

SENIOR FIRST



Collaborating
Accessibility with
user-centered-design

P A R T 2

By
Praveen Kumar Ningappa &
Arshaan Shariff



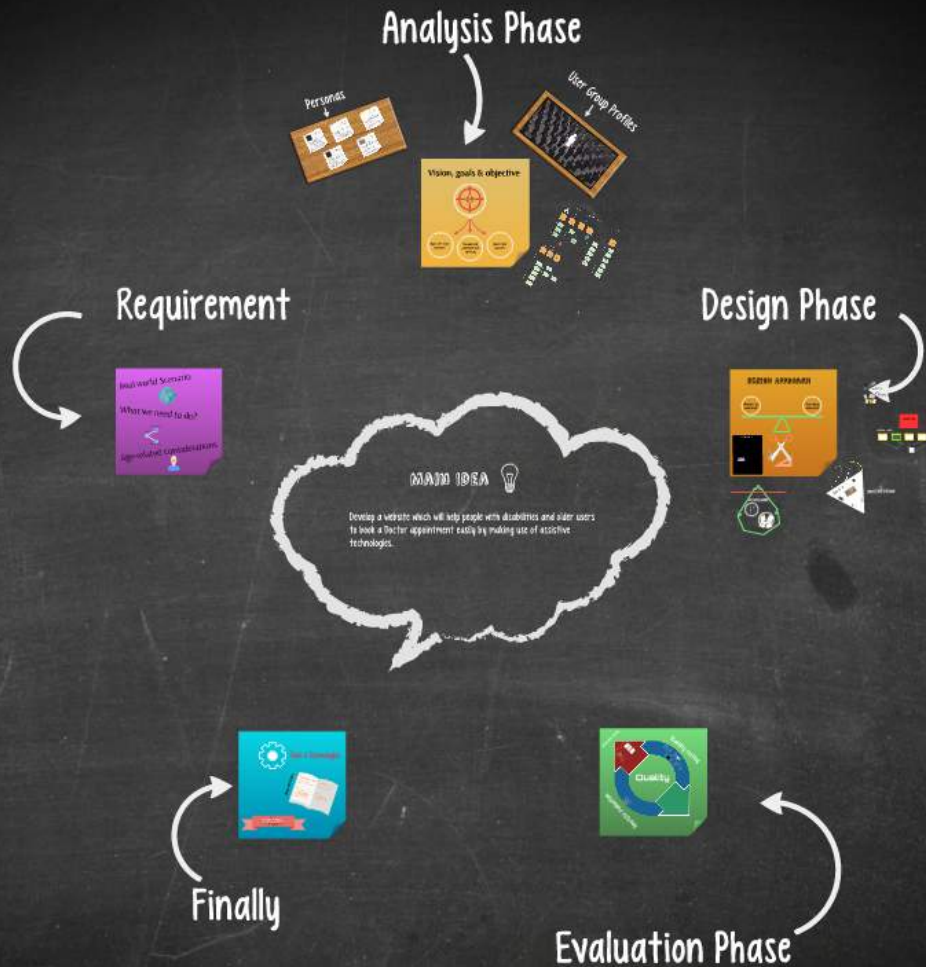
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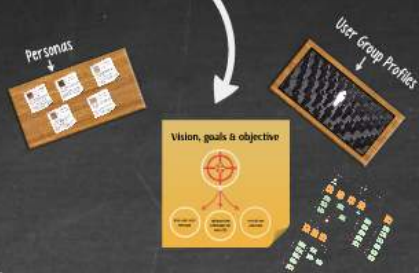


MAIN IDEA



Develop a website which will help people with disabilities and older users to book a Doctor appointment easily by making use of assistive technologies.

Analysis Phase



Requirement



Design Phase



Finally



Evaluation Phase

&

Requirement



Real world Scenario



What we need to do?



Age-related considerations



Real world Scenario



What we need to do?

PROBLEMS!



Most websites have *accessibility barriers* that make it difficult or impossible for many people with disabilities to use them. And most web software tools are not sufficiently accessible to people with disabilities, making it difficult or impossible for them to contribute to the Web.

People have different disabilities: visual, auditory, physical, speech, cognitive, and neurological and many have multiple disabilities.



Real world Scenario



What we need to do?



Age-related considerations



Accessibility

Assistive Technologies

Universal Design is the process of designing products, systems, or environments so that all people can use them, to the greatest extent possible, without the need for adaptation or specialized design.

Design for Accessibility is a design process that involves creating products, systems, or environments that are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

When designing products, systems, or environments, it's important to consider the needs of all people, including those with disabilities. This means designing products, systems, or environments that are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Accessibility is the ability for people with disabilities to use products, systems, or environments. It's about making things work for everyone, not just those without disabilities.

Accessibility is a key part of good design. It means creating products, systems, or environments that are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

People with disabilities are as varied as any group. They come from a variety of backgrounds and have varied interests, likes and dislikes, goals and skills. They have different experiences, different expectations, and different preferences.

They use different interaction techniques, different devices or strategies, and different assistive technologies or capabilities.

Individual Differences

Let's talk about con

Accessibility is designing products so that people with disabilities can use them.


Accessibility makes user interfaces perceivable, operable, and understandable by people with a wide range of abilities, and people in a wide range of circumstances, environments, and conditions.

Thus accessibility also benefits people without disabilities, and organizations that develop accessible products.

Assistive Technologies: Any item, piece of equipment, product, system or software, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

Examples of assistive technologies include screen readers that read aloud what's on the computer screen for people who cannot see or read text, and voice-input software and switches for people who cannot use a keyboard or mouse.

When a screen reader comes to an image on a web page, it reads the "alt text", which should provide the same information in text as the image provides visually. The web developer writes the alt text when she creates the web page.



People with disabilities are as varied as any users; they come from a variety of backgrounds and have **varied** interests, likes and dislikes, goals and skills. They have different experiences, different expectations, and different preferences.

They use **different interaction** techniques, **different adaptive strategies**, and **different assistive technology configurations**.

What do we need to do?



Age-related considerations



- Age-related macular degeneration (amd) is the most common cause of blindness and **vision impairment in Americans aged 60 and older**. More than 1.6 million Americans over age 60 have advanced amd.
- **Cataracts** are the leading cause of blindness in the world. Cataracts affect nearly 20.5 million Americans age 65 and older.
- Vision changes in the elderly often result in **increased susceptibility to glare and decreased contrast acuity**.
- Neurological symptoms in the elderly are common, such as **decreased cognitive** or intellectual functions including **impairment of memory**, deterioration of mobility, **decreased sensory input**, (visual, auditory) and autonomic nerve system imbalance.
- Decreased muscle mass, bone density and lubrication of the joints cause **stiffness of the joints**, osteoporosis, fractures of the hip are common and bone/joint functional impairment.

Analysis Phase

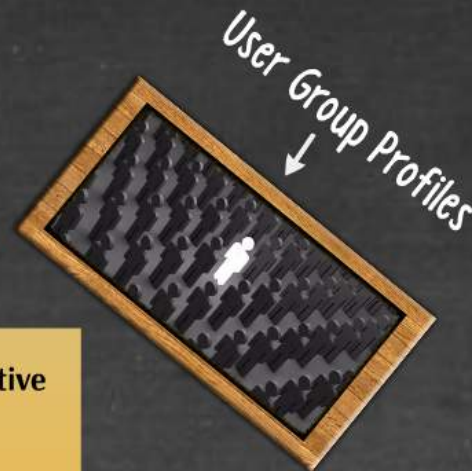


Design Phase



Evaluation Phase

Analysis Phase



Requirement

Design

Vision, goals & objective



GOALS & OBJECTIVES

- Accessible to people with disabilities and older users

Usability Goal: "Senior citizens should be able to book an appointment with doctor within 3 minutes the first two times they use the web application and 1 minute thereafter, with no support or documentation."

- Provide a better user experience for all users

- Improve the website, software, hardware, and consumer products to make them more useful to more people in more situations.



**USER AND TASK
ANALYSIS**

**INFORMATION
ARCHITECTURE
ANALYSIS**

**WORKFLOW
ANALYSIS**

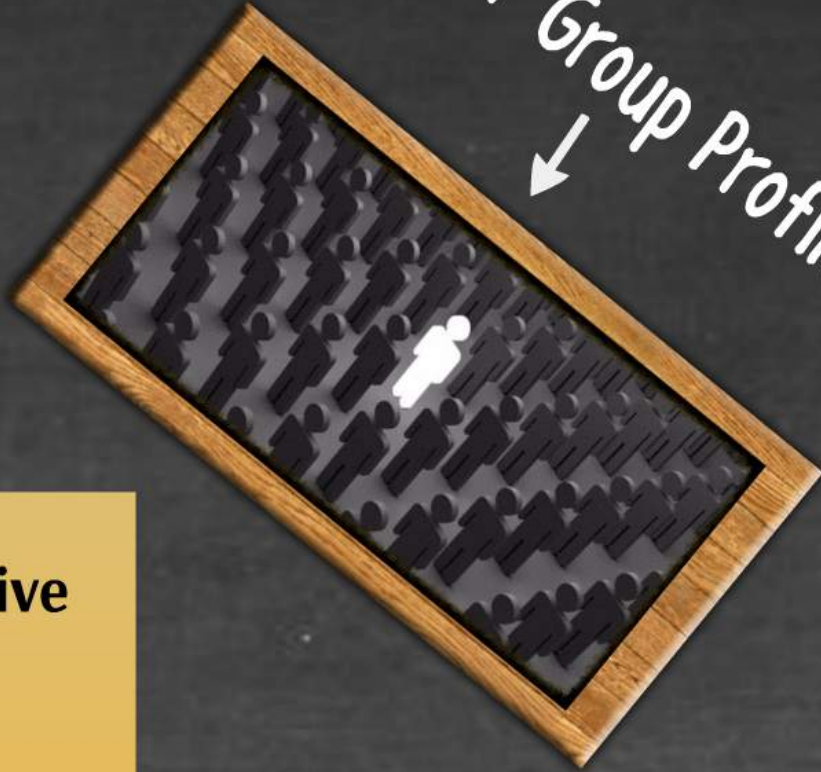


USER AND TASK ANALYSIS

Analysis Phase



User Group Profiles



Vision, goals & objective



DEMOGRAPHICS

User Group Profile: **Retirees** , **Senior** citizens, people with **disability**

ENVIRONMENT

Many senior citizens who uses a computer, **complain of glare** on the monitor because of **overhead fluorescent lights**.

A high percentage of people in this user group have **difficulty using the mouse**, especially for small targets close together (such as a list of text links and groups of option buttons or checkboxes). **Some use keyboard shortcuts** when they can.

An informal survey of senior citizens who uses web applications showed that some have difficulty using some aspect of the application due to their **functional limitations** (mostly vision-related), yet only a few have software modifications to help them address the problems:

- 3 had **large fonts selected in their operating system**, but not the browser (in all three cases, someone else had set the os for them and they didn't know that they could also set it in their browser)
- 2 had set the **text size to largest in the browser** but not in the os
- 1 had **screen magnification software**

Personas



Name: Roger Thompson
User Group: Senior
Age: 78

Background: Roger is proud of his garden and spends an hour or two each day maintaining his lawn and flower beds. Roger is also an avid fisherman.

Web Experience: Uses websites to read news.

Challenge: Roger has several medical diagnoses, which in Roger's mind, makes internet access a bit off. One is that Roger has difficulty seeing small text or text with poor contrast on the background on the computer monitor.

Name: Duke Cooper
User Group: Retiree
Age: 70

Background: Duke is a Technical Account Manager. He often visits clients to keep his health in check and does yardwork.

Web Experience: Uses web for job-related research.

Challenge: Duke has a slight vision and is quite back. When he sees the computer, his experience goes difficult to using the mouse, especially if the button is not lit up in his hand.

Name: Loren Nelson
User Group: Senior
Age: 69

Background: Loren likes watching movies. She is under medication and takes medicine regularly to keep her health in check.

Web Experience: Rarely uses web applications.

Challenge: Decreased cognitive or intellectual functions including impairment of memory and extensive nerve system imbalances.

Name: Malin Bain
User Group: Senior-Employee
Age: 45

Background: Malin works at a bank and she has been long hours worked in some of the computer software to use the bank. She will spend a lot of time trying to figure something out on her own, make themselves and the bank's computer work.

Web Experience: Use the bank website work.

Challenge: Malin faces difficulty if the browser settings are not applicable to all the website. She generally use large fonts and large the screen layout has.

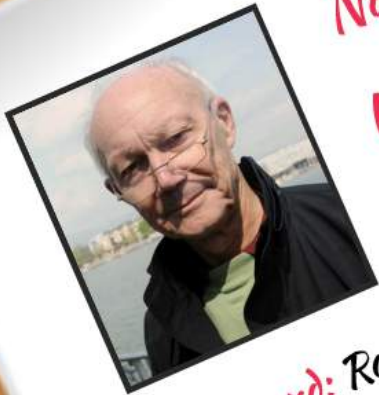
Name: Gary Thomas
User Group: Senior
Age: 65

Background: Gary has Customer since bank. He visits bank every month for his eye check-up and he likes to be independent.

Web Experience: Uses web for browsing by networking to be independent.

Challenge: Gary's vision changes often resulting in increased responsibility to store and download customer security.

Visio



Name: Roger Thompson
User Group: Senior

Age: 78

Background: Roger is proud of his garden and spends an hour or two each day maintaining his lawn and flower beds. Roger is also an avid fisherman.

Web Experience: Uses websites to read news

Challenges: Roger has age-related macular degeneration, which, in Roger's case, causes blurred central vision in his left eye. Due to this Roger has difficulty seeing small text or text with poor contrast to the background on the computer monitor



Background: often visits d
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Senior

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Name: Duke Cooper
User Group: Retiree
Age: 70

Background: Duke is a Retired Account Manager. He often visits doctor to keep his health in check and loves technology.

Web Experience: uses web for job-related research

Challenges: Duke has a slight tremor in his right hand. When he uses the computer he experiences some difficulty in using the mouse, especially if the button or link he's trying to hit is fairly small.



Background:
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Name:
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Name: Loren Nelson

User Group: Senior

Age: 69

Background: Loren likes watching movies. She is under medication and takes medicines regularly to keep her health in check

Web Experience: Rarely uses web applications

Challenges: decreased cognitive or intellectual functions including impairment of memory and autonomic nerve system imbalance

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Roger is also an avid fisherman.
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Challenges:
uses the comp-
mouse, especially if the
small.



Name: Malina Bain

User Group: Senior-Employee

Age: 45

Background: Malina works at a Bank and she has one big hang-
up related to using the computer – she hates to ask for help. She
will spend a lot of time trying to figure something out on her own,
rather than admit that she doesn't know what to do

Web Experience: Uses for bank related work
and to watch educational videos

Challenges: Malina faces difficulty if the browser settings
are not applicable to all the websites. She generally uses
larger fonts and keeps the screen brightness low.



Background:
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Name: Gary Thomas

User Group: Senior

Age: 65



Background: Gary has Cataract since birth. He visits doctor every month for his eye check-up and he likes to be independent.

Web Experience: uses web for browsing by customizing color in the browser settings

Challenges: Gary's vision changes often resulting in increased susceptibility to glare and decreased contrast acuity.

Personas



Name: Roger Thompson
User Group: Senior
Age: 78

Background: Roger is proud of his spoken and Spanish fluency and loves to stay active by maintaining his lawn and flower beds. Roger is also an avid fisherman.

Web Experiences: Uses websites to read news and to watch sports-related news.

Challenges: Roger has difficulty seeing small text on his laptop. Due to his age, Roger has difficulty seeing small text on his mobile phone screen.

Name: Duke Cooper
User Group: Retiree
Age: 70

Background: Duke is a retired Account Manager. He often uses a doctor to keep his health in check and loves technology.

Web Experiences: Uses well for job-related research.

Challenges: Duke has a slight tremor in his right hand. When he uses the computer, he experiences some difficulty in using the mouse, especially if the buttons are too close together.

Name: Loren Nelson
User Group: Senior
Age: 69

Background: Loren likes watching movies. She is a health conscious and takes medicines regularly to keep her health in check.

