COGA Community Meeting Notes

COGA Community Meeting Notes

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Hi 👋 & How to use this document

Please check out the document tabs (click on 🍔menu icon on the left 👈) for Feedback to the COGA Task Force and meeting notes

Meeting Details

When: First Thursday of the month, unless otherwise indicated

Two meetings (same content), **at 3AM UTC** and **3PM UTC**

Online meeting: Link to COGA Community Zoom Meeting

Note: it stays the same every month.

Recurring calendar invite: Google calendar invite, iCalendar invite

Meeting notes: see Tab 2025 Meeting Notes > sub-tab per meeting

Group Communication Channel

Please join us on Discord

(The Slack channel channel is being phased out)

COGA Community group and meetings

- The Cognitive Accessibility (COGA) community group meets to discuss things important to specifically cognitive accessibility.
- The group provides space for feedback, argument, and sharing tips and tricks.
- In meetings and on Discord, COGA Community Group members can share and present work they have done relating to cognitive accessibility, and bring any cognition-related accessibility challenges they'd like to discuss with the group or get input from the group on. Please let Kiki, Cat or Anya know so that they can schedule it in.
- Everyone should have a chance to speak and be mindful of others speaking.
- If sharing a personal story, state at the beginning if it should not be shared outside the room.
- The group aims to create "opinion papers" to send to task forces to advocate for more research and easier standardisation in accessibility.

- Community groups provide an avenue to think about potential standards without the strict demands and time commitments of formal standardisation bodies.

W3C resource: COGA guidelines

- COGA guidelines, created by the W3C COGA Task Force: Making Content Usable for People with Cognitive and Learning Disabilities.

  Note: Cognitive accessibility guidelines are not prescriptive

Community Documents

Topic	Status	Last updated
Social Media		
Dark Patterns	Early draft, contributions are welcomed	March 2024
Fear and Cognitive Accessibility (Simo Hellsten)		September 2023
COGA Usability Feedback		April 2023
Promoting COGA		
COGA Community Group ...		
COGA Community Group Experience Sharing Form		
Defining barriers and tech...		

Feedback to COGA Task Force

COGA Task Force Feedback

Hi 👋 & How to use this document

Please check out the document tabs (click on 🍔menu icon 👈 on the left) for **Gaps in COGA ‘Content Usable**, **Content Usable Style Considerations**, and more.

Gaps in COGA ‘Content Usable’ Guidelines

Gaps in COGA ‘Content Usable’ Guidelines

What cognitive accessibility issues have COGA community members noticed or know about that are not covered (or clearly covered) in Content usable.

GROUND RULES - Ciara, Co-Chair of Community Group: The goal of this document is for the COGA community to have a space to bring up areas they don’t feel the Content Usable supports them.

We realize there is a lot of history behind Content Usable and reasons why some areas may not be included in the final document, however, this is not the space to debate whether these are important or not.

Please come to our space with an open mind and hear why and how our community feels. Thank you

TL;DR

The COGA "Content Usable" guidelines have several gaps regarding cognitive accessibility.

Key issues include:

the lack of time/progress indicators in endless scroll feeds, hindering time management.

Multimodal communication guidelines, especially regarding images and alt text, are difficult to follow and don't address all use cases.

Gesture-based interactions on mobile devices lack clear affordances and instructions.

The guidelines also need improvement in areas like comparing information, responsive layouts, simple linear structures, emoji use, metadata availability, and data visualization accessibility.

These gaps create barriers for users with cognitive differences, impacting their ability to effectively interact with digital content.

This document is a synthesized version of the discussions that occurred over the last month. To see more detailed discussions, please see Jan 23 2025 - Special Meeting notes.

Top Gaps & Frustrations:

1. Endless Scroll and Endless Video Feed

This refers to endless content feed, e.g. on social media mobile platforms (YouTube, TikTok, Instagram, etc.)

Members need time/progress indicators (e.g., time of day, stopwatch, post/video count) directly on the screen to better manage their time and attention while consuming endless feeds. This addresses potential situational cognitive overload.

- **Problem:** Lack of time or progress indicators in endless scroll/video feeds makes it difficult to manage time and attention. This contributes to a sense of "situational cognitive disability."

- **Ideas for Solutions:**
    - Visible time of day in full-screen view.
    - Indicator for tracking time spent on the platform.
    - Counter for videos/posts viewed.

    - prompts to encourage breaks after a set time e.g. 30 minutes of usage or discourage at night-time

- **Research:**

    - Can poke around https://en.wikipedia.org/wiki/Infinite_scrolling to see if there are resources worth calling out

    - Article: Information Architecture in Infinite Scroll: Designing for Usability - UX Bulletin - quoted from the article (but reordered): Best Practices for Structuring Information Architecture in Infinite Scroll. So, how do we design infinite scroll experiences that are engaging yet structured? Here's how:
        - Design Logical Content Grouping
            - Break long feeds into visually distinct sections.
            - Use subheadings, cards, or dividers to create structure.

            - Example: News apps often separate content into “Top Stories,” “For You,” and “Trending”.
        - Introduce Smart Navigation Patterns
            - Use sticky headers and floating navigation menus.
            - Include jump-to-section links so users can navigate back easily.
            - Example: Netflix’s “Continue Watching” section helps users pick up where they left off.
        - Provide Visible Landmarks & Bookmarks (covered in COGA design pattern 4.3.5 Break Media into Chunks) - [NB (Anya): one could argue that this should be applied to the set of information entities in the endless scroll as well, not just individual pieces of media.]
            - Show progress indicators or time stamps for users to track where they are.
            - Allow users to save or bookmark content.
            - Example: YouTube allows users to resume videos where they left off.
        - Offer Progressive Loading Instead of Endless Scrolling
            - Load content in batches rather than a never-ending stream.
            - Example: Google Images loads results incrementally, preventing content overload.
        - **Ensure a Clear Exit Strategy**
            - Give users a way to break out of the scroll loop.
            - Example: LinkedIn asks, “Want to see more?” instead of auto-loading more posts.
    - Paper: Design Frictions on Social Media: Balancing Reduced Mindless Scrolling and User Satisfaction
        - TL;DR: This study investigates the impact of design frictions on social media, finding that adding friction reduces mindless scrolling and improves content recall, but may compromise user satisfaction due to perceived frustration.
        - Design Friction measures
            - User has to interact with posts
            - Time delays
    - Paper: App Limits Bar: A Progress of App Limits for Overcoming Smartphone Overuse
        - TL;DR: This study proposes App Limits Bar (ALB) to improve traditional app limits, mitigating negative feelings and enhancing users' time management on addictive apps,

through a three-phase user study evaluating its effectiveness and user satisfaction.

- Paper: [How do users interact with algorithm recommender systems?] The interaction of users, algorithms, and performance
  -
- Addictive digital experiences: the influence of artificial intelligence and more-than-human design
-
- "infinite scroll" and the practices of negotiating attention in the use of social media on mobile phones
  - A blog post that describes the problem: [My lizard brain is no match for infinite scroll · Caffeinspiration]
-
-
- [ADD HERE]

2. Multimodal Communication

COGA guidelines on using images and graphics alongside text need to be more prominent and easier to follow. The document should address how screen readers handle images and alt text, ensuring no information is lost when images are removed. The existing pattern (8.2) is hard to read.

- **Problem:** While the COGA documentation mentions multimodal communication, the guidelines are not prominent or easy to follow. The current focus is primarily on icons for controls and headings, not broader document accessibility (hero images, content chunks, etc.).

- Pattern 8.2 (Provide Alternative Content for Complex Information and Tasks) is considered difficult to read.

- **Additional Considerations:**
  - Some Members need to filter out images due to attention difficulties.
  - Screen readers and image removal tools can create conflicts with alt text and information access. A user removing images might also remove the alt text that a screen reader would use.
  - It was also noted that alt text does not benefit all users and there are not always captions/descriptive text.
- **Proposed Solutions:** Improve the structure and prominence of multimodal communication guidelines in Content Usable.

3. Gesture Interactions (Mobile)

Gestures often lack context and affordance, making navigation difficult. Clear instructions and onboarding are crucial, especially given the prevalence of mobile interactions. The current approach of relying solely on gestures for navigation is problematic.

- **Problem:** Gestures without clear affordances or instructions make navigation difficult, especially when multiple actions originate from the same area (e.g., swiping from the bottom of the screen). Positioning accuracy is challenging.

- **Proposed Solutions:**
    - Onboarding/instructions for gestures, not just at the beginning, but ongoing.
    - Consider alternatives when possible.
- **Note:** Mobile accessibility is becoming more crucial to specifically consider. Many products are mobile first and there is a high prevalence of smart device users.

