How to do remote research studies for accessibility

Rebecca Topps
Twitter: @beckytopps

How can I include accessibility in my research?

What are effective methods for finding participants?

Which research tools should I use?

How do I ensure my research sessions are inclusive?

What do I need to consider in the analysis and reporting?

ATLASSIAN

Source (Mobility Works)

Accessibility Research

Helps with WCAG compliance

Designing for everyone

Inclusive research recruitment

Drives innovation and improvements

We can reach higher and aim to make the user experience delightful for everyone. That’s where user research comes in. You have to know the people you are designing for. Including people with disabilities.

Whitney Quesenbery

Things to consider:

Accessibility knowledge and training

Check privacy laws

Fix any major accessibility issues

How do I include accessibility?

2 out of every 10 participants

Participant recruitment

Participant recruitment

Internal research panel

Recruitment vendors

Charities and Organisations

Social media and forums

Recruitment considerations

Plan for extra time to recruit

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Prepare for additional costs

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Check your vendor is accessible

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Prepare for additional costs

Check your vendor is accessible

Adjust your recruitment screener

Pre-research questions

Do you use any assistive technology or adaptive strategies when using our product?

If yes: What assistive technologies or adaptive strategies do you use?

Are there any accommodations, support or changes we can provide during the research session?

Pre-research questions

How would you prefer to receive the research questions or tasks? E.g. email, verbal, chat…

Would you like to have breaks during the session? How often do you prefer a break?

Are you okay with sharing your video and audio? (if possible offer the option to turn off video)

Who to include when

Interviews

You can research all areas of accessibility and include all user needs

Source: Home Office UK - Researching access needs posters

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Paper prototyping / Mockups

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Prototypes

Colour; language; communication; cognitive; mobility (e.g. keyboard only) and vision (e.g. ZoomText & magnification).

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Production code

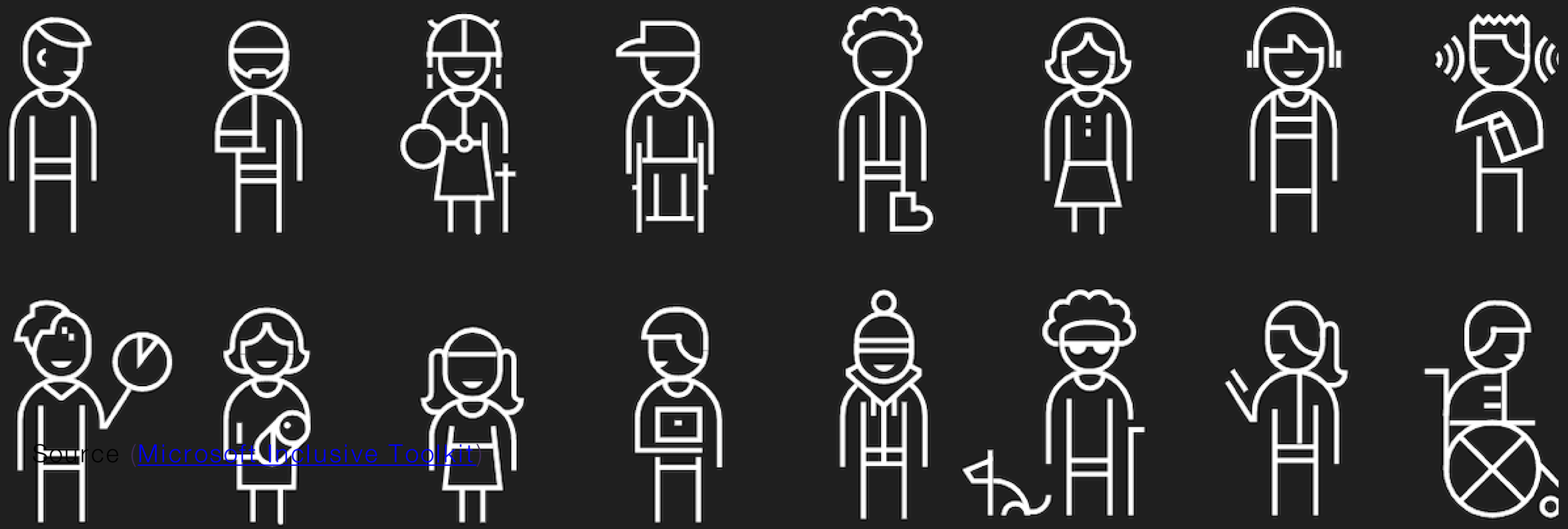
Colour; vision (e.g. Screen readers); auditory (e.g. captions), and mobility (Speech to text control and Text to speech).