Web Experiences: Rarely uses web applications including impairment of memory and navigation issues.

Challenges: Loren has a slight tremor in her right hand. When she uses the computer, she experiences some difficulty in using the mouse, especially if the buttons are too close together.

Name: Malina Esler
User Group: Senior-Employee
Age: 45

Background: Malina works as a Clerk with the city and has been working for the city for 20 years. She is a health conscious and takes medicines regularly to keep her health in check. She is also a avid reader and loves to stay active by maintaining her lawn and flower beds.

Web Experiences: Uses for bank-related work and to watch sports-related news.

Challenges: Malina has a slight tremor in her right hand. When she uses the computer, she experiences some difficulty in using the mouse, especially if the buttons are too close together.


Name: Gary Thomas
User Group: Senior
Age: 65

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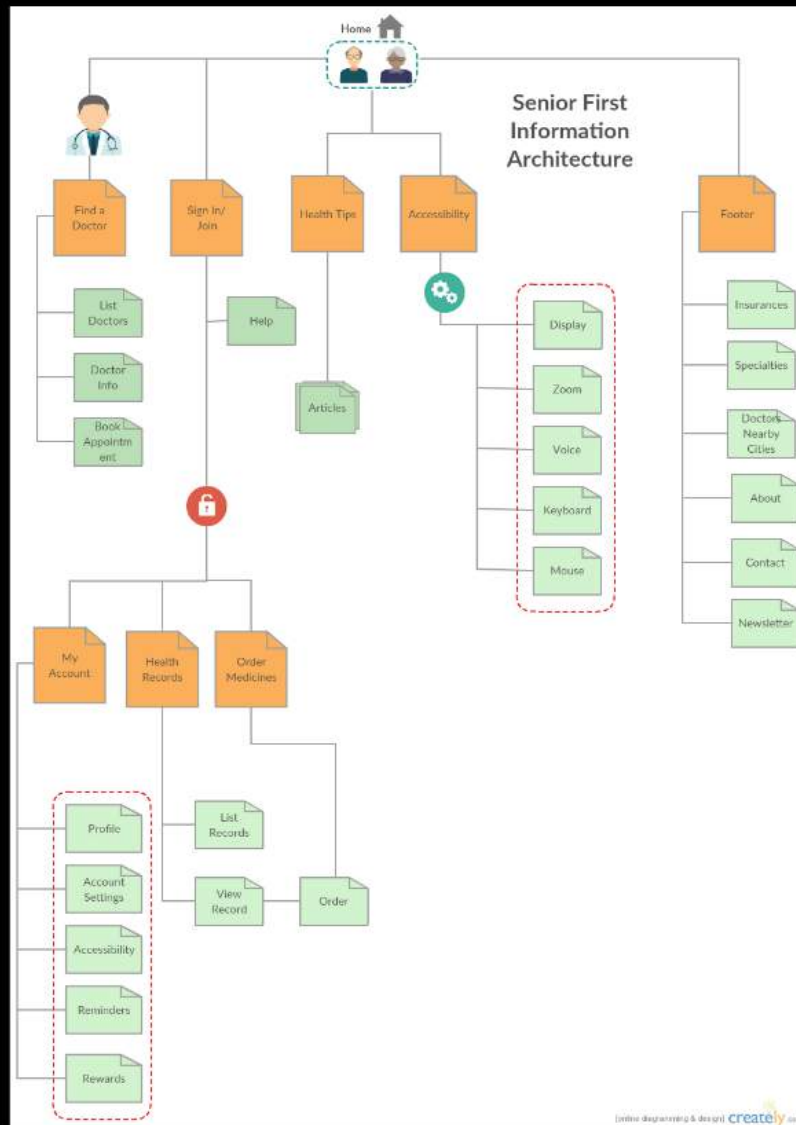
Web Experiences: Uses for banking by customizing the site to his needs.

Challenges: Gary has a slight tremor in his right hand. When he uses the computer, he experiences some difficulty in using the mouse, especially if the buttons are too close together.





**INFORMATION
ARCHITECTURE
ANALYSIS**





**WORKFLOW
ANALYSIS**

Scenario

Poor user-experience

Background

Mr. Roger is working on his home computer on Wednesday morning. He has about an hour before his tea time, so he decides to book an appointment with doctor which he is obligated to do every month.

Roger opens Mozilla firefox. He clicks Favorites and selects doctor appointment portal.

When the portal home page is loaded, Roger enters his username and password. He could click the GO button but instead he presses Enter to continue.

Roger clicks the Find doctor near locality button.

The search screen brings up a list of all the doctors to Roger. He will feel *difficult to read the screen*, and Roger realizes that his wife must have set the text size to medium. Roger clicks View on the toolbar. He presses the down arrow key to highlight Text Size and presses Enter. Largest is automatically highlighted, so Roger presses Enter.

Roger needs to scroll down to see the list of doctors, but he has now *lost track of the cursor*. He moves the mouse around but cannot find the pointer. So he presses the page down key several times until the Doctor he is looking for is displayed.

He opens book appointment tab. The *calendar titles have not been resized to larger text*. Roger has trouble finding the required date and wonders if he should bother to open his *screen magnification software*. He decides that it's too much trouble, and simply *leans closer to the screen*. He finds the date he wanted and clicks on it and books an appointment.

The confirmation screen appears. There are two buttons: View appointment and Logout. Roger clicks Logout.

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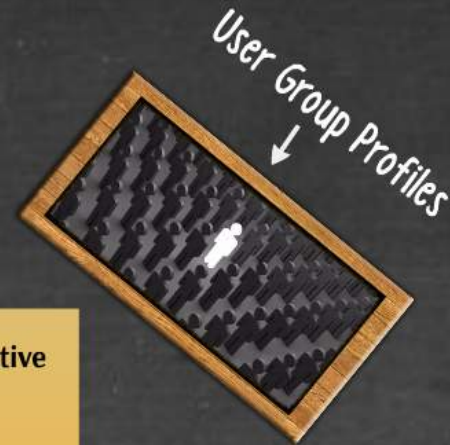
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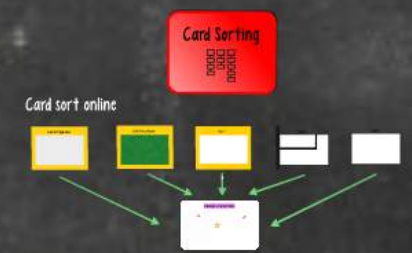
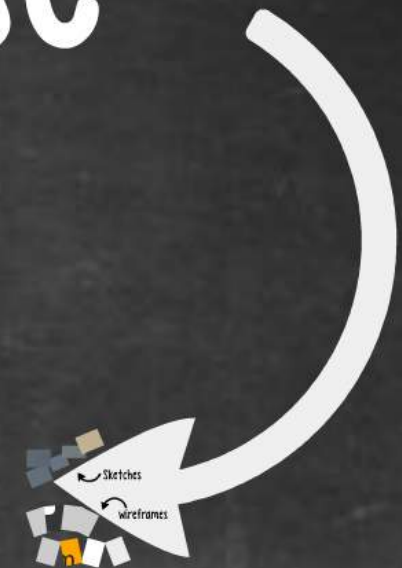
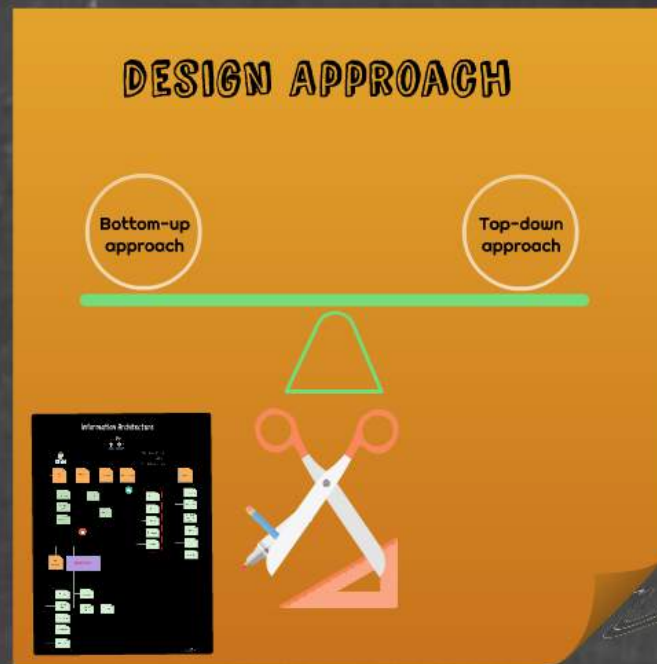
Analysis Phase



Requirement

Design

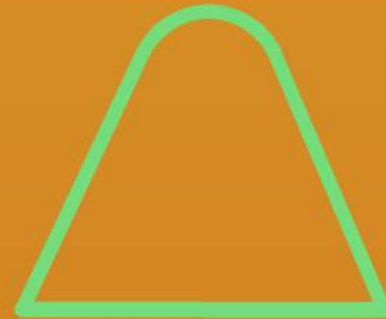
Design Phase



DESIGN APPROACH

**Bottom-up
approach**

**Top-down
approach**



Information Architecture



5 Planes

Strategy Plane : User objectives- Senior citizens should be able to use web platform to book medical appointments & access their health records. Business goal- more users.

Scope Plane : The site should be able to provide accessibility features comprising Display, voice, mouse, keyboard settings. The site UI should be developed keeping the seniors in mind.

Structure Plane : The IA of the website should be simple with multiple entry points. Seniors should be able to access health records and order prescriptions under 3 clicks. Error Prevention and correction should be taken care.

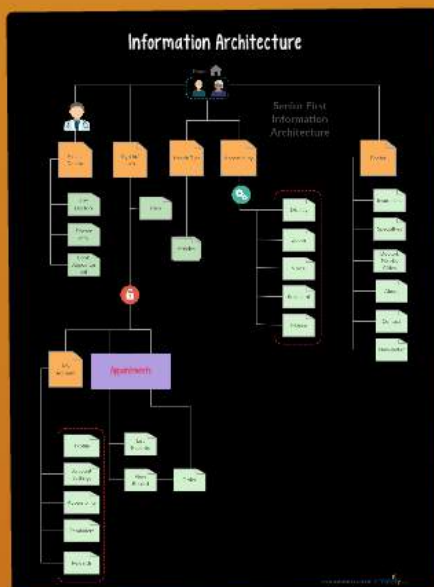
Skeleton Plane : The website should follow the conventions and metaphors. Navigation should give more importance to primary and secondary functionality.

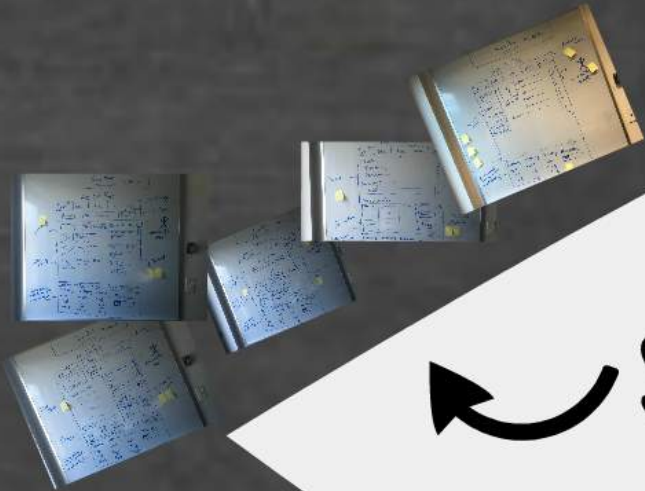
Surface Plane : The user interface should follow color theory and typography rules that are helpful for senior citizens

DESIGN APPROACH

Bottom-up
approach

Top-down
approach

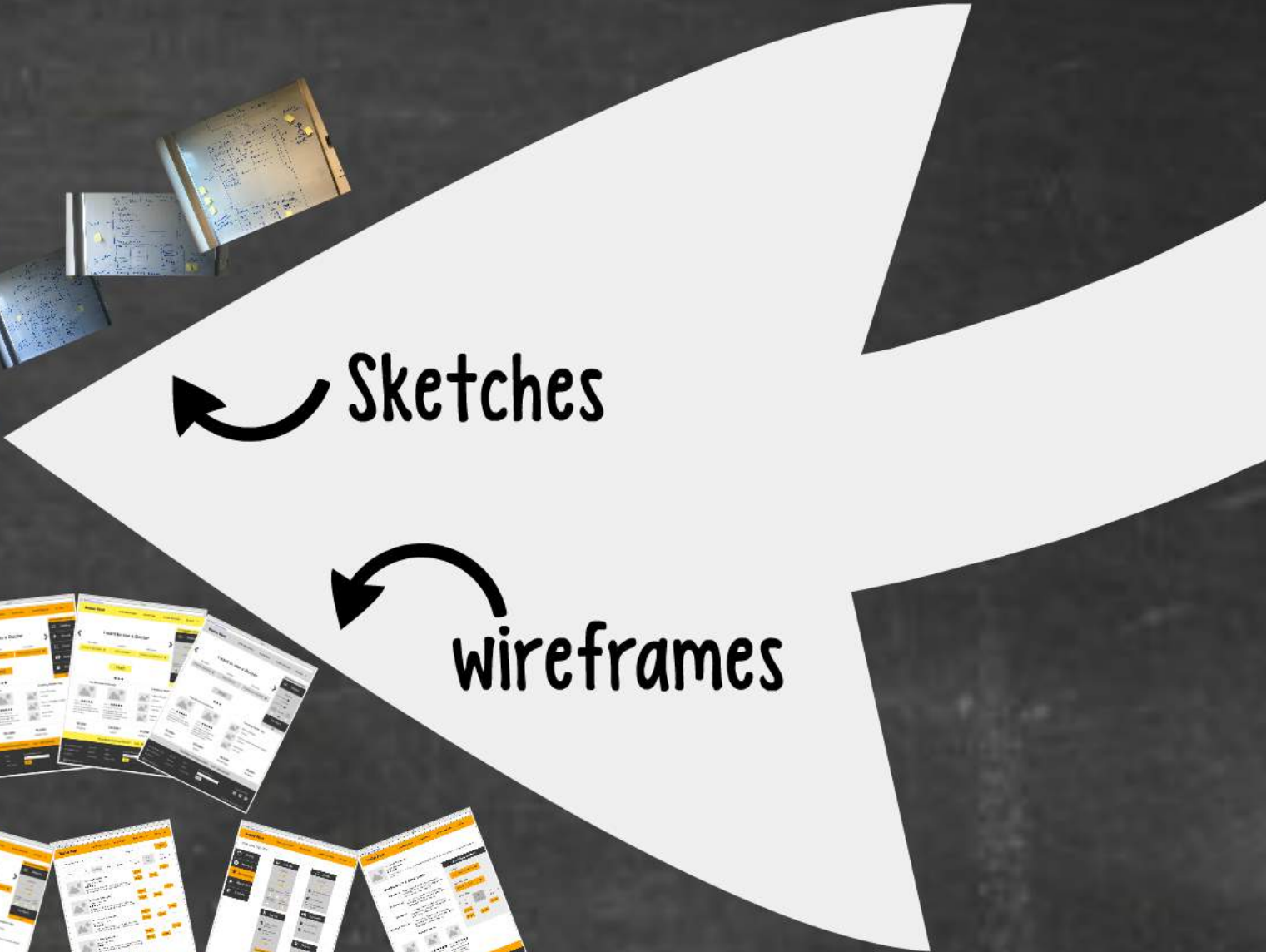




Sketches



wireframes



Senior First → Sketches

Doc List Page

SF	LINK	LINK	LINK	LINK
Speciality	Zipcode	Insurance	Find	
Category	Gender	Day Day Day		
<input type="text"/>	<input type="text"/> Male <input type="text"/> Female <input type="text"/> Any	<input type="text"/> Day <input type="text"/> Day <input type="text"/> Day		
<input type="checkbox"/>	Name ****	Slots Available		
<input type="checkbox"/>	Name ***	<input type="text"/> 1:30pm	-	
<input type="checkbox"/>	Name **	<input type="text"/> 12:00pm	<input type="text"/> 13:00pm	-
<input type="checkbox"/>	Name *	<input type="text"/> 15:00pm	-	
<input type="checkbox"/>	Name	<input type="text"/> 18:00am	-	
		<input type="text"/> 13:45pm	-	
Need Help booking - 555-555-555				
Category	Category	Category	Newsletter	
• link	• link	• link	<input type="checkbox"/>	
• link	• link	• link		
• link	• link	• link		

