Next steps](#)

Support provided by



**HIE**  
Highlands and Islands Enterprise  
Iomairt na Gàidhealtachd's nan Eilean

### What does this involve?

Community groups can get financial support for:

- knowledge exchange visits with another group, either as a host or visitor, for the purpose of exchanging know-how and experience to benefit their community

Community groups as well as intermediaries can get financial support for:

–

# Submit an Enquiry

The brevity of the form was well received

The form did not trigger any negative responses 😊

FindBusinessSupport.gov.scot

[Home](#) [Browse support](#) [Contact us](#)

## Submit an enquiry: Funding for community asset projects

Simply enter your information in the fields below and one of our helpful team will be in touch within 2 business days. If you want to talk to someone, you can give us a call on 0300 303 0660. Our lines are open from 8.30am to 5.30pm, Monday to Friday.

Mandatory fields are marked with an \*

Has your business started trading? *	First name *	Last name *
<input type="checkbox"/> Yes	<input type="text"/>	<input type="text"/>

Email address *	Phone number *
<input type="text"/>	<input type="text"/>

Business name and trading address *
<input type="text"/>

Your message for us *
<input type="text"/>

I accept the terms of the privacy policy. \*

You must review and accept the terms of the privacy policy to continue.

# Event Listings

---

The events listing was well received.

The meta data under each event was appreciated as it meant that people did not have to go into each event to get the info

There was an issue with people being sent to another site to see the event details without them realizing what had happened OR expecting that to happen.

**Suggestion: Make it more explicit that the CTA button takes you to another site**

FindBusinessSupport.gov.scot

Home [Browse sup...](#)

Search for business support services in Scotland

The screenshot shows a search interface for business support services in Scotland. It includes a search bar, a location filter (set to +15 miles), and a categories filter (listing Advertising & marketing, Bookkeeping & tax, and Brexit). On the right, there is a summary of 557 event options, with tabs for 'All support' and 'Events' (which is selected). A specific event listing for 'Business Start-Up: Finance' is shown, detailing its location (Business Gateway Perth, Saltire House, Whitefriars Crescent, Perth, PH2 8AA), date (31 Oct 2019), start time (5:30 pm), end time (8:30 pm), and cost (Free). A 'FIND OUT MORE' button is also present.

# Individual Event Listing

[NEWS](#) [CONTACT US](#)[Online Resources](#) [Workshops & Events](#) [Your Sector](#) [Our Services](#) [Success Stories](#) [Local Offices](#)[← All Events](#)

## Business Start-Up: Finance

This workshop aims to give an introduction to the role of finance in business.

[Continue booking →](#)

### What to expect from this event

The workshop will look at:

- managing a profit and loss account

### Essential Info

31st October 2019

17:30 - 20:30

Business Gateway Perth  
Saltire House  
Whitefriars Crescent  
Perth  
PH2 0PA

# SEP Feedback Quotes

- Website has feel of being designed for a large screen rather than a laptop
- Re home page “it looks plain it doesn’t get across who you are trying to get support from
- “Not too cluttered it has all the things you need
- Is it aimed at people who already have businesses or at those starting a business
- Photo behind text difficult to read
- Search page “clearer than the home page
- Isn’t clear whether the phone number is free to call
- Is there a logo who owns this website
- is business gateway running the service
- “Is there a reason you need to submit it 6 weeks before “  
*This was around having a transparent reason for statements*
- I would use this

**fin**