3a. Intentional Friction

During discussions between the community group and task force, a separate issue emerged regarding insufficient intentional friction. This lack of friction can lead to accidental actions when completing tasks.

- **Problem:** Users experience frustration when similar, adjacent buttons have drastically different outcomes. For example, a user might intend to complete an action but accidentally tap a nearby button that navigates them to a new page. Similarly, a user attempting to skip a song on Spotify might inadvertently delete the song instead.

- **Proposed Solutions:**
    - Adding confirmation dialogs for critical actions.
    - Increasing the physical or perceived distance between buttons with different functionalities.
    - Requiring a longer press or a more deliberate gesture for certain actions.

4. Comparisons

Comparing products (features, prices) can be overwhelming. COGA design patterns are needed for clear comparisons: side-by-side views, consistent units, selectable attributes. This applies to various contexts, including calendar comparisons.

- **Problem:** Comparing schedules, options, product features and prices is often overwhelming. Some platforms use deceptive patterns to hinder product comparisons. No clear COGA design pattern exists.

- **Examples:**
    - Difficulty comparing schedules in calendar apps (overlap, conflicts). Need for warnings about event conflicts.
    - Difficulty comparing products, features or services, such as when selecting a hotel to rent a room.
- **Proposed Solutions:**
    - Side-by-side feature comparison.
    - Standardized units of measure (selectable by locale).
    - Attribute selection for comparison.
    - add comparisons to O4-DP03 Notify Users of Fees and Charges at the Start of a Task in WCAG and explain impact on cognition.
- **Note:** There was a robust discussion about concerns with AI agents being a potential solution when trying to understand complex layouts or comparisons. There was general consensus on the importance of members still having autonomy and the AI agent reducing cognitive load but not making any decisions.
    - **AI/Automation:** Members must retain control and be informed about automated processes. Automation should not remove user choice. For example, automatically substituting out-of-stock items with more expensive ones is unacceptable.
        - **Problem:** Balancing the benefits of AI/automation with user autonomy and understanding of the processes involved.
        - **Examples:**
            - Automated cart additions of in-stock items (potentially more expensive).
        - **Proposed Solutions:**
            - Transparency about AI/automation processes.
            - User control over automated actions.
            - Narrowing options to reduce cognitive load without deceptive patterns. "Less choices, but still let me choose."

        - Subtopics regarding AI cognitive accessibility and risks for cognitively impaired users:
            - Cognitive accessibility of prompting (for text, visual GenAI, and more)
            - AI text response display - there are currently marked differences between different providers. There is a need for personalization
            - The amount of information the user needs to handle (with GenAI providing lengthy responses every time when a prompt is refined)
            - GenAI presents itself with a very “human” voice, and aims to please
            - The user cannot assume accuracy of the response

5. Responsive/Adaptive Layout

Information should not disappear on smaller screens. Current guidelines (4.3.4) are insufficient.

- **Problem:** Information can disappear in smaller browser windows, impacting Members who consistently use smaller window sizes.
    - Member: “This is an issue that has come up for [me] personally and professionally. I have seen screen reader users make their windows really small (e.g. they are using verbalizations to hear everything so why make the window take up their screen) and not realize because the window isn’t full screen that they are missing out on content. Personally, I have not been able to sign into a website because my window was too small and I didn’t realize I needed to make it bigger in order to access the ‘login’ button”
- **Proposed Solutions:**
    - Create a dedicated pattern for ensuring information doesn't disappear in different layouts.
    - Or Update WCAG 1.4.10 to include note about importance for COGA
- **Examples:**
    - [Add here]
    - Kiki to make video

    - Please add other video or images from community

6. Simple, Linear Layout/Structure

Guidance on page layout needs to emphasize straightforward, linear structure. The current pattern (4.3.3) focuses too much on Gestalt Principles.

- **Problem:** Pattern 4.3.3 (Use a Clear and Understandable Page Structure) focuses heavily on Gestalt Principles but lacks a clear statement about linear layout and its importance for scannability.
  Information architecture (verbal and visual) needs more emphasis.
  Content dispersion (excessive white space, large images/headings) can also negatively impact cognitive accessibility.
    - Member: "Multiple ways to guide the user (e.g searchbar, chatbot, tutorial mode). The current pattern is targeting people who work on web content. It would be helpful to make semantic tagging obvious in the pattern"
- **Proposed Solutions:**
    - Explicitly state the importance of linear layout and impact on how it aids cognitive accessibility
    - Clearly define usability goals and techniques with a many-to-many mapping.
    - Address content dispersion issues.
    - More emphasis on information architecture and semantic tagging.
- **Examples:** Lack of headings despite visual clustering.
- **Ethical guideline**: provide a clear visual hierarchy for *all* content, even content the provider doesn't want the user to see. Protect against deceptive patterns (visual interference).

7. Emojis

Emoji alt text is often inadequate. Clearer guidance is needed on using emojis effectively in content, ensuring they don't replace essential text information. The current pattern (4.4.12) does not feel sufficient for members.

- **Problem:** Emoji alt text may be inaccurate or insufficient. Their use in newsletters raises concerns about clarity and context. Simply pointing with an arrow emoji might not be clear enough.
    - Member: "In Content Usable, emoji are mentioned in the 4.4.12 Explain Implied Content (Pattern) but it just states "Note that standard emojis often come with an explanation or alternative text" but I'm not sure that's accurate or very helpful."
- **Proposed Solutions:**
    - More detailed descriptive text for emojis.

    - Avoid using emojis to replace text.
    - Clarify the use of emojis in 4.4.12.
    - Clarify what "standard" emojis are.
- **Note:** emojis don't have alt text by default - it must be added, which is covered in this WCAG 2.1 technique [Providing text alternatives for emojis, emoticons, ASCII art, and leetspeak]

8. Metadata

Information about content creators, creation dates, and context should be readily available for assessing validity and relevance.

- **Problem:** Lack of readily available information about content creation (author, date, context) impacts the ability to assess validity and relevance. Current burden is on the consumer to know and decipher the validity of website or apps but it is inconsistent with what is the available information in order to make informed decisions.

9. Data Visualizations

COGA guidelines should address how to make charts and infographics more cognitively accessible, including specific guidance on challenging visualization types and how to address both perceptual and cognitive accessibility needs.

- **Problem:** Need for guidance on improving cognitive accessibility of charts and infographics.

- **Proposed Solutions:**
    - Ideally, Content Usable lists cognitively challenging visualization types and explains why.
    - Discuss perceptual and cognitive challenges, including how to address both in a single chart or offer alternatives.
    - Reference resources:
        - Dissertation: The Design of Cognitively Accessible Visualizations
        - Article: An intro to designing accessible data visualizations (Sarah L. Fossheim)

Additional Gaps Issues & Frustrations:

Default Selection in Tasks:

- **Problem:** Pre-selected checkboxes (e.g., for newsletters) during account signup can be confusing and manipulative, especially when near mandatory terms of service. Users may overlook pre-selections.
    - This is also a deceptive pattern
- **Proposed Solution:** Address opt-in vs. opt-out design patterns in content usability guidelines and avoid pre-selection of non-essential options.

Onboarding/Introduction to Product:

- **Problem:** Inconsistent and often inadequate onboarding experiences, especially in work settings as these are mandatory tools and people may not have alternatives. Skipping onboarding can lead to missing crucial information with no way to revisit it.
- **Proposed Solutions:**
    - Provide means for the user to learn how to use a software product
    - Non-linear onboarding, allowing users to return to it at any time.
    - Highlight the negative impact of poor onboarding on cognitively impaired users.
    - Emphasize the importance of user learning and testing onboarding with cognitively impaired users.
    - Ensure users know how to get help even after onboarding is done.
- **Note**: The word onboarding caused initial confusion when speaking about this gap. Onboarding is a tech term and should not be the only word to describe this task.

Icons - Easily Perceived:

- **Problem:** Icon clarity and perception issues.
- **Proposed Solutions:**
    - Clean, crisp lines for better image quality and easier perception.
    - Ideal if icons have labels, specially if novel.
    - Use familiar icons and standard pictograms (ISO?).
    - Consider icon size and scalability with font size increases.

Visual Content - Easily Understood:

- **Problem:** Objective 3 focuses on written content but neglects clear and understandable visual content.
- **Proposed Solutions:**
    - Separate objectives for verbal and visual content clarity or include points about visual design from this document in this objective.

    - Expand guidelines to address cognitive accessibility of different visual representations (iconic, indexical, symbolic).
    - Discuss the cognitive processing demands of various image types.
        - This article ranks visual representations by ease of cognitive access.
    - Charles Sanders Peirce's categorisation into iconic, indexical and symbolic (also available at this semiotics resource) could be referenced, plus other image classifications for meaning-making approaches.