Navigation Bar

Info Bar



Accessibility Widget

Timings

Filter

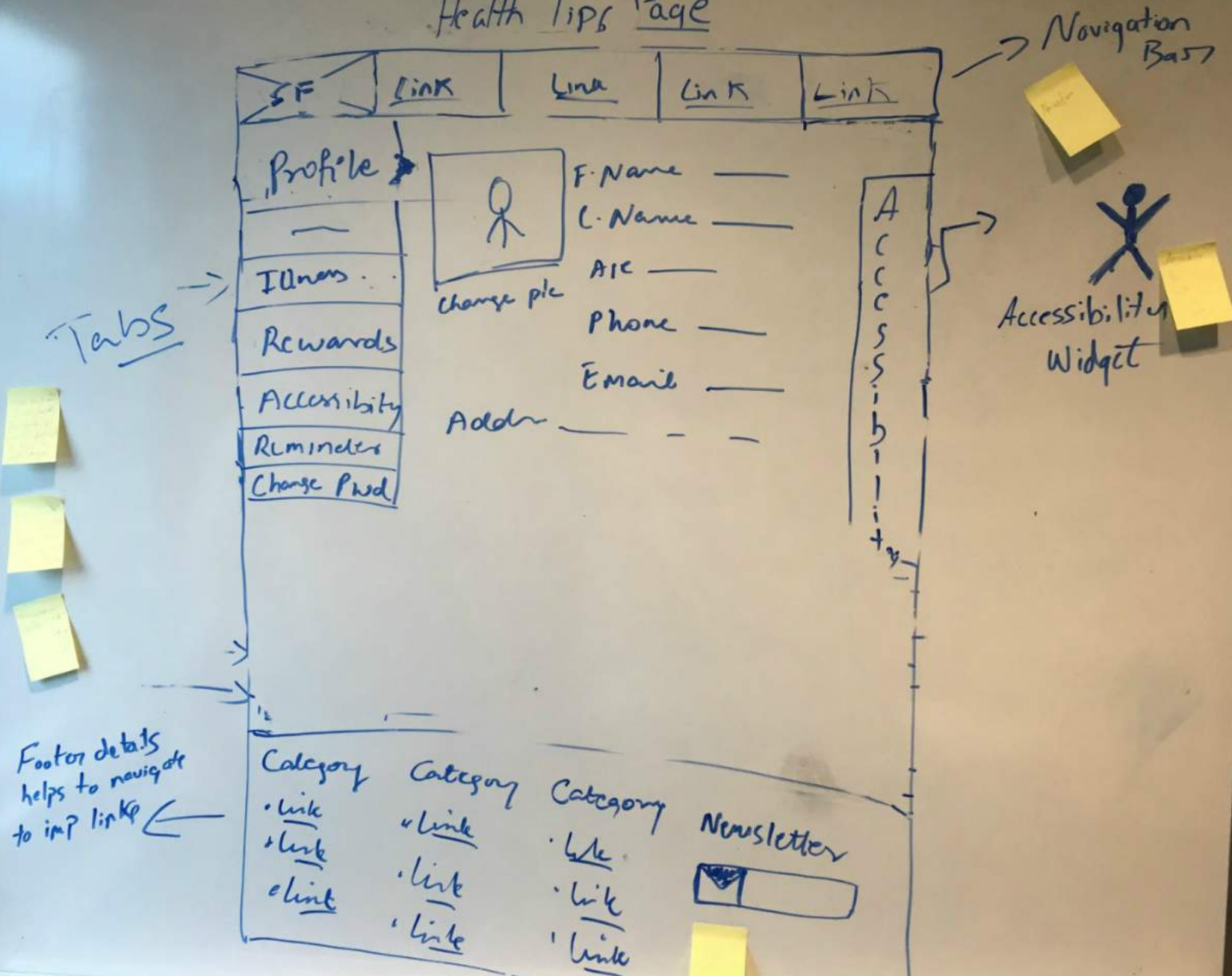
Doc Details

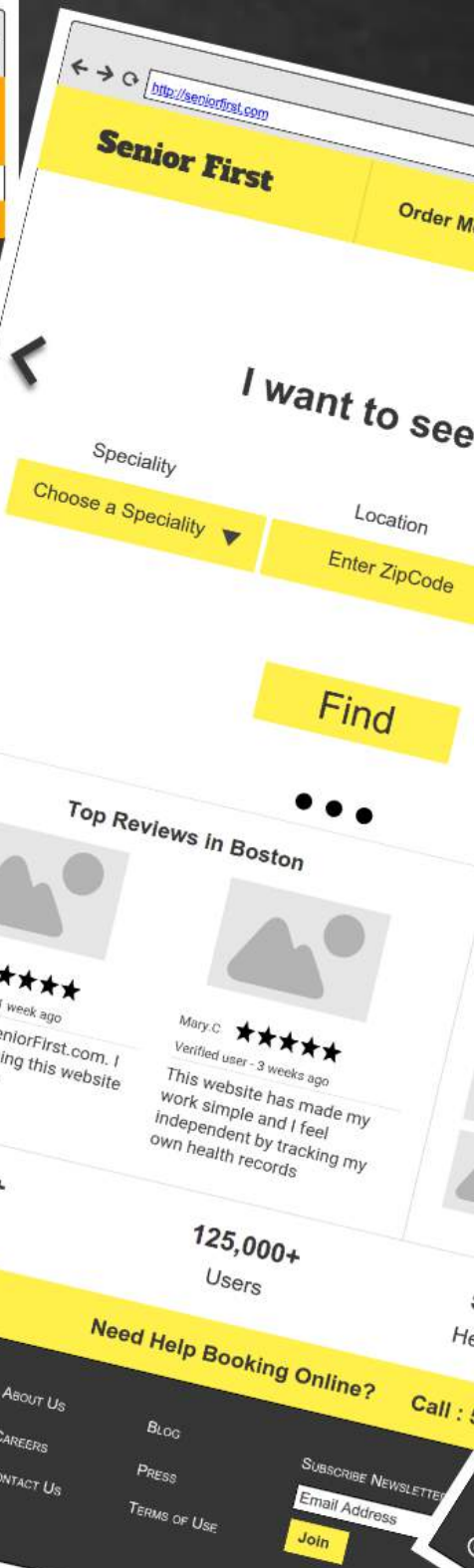
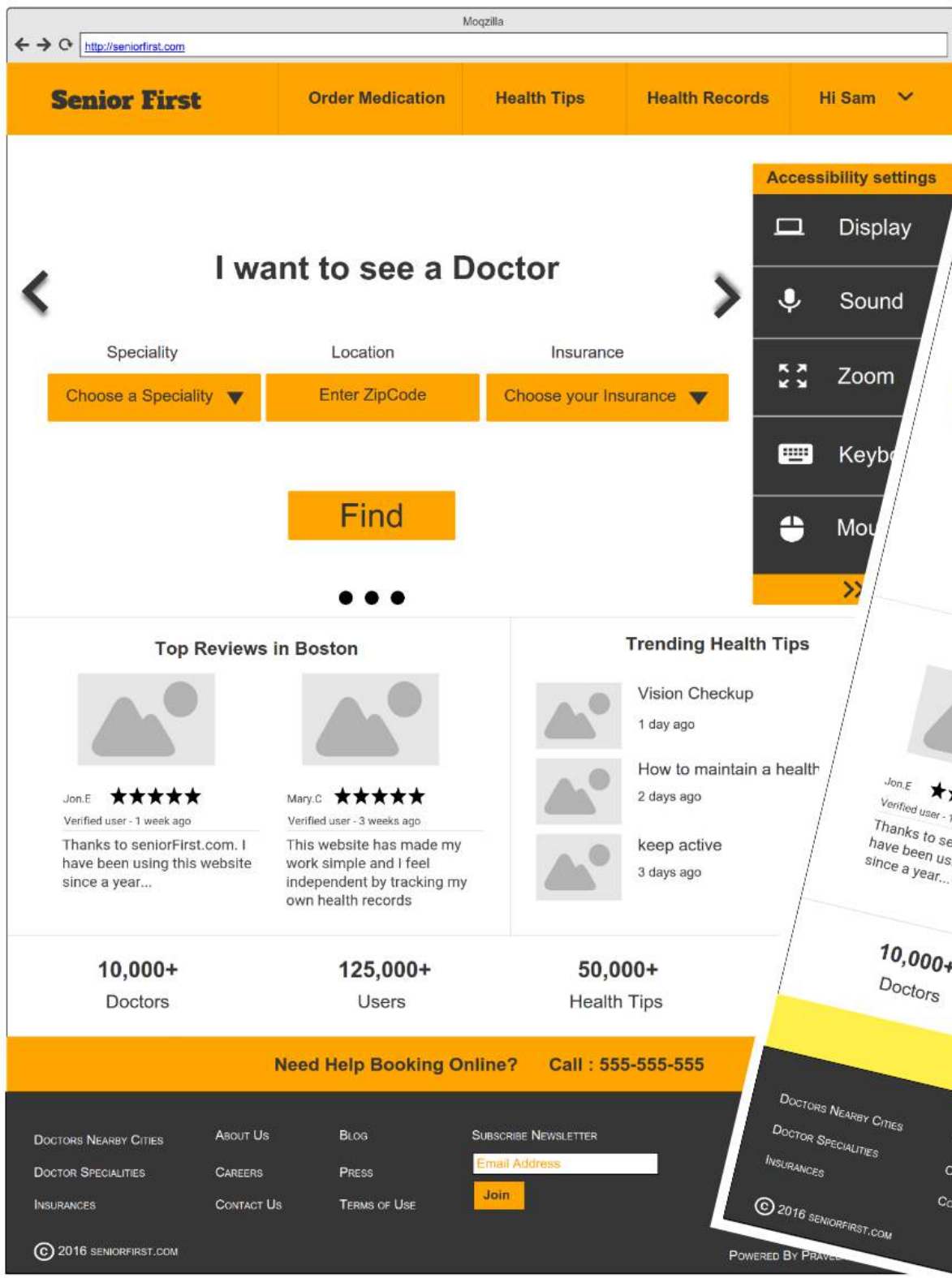
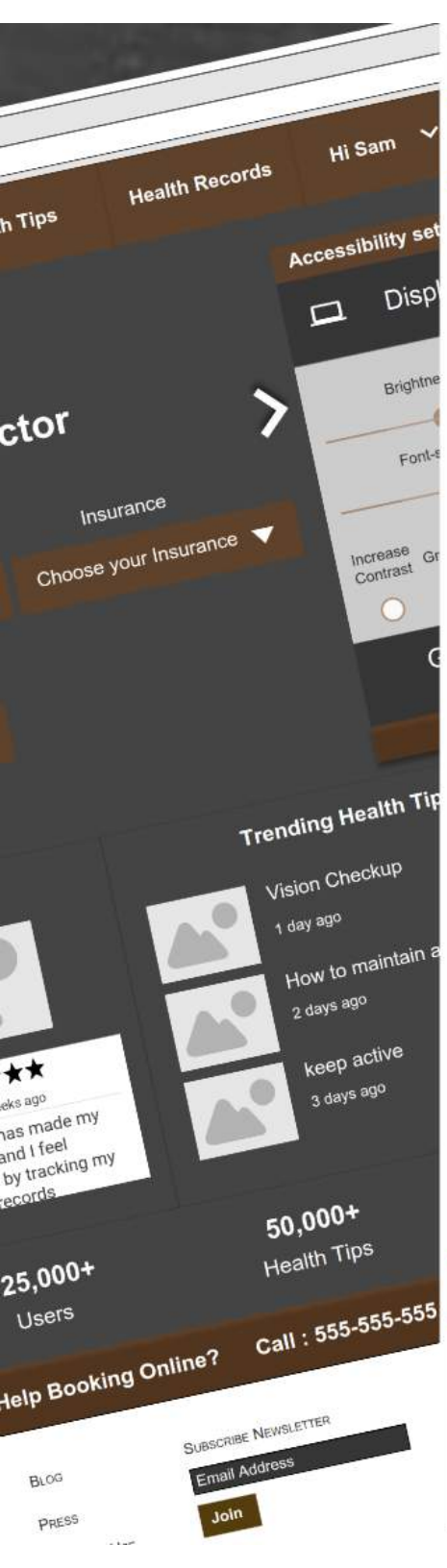
Footer details helps to navigate to imp links

Two yellow sticky notes.

Senior First → Sketches

Health Tips Page





Senior First | Order Medication | Health Tips | Health Records | Hi Sam

Welcome Sam Doe

- Profile
- Rewards
- Accessibility**
- Reminders
- Account

Display

Brightness

Font-size

Increase Contrast | Grayscale | Invert Colors

Differentiate without color | Reduce transparency

Zoom

Zoom level

Use Keyboard shortcuts to zoom

Smooth Images

Use scroll gestures to zoom

Keyboard

Enable sticky keys

Enable slow keys

Sound

Enable voice over on hover

Enable voice over on focus

Speech speed

[Open Voice Training](#)

Mouse

Cursor size

Pointer speed

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5:00 pm

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Next

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Dr. Joseph R. [Profile Picture]

Primary Care Doctor

★★★★★

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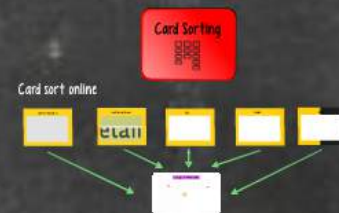
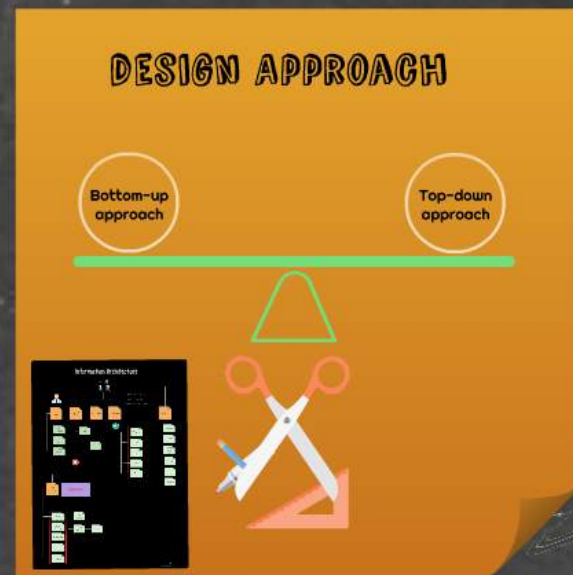
Qualification & Experience

Education: [Text]

Certifications: [Text]

Awards: [Text]

Design Phase





Evaluation Phase



&





Tools & Technologies

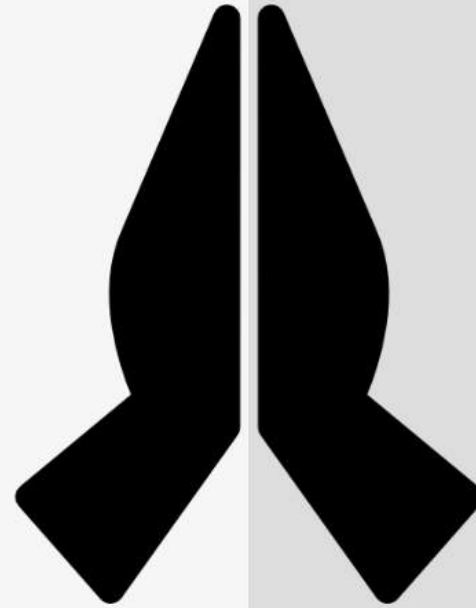
Books & References



Conclusion

Web Accessibility features at the moment might be difficult to incorporate in all the websites. But with the improving technology and concepts future with accessibility as a web standard is not far away.

