Usability Study Report - Visual Accessibility in Banking App Interfaces

Study Overview

Conducted a moderated usability test with 6 visually impaired participants using screen readers.

Key Findings

- 4 out of 6 users had difficulty navigating the dashboard

- Tab order on the funds transfer screen was non-logical

- Lack of alt-text for key icons

Tools Used

- TalkBack (Android)

- VoiceOver (iOS)

- Zoom magnifier

- NVDA for simulation

WCAG 2.1 Compliance Check

- Fails contrast ratio (1.4.3)

- Missing accessible names (4.1.2)

- Dynamic resizing not supported (1.4.4)

Suggested Improvements

- Restructure tab order

- Add screen reader labels

- Ensure all icons have descriptive alt-text

- Improve color contrast to 4.5:1 minimum