Deceptive Pattern Protection:

Deceptive patterns come up in many areas where the members identified gaps in Content Usable.

- **No Fibs or Surprises -**
    - **Problem:** COGA guidelines need to include clearer and more explicit protection against deceptive patterns. When selling a product or service, the service provider should provide full information, at the earliest opportunity, about costs, commitments, availability, and qualities. This could be made clearer in the COGA patterns.
    - **Proposed Solutions:**
        - Expand guidelines to address hidden costs, commitments, and quality aspects.
        - Separate cost and value/quality guidance into distinct design patterns.
        - Explicitly state that sneaking items into shopping baskets is unacceptable.
        - Address deceptive patterns like hidden subscriptions, sneaking, fake social proof, and fake scarcity.
            - 4.5.3 Notify Users of Fees and Charges at the Start of a Task (Pattern) only implicitly includes “notify users of all relevant quality aspects of the product/service, and of all commitments, including subscription. Do this as early as possible, and as accurately as possible (i.e. don’t tell any porkies about how much people love your product, or that it’s going to run out when you have plenty in stock)”.
            - cost-related guidance and quality/value-related guidance could be split into two design patterns)
            - 4.8.3 Clearly State the Results and Disadvantages of Actions, Options, and Selections (Pattern) implies “notify users of all relevant quality aspects, costs

and commitments of the product/service as soon as possible”
        - The implied points could be made explicit. Perhaps there also could be a Patterns that says “don’t sneak stuff into people’s baskets, they may not notice it”
- **No Emotive, Manipulative, or Trick Language**
    - **Problem:** Manipulative language negatively impacts cognitive function and should be avoided. Objective 3 speaks about language that is easy to understand. Manipulative, misleading or even emotive language and concepts should also be avoided. These can affect the user in a number of ways
    - **Proposed Solutions:**
        - New guideline addressing manipulative and emotive language (including visual).
            - Note: this actually fits with this Community group document COGA Fear and Cognitive Accessibility
        - Protect against confirmshaming, trick wording
    - **Related**: Emphasize straightforward, literal wording and simple structure.
      In line with the point made above about straightforward layout and structure,
      text/spoken content should also have a clear structure, and reflect the structure of the underlying concepts.
      See Article about Discourse by Scott Thornbury for more information on cohesiveness and coherence.
- **No ‘Forced Action’**
    - **Problem:** Forcing non-mandatory actions or making desired actions (e.g., cancellation) difficult. O5-DP02 (Make Short Critical Paths) indicates the critical path must include only mandatory actions.
    - **Proposed Solutions:**
        - Clarify O5-DP02 (Make Short Critical Paths) to explicitly prohibit making non-mandatory steps appear mandatory.
        - Non-mandatory actions should not be on the critical path, as this can create the false impression that they are required for task completion. This includes visually representing non-mandatory actions as if they were on the critical path.
        - Address deceptive patterns like forced action and making cancellation difficult.

Tricky Components:

- **Problem:** Interactive components (overlays, reveal components, calendars, etc.) pose cognitive challenges.
- **Proposed Solutions:**
    - List and discuss key challenging components.
    - Explain the cognitive challenges they present (cognitive load, specific impairments, perceptual/cognitive processes).
    - Advise on which components to avoid and offer alternatives.
    - Expand coverage of reveal components beyond just interactivity discovery.
    - Address composite interactive components (multiple elements).
    - Include examples of effective interactive components for cognitively impaired users.

Trade-offs:

- **Problem:** There are trade-offs in cognitively accessible design (e.g., white space vs. multiple pages, aesthetics vs. clarity vs. familiarity). Supporting memory may mean increase information on a page.
    - **Example:** A trade-off between using ample white space and splitting content across multiple pages.
        - While white space improves readability, spreading information across multiple pages can be challenging for users with poor working memory, who may struggle to recall previous content.
        - Additionally, some users benefit from seeing more content on a single page, as it helps them form a mental map. Both groups might prefer more compact content, as long as the structure remains clear and simple.
    - Example: aesthetics versus clarity versus familiarity
        - A simplified UI with exaggerated control features may lack aesthetic appeal and look unfamiliar to a more experienced cognitively impaired user.
        - Also, well-meaning designers might overdo it when trying to make a site cognitively accessible. Overdoing it would be excessive white space, which can disperse content (mentioned above).
- **Proposed Solution:** make it clearer that the designer may be faced with trade-offs. personalization as a possible solution.

Good multimodal content examples

Good multimodal content examples

Dear all,
As per our chat with Rain and Lisa about multimodal content (see meeting notes)… **please share examples of good multimodal content** you come across. For example, good visualisations. Online or offline (e.g. at the doctor's office).

Simply drop your links, photos, and screenshots of good examples that support you here:

1. Endless Scroll and Endless Video Feed

Example (non social-media): [Alyssa] When I reached the end of this article on Wallpaper.com, the next "Recommended article" just scrolled into view and the URL in my location bar updated to match the new article.

Good examples:

-

Bad examples:

- [Maya] Not a website but can take Netflix as an example, when you finish watching a show or movie after some time if you don't touch anything it just starts the next thing on its list. YouTube can do the same thing but with ads followed up.

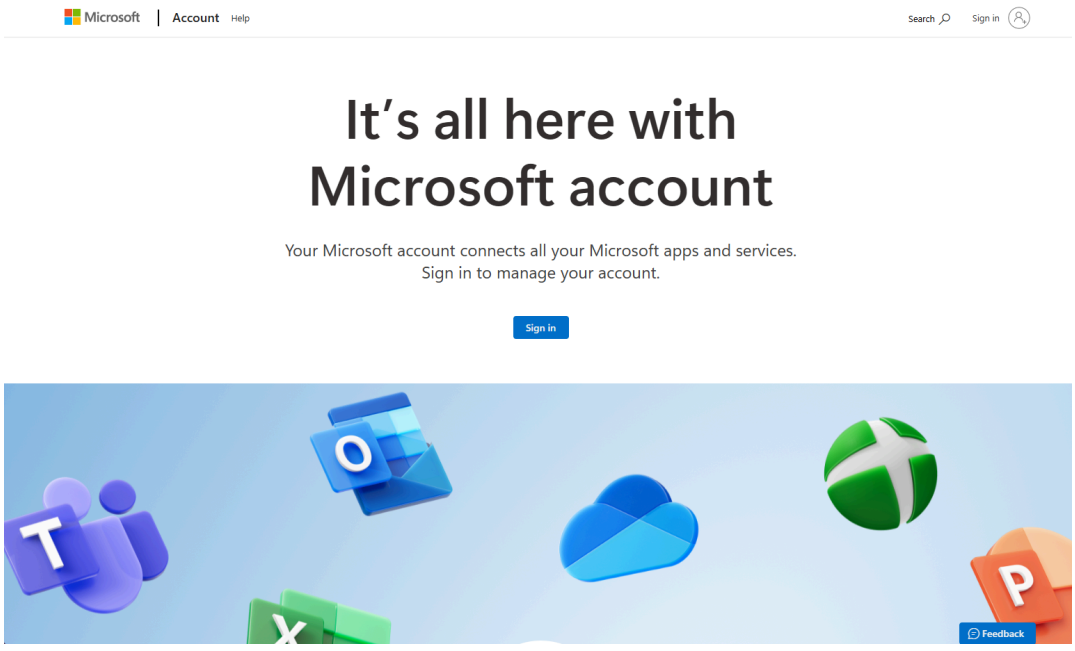
2. Good Multimodal: Using images to break up and add context to long text-heavy blog posts

Before: [FIRST DRAFT] Student Workforce Spotlight

After: [FINAL] Student Workforce Spotlight
[Alyssa] One of my content authors put together a blog post with over 20 quotes from our students. He started with a text-heavy first draft and then asked me for help to "make it spiffy." I suggested grouping the quotes by topic and interspersing relevant images of the students, library, etc. IMHO, the final version represents a good combination of verbal and non-verbal modalities to make the content easier to consume for various types of readers/learners. Note there are no icons and all images are decorative – if they were hidden (along with their alt text), there is no loss of meaning.

Good Multimodal:

- Feedback or help links within a website.
  Example: account.microsoft.com (very bottom is a feedback button)



- (Yash): https://pudding.cool/

  This website explains ideas with visual essays. The UX is very similar to Instagram Stories (i.e. you go through the different

parts of the essay using clicks or keyboard navigation, and these parts are often interactive).

- Comparing Phones (Eric): I was trying to compare phones and it's difficult for me to get a good sense of dimensions, e.g. 162.2 x 77.5 x 7.4 mm. I found https://m.gsmarena.com/ will make a 3D comparison and that helped me a lot.
- [Maya] Design portfolio today we learn how to use more photos than written content and all together build good storytelling. **I will try to find good examples.** I can also maybe put here some of the guides or rules that one wrote to help others to build better case studies.