Web Accessibility might be essential for some, but it is useful for all



Thank you

Praveen Kumar Ningappa

Arshaan Shariff

SENIOR FIRST



Collaborating
Accessibility with
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P A R T 2

By
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Arshaan Shariff



user-centred e-learning

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SENIOR FIRST



Collaborating
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Requirement



Real world Scenario



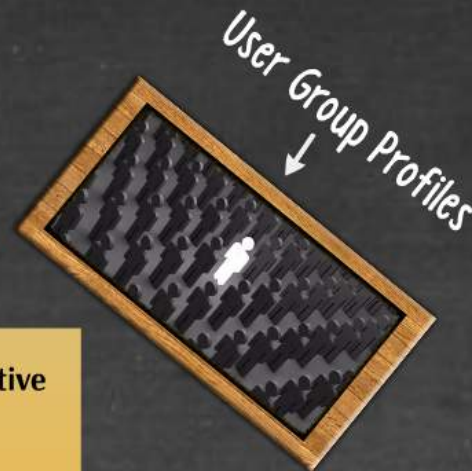
What we need to do?



Age-related considerations



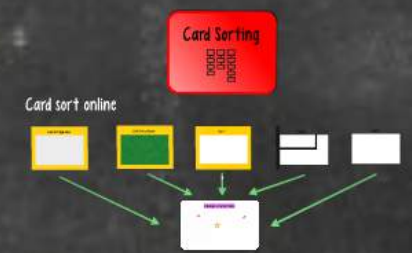
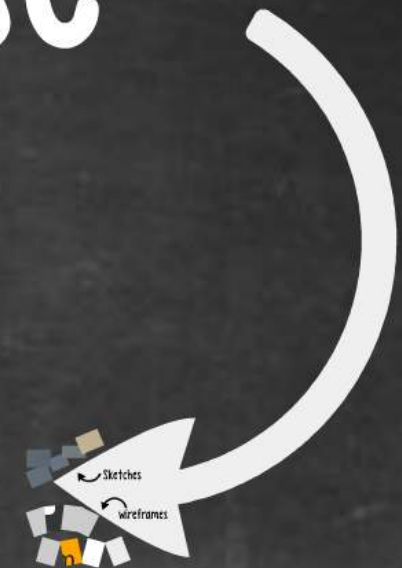
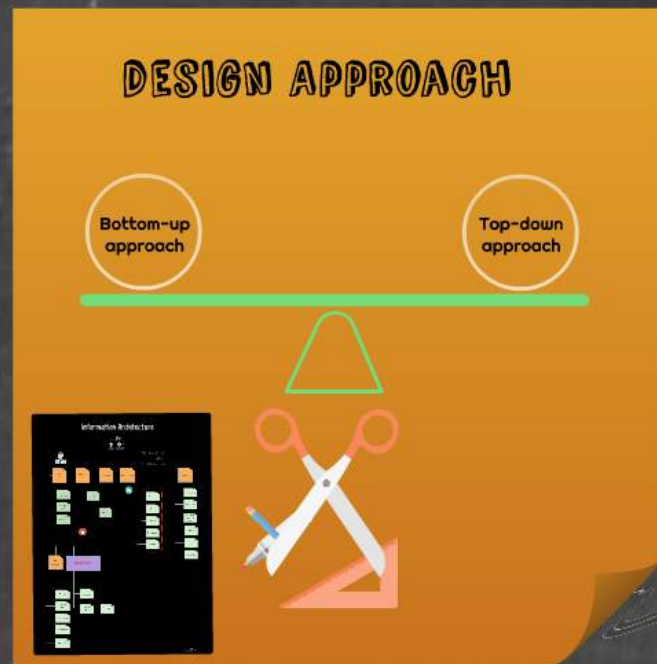
Analysis Phase



Requirement

Design

Design Phase





Evaluation Phase

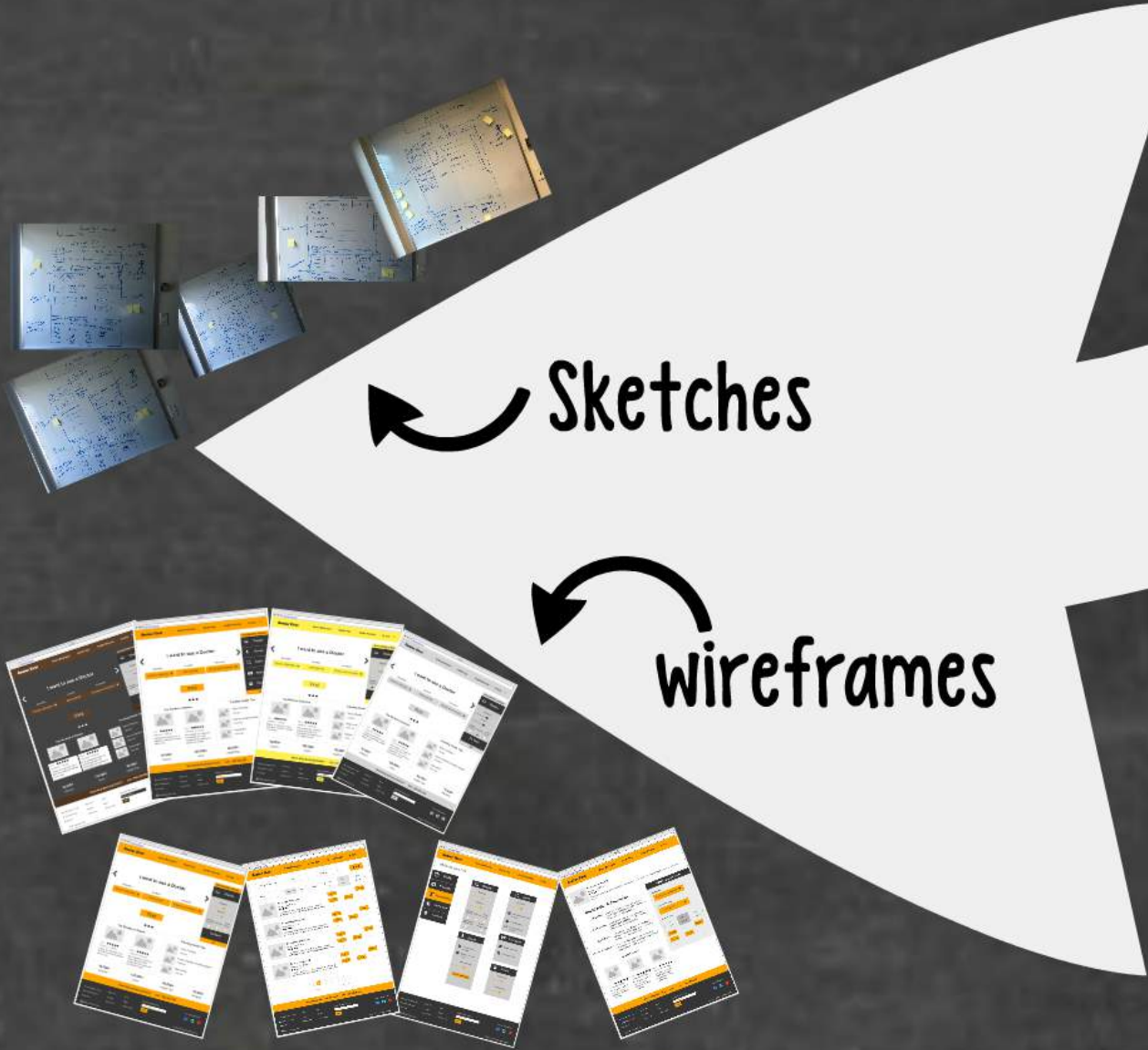
GOALS & OBJECTIVES

- Accessible to people with disabilities and older users

Usability Goal: "Senior citizens should be able to book an appointment with doctor within 3 minutes the first two times they use the web application and 1 minute thereafter, with no support or documentation."

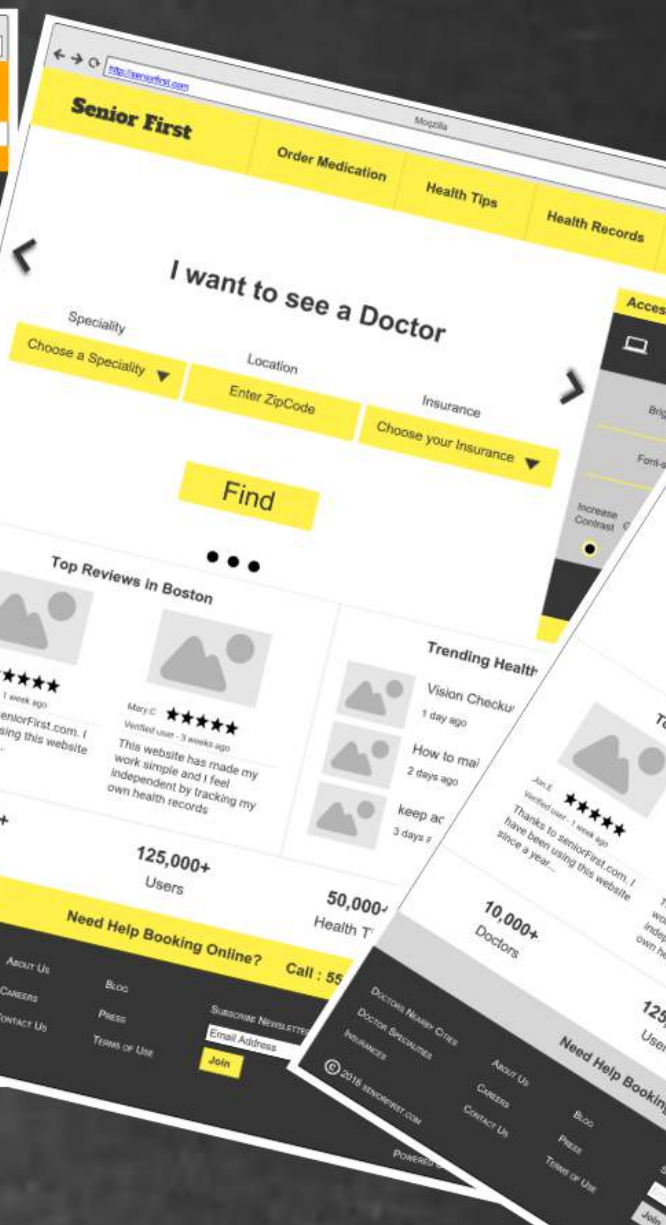
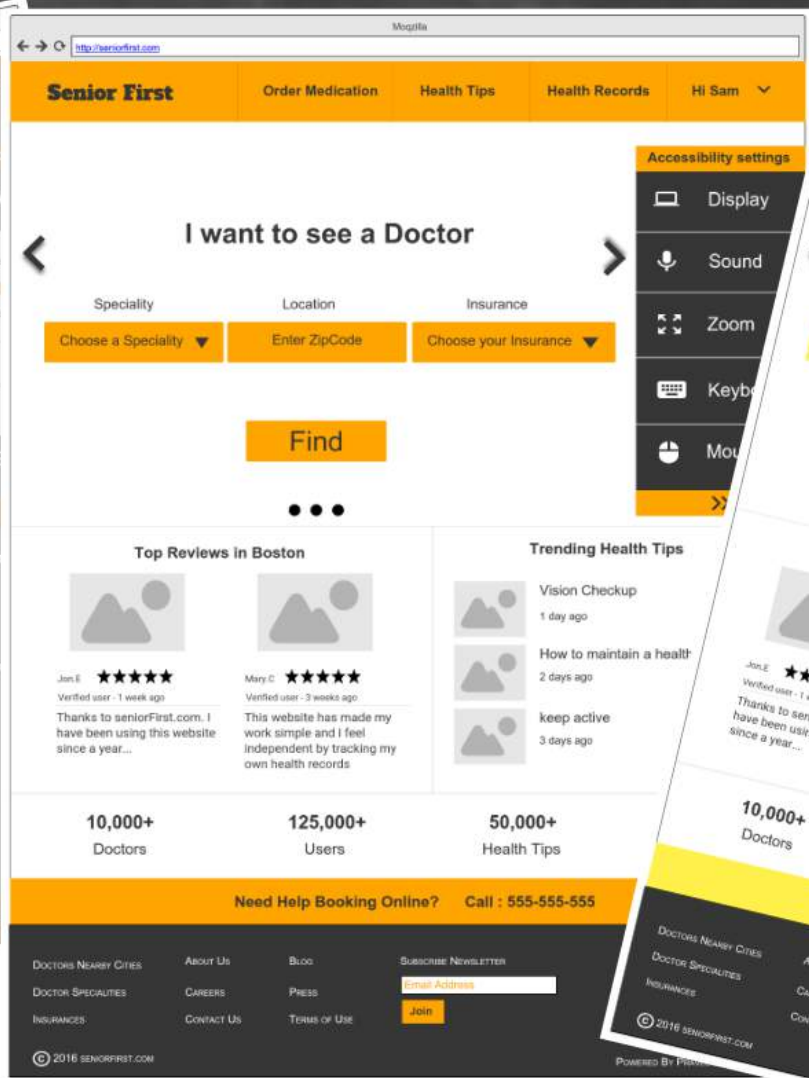
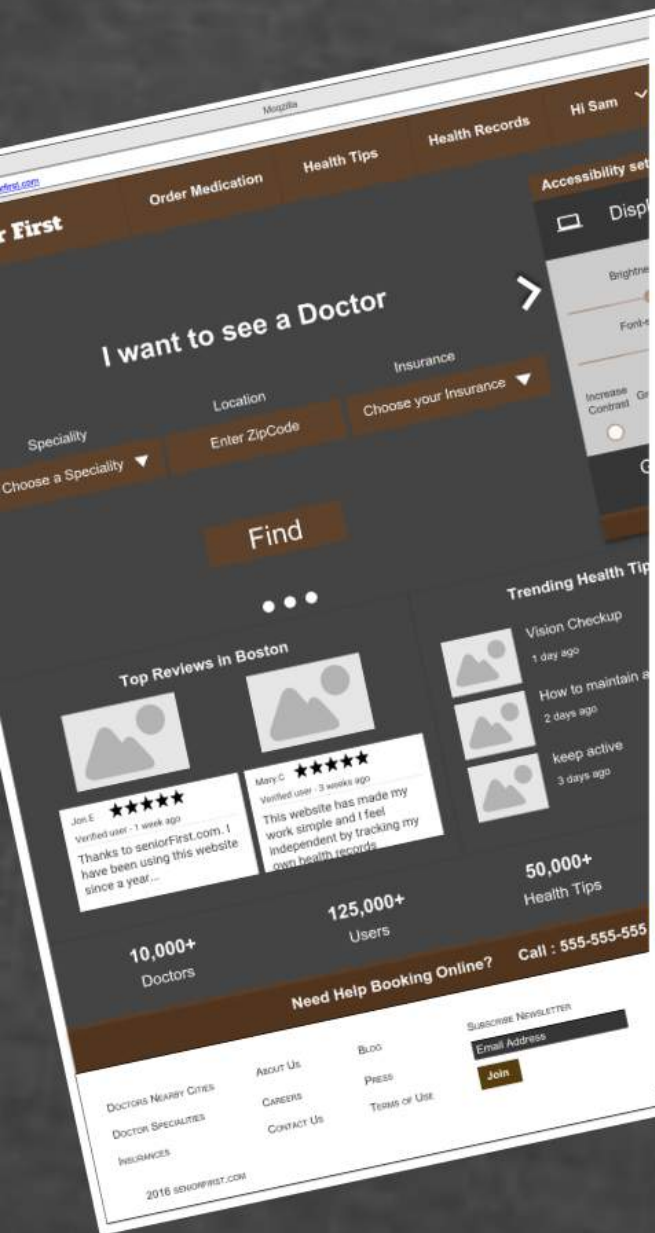
- Provide a better user experience for all users

- Improve the website, software, hardware, and consumer products to make them more useful to more people in more situations.