Accessible research tools

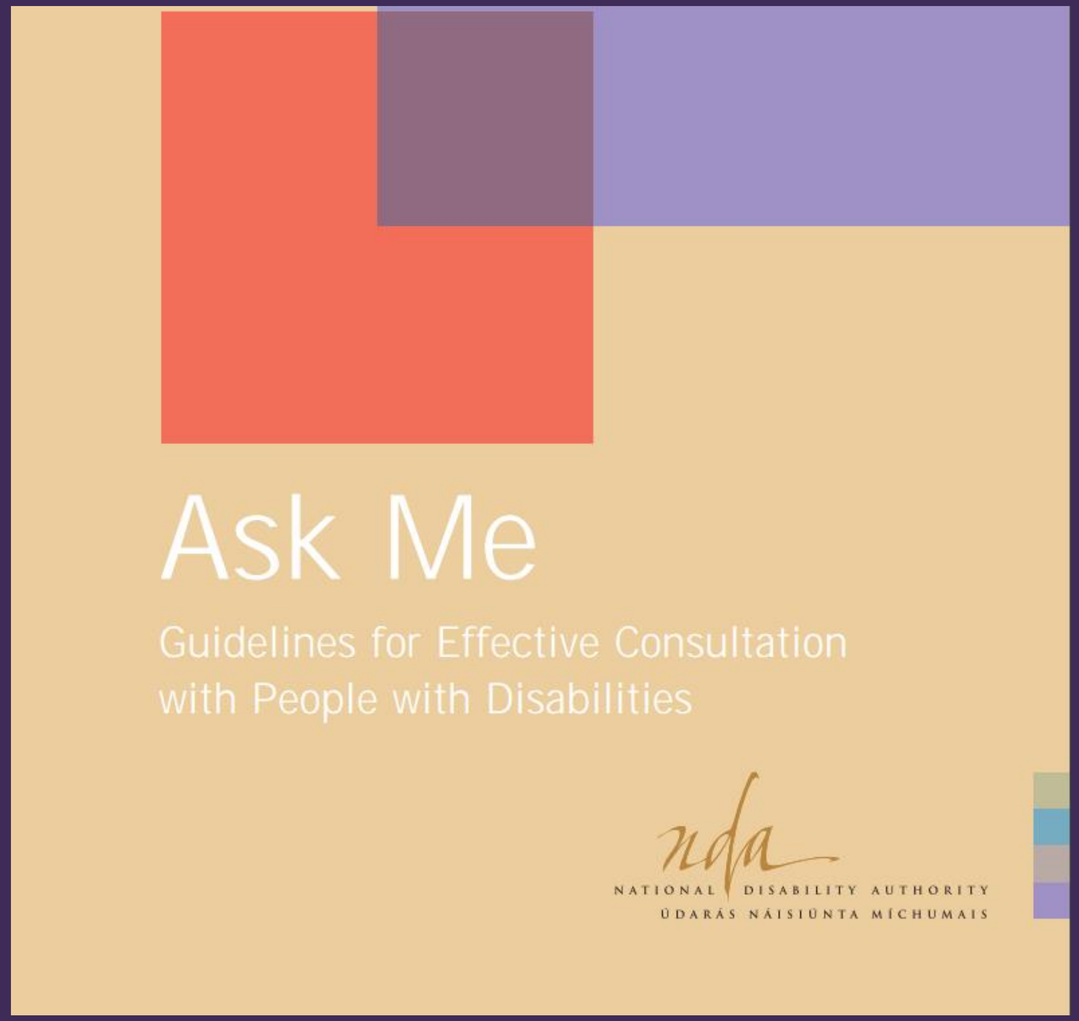
Source [Zoom Accessibility]