Good and bad example:
https://waitbutwhy.com/2017/04/neuralink.html

- Good because pictures add a lot of context and relatability (and humour) to the content
- Bad because the pictures are not captioned and may not obviously correlate for all users

Notes, Questions

General notes and questions

Ethics (note)

- **Proposed Solution:** Add an ethical component to the COGA documentation, addressing the responsibility to respect user intentions and avoid manipulation.

Cultural Differences and Information dense Asian Apps (question)

- **Problem:** interformation app layouts in Asia raise questions about cognitive load and user preferences. Is there a universal standard or should there be culturally specific considerations?
- **Proposed Solutions:** Comment on cognitive load in such designs and consider how cognitively impaired users are affected. Investigate design differences in focus-critical apps (e.g., health) in Asia.

Style Considerations for 'Content Usable"

Style Considerations for ‘Content Usable‘

Rain ensured COGA Community members were able to review the updated Content Usable designs. However, there were some general comments that were not brought up in the slide deck so are noted below.

Word Choice "Use"

- **Problem:** Inconsistent use of the verb "use."
- **Proposed Solutions:** Reserve "use" for user interactions. Drop "use" from pattern titles or mark them with quotes. Provide clearer titles that focus on the core concept.

Word Choice "Identify"

- **Problem:** Ambiguous use of the verb "identify."
- **Proposed Solutions:** Clarify who is identifying (user, identifier, designer). Use more specific phrasing. Develop a glossary entry for "interactive component."

Word Choice “Content”

- **Problem:** Ambiguous use of the verb "content”
- **Proposed Solutions:** Differentiate between different types of content, e.g. page content, types of pieces of media, information content of pieces of media, topic concepts (that are covered), and presentation elements (which are included to guide the user, e.g. their attention)

No Title Case

- **Proposed Solution:** Use sentence case in titles for improved readability.

W3C WAI Documentation Style Guide

- **Proposed Solution:** Develop a style guide for consistent content presentation.

Descriptive, Not Imperative Language

- **Proposed Solution:** Use descriptive statements about cognitively accessible UIs rather than instructions. Start statements with the key noun. Consider passive voice. Allow descriptions to be used as instructions if desired.

Wording for Button Design Pattern

- **Problem:** Unclear what makes a button cognitively accessible. "3D rectangles" is outdated.
- **Proposed Solutions:** Clarify the criteria for button accessibility (standard design, differentiating features, affordance signifiers). Provide guidance for designing buttons in different contexts (design systems, scratch). Use more contemporary language.

Glossary

- **Problem:** Limited glossary coverage and inconsistent terminology.
- **Proposed Solutions:**
    - Comprehensive glossary covering relevant terms, including those with specific meanings in software development and design.
    - Acknowledge different professional terminologies.
    - Single, centralized glossary for all W3C WAI documentation.
    - Note terms also in the WCAG 2.2 glossary.
    - Cohesive underlying concept model for all WAI documentation.
    - Align terminology and writing style with the central model.

Structure

- **Proposed Solution:** Separate usability goals, design goals, and design techniques for better organization and clarity. Provide mappings and rank the importance of goals/patterns and techniques.

Unique Identifiers for Guidelines

- **Proposed Solution:** Assign unique identifiers to each standalone pattern or statement for easier navigation, referencing, and quoting.

Search Optimization for COGA Documentation

- **Proposed Solution:** Optimize keywords for improved searchability of COGA and other WAI documentation.

2025 Meeting Notes

Oct 2nd

October 2025 Meeting

Two meetings, held in two time zones:

- APAC-friendly time zone (03:00/3AM UTC)
- AMER & EMEA-friendly time zone (15:00/3PM UTC)

Notes and additional material:

October 2025 Meeting 1
Notes - APAC-friendly timezone (03:00/3AM UTC) 1
Attendees 1
Topics 2
Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC) 2
Attendees 2
Topic: Adaptive interfaces for accessibility 2
Presentation 2
Future meetings 2

Notes - APAC-friendly timezone (03:00/3AM UTC)

Attendees

Topics

-

Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Attendees

Topic: Adaptive interfaces for accessibility

Presentation

Eric did a systematic review on ‘Adaptive interfaces for accessibility’. He will present findings to the group

Future meetings

- Topic ideas:
    - Visual Design
        - Continue discussion on Visual UI design
        - Visual content - meaningful images, diagrams, charts
        - How users can change visual appearance of web content to make the content more cognitively accessible

        - Is there any subtopic in the area of ‘COGA of visual design’ that group members would like to initiate a COGA Community Group Opinion Paper on?
    - If there is anything you would like to share, present, discuss, get feedback on relating to cognitive accessibility, just let us know/post on Discord and we’ll schedule it in

Sept 4th

September 2025 Meeting

Two meetings, held in two time zones:

- APAC-friendly time zone (03:00/3AM UTC)
- AMER & EMEA-friendly time zone (15:00/3PM UTC)

Notes and additional material:

September 2025 Meeting 1
Notes - APAC-friendly timezone (03:00/3AM UTC) 2
Attendees 2
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Notes - APAC-friendly timezone (03:00/3AM UTC)

Attendees

Mark, Kiki

Topics

- Overview of Mark’s background and his interest in Cognitive accessibility and how the COGA community group usually runs
- Also reviewed discord UI appearance as it isn’t ideal and hard to use.

Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Attendees

Kiki, Anya, Caroline, Alyssa, Eric, Maya, Allison, Fatou

COGA Group and meeting overview

Kiki: what COGA Community group and meetings are about

- The Cognitive Accessibility (COGA) community group meets to discuss things important to specifically cognitive accessibility.
- The group provides space for feedback, argument, and sharing tips and tricks.
- Everyone should have a chance to speak and be mindful of others speaking.
- If sharing a personal story, state at the beginning if it should not be shared outside the room.
- The group aims to create "opinion papers" to send to task forces to advocate for more research and easier standardisation in accessibility.
- Community groups provide an avenue to think about potential standards without the strict demands and time commitments of formal standardisation bodies.

W3C resource: COGA guidelines

- Anya: to make sure everyone's aware of the COGA guidelines, created by the W3C COGA Task Force, here's the link Making Content Usable for People with Cognitive and Learning Disabilities. Note: Cognitive accessibility guidelines are not prescriptive; they are less structured than WCAG and require effort to extract core guidance.
- Fatou: has extracted info and organised COGA guidelines, and kindly shared her overview with the group. This will hopefully be uploaded on the COGA Community Group Google drive. For now, Anya has placed the file in her own Google drive in order to be able to share it here: COGA _ Guidelines - Overview - Fatou

External COGA resources

Kiki, Anya: The community group collects and captures COGA resources. Would like to encourage everyone to share resources in whatever way is convenient, and comment on their usefulness.

- spreadsheet: COGA Community Group - Resource Links
- on Discord
- in meetings

    - comment from Anya: please drop resources you are mentioning in the meeting into the chat. This helps the note-taker transfer them into the notes

Introductions

Name: connection to COGA; special COGA/A11y interest

- Anya: personalized framework for COGA and learning; COGA for neurodivergent users (incl Autism, ADHD, reading challenges)
- Kiki: UX research, clinical background; all things COGA, readability of content
- Caroline: accessibility specialist; fascinated by COGA (it's so broad, a little hard to nail down), contribute and grow
- Alyssa: web developer, designer at a university, library; cognitive impact of traumatic brain injuries, making digital content easier for people with cognitive disabilities
- Eric: ux researcher, caregiver, experience with neurodivergent people, people with learning disabilities
- Allison: instructional design; learn, community
- Maya: digital designer (digital product designer; UX/UI); COGA for users with ADHD, a11y for users with hearing impairments, making COGA core to design work
- Fatou: COGA of information systems, search, COGA consultant; COGA for neurodivergent users

Meeting Topic: Visual UI design and COGA

Why this topic?

The topic stems from Kiki's conversation with Mark earlier (COGA Community meeting APAC time zone)

- Impact of brain injury/stroke on cognition
- Problems with accessing digital content
    - especially reading is challenging
    - 'the internet on the whole' is not COGA
    - visual design causes "visual friction"
    - a case in point is Discord
        - dark mode
        - animations are on by default
        - Kiki acknowledges that Discord can be a challenge to use for non-gamers
- Kiki sharing Mark's view, All: Visual design can hinder or help
    - color, contrast
    - font choice, font weight
    - text spacing (line spacing, word spacing)
    - line length
    - busy visual presentation with insufficient visual clustering, versus simple linear layout structure with clear visual 'bundles' of information

Dark mode

Kiki:

- shared that for Mark this is a big issue
- why Discord is designed this way: gamers sit in dark rooms and don't want a bright screen
- not everyone does well with dark screens

Maya:

- user experiences vary widely - it's useful for some, not for others
- there are very different ways of presenting dark mode
- Low-effort personalisation (esp on/off) for dark mode is needed

Alyssa:

- Dark mode is a new design element with conflicting user experiences, particularly for migraine sufferers.
- The effectiveness of dark mode for migraine depends on its specific implementation and colour choices.
- Designers often don't think about people with disabilities or conditions like migraines.