Sketches

wireframes



Card Sorting



Card sort online



Card Sort Application

seniorFirst.com website

seniorFirst.com website

Thank you for cooperating with us in the process of seniorFirst.com website construction. We appreciate your help very much, and believe that this session will contribute positively for the quality of our work.

This is an application which helps Engineers and designers to provide better user Experience to the website

Instructions:

1. Select customer Profile, Gender and Enter your Age
2. Click Start Session button
3. Group the cards which you think are similar and goes well if they are in one category.
4. After sorting all the cards click on Finish button
5. Save the session to send your results to us

Please provide the following data for statistical purposes:

Profile: Senior Citizen

Gender: Male

Age:

Start Session

Card Sorting Session

Table View Outline View

Doctor Appointment

- Doctor Information
- Doctor Specialities
- Doctor Schedule

Order Medication

Health Records

Health Tips

- Women's Health
- Men's Health

Accessibility

Login

My account

Footer details

Your Health Records

Trending health articles

About Us

Food Articles

Doctors Nearby cities

Profile

Sign In

Plan and Prescriptions

Reminders

Subscribe Newsletter

visitor reviews

Follow SeniorFirst

Rewards

Display, sound, zoom, keyboard, Mouse settings

Yoga

Contact Us

Help Booking Online

Find Doctor by choosing Speciality, zip and Insurance

LULULU VISIT DETAILS

Register

+ - ⚙

Click to add or remove groups.

100 %

Go Back Finish

XSort

Exercise Mode **Sorting** Sessions Results Reports

Basic Settings Groups Cards Profiles

Sorting Name:

Sorting Type: Open
 Closed

Cards placement: Stacked
 Random

Options: Allow Unclassified Cards
 Allow Sub-groups

Welcome Message:

seniorFirst.com website

Thank you for cooperating with us in the process of seniorFirst.com website construction. We appreciate your help very much, and believe that this session will contribute positively for the quality of our work.

This is an application which helps Engineers and designers to provide better user Experience to the website

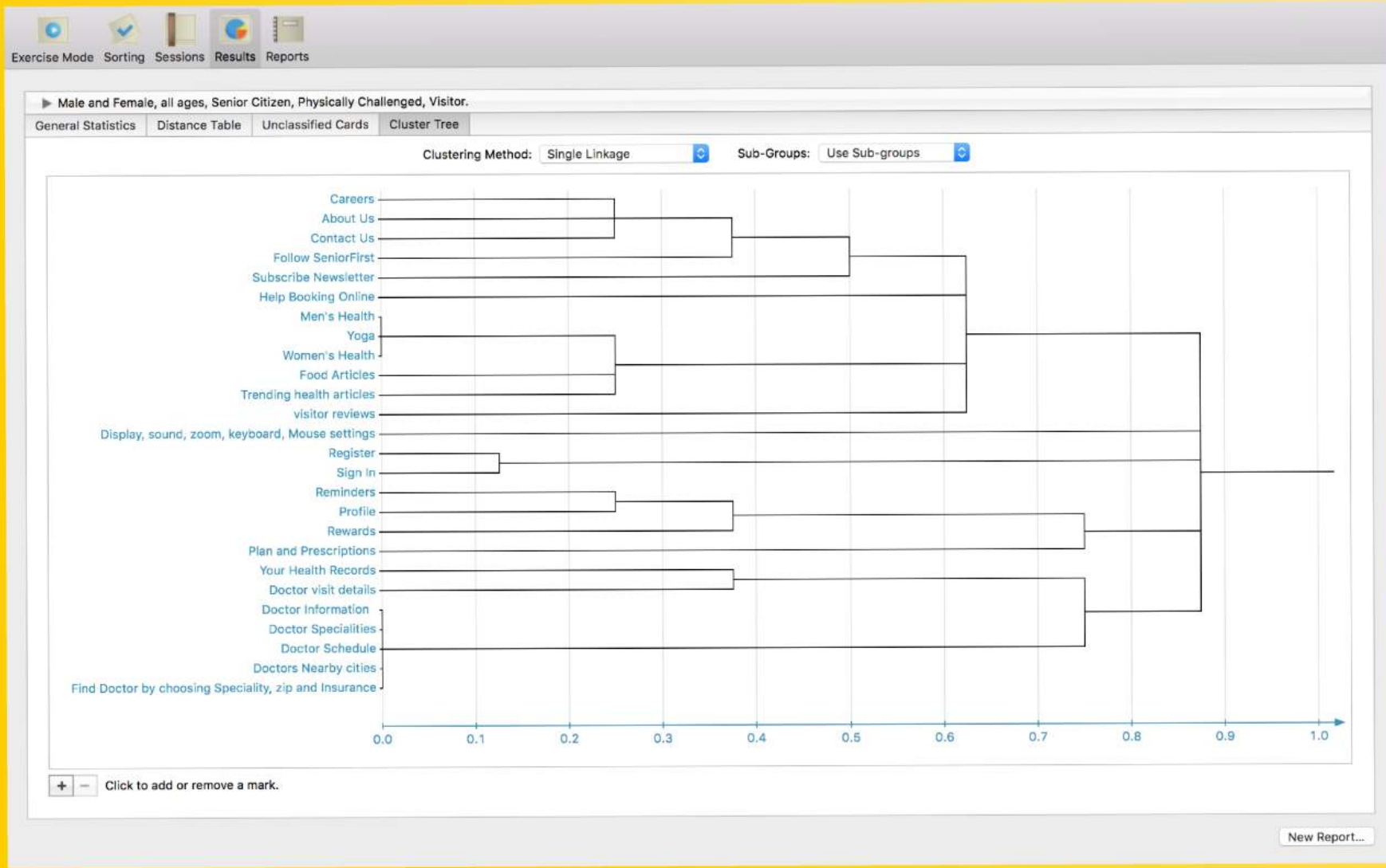
Thank You Message:

Thank you!

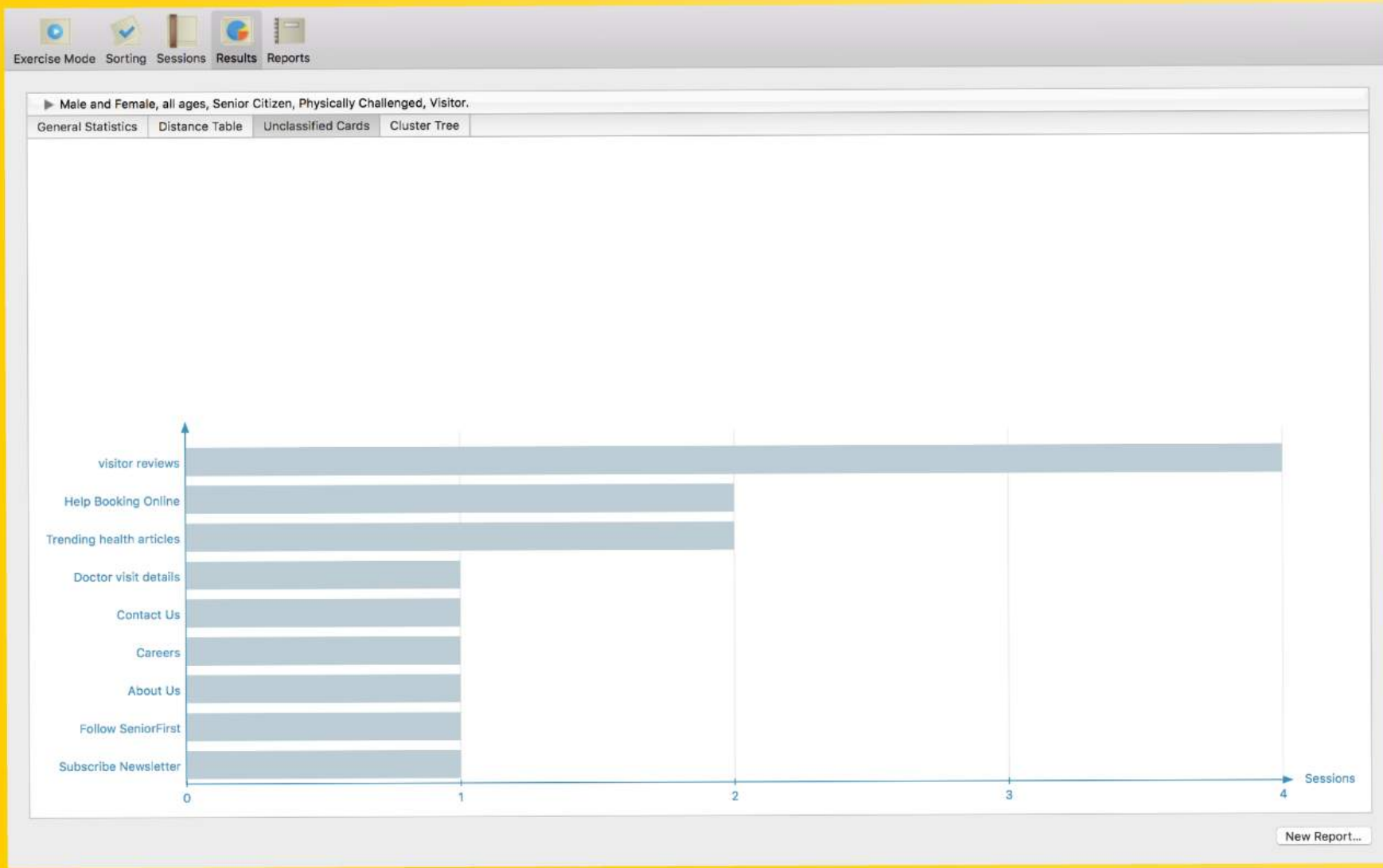
Thank you for your time. The data you provided us will help our team to do a better job.

These messages will appear to the participant before and after a sorting exercise.

Results



Results



Cart Sorting Report

6/27/16, 2:56 AM

Problem Information

Name:	seniorFirst.com website
Type:	Closed
Unclassified cards:	Yes
Sub-groups:	Yes
Number of cards:	26
Number of suggested groups:	8
Number of sorts:	8
Number of profiles:	3

Cards

- Find Doctor by choosing Speciality, zip and Insurance
- Help Booking Online
- About Us
- Careers
- Contact Us
- Subscribe Newsletter
- Doctors Nearby cities
- Doctor Specialities
- Follow SeniorFirst
- Display, sound, zoom, keyboard, Mouse settings
- Sign In
- Register
- Doctor Information
- Doctor Schedule
- Yoga
- Men's Health
- Women's Health
- Plan and Prescriptions
- Doctor visit details
- Your Health Records
- Profile
- Rewards
- Reminders
- visitor reviews

Changes in wireframes

Senior First | Order Medication | Health Tips | Health Records | Hi Sam

Date : June 9, 2016
 Doctor : John Doe, MD
 Reason : Physical Checkup

Summary : Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla quam velit, vulputate eu pharetra nec, mattis ac neque. Duis vulputate commodo lectus, ac blandit elit inodum id. Sed rhoncus, tortor sed estibend tristique, tortor mauris necesse est, et lacina ipsum quam nec du. Quisque nec mauris sit amet elit laculis pretium sit amet quis magna. Aenean velit odio, alementum in tempus ut, varius eu diam.

Physical Examination:
 Vitals: Temp 35.9
 Pulse 76
 O2 98%
 RA RR 20
 BP 150/111
 Genes: - NAD, sitting up in bed, well groomed and in nightgown
 Eyes - PERRLA, EOM Intact
 ENT - Large swollen tongue and cheek on left side, tongue was large and obscured the view of the posterior oropharynx.
 Neck - No noticeable or palpable swelling, redness or rash around throat or on face. Lymph Nodes - No lymphadenopathy
 Cardiovascular - RRIR no mtrig, no JVD, no carotid bruits
 Lungs - Clear to auscultation, no use of accessory muscles, no crackles or wheezes.
 Skin - No rashes, skin warm and dry, no erythematous areas

Medicine	Reason	Dosage/Day	Action
Actril	Pain	1	Order
Aspirin	BP	2	Order
Maxiclon	Sugar Control	3	Order
Paraboxin	Calcium	4	Order

Print Report

Doctors Nearby Cities | About Us | Blog | Subscribe Newsletter | Follow SeniorFirst
 Doctor Specialties | Careers | Press | Email Address | Facebook | Twitter | YouTube
 Insurance | Contact Us | Terms of Use | Join

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Senior First | Order Medication | Health Tips | Health Records | Hi Sam

Your Health Records

Date	Doctor	Reason	Action
05-06-2015	Dr. Jackson	Physical	View Details
06-08-2015	Dr. Samantha	Root Canal	View Details
06-01-2016	Dr. Karen	Knee Pain	View Details
05-06-2015	Dr. Jackson	Physical	View Details
06-08-2015	Dr. Samantha	Root Canal	View Details
06-01-2016	Dr. Karen	Knee Pain	View Details

1 2 3 4 5 6 7 8 9

Previous Next

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 Doctor Specialties | Careers | Press | Email Address | Facebook | Twitter | YouTube
 Insurance | Contact Us | Terms of Use | Join


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Your Appointments

Date	Doctor	Reason	Action
06/06/2016	Dr Joseph Ronald	General Checkup	View Records Order Prescription
06/01/2016	Dr Amy Dickenson	Eye Infection	View Records Order Prescription
03/12/2016	Dr Jacob Smith	Dental Checkup	View Records
02/13/2016	Dr Larry King	Arm Pain	View Records

Card Sorting



Card sort online



5 Planes

Strategy Plane : User objectives- Senior citizens should be able to use web platform to book medical appointments & access their health records. Business goal- more users.

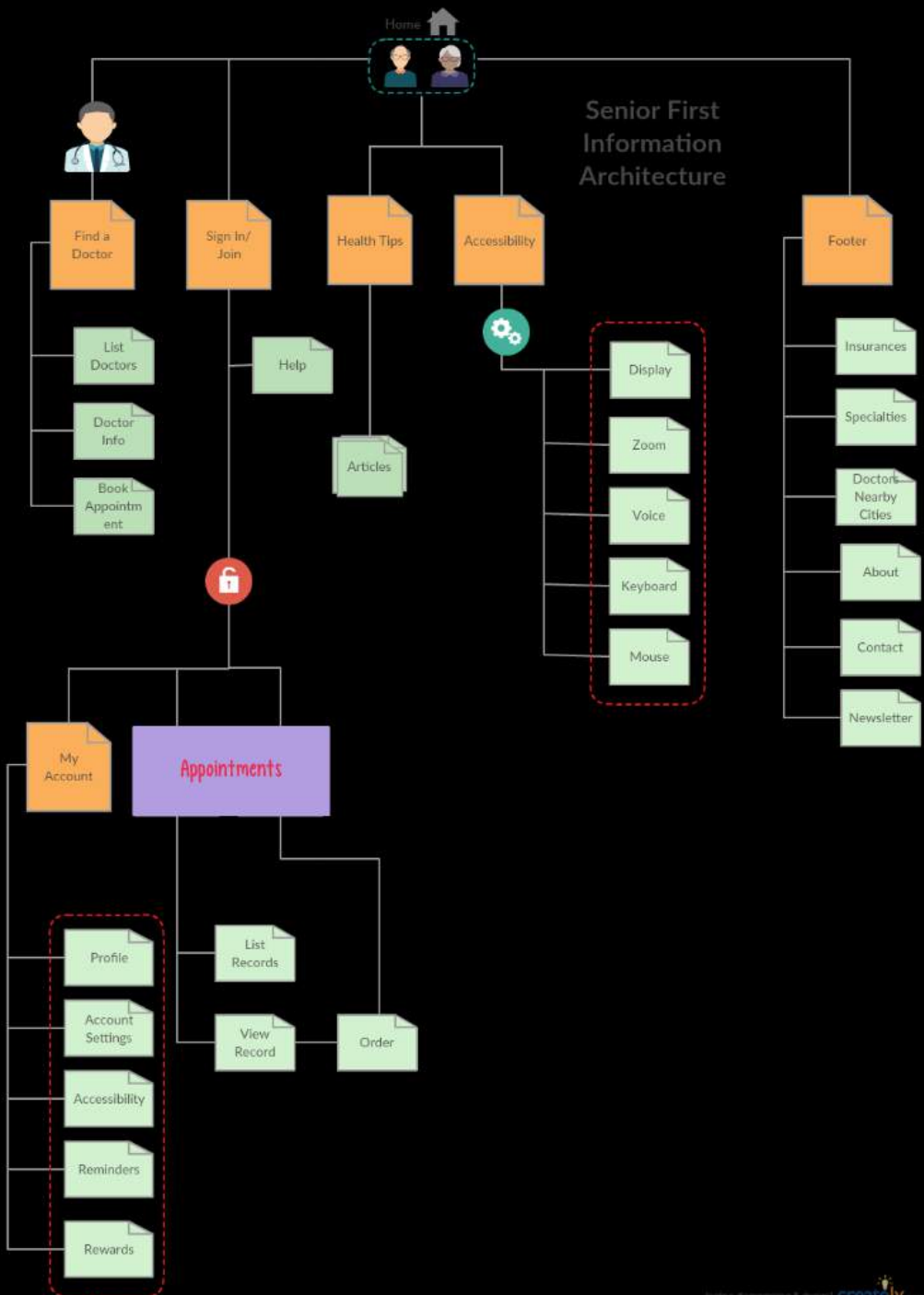
Scope Plane : The site should be able to provide accessibility features comprising Display, voice, mouse, keyboard settings. The site UI should be developed keeping the seniors in mind.