What to consider during a research session

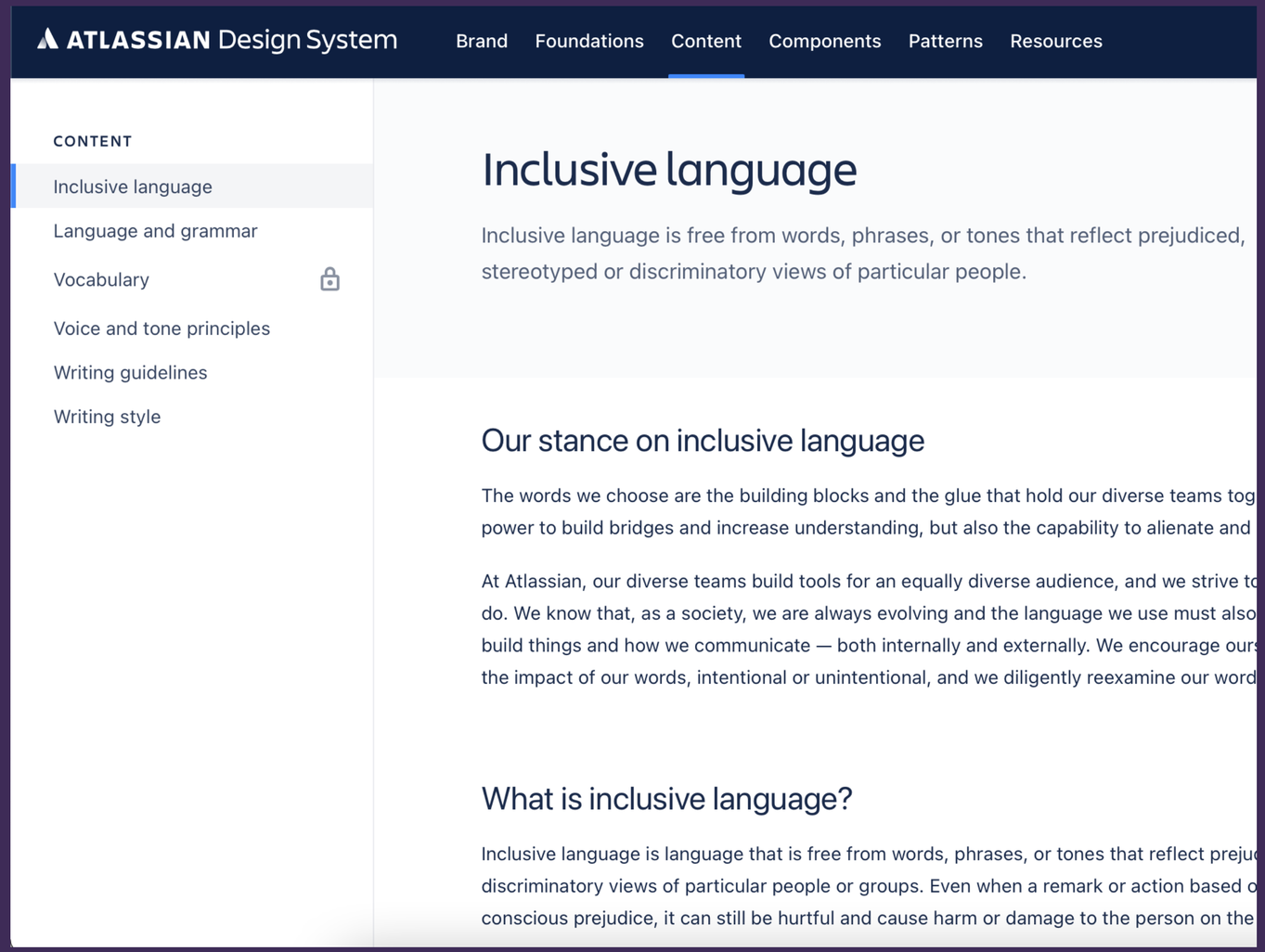
Put the person first and focus on the person, not their disability



Source (Microsoft Inclusive Toolkit)



Source [NDA Guidelines]



Source [Atlassian Guidelines]

CULTURAL PROBE
DEVELOP PERSONAS
CARD SORTING
CUSTOMER INTERVIEWS
LISTEN IN ON CUSTOMER SERVICE CALLS
FIELD VISITS
RUN A USABILITY TEST
USER SURVEY

Analysis and reporting

Conclusions and reporting

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Explain what accessibility is, if your audience may not understand

Example defect 01: When using the Create Issue modal keyboard-only users are unable to access any of the toolbar options within the description text field

Attach | Create subtask | Link issue | •••

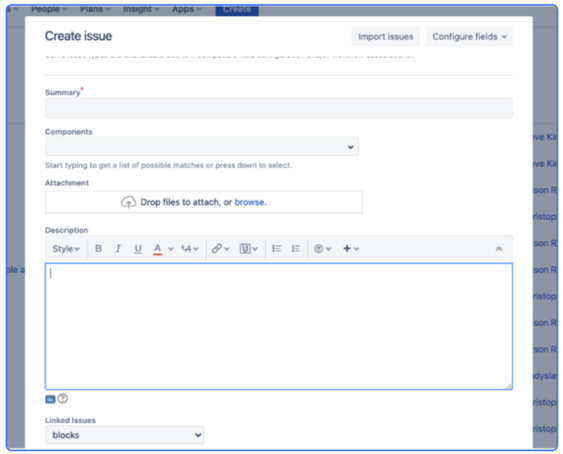
Description

Normal text

Description: When using the Create Issue modal you are unable to access any of the toolbar options within the description text field when using keyboard-only (tab and arrow keys).

Steps to reproduce:

1. Click the Create button in the main navigation menu
2. Use the tab key on the create modal until you reach 'Description'
3. Try to access the toolbar options using keyboard only (tab and arrow keys only)



Alt text

URL … 'Create'

Actual behaviour: When using the tab key only a user should be able to access all of the options within the Description toolbar icons (style, font styles, colours, link, etc).

Expected behaviour: A keyboard only user should be able to access all of the options and icons within the Description toolbar using the tab and/or arrow keyboard keys.

Priority/severity Rating

In labels: Link back to WCAG

Video clip or screenshot

Steps to reproduce

How the UI should behave

Current UI behaviour/issue

The options are unlabelled, so I can’t tell what I am choosing. If I was at work, I would have to ask someone else on my team to tell me what is happening and help me to fill in the form.

Research participant - Screen reader user

Thank you for watching!

Rebecca Topps

Twitter: @beckytopps

Email: hello@rebeccatopps.com