Animated content, motion

Kiki:

- shared that Mark has an issue with animation in Discord being “on” by default. It can be switched off but that might be too difficult for some to do. Also, experience before adjusting settings is negative.

Caroline:

- Motion and animations can be triggering, can cause nausea
- current accessibility guidelines often focus on individual elements, and do not cover ‘fast-flowing content’ during scrolling
    - Fatou: this can be an issue for people with vertigo
- Example: the disability flag was redesigned to remove a "jumping" lightbulb shape

Anya:

- Gets dizzy when content moves

Allyssa:

- Resource: You Don't Need Animations (added after the meeting)

Readable font

- Maya: choose a font that’s easy to read over “creative” fonts - this goes a long way in terms of cognitive accessibility

Visual grouping and hierarchy

Kiki:

- Visual design elements like visual grouping and visual hierarchy are important for COGA.
- But do not benefit screen reader users who rely on non-visual cues and don't "see" the grouping. The structure needs to be in the code that’s used by the screen reader, e.g. with heading levels and labels

Personal communication, content creator-generated content

Kiki:

- a reminder to be careful with use of emojis, animated/looping gifs, flashing content; they can distract and cause anxiety
- There's a need for guidance to ensure UGC is easily made accessible.

Anya:

- there aren’t clear guidelines on whether to use emojis.
- Emojis can be helpful pictorial symbols for some cognitive profiles (e.g., those who struggle with reading or language) but ambiguous or distracting for others.
- Duplicating meaning with both emojis and words can be a solution, though it adds more volume of things to process.

Maya:

- knows when not to use emojis, and also to signpost the end of a message with a full stop.

- Animated gifs can seem random and be distracting for some people

Alyssa:

- When the system constrains users they create more usable content. When users can do what they want they create very inaccessible content at times, which can pose compliance challenges.
- To explain to creators what they should and should not do is a big training challenge.

Visual content - meaningful images, diagrams, charts

Briefly mentioned but not discussed.

Kiki, Caroline: charts, data visualisation can be very problematic

Other topics

COGA of Alt text

- Kiki: Overly descriptive alt text can distract screen reader users from the main content.
- Eric:
- Resource: Microsoft research - Designing Tools for High-Quality Alt Text Authoring. Is AI alt text as a starting point useful? Was not helpful because it led to lower quality text. This was from 2020, might be better now
- Alyssa: Drupal has a lot of AI in the tool.

        - Automating alt-text generation with AI | Dries Buytaert
        - AI Image Alt Text | Drupal.org
        - She wants to try out having alt text written by AI.
    - Caroline:
        - a big issue in her accessibility work. A lot of blind people find the “random descriptions of images” distracting.
        - Keen to see what AI can do.
        - AI needs to comprehend context to generate accurate and non-distracting alt text. Can AI even get the context? If so, how?

Lack of audio accessibility

- Maya: has experienced background music that’s too loud - background music interfered with what was said, which was then impossible to hear
- Eric: could maybe remove background music but this requires special software.
- Anya: ~~There are WCAG and COGA guidelines for backgrounds, but no value for audio backgrounds (like contrast in visual)~~. CORRECTION (added after the meeting):
    - COGA Guidelines 4.4.11.2
        - Avoid fast changing background content behind foreground auditory content (such as

background conversations or unnecessary traffic noise).
        - Provide an option to remove background noise behind auditory content.
    - [WCAG 2.2 - 1.4 Distinguishable/1.4.7 Low or No Background Audio (Level AAA)]
        - No Background, can be turned off, or background sounds are at least 20 decibels lower than the foreground speech content

COGA of social media

- Maya:
    - that's been discussed before, is a big issue.
    - Resource: Accessible Social

Interaction design - scrolling

- Fatou: How much scrolling is too much? The back to top buttons are useful but not always visible
- Kiki: disappearing scroll bars are a big issue
- Maya: endless scroll and the doom scrolling it can lead to is the worst

Tips, guidelines, legislation, case studies, projects

- Fatou has put severity weighting on accessibility limitations. For her, the most important approaches to address accessibility issues are:
    - personalization
    - multiple modes of interaction
- Alyssa: also considers multiple modes of interaction very important
- Maya: For personalisation, clear instructions and a usable information architecture are needed so users can navigate to settings.
- Anya: the COGA guidelines contain a number of design patterns for cognitively accessible visual design
- Fatou: Canadian legislation on June 1 saw Information Communication Technologies (ICT) standards become actual legislation. Resource: CAN/ASC - EN 301 549:2024 Accessibility requirements for ICT products and services (EN 301 549:2021, IDT) - Accessibility Standards Canada (also see 'Accessible Canada' homepage: Accessibility Standards Canada)
    - Federal government companies and American companies using software with the Canadian government have two years to comply.
    - ICT covers anything that conveys information using the internet, like software, or even a parking machine.

- Fatou worked on this project where COGA, including for visual design, was a key aim: a Bank of Canada paper highlights visual UI as one of the biggest challenges for accessibility. Resource: Digital Payments: A Framework for Inclusive Design - Bank of Canada
- Allyssa: Even institutional websites like a university's can have contrast issues, and be almost unusable.
- Maya: designers should use accessibility functionality available in design tools (such as Figma) plus other available resources
- Allyssa, Maya:
    - Training is extremely important but also very challenging.
    - Designers often don't care about cognitive accessibility, or don't know enough about COGA needs
    - Less experienced content designers, visual designers and developers often create inaccessible designs, perhaps thinking they are "playful and fun". They want creative freedom.
    - Design is functional, not art; designers need to communicate rather than merely make things look "whatever they want".
    - Accessibility is a "challenge," and designers should view it as an opportunity to find solutions.

    - Deverlopers need to be VERY careful with vibe coding, it causes lots of accessibility issues
- Caroline: Book recommendation 'Switch: How to Change Things when Change is Hard?' by Chip Heath. It's a quick easy read, and offers some fascinating nuggets of wisdom and ideas
- Anya (added after the meeting): this YouTube video of an 'accessible design' session delivered by Vitaly Freedman contains a lot of hints and tips on visual design. You can also search the resource spreadsheet for "Vitaly" to find the video and a handout

Future meetings

- October 25: Eric did a systematic review on 'Adaptive interfaces for accessibility'. He will present findings to the group
- Kiki, Anya: an open invitation to all
    - If there is anything you would like to share, present, discuss, get feedback on relating to cognitive accessibility, please let us know and we'll schedule it in. Just let us know/post on Discord what you'd like to discuss
- Kiki:
    - Would like to talk more about visual UI design.
    - Is there any subtopic in the area of 'COGA of visual design' that group members would like to initiate a COGA Community Group Opinion Paper on?

    - Open to any other topic
- Anya: (Added after the meeting) 'Visual content - meaningful images, diagrams, charts' could be covered more in-depth in future meetings. It might be useful to do some prep work.
- Anya: (Added after the meeting): how users can change visual appearance of web content to make the content more cognitively accessible, e.g. native Reader view of browser, browser extensions, accessibility tools.
    - COGA
        - E.g. Google search "charts data visualisation for users with cognitive impairment"
        - Towards a Universal Cognitive Tool: Designing Accessible Visualization for People with Intellectual and Developmental Disabilities
        - (PDF) Cognitive Data Visualization—A New Field with a Long History
    - COGA (somewhat related topic): mental visualisers can try out using mental imagery (and method of loci) for cognitive access and learning, e.g. using the Mental Atlas Method. Visual content can help with that.
    - Visual Impairment
        - Rebuilding Graphs for Accessibility: Inside Khan Academy's Inclusive Design - written by our very own Cat Johnson!
        - Enhancing statistical chart accessibility for people with low vision: insights from a user test | Universal Access in the Information Society
- Anya: (Added after the meeting): how users can change visual appearance of web content to make the content more cognitively accessible, e.g. native Reader view of

browser, browser extensions, accessibility tools. Also see Discord post "Reader' options to change text display in browser

August 7th

August Meeting 2025

Two meetings, held by Kiki and Cat in two time zones:

- APAC-friendly time zone (03:00/3AM UTC)
- AMER & EMEA-friendly time zone (15:00/3PM UTC)

Notes and additional material:

Notes - APAC-friendly timezone (03:00/3AM UTC)
Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Plus Notebook LM ("podcast-style") audio recording

And a separate "Podcast" on the special linguistics topic covered today

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Notes - APAC-friendly timezone (03:00/3AM UTC)

Attendees: Cat, Kiki

- *Skipped due to low attendance*

Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Attendees: Kiki, Anya, Eric, Cat, Charles, Kevin

1. **Continued: AI tools (suggestions, opinions, etc.) - questions**

   What are you currently using, if anything? Tips on using the tools? Good and the bad of utilizing AI?