Structure Plane : The IA of the website should be simple with multiple entry points. Seniors should be able to access health records and order prescriptions under 3 clicks. Error Prevention and correction should be taken care.

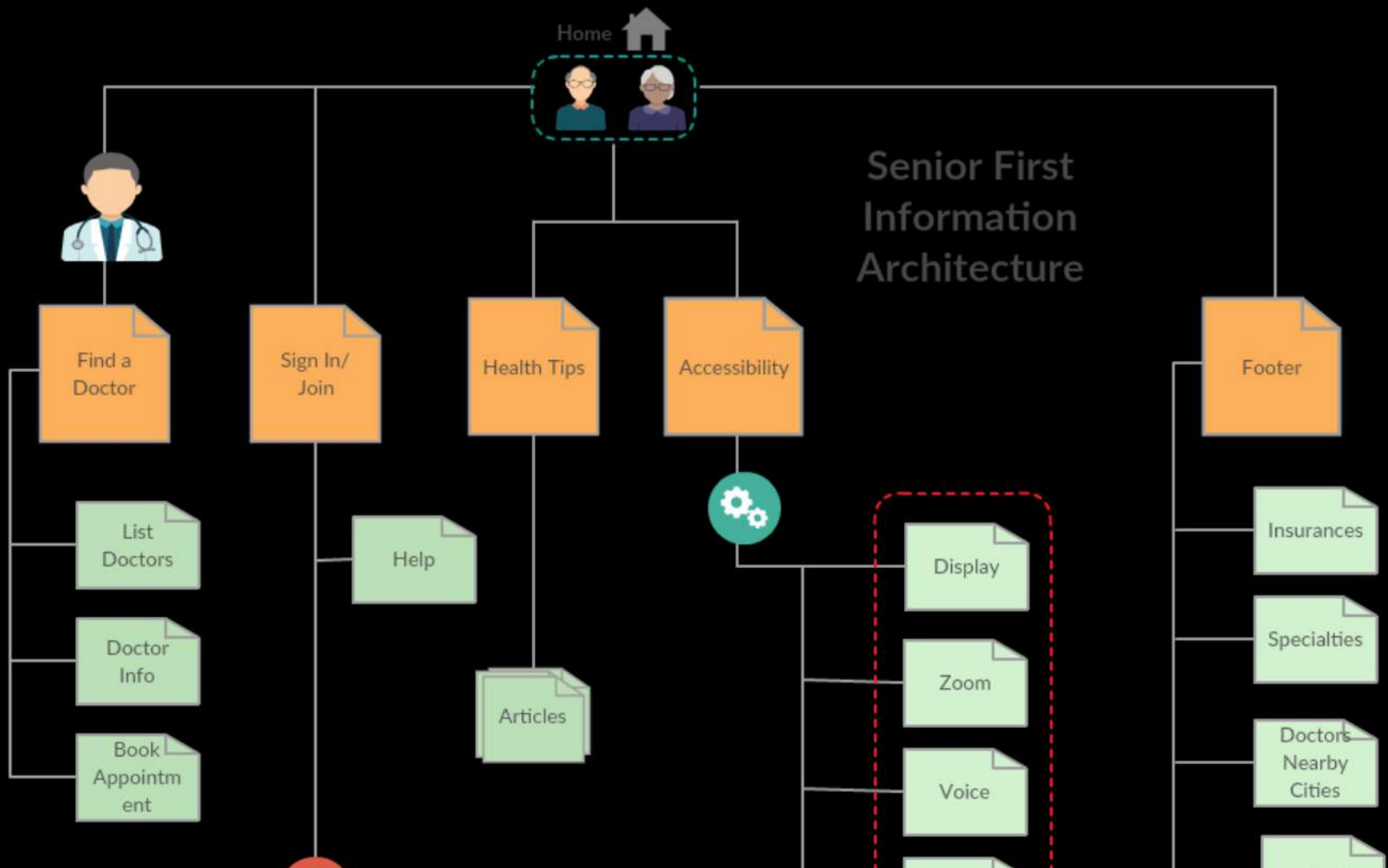
Skeleton Plane : The website should follow the conventions and metaphors. Navigation should give more importance to primary and secondary functionality.

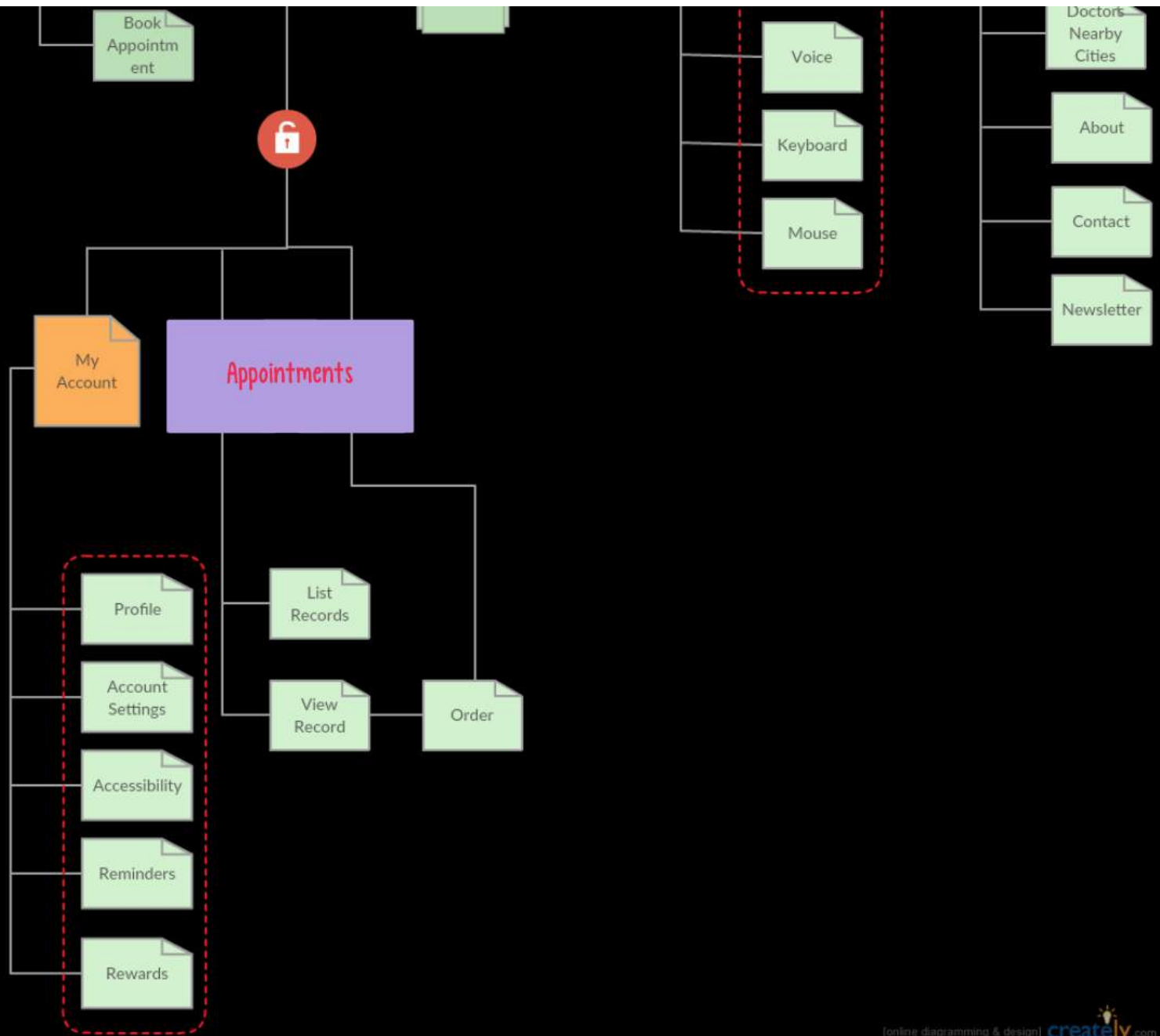
Surface Plane : The user interface should follow color theory and typography rules that are helpful for senior citizens

Information Architecture



Information Architecture







PROTOTYPING



Want to see a Doctor ?

Choose a Speciality

Enter Zip Code

Select your Insurance

Find a Doctor



WHAT OUR VISITORS SAY...



TRENDING BLOG ITEMS



Social Life

Laudantium totam tempore optio doloremque laboriosam quas, quos eaque molestias odio aut eius animi. Impedit temporibus

[Read More...](#)





WHAT OUR VISITORS SAY...



James Cooper - Boston ★★★★★

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quidem, veritatis nulla



TRENDING BLOG ITEMS



Social Life

Laudantium totam tempore optio doloremque laboriosam quas, quos eaque molestias odio aut eius animi. Impedit temporibus

[Read More...](#)



Care for each other

Laudantium totam tempore optio doloremque laboriosam quas, quos eaque molestias odio aut eius animi. Impedit temporibus

[Read More...](#)



Helping helps?

Laudantium totam tempore optio doloremque laboriosam quas, quos eaque molestias odio aut eius animi. Impedit temporibus

[Read More...](#)



10,000+
Doctors

125,000+
Patients

50,000+
Health Tips

75,000+
Reviews





Helping helps?

Laudantium totam tempore optio doloremque laboriosam quas, quos eaque molestias odio aut eius animi. Impedit temporibus

[Read More...](#)

10,000+

Doctors

125,000+

Patients

50,000+

Health Tips

75,000+

Reviews

Need Help Booking Online? Call 555-555-555

DOCTORS NEARBY

ABOUT US

BLOG

SUBSCRIBE NEWSLETTER

FOLLOW SENIORFIRST

SPECIALITIES

CAREERS

PRESS

Email Address

JOIN



INSURANCES

CONTACT US

TERMS OF USE





Primary Care Doctor

2120

Blue Cross Health Plan

Find Doctors

Illness

Gender

Any

Male

Female

Sun JUN 26

Mon JUN 27

Tue JUN 28



Dr. Joseph Ronald, MD, 65 Kneeland St, Boston
Primary Care Doctor



Very professional and friendly. I had a very good experience here and would recommend Dr. Vetter to anyone looking for a primary care provider.



Dr. Paul Duncan, MD, 50 Tremont St, Boston
Primary Care Doctor



I have been a patient of Dr. Duncan for several years and the bottom line is that I would not trade him for anyone else. My hope is that he remains at Tufts Medical Center for "the long term".

10.00 am

11.00 am

02.30 pm

03.00 pm

05.00 pm

10.30 am

11.00 am

02.30 pm

03.00 pm

05.00 pm



Browse Articles

All

Food

Womens Health

Mens Health

Yoga

Relationships



Family Matters
Relationships



Improve Strength
Womens Health



Easy yoga positions



Cardio Workouts
Men



Protein Foods
Food



Green Tea Benefits
Food



Lean Body
Men



Reduce Fat
Womens Health





Login

Show Password

Or Login using

New User?



Register

Show Password

Or Login using



Profile

Rewards

Access

Reminders

Account

Profile Information



Change Profile picture

First Name

Jennifer

Last Name

Smith

Email

jenny.smith@somemail.com

Phone

012-345-6789

Update



Profile

Rewards

Access

Reminders

Account

Accessibility Settings

Display	Zoom	Sound	Keyboard	Mouse
<p>Brightness</p>	<p>Zoom level</p>	<p><input checked="" type="checkbox"/> Enable voice over on hover</p> <p><input checked="" type="checkbox"/> Enable voice over on focus</p> <p>Speech speed</p>	<p><input checked="" type="checkbox"/> Enable sticky keys</p> <p><input checked="" type="checkbox"/> Enable slow keys</p>	<p>Cursor size</p>
<p>Font-size</p>	<p><input checked="" type="checkbox"/> Use Keyboard shortcuts to zoom</p> <p><input checked="" type="checkbox"/> Smooth Images</p> <p><input type="checkbox"/> Use scroll gestures to zoom</p>	<p></p>		<p>Pointer speed</p>
<p>Increase Contrast </p> <p>Grayscale </p> <p>Invert Colors </p> <p>Differentiate without color </p> <p>Reduce transparency </p>				





Your Appointments

Date	Doctor	Reason	Action
06/06/2016	Dr Joseph Ronald	General Checkup	View Records Order Prescription
06/01/2016	Dr Amy Dickenson	Eye Infection	View Records Order Prescription
03/12/2016	Dr Jacob Smith	Dental Checkup	View Records
02/13/2016	Dr Larry King	Arm Pain	View Records





Physical Examination:

Vitals: Temp 35.9

Pulse: 76

O2: 98%

RA: RR 20

BP: 159/111

General: NAD, sitting up in bed, well groomed and in nightgown

Eyes: PERRLA, EOM intact

ENT: Large swollen tongue and cheek on left side, tongue was large and obscured the view of the posterior oropharynx

Neck : No noticeable or palpable swelling, redness or rash around throat or on face Lymph Nodes No lymphadenopathy

Cardiovascular RRR no m/r/g, no JVD, no carotid bruits

Lungs: Clear to auscultation, no use of accessory muscles, no crackles or wheezes.

Skin : No rashes, skin warm and dry, no erythematous areas

Plan and Prescription

Medicine	Reason	Dosage/Day	Action
Advil	Pain	1 after lunch	Order
Asprin	BP	2 after lunch and dinner	Order
Moxillin	Sugar	1 after breakfast	Order

[Print Report](#)





Your Appointments

Date	Doctor		
06/06/2016	Dr Joseph Ro		cription
06/01/2016	Dr Amy Dicke		cription
03/12/2016	Dr Jacob Smi		
02/13/2016	Dr Larry King	Arm Pain	View Records

Order Prescription Confirmation ✕

Do you want to order prescriptions?

[Cancel](#) [Order](#)





PROTOTYPING

Good User Experience

Good Accessibility feature



Good User Experience

Good Accessibility feature

GUIDELINES

Accessibility guidelines

- 141. **Provide color contrast** Provide at least one color that does not require color vision.
- 142. **Provide color contrast** Provide at least one color that does not require color vision.
- 143. **Provide color contrast** Provide at least one color that does not require color vision.
- 144. **Provide color contrast** Provide at least one color that does not require color vision.
- 145. **Provide color contrast** Provide at least one color that does not require color vision.
- 146. **Provide color contrast** Provide at least one color that does not require color vision.
- 147. **Provide color contrast** Provide at least one color that does not require color vision.
- 148. **Provide color contrast** Provide at least one color that does not require color vision.
- 149. **Provide color contrast** Provide at least one color that does not require color vision.
- 150. **Provide color contrast** Provide at least one color that does not require color vision.

