

User Feedback Analysis - Accessibility Issues in Mobile Banking App

Overview

This report summarizes accessibility-related feedback from visually impaired users of the mobile banking application.

Common Pain Points

- Low contrast text on login and transaction pages
- Non-descriptive button labels
- Incompatibility with screen readers on key screens
- Poor focus management
- No adjustable text size

Sample User Quotes

"I couldn't find the 'Pay' button using VoiceOver."

"Font size is too small and can't be adjusted."

"After logging in, the screen reader stopped reading content."

Preliminary Recommendations

- Use high contrast text
- Implement accessible labels for all interactive elements
- Ensure compatibility with TalkBack and VoiceOver
- Add options for dynamic font scaling