   - The last thing mentioned from the previous meeting is asking AI to structure its response in a better cognitive format.
   - Kiki: AI used to rewrite even when she only wanted grammar check. It then started to keep the text more intact and now gives variations and Kiki can choose what she wants to use. This also helps understand when something she wrote can be interpreted differently from what's intended
   - Anya: I use templates to slowly improve the prompts overtime. I also use the very specific prompts as well and tell it not use certain terminology. I find it learns overtime. "My it sound like me, more natural, more formal, etc." When it is more like a research thing, I use a persona prompt. "I am a learner and it is your job to

make me understand." I also use COGA guidelines "I want short sentence, not vary vocabulary for the sake of engagement, use bulleted/numbered list.".

- Cat: Also in making it sound natural, I have been using AI to help me write an article and performance review. Article I really want it to sound like me versus the performance review, I am less concerned with that. So I would write out the bones of the article and then use AI to clean it up. Then I go back in to add my voice back in and repeat. I like what you said to fix the grammar but don't remove my voice of my piece. AI is really good at structure and grammar so I can focus more on what I want to say in my natural voice
- Anya Sims: You can also upload things you have written before that you were happy with and study the style, and tell it to sound like that. I am wondering whether it would also be worthwhile to write something like a style guide for the AI, even multiple, for different contexts. And in terms of nuance I've been finding that one has to know what the challenges and nuances are, and ask specific questions on these aspects.
- Kiki: AI is like a second pair of eyes, for well-meaning and constructive feedback

- Kiki: Productwise - product to enter research articles and ask questions about it. Kiki tested it by using her own research articles which she knew at the finest detail. And the tool didn't pick up on the nuances and caveats, which is very concerning.
- Eric: If you are asking about data when the data isn't all there. For example, for statistics about variance and certosis. When looking at the source, there wasn't anything about certosis so like a hallucination.
- Eric: How do not get it to change your words. So I will transcribe notes and I won't put in 'a' or 'the' or tense correctly, but when it rewrite and change words
- Anya: I would do something like "Keep all words as much as possible and only change for grammar". Also try Google Gemini pro or Google AI Studio which has an instruction field
- Kiki: example for a prompt - be very specific on what to change, and prompt for example " I am cleaning up a transcript and I need help. Please only add connector words that are missing like "a" and "the" or any grammar but not the words because this is a record of a conversation that occurred.
- Kevin: perhaps by default there should be a precedent to include nuance statements in responses

referencing the what research studies and ‘specified’ population pools in the summaries in the statements it makes. These caveats could add a level of verbosity that might add many more words but its likely something that should be getting considered by these tools we are building. While tools like perplexity site references in the top area while its creating the result on the prompt the resulting tex might be helpful

- Anya: I found when trying to understand COGA, I found it was pulling a doc that wasn’t content useable so I said Look at this document and not your general knowledge so it doesn’t pull info outside of what you are putting into it.
- Cat: Another example is in a performance review, look at this list and say in which places I exceeded expectations but then I found it was making up points like “you increased this metric by 25%!” but that is a lie because that was never in the list of my examples of my work. I prefer to use AI to do some bulk work but then I go in and pull out what is most important or what I want
- Anya: Yes, to be aware of the possible issues and know to catch those issues

- Kevin: We need to be a heavy handed drill segment to say what is okay versus what is not okay. For example, it could say based on this research, and then give a bulleted list. Also is it really hanging out to the stuff I am telling it. For example, when I uploaded my sound equipment and it gives me insights based just on my sound equipment when I may also what to know what I could buy to actually get a sound.
- Kiki: does not like using gems etc, only GenAi directly, as those take even more liberties. The GenAI
- Cat: This reminds me of a phrase one of my early computer science professors said. Computers are really smart, but also very dumb because they will only do exactly what you tell it to do. I definitely like starting new chats to have that blank slate
- Anya: Yes, in the context window it will treat everything in that window as a continued conversation. I have seen a couple youtube video which can be pages and pages long which has these instructions for a particular tasks, so for a repeated tasks you give it those instructions and background, then you don't have to wonder how it may approach it. It is like natural language programing it. Then the problems we also spoke about, such as it doesn't always do

what I want it to so, I think of the machine as an ADHD person. Without very specific instructions, it will just do what it think or 'wants' to do. Giving a very specific instructions can seem cumbersome but compared to going through all the original sources it is less cumbersome than that. It could be "give me an option with all the equipment I currently have and another option within X budget I could go buy at the store in addition to my equipment."

- Cat: You have to be very specific with computers. From a computer science perspective, you can communicate the same prompt to different AIs and get different answer
- Kevin: Like a screen reader loads of verbosity instruction of how I want you to work and work with me, what to and also not too announce.
- Kiki: agrees that very specific instructions are needed, but it can be annoying that it lacks "common sense". Compare with sheets, e.g. filtering table - it behaves predictably (tpyically),. GenAI makes assumptions but it does not tell you about that, and you often can't easily check because it does not give you the sources. You may think you've thought of everything in the prompt

- Eric: experience with R and excel/sheets. prefers R because that seems to behave in a more predictable way and everything is very specific
- Cat: wishes AI would indicate level of confidence/certainty. Arguments are very confident but not necessarily valid
- Anya: It's missing. One approach can be to check the output of one AI by giving it to another GenAI for comment. Also, it can help to ask one AI to help write the prompt for another AI
- Charles: I do that often, to check if it's complete and "makes sense"
- Anya: It can also be helpful to ask it for its level of confidence and the sources used. Gemini does list the links (the sources didn't always necessarily actually get used but hey)
- Eric: Can you actually ask for level of confidence?
- Anya: Well what I do is ask it for sources to check which is still work but less work then finding the sources yourself. Also asking for what assumptions it is making so you can adjust it.
- Kiki: ask it for confidence level and ask it to provide something to underpin that. Does not really trust confidence level in itself.

- Eric: It is like I need a butter knife but it is getting me a swiss army knife
- Charles: When AI is reading 5 documents and it is basing its reaction on those 5 documents but it is only confident based on those articles which is a limitation
- Kiki: 10000% yes I agree. It is up to us to understand the limitation else it can lead us astray.
- Anya: Has anyone done any prompting courses? Coursera have some in their catalogue. In true ADHD fashion I've started several, not finished a single one yet. Good stuff, though
- Add AI specific chat in discord.
- Kiki: Next week we will cover the visual presentation for cognitive access.

2. **[Group Discussion] Visual presentation for cognitive access (e.g. Font styles, contrast, backgrounds, distractions, use of images/icons, intensity of data in a sentence, sentence complexity, paragraph structure)**
    -
3. **[Other topics or group discussions for next time?]**
    - Have COGA considered older adults? I have found that getting the COGA principles may not be enough (e.g. being compliance doesn't seem like enough)

July 3rd

July Meeting 2025

Two meetings, held by Kiki and Cat in two time zones:

- APAC-friendly time zone (03:00/3AM UTC)
- AMER & EMEA-friendly time zone (15:00/3PM UTC)

Notes and additional material:

Notes - APAC-friendly timezone (03:00/3AM UTC)
Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Plus Notebook LM ("podcast-style") audio recording

And a separate "Podcast" on the special linguistics topic covered today

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Notes - APAC-friendly timezone (03:00/3AM UTC)

Attendees: Cat, Yash

I. **AI tools (suggestions, opinions, etc.)**

What are you currently using, if anything? Tips on using the tools? Good and the bad of utilizing AI?

- [Yash & Cat]
    - Initial hesitancy about the [AI/LLM] data set and how it's gathered, and how it's trained.
    - Using AI to help sort through notes.