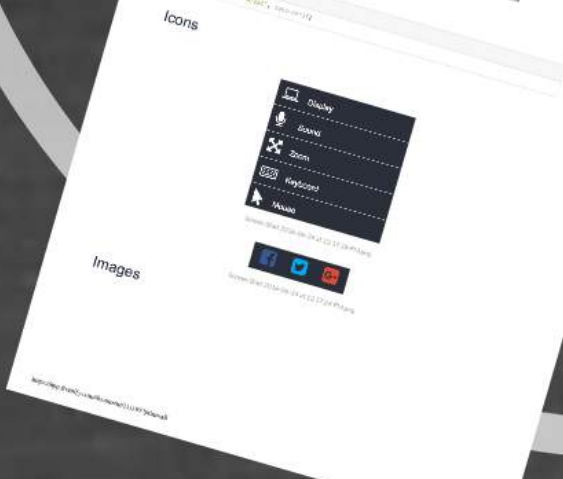
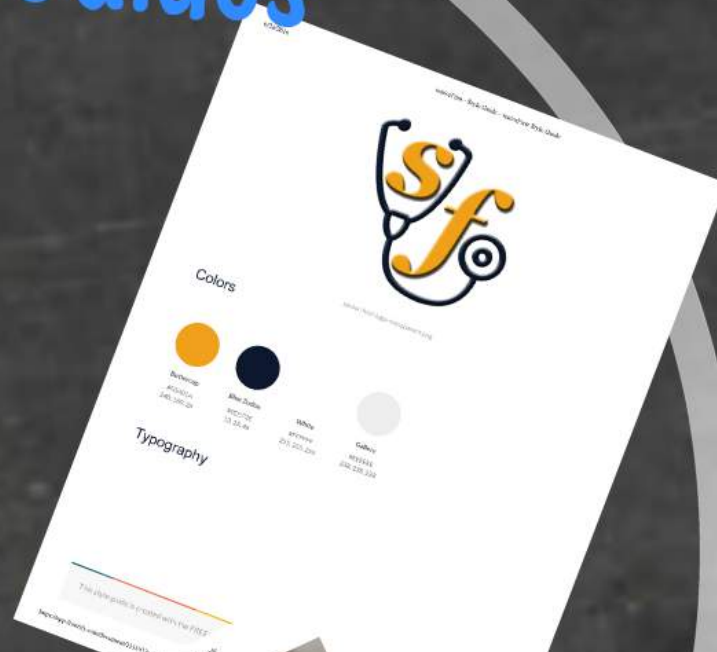
Style Guides



Accessibility guidelines

- (a) **Operable without vision.** Provide at least one mode that does not require user vision.
- (b) **Operable with low vision and limited or no hearing.** Provide at least one mode that permits operation by users with visual acuity between 20/70 and 20/200, without relying on audio output.
- (c) **Operable with little or no color perception.** Provide at least **one mode that does not require user color perception.**
- (d) **Operable without hearing.** Provide at least one mode that does not require user auditory perception.
- (e) **Operable with limited manual dexterity.** Provide at least one mode that does not require user fine motor control or simultaneous actions.
- (f) **Operable with limited reach and strength.** Provide at least **one mode that is operable with user limited reach and strength.**
- (g) **Operable without time-dependent controls.** Provide **at least one mode that does not require a response time.** Alternatively, a response time may be required if it can be by-passed or adjusted by the user over a wide range.
- (h) **Operable without speech.** Provide at least one mode that does not require user speech.
- (i) **Operable with limited cognitive skills.** Provide **at least one mode that minimizes the cognitive, memory, language, and learning skills required of the user.**

Style Guides



Style Guides

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seniorFirst Style Guide

Collaborating Accessibility with user-centered design

Logo



senior-first-logo.png

Create your own style guide today!


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1/4

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senior-first-logo-transparent.png

Colors

- Buttercup
#F0A03A
240, 160, 26
- Blue Zodiac
#00172E
13, 23, 46
- White
#FFFFFF
255, 255, 255
- Gallery
#EEEEEE
230, 230, 230

Typography

This style guide is created with the FREE

<https://app.treasury.com/docs/content/1121817910w>

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6/24/2016

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Arial

Aa

ABCDEF GHIJ KLMN OPQRST UVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 (...? ! \$ & *)

Aa

ABCDEF GHIJ KLMN OPQRST UVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890 (...? ! \$ & *)

Usage

CSS

```
1 font-family: Arial, sans-serif;
```

Icons

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6/24/2016

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1/4

6/24/2016


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doctimg2.jpg
image size: 287 x 150



doctimg3.jpg
image size: 287 x 250



doctimg1.jpg
image size: 287 x 250



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Arial

Aa
Aa

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890(,;:?'!\$%&*)

Arial
Weight: 400
Style: normal

Arial
Weight: 400
Style: normal

Usage

```
CSS
1 font-family: 'Arial', sans-serif;
```

Icons



Screen Shot 2016-06-24 at 12:17:16 PM.png



Screen Shot 2016-06-24 at 12:17:04 PM.png

Images

seniorFirst - Style Guide - seniorFirst Style Guide



doctmg2.jpg
Image size: 287 x 350



doctmg3.jpg
Image size: 287 x 350



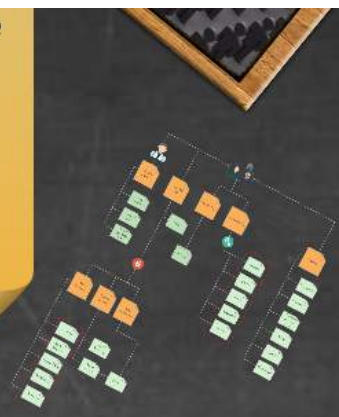
doctmg1.jpg
Image size: 287 x 350



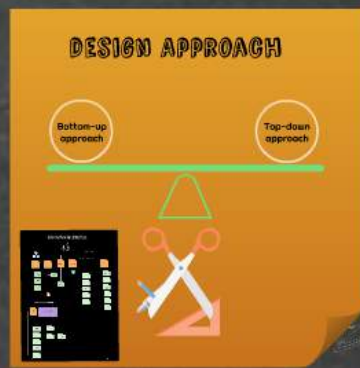
home-01.jpg
Image size: 1020 x 950



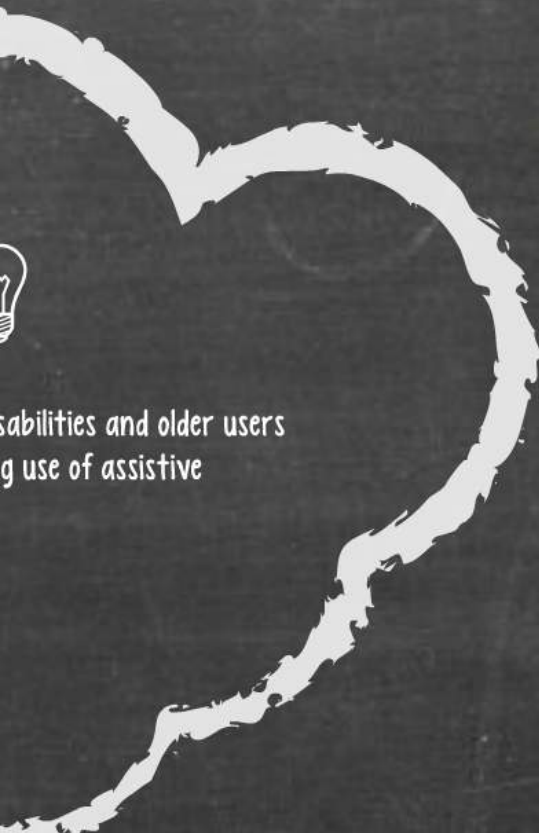
home-02.jpg
Image size: 1020 x 950



Design Phase



PROTOTYPING



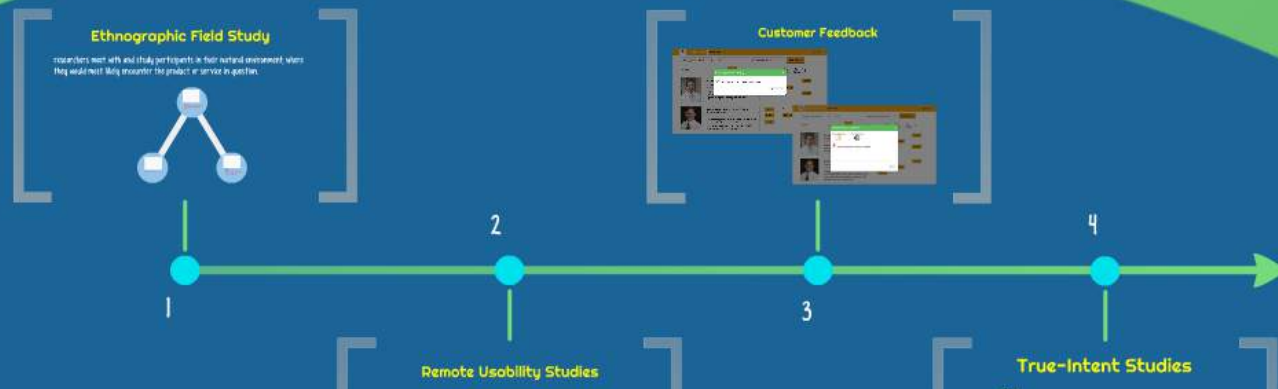
abilities and older users
g use of assistive



Evaluation Phase



Usability testing



Ethnographic Field Study

researchers meet with and study participants in their natural environment, where they would most likely encounter the product or service in question.



2

Remote Usability Studies



Customer Feedback



3

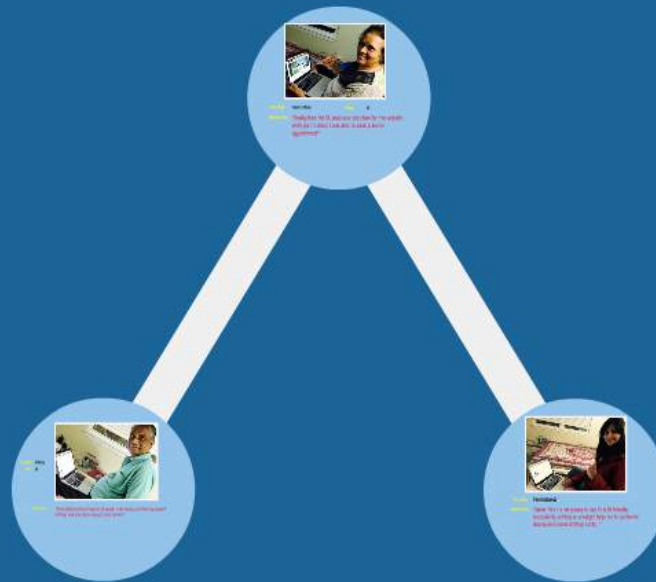
4

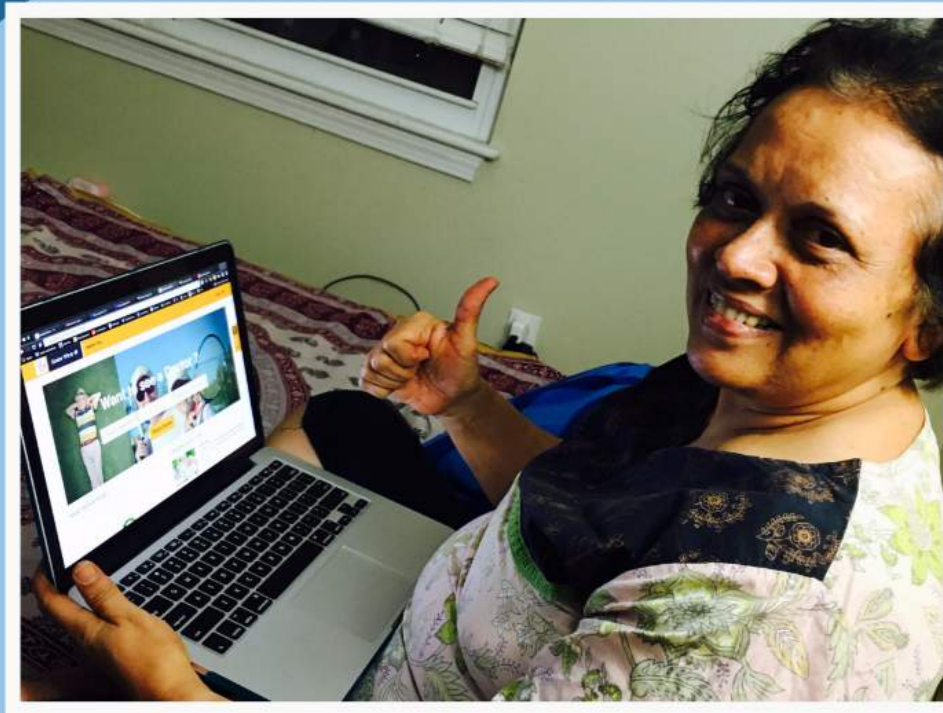
True-Intent Studies

- User 1
Intent - To book doctor's appointment with 3 clicks ✓
Result - successful ✓
- User 2
Intent - To order prescribed medicines ✓
Result - successful ✓
- User 3
Intent - To customize accessibility settings ✓
Result - successful ✓

Ethnographic Field Study

researchers meet with and study participants in their natural environment, where they would most likely encounter the product or service in question.





Profile : Senior Citizen

Age: 65

Remarks: "Really liked the UI, and color selection for the website. With just 3 clicks I was able to book a doctor appointment"

Profile : Retiree

Age : 68



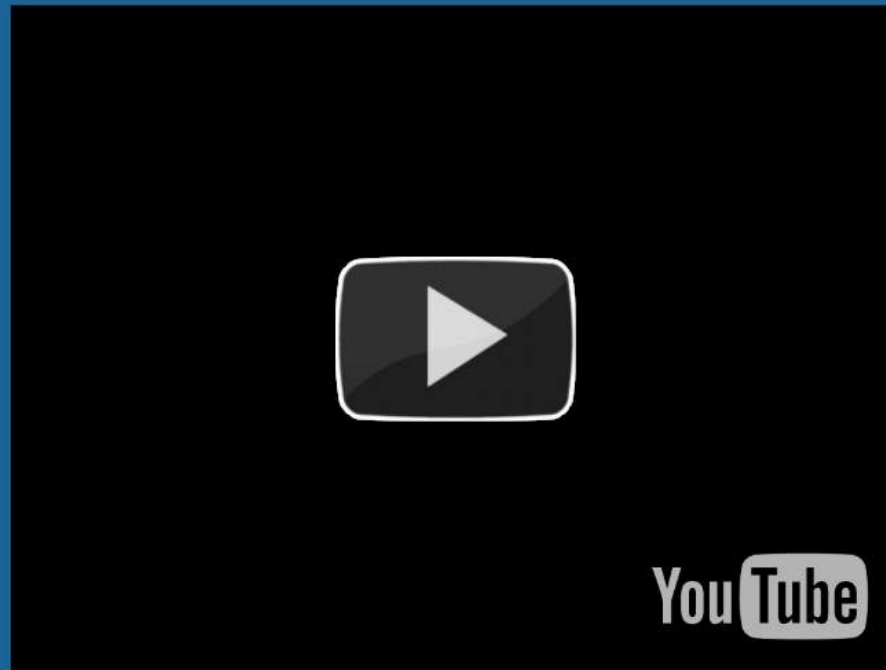
Remarks : "Accessibility features help lot of people. I can easily customize my account settings and also check my past prescriptions"



Profile: Professional

Remarks: "Senior First is very easy to use, It is UI friendly. Accessibility setting as a widget helps me to customize display and sound settings easily "

Remote Usability Studies



Customer Feedback

The image displays two screenshots of a web application interface for finding doctors. The top screenshot shows a search for a Primary Care Doctor in zip code 2120 with a Blue Cross Health Plan. A green popup titled "Confirm Appointment Booking" is overlaid, containing a checkmark, the text "Thank you for your booking. Please check your email.", and a "Give Feedback" button. The bottom screenshot shows the same search results, but with a different popup titled "Please share your experience". This popup offers "Great Experience" (smiley face) and "Poor Experience" (frowny face) options, a microphone icon with the text "Click on Microphone to speak your feedback!", a text input field, and a "Submit" button. The background of both screenshots shows a calendar for June 28th with various appointment times listed.