    - Helpful with reflecting thoughts back to you and re-phrasing information you give it.
    - But also the struggle of how these things are built, but it can be so helpful.
    - Reminds of the invention of planes, cars, and other technology.
    - Is AI a drug or a helpful tool? Depends?
    - Also mixed feelings about OpenAI as a company.
    - Rephrasing ideas
    - Generating meeting notes from transcript
    - (depending on the application) it can change the format of the output dynamically.
    - AI [tone/]voice can be fine for a random email, but it also strips out your voice.
    - Creates the effect of it being too good.
    - [Yash] Interesting thing to try, ask it to give you the prompt to get a specific answer.
- Code editors:
    - [Yash] Uses CodeX which is not as good as doing some coding tasks compared to ChatGPT and those interactions.
    - [Cat] Engineering hat on, makes sense because ChatGPT just only needs to return text, vs. IDEs

need to do a lot of various actions and edit code.
    - [Yash] It can hallucinate more and make false assumptions.
    - [Cat] It's more consistent when you engage in a conversation and ask it to explain the code or brainstorm problems to solve.
- [Cat] Will link some research articles that I found concerning behavior of users trusting AI more and especially users from the accessibility/disability community.
    - https://dl.acm.org/doi/pdf/10.1145/3356727
- Big takeaway, Animal Crossing is awesome (just kidding but not)
- [Yash] Makers of AI Tools should be building it to handle and create trust with users.
- [Yash] Asked AI to generate an image and explained it really well but they were not that good.
- [Yash] AI is good when both you and the AI know the final outcome of what you want.
- Specificity is a feature of AI, you have to get very specific.

II. [Other topics or group discussions?]

- [Yash] We could easily keep talking about AI.

Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Attendees: Cat, Anya, Nicholas, Maya, Eric, Charles, Kevin, Mark

4. **AI tools (suggestions, opinions, etc.) - questions**

   What are you currently using, if anything? Tips on using the tools? Good and the bad of utilizing AI?

   - Do you use AI?
     - Do you use AI?
     - If yes, in what kinds of areas? E.g. for work, activities of daily living, personal obligations, leisure?
   - How
     - Do you use the AI models through the interface provided by the big model providers (e.g. ChatGPT (OpenAI), Claude/Claude Code (Anthropic), Gemini/Google AI Studio/Notebook LM (Google), Copilot (Microsoft), etc

        - Do you use software products that have AI built into them (e.g. Figma, scheduling apps, project mgt, coding terminal, etc
        - Do you have AI search switched on for web searches, and refer to the answers given by AI (together with, or instead of the web search results), etc
        - What other options are there?
    - What for
        - What do you use it for, what kinds of activities?
        - What do you feel you'd never use it for?
    - Why
        - Why do you use it or not use it? Maybe this differs by task? Reservations? Positive/negative Impact on productivity? Etc…
    - What are people's professional perspectives on AI?

      Some members are:
        - Researchers/students
        - Designers/Project managers
        - Engineers
        - Experience making PDFs accessible

5. **Member contributions**
    - Members use Perplexity and Gemini

- [Mark] Drive by reading: term for when you can read the information but it doesn't get processed by your brain.
- [Charles] Could AI be helpful to create some overlays (I know there are problems with overlays in the market) But maybe there's something that would be helpful for some users.
- [Maya] Uses ChatGPT in work and professional life. Noticed how it's changed and evolved over the past few years
    - Also use Figma over Adobe, their AI tools are better than Adobe.
    - Interesting to see how much AI is being pushed and accessibility in AI generated code. (Lovable, Bolt, Base44, etc.)
- People found the code editors interesting for generating accessibility code.
- [Nicholas] Found some interesting usage in AI to generate descriptive text for graphs. Sometimes it would be helpful.
- [Nicholas] AI has been useful for the synthesizing of information and organizing information. Those executive functioning tasks.

- [Nicholas] Works with a lot of undergraduates that use it a lot, and that has been very concerning.
- [Eric] Uses a lot of speech to text, applications, and using Wave had been great. Been very skeptical of the generative AI tools and concerns using it within user research. (Especially some researcher making AI personas for research and seeing if that replaces user with specific experiences).
- [Eric] book recommendation: https://en.wikipedia.org/wiki/Weapons_of_Math_Destruction
- [Eric] Also the ethical concerns around art and music as an artist.
- [Mark] Does not use AI, but is interested in finding an AI tool to changes the lyrics of a song for a love one.
    - Has tried GalaxyAI.
    - Group recommended: ask an AI tool or Google what AI tool would help you achieve that lovely song.
- [Anya] What I've started to do when chatting with AI is ask it to number the responses and then I can refer back to that response, instead of getting lost in the long chat.

        - Essentially force the AI tool to use cognitive accessibility guidelines to help orient yourself within the conversation.

6. **[Other topics or group discussions?]**
    - [Mark] Topic around reading and how our brain processes it. From our lived experiences to how members navigate it.
        - Helper bird tool discussed https://www.helperbird.com/- available in Firefox
            - In Firefox add-ons (https://addons.mozilla.org/en-US/firefox/addon/helperbird/
        - Would be great to have ai bot with a11y recommendations on what tools to use for different challenges.
    - Definitely a second session on AI to talk about the spicier parts of it.
    - [Mark] A future meeting to include discussing visual presentation for cognitive access. Font styles, contrast, backgrounds, intensity of data, distractions, use of images/icons, intensity of data in a sentence, sentence complexity. paragraph structure.

[Anya] Meeting prep (in case this is useful)

Google search: “how can AI be used for UX design and for ensuring accessibility, and particularly cognitive accessibility, so that those with a cognitive impairment do not fail to use the UI?”

AI Overview

AI can significantly enhance UX design and accessibility, especially for users with cognitive impairments, by personalizing experiences, providing adaptive interfaces, and offering assistive technologies. AI-powered tools can analyze user behavior, predict needs, and automate tasks to create more intuitive and inclusive designs.

Here's how AI can be used for UX design and cognitive accessibility:

1. Personalization and Adaptive Interfaces:

Personalized Content and Experiences:
AI can analyze user data (browsing history, purchase patterns, etc.) to tailor content and layout, making it easier for individuals with cognitive differences to find what they need.

Dynamic Adaptation:
AI can adjust the interface in real-time based on user behavior. For example, it can rearrange content, simplify navigation, or adjust font sizes to optimize usability for each individual.

Adaptive Learning:
AI-powered platforms can learn user preferences and adjust the

learning pace and presentation of information, making it easier for those with cognitive differences to grasp new concepts.

2. Assistive Technologies:

Predictive Text and Autocomplete:
These features reduce the cognitive load of typing, making it easier for users with cognitive and motor impairments to interact with the system.

Natural Language Processing (NLP):
AI-powered chatbots and voice assistants can provide real-time support and guidance, helping users navigate complex tasks and understand information.

Screen Readers and Text-to-Speech:
AI-powered screen readers can convert visual content into spoken words, making websites and applications accessible to users with visual and cognitive impairments.

Image Recognition and Description:
AI can analyze images and provide descriptive alt text, which is crucial for users who rely on screen readers or have difficulties understanding visual information.

3. Accessibility Testing:

Automated Testing:
AI can automate many accessibility testing tasks, such as identifying missing alt text, improperly labeled forms, and issues with keyboard navigation.

Simulating User Experiences:
AI can simulate the experience of using a website or application with assistive technologies, like screen readers, helping designers identify potential barriers.

4. Addressing Specific Cognitive Challenges:

Reducing Cognitive Load:

AI can simplify complex tasks, break down information into smaller, more digestible chunks, and provide clear and concise instructions.

Providing Contextual Help:

AI-powered tools can offer just-in-time help and guidance, reducing the need for users to remember complex instructions or procedures.

Managing Information Overload:

AI can filter and prioritize information, presenting users with only the most relevant content, reducing cognitive fatigue.

5. Empathy and User Understanding:

Analyzing User Behavior:

AI can analyze large amounts of user data to understand how individuals with cognitive differences interact with the interface, providing insights into their needs and preferences.

Personalized Feedback:

AI can provide designers with real-time feedback on the usability of their designs, helping them identify potential issues and make improvements.

By leveraging AI in these ways, designers can create more inclusive and accessible user experiences that cater to a wider range of cognitive abilities, ensuring that everyone can participate fully in the digital world.

June 5th

June Meeting 2025

Two meetings, held by Kiki and Cat in two time zones:

- APAC-friendly time zone (03:00/3AM UTC)
- AMER & EMEA-friendly time zone (15:00/3PM UTC)

Notes and additional material:

Notes - APAC-friendly timezone (03:00/3AM UTC)
Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Plus Notebook LM ("podcast-style") audio recording

And a separate "Podcast" on the special linguistics topic covered today

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Notes - APAC-friendly timezone (03:00/3AM UTC)

Attendees: Cat, Kiki, Shivasuresh, Yash

Pull out any examples for COGA Task force questions

- [Kiki] Two things to keep in mind
    - Endless scroll
    - Adaptive layout
- [Cat] most of the articles I found were focused on mobile platforms and social media. I wonder if there are articles that focus on more a cog a11y perspective.