Primary Care Doctor

2120

Blue Cross Health Plan

Find Doctors

Illness

Confirm Appointment Booking



Thank you for your booking. Please check your email.

Give Feedback



Dr. Joseph

Primary

★★★★

Very pro
experienc
here and would recommend Dr. Vetter to
anyone looking for a primary care provider.



Dr. Paul Duncan, MD, 50 Tremont St, Boston

Primary Care Doctor

★★★★★

I have been a patient of Dr. Duncan for several years and the bottom line is that I would not trade him for anyone else. My hope is that he remains at Tufts Medical Center for "the long term".

11.00 am

1.00 pm

05.00 pm

10.30 am

02.30 pm

03.00 pm

05.00 pm



Primary Care Doctor

Illness



Dr.

Prim

★ ★

Very

exp

05.00 pm



Senior First

Health Tips

Login

Primary Care Doctor

2120

Blue Cross Health Plan

Find Doctors

Illness

Please share your experience



Great Experience

Poor Experience



Click on Microphone to speak your feedback!

Submit



Dr. Joseph

Primary

★★★★

Very pro
experie
anyone



Dr. Paul

Primary

★★★★

I have b
and the bottom line is that I would not trade him for
anyone else. My hope is that he remains at Tufts
Medical Center for "the long term".

11.00 am

.00 pm

05.00 pm

11.00 am

.00 pm

05.00 pm

Sun

Mon

Tue

JUN 28

27

True-Intent Studies

User 1

Intent : To book doctor's appointment with 3 clicks

Result : successful



User 2

Intent : To order prescribed medicines

Result : successful



User 3

Intent : To customize accessibility settings

Result : successful



Automation Testing

Test cases

Test suites

Scheduler

Test Cases includes

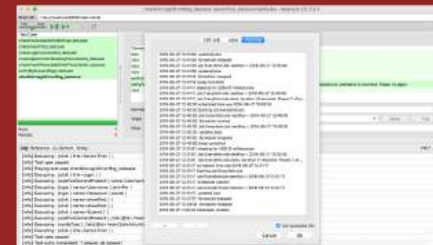
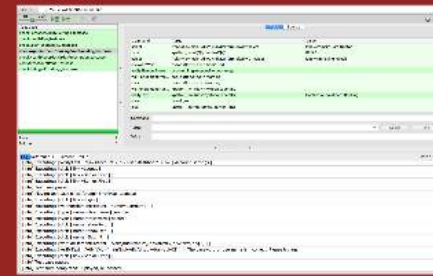
- Logging in with username and Password
- checking the appointment booking flow
- Presence of valid Elements
- Ordering Prescriptions
- Viewing Health records
- Myaccount validations
- Login Error Validations

Test Suite includes

- All the test cases to check the **functionality and UI Elements** on the website

Job Scheduler

- Runs the Test suite **Every Sunday at 11.00 pm**



Base URL http://localhost:8080/index.html#/



- Test Case
- checkForAccessibilitySettings_testcase
- checkHealthTips_testcase
- checkLoginfunctionality_testcase
- checkAppointmentBookingFunctionality_testcase**
- checkHealthRecords&OrderPrescription_testcase
- verifyMyAccountPage_testcase
- checkforLoginErrorMsg_testcase

Runs: 7
Failures: 0

Table Source

Command	Target	Value
select	//div[@id='main']/div/div/div[2]/form/div/div/select	label=Primary Care Doctor
type	xpath=(//input[@type='text'])[3]	02120
select	//div[@id='main']/div/div/div[2]/form/div/div[2]/select	label='I'm Paying Myself
clickAndWait	css=button.btn.btn-homeFind	
verifyElementPresent	css=img.img-responsive.doc-image	
waitForElementPres...	css=button.btn.btn-warning	
click	css=button.btn.btn-warning	
waitForElementPres...	xpath=(//h4[@id='myModalLabel'])[2]	
verifyText	xpath=(//h4[@id='myModalLabel'])[2]	Confirm Appointment Booking
click	link=Book	
click	xpath=(//button[@type='button'])[6]	

Command

Target

Value

Log Reference UI-Element Rollup Info Clear

```
[info] Executing: |verifyText | css=#account > div.user-dashboard > h2 | Account Settings |
[info] Executing: |click | link=Logout | |
[info] Executing: |click | link=Senior First | |
[info] Executing: |click | link=Senior First | |
[info] Test case passed
[info] Playing test case checkforLoginErrorMsg_testcase
[info] Executing: |click | link=Login | |
[info] Executing: |waitForElementPresent | name=Username | |
[info] Executing: |type | name=Username | jennifer |
[info] Executing: |type | name=Password | secret |
[info] Executing: |click | name=showPwd | |
[info] Executing: |click | name=showPwd | |
[info] Executing: |click | name=Submit | |
[info] Executing: |waitForElementPresent | //div[@id='main']/div/div/div/div/form/div[2] | |
[info] Executing: |verifyText | //div[@id='main']/div/div/div/div/form/div[2] | x The password or username is incorrect. Please try again. |
[info] Executing: |click | link=Senior First | |
[info] Test case passed
[info] Test suite completed: 7 played, all passed!
```

[info] Test suite completed: 7 played, all passed!

checkforLoginErrorMsg_testcase (seniorFirst_SeleniumTestSuite) - Selenium IDE 2.9.1

Base URL http://localhost:8080/index.html/

Fast Slow

Test Case

- checkForAccessibilitySettings_testcase
- checkHealthTips_testcase
- checkLoginfunctionality_testcase
- checkAppointmentBookingFunctionality_testcase
- checkHealthRecords&OrderPrescription_testcase
- verifyMyAccountPage_testcase
- checkforLoginErrorMsg_testcase**

Comment type click click click waitFor verifyTe click

Command Target Value

Runs: 7
Failures: 0

Log Reference UI-Element Rollup

```
[info] Executing: |click | link=Senior First | |
[info] Test case passed
[info] Playing test case checkforLoginErrorMsg_testcase
[info] Executing: |click | link=Login | |
[info] Executing: |waitForElementPresent | name=Username |
[info] Executing: |type | name=Username | jennifer |
[info] Executing: |type | name=Password | secret |
[info] Executing: |click | name=showPwd | |
[info] Executing: |click | name=showPwd | |
[info] Executing: |click | name=Submit | |
[info] Executing: |waitForElementPresent | //div[@id='main'
[info] Executing: |verifyText | //div[@id='main']/div/div/div
[info] Executing: |click | link=Senior First | |
[info] Test case passed
[info] Test suite completed: 7 played, all passed!
```

Edit Job Jobs Activity

Title

Suite

Schedule

Day	Hour	Hour	Minute
<input checked="" type="checkbox"/> Sunday	<input type="checkbox"/> 00	<input type="checkbox"/> 12	<input checked="" type="checkbox"/> 00
<input type="checkbox"/> Monday	<input type="checkbox"/> 01	<input type="checkbox"/> 13	<input type="checkbox"/> 05
<input type="checkbox"/> Tuesday	<input type="checkbox"/> 02	<input type="checkbox"/> 14	<input type="checkbox"/> 10
<input type="checkbox"/> Wednesday	<input type="checkbox"/> 03	<input type="checkbox"/> 15	<input type="checkbox"/> 15
<input type="checkbox"/> Thursday	<input type="checkbox"/> 04	<input type="checkbox"/> 16	<input type="checkbox"/> 20
<input type="checkbox"/> Friday	<input type="checkbox"/> 05	<input type="checkbox"/> 17	<input type="checkbox"/> 25
<input type="checkbox"/> Saturday	<input type="checkbox"/> 06	<input type="checkbox"/> 18	<input type="checkbox"/> 30
	<input type="checkbox"/> 07	<input type="checkbox"/> 19	<input type="checkbox"/> 35
	<input type="checkbox"/> 08	<input type="checkbox"/> 20	<input type="checkbox"/> 40
	<input type="checkbox"/> 09	<input type="checkbox"/> 21	<input type="checkbox"/> 45
	<input type="checkbox"/> 10	<input type="checkbox"/> 22	<input type="checkbox"/> 50
	<input type="checkbox"/> 11	<input checked="" type="checkbox"/> 23	<input type="checkbox"/> 55

Advanced

Run Now 7/3/2016, 11:00:00 PM

Turn scheduler ON

password or username is incorrect. Please try again.

Select Find

Info Clear

Base URL http://localhost:8080/index.html#/

Fast Slow

- Test Case
- checkForAccessibilitySettings_testcase
 - checkHealthTips_testcase
 - checkLoginfunctionality_testcase
 - checkAppointmentBookingFunctionality_testcase
 - checkHealthRecords&OrderPrescription_testcase
 - verifyMyAccountPage_testcase
 - checkforLoginErrorMsg_testcase**

Runs: 7
Failures: 0

Log Reference UI-Element Rollup

```
[info] Executing: |click | link=Senior First | |
[info] Test case passed
[info] Playing test case checkforLoginErrorMsg_testcase
[info] Executing: |click | link=Login | |
[info] Executing: |waitForElementPresent | name=Username |
[info] Executing: |type | name=Username | jennifer |
[info] Executing: |type | name=Password | secret |
[info] Executing: |click | name=showPwd | |
[info] Executing: |click | name=showPwd | |
[info] Executing: |click | name=Submit | |
[info] Executing: |waitForElementPresent | //div[@id='main'] |
[info] Executing: |verifyText | //div[@id='main']/div/div/div |
[info] Executing: |click | link=Senior First | |
[info] Test case passed
[info] Test suite completed: 7 played, all passed!
```

Edit Job Jobs **Activity**

```
2016-06-27 12:41:34 updated jobs
2016-06-27 12:41:29 Scheduler stopped
2016-06-27 12:41:26 Job Every5minJob nextRun = 2016-06-27 12:45:00
2016-06-27 12:41:26 updated jobs
2016-06-27 12:41:19 Scheduler stopped
2016-06-27 12:41:19 sleep cancelled
2016-06-27 12:41:11 sleeping for 228570 milliseconds
2016-06-27 12:41:11 Job Every5minJob nextRun = 2016-06-27 12:45:00
2016-06-27 12:41:11 job Every5minJob done, duration 41 seconds. Played 7, all p...
2016-06-27 12:40:30 scheduled time was 2016-06-27 12:40:00
2016-06-27 12:40:30 Starting job Every5minJob
2016-06-27 12:40:30 Job Every5minJob nextRun = 2016-06-27 12:40:00
2016-06-27 12:40:30 Scheduler started
2016-06-27 12:40:30 Job Every5minJob nextRun = 2016-06-27 12:40:00
2016-06-27 12:40:30 updated jobs
2016-06-27 12:40:00 Scheduler stopped
2016-06-27 12:40:00 sleep cancelled
2016-06-27 12:31:57 sleeping for 482121 milliseconds
2016-06-27 12:31:57 Job Every5minJob nextRun = 2016-06-27 12:40:00
2016-06-27 12:31:57 job Every5minJob done, duration 41 seconds. Played 7, all ...
2016-06-27 12:31:17 scheduled time was 2016-06-27 12:31:17
2016-06-27 12:31:17 Starting job Every5minJob
2016-06-27 12:31:17 Job Every5minJob nextRun = 2016-06-27 12:31:17
2016-06-27 12:31:17 Scheduler started
2016-06-27 12:31:17 Job Every5minJob nextRun = 2016-06-27 12:31:17
2016-06-27 12:31:17 updated jobs
2016-06-27 12:27:37 Scheduler stopped
2016-06-27 12:23:04 Scheduler stopped
2016-06-27 11:21:34 Scheduler created
```

+ - Turn scheduler ON

Cancel OK

password or username is incorrect. Please try again.

Select Find

Info Clear

Heuristic evaluation

Nielsen's heuristics

Visibility of system status - Users always know what's going on. Progress indicators, feedback, error messages, etc.

Match between system and the real world - The vocabulary, icons, images, and actions used in the system should be familiar to the user.

Flexibility and efficiency - Users can easily learn the system and use it without having to go through an on-board tutorial.

Consistency and standards - There will not be multiple different ways of performing the same thing. The site follows platform conventions.

Error prevention - This includes error messages in plain and readable terms.

Recognition rather than recall - The site has to reduce the user's memory load by using pictures, icons, and other visual cues. The user will not have to remember information from one part of the website to another.

Help and documentation - Presence of a help section or a user manual is not enough. It should be easy to find and use.

Help and documentation - The site has to provide any information that is critical to the user's success.

Help and documentation - The site has to provide any information that is critical to the user's success.

Nielsen's heuristics

Visibility of system status :- website always keeps users informed about what is going on, through appropriate feedback within reasonable time.

Match between system and the real world :- This website speaks the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. It follows **real-world conventions**, making information appear in a natural and logical order.

User control and freedom :- Users can easily leave the unwanted state without having to go through an extended dialogue.

Consistency and standards:- Users will not wonder whether different words, situations, or actions mean the same thing. This site follows platform conventions.

Error prevention:- This site has **error correction technique** in place while validating forms.

Recognition rather than recall :- This site tries to minimize the user's memory load by making **objects, actions, and options visible**. The user will not have to remember information from one part of the dialogue to another. Instructions for use of the system is visible or easily retrievable whenever appropriate.

Flexibility and efficiency of use :- Presence of Accelerators or dual presence -- unseen by the novice user -- often speed up the interaction for the expert user such that the system can **cater to both inexperienced and experienced users**.

Aesthetic and minimalist design :- Site does not contain any information that is irrelevant or rarely needed.

Help users recognize, diagnose, and recover from errors :- Error messages are **expressed in plain language** (no codes), precisely indicate the problem, and constructively suggest a solution.

Help and documentation:- **Help to book appointments** online is provided on all the pages. Navigation tools helps the users to achieve their requirement.



Evaluation Phase



Tools & Technologies

Books & References

Conclusion

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Finally



Tools & Technologies

Books & References



Conclusion

Web Accessibility features at the moment might be difficult to incorporate in all the websites. But with the improving technology and concept's future with accessibility as a web standard is not far away.

Web Accessibility might be essential for some, but it is useful for all



moqups

ANGULARJS



jQuery

B
Bootstrap



Prezi

Atlassian
Bitbucket



PhotoScape



creately

<https://www.w3.org/WAI/>

Book: Integrating
Accessibility Throughout
Design

[http://
www.uxmatters.com/
mt/archives/2010/05/
designing-for-senior-
citizens-organizing-your-
work-schedule.php](http://www.uxmatters.com/mt/archives/2010/05/designing-for-senior-citizens-organizing-your-work-schedule.php)

<https://www.google.com/>

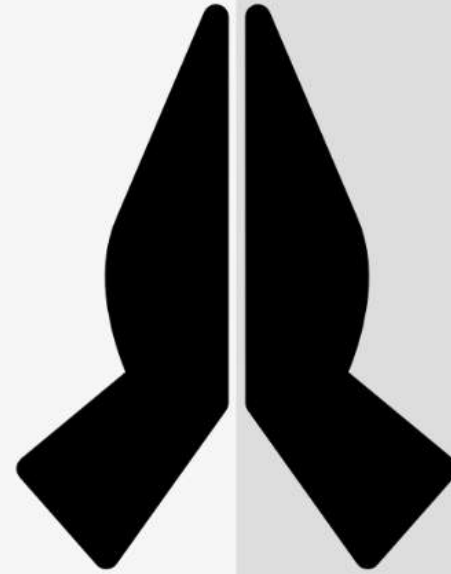
Book: The elements of
user experience

[https://
www.nngroup.com/
articles/definition-user-
experience/](https://www.nngroup.com/articles/definition-user-experience/)

Conclusion

Web Accessibility features at the moment might be difficult to incorporate in all the websites. But with the improving technology and concepts future with accessibility as a web standard is not far away.

**Web Accessibility might be essential for some,
but it is useful for all**



Thank you

Praveen Kumar Ningappa

Arshaan Shariff

SENIOR FIRST



Collaborating
Accessibility with
user-centered-design

P A R T 2

By
Praveen Kumar Ningappa &
Arshaan Shariff