- [Yash] can we take a step back and understand the goal of this activity
- [Kiki] give resources to allow task force to make an informed decision
- [Yash] So if we provide resources, then it is more likely that task force will implement?
- [Kiki] Not necessarily, but in good faith we want to support them if we can and allows them to focus their resources (e.g. no current resource, they would need to do primary research
- [Yash] Could there be one recommendation? Some people may not want that
- [Kiki] Absolutely, the recommendation will likely be about user choice. Also we don't have to pull out examples or find research. You bring up a great point and we can decide it isn't worth our effort. Personally, I will look because I want to push it forward in a way I can but totally optional
- [Yash] Yes, giving them whatever information we can and speaking their language the best we can.

Update from social media group

- [Cat]
    - Rosendo wrote a great article that they published on their own medium account. Really inspired from the social media group.

    - Kevin has an article that has a lot of traction on and in the feedback stage.
    - Also have deceptive patterns document that is moving forward; Kiki will be taking over the article when you have the free time.
    - Several members are doing personal articles.
    - Yash also has an article!
- [Cat] There are a lot of articles at different stages. Had conversations about technical article resources.
- [Yash] I accidentally deleted the calendar invite but I see my name on it when cat shared it in slack/discord

Calendar troubleshooting

- Troubleshooting social media calendar invite specifically
- Potential solution: Make a public COGA calendar and add the events to that calendar. Share the calendar link

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Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Kiki, Cat, Charles, Simo, Eric, Ronise, Parampreet, Anya

I. Administrative & Reminders

- **Calendar Invite Issues Resolved:**

    - A new Google Calendar group has been created.
        - Google link: https://calendar.google.com/calendar/u/0?cid=ZjlmMDg5YzRlZGExMzRiMTY3NmQ0YjQ3MWJjMTVhNTVjZDcxZjU2MjQxZTM1OTFjYzNhNDg0NzQ5ZjZjOWQyM0Bncm91cC5jYWxlbmRhci5nb29nbGUuY29t
        - iCalendar link: https://calendar.google.com/calendar/ical/f9f089c4eda134b1676d4b471bc15a55cd71f56241e3591cc3a484749f6c9d23%40group.calendar.google.com/public/basic.ics
    - **Action:** Subscribe to this calendar group by clicking on the link to receive all meeting invites (main, APAC-friendly, social media subgroup).
    - **Action (Kiki):** Post shared calendar links in Discord
    - **Action (Cat):** Attempt to remove old/broken calendar links.
- **Discord invite**
    - Link to our discord: https://discord.gg/zS2gexdH
- **Gaps document (tab) - Action Item Reminders (from previous discussions):**
    - **Research on 'Endless Scroll':**
        - Request: Share any research found, especially if tied to social media, as it's a common area for such studies.
        - Purpose: Inform the task force.
        - [Simo] Endless scroll makes it hard to gauge task completion time.
            - [Anya] it is my understanding that the user determines how long they stay on the

page, but are losing their freedom/power to decide due to the addictive nature of it. Cat added Simo's point to the gaps doc.
        - **Action:** Add findings to the "gaps usable" tab.
            - [Anya] will add some research (using SciSpace)
            - Who else who'd like to contribute? Please do.
    - **Examples for Responsive/Adaptive Layouts:**
        - Request: Share personal experiences/examples (screenshots, videos, descriptions) of good/acceptable adaptive layouts, particularly how mobile window size changes affect usability.
        - **Action:** Drop examples in the shared space or send to the speaker.

II. Discussion on 'Content Usable' (COGA Guidelines Document)

- ***How to get to content*** versus ***Usable content***
    - [Charles] The **Gaps document (tab)** seemed focused on "how to get to content" and questioned if it covered introductions/onboarding for website interaction.
        - The title "Gaps in COGA 'Content Usable' Guidelines" is unclear. **Clarification:** 'Content usable' refers to the "Making content usable for people with cognitive and learning disabilities" document (also called the COGA guidelines).
    - Response:
        - The COGA guidelines are comprehensive on presenting information in a cognitively accessible way (e.g., plain language).

        - A gap for "how to use an interface/onboarding" (especially for mobile gestures) is noted in the gaps document for Gesture interaction.
        - Guidance on task instructions (e.g., for bookings) exists (Objectives 4, 5, 6; e.g., 4.5.3, 4.5.7).
        - If interested, you could review the Gaps document (tab) and skim the COGA guidelines (Design guide), and bring suggestions for changes/additions to this group.
- Suggestion and encouragement for anyone who wants to familiarise themselves more with the COGA guidelines
    - Acknowledged as challenging to work through (dense and difficult to navigate). (Added after the meeting: The Task Force are working on the next version currently.)
    - Use Discord for questions to members who are already more familiar with the document (e.g., Anya).
    - Explore using AI tools (e.g., NotebookLM) to query the document.
    - Post findings/comments on Discord between meetings.

III. Social Media Sub-Group Update (Presented by Cat)

- **Ongoing Work:**
    - Developing articles on a great variety of topics
    - Deceptive patterns article is progressing slowly
    - "Journey to Accessibility" article series: Members share personal experiences.
    - Kevin is drafting an article: "Building Trust with Neurodiverse Users, Candidates, Contractors and Employees" (currently in feedback).

    - Not part of the group effort, but an example of a social media article by a group member: Rosendo wrote a personal, poetic article (written outside of the social media group). Cat shared link on Discord, here it is again: https://medium.com/@rosendo.fig/day-13-676-what-37-years-has-taught-me-about-life-08b065dbc2b4.
- **Purpose:** Advocate for community members' voices, opinions, and perspectives.
- **Meeting Time:** Occurs right after the main community group meeting, plus a second meeting in the same month two weeks later. All have access to the invites now with the shared calendar. All are welcome to join or even just to stop by to check it out.
- **Call for Participation:** Personal stories are welcome; more research-focused contributions are also welcomed.
- **Resources & support:** The social media group members aim to support each other in their efforts to write articles, including discussing free online resources for article writing, giving each other feedback.
- **Action:** Link to social media notes shared. Discord channel used for drafts and feedback.

IV. Future Meeting Topics/Activities

- **Proposal 1:** Revive having community members present informally on topics of interest, experiences, or backgrounds.
    - [Cat] Discuss AI in the workplace – likes, dislikes, helpful uses (e.g., outlining, drafting articles, researching), what to avoid. Another interesting angle would be the cognitive accessibility of generative AI (prompt/response) user interfaces

    - **Action:** Add AI discussion to next month's agenda.

V. This week's topic of interest: Word Usage in COGA guidelines document - raised by Anya

- **Focus:** Word choice in design section headings and user stories. Examples given (mostly headings):
    - Headings
        - Use a Clear and Understandable Page Structure
        - Use Clear and Understandable Content
        - Use a Simple Tense and Voice
        - Use Clear, Unambiguous Formatting and Punctuation
    - From a paragraph
        - Use whitespace and good separation of foreground from background to help comprehension
- **Personal context**
    - As a non-native speaker, Anya suffers from Lexical anxiety (Lexical = to do with words, word choice; insecurities and fears about using language incorrectly, embarrassing herself, not understanding. This used to be severe, now usually quite mild).
    - With that, and ADHD (though this may relate more to autism), comes something she calls "Lexical Hypersensitivity" - a personal experience where words used differently from her understanding can cause her emotional stress/distress..
    - Some of the headings and word choices in the COGA guidelines look/sound 'a bit off' to her (which has been

distressing her), so she tried to find out what's so peculiar about them. She is sharing this with the group, in case it helps anyone else.
    - Added after the meeting: Please note that the following are a layperson's findings, and they reflect personal opinion
- **Concerns about the wording**
    - Anya has several concerns about the words used in the examples.
    - Kiki and Cat have picked up on some of them:
        - Inconsistencies in headings (e.g., presence/absence of "a", and reasoning [NB: the sentence with the reasoning was an odd one out because it is not a heading - there are inconsistencies in other headings in the document, though - there is no consistent format]).
        - Documentation can be both vague and too specific; desire for more specific guidance linked to further resources (e.g., user stories, conditions like dyslexia).
            - Sidebar, in response to this comment: it can be quite helpful to look at the relevant perceptual/cognitive functions (e.g., visual object recognition, visual noise filtering, figure-ground perception) to understand the *rationale* behind design recommendations for cognitive accessibility. The Cognitive Atlas is a great resource for finding out about these perceptual/cognitive functions

            - [Simo] Also the difference in top-down and bottom-up process.
            - [Charles] very interesting, just reading about this topic in the IAAP course for CPACC
    - Anya's main issue with the text samples above: the use of the verb "use"
        - What kinds of things do we 'use'? We 'use' things that can be employed as a tool, method, system, resource, or means to an end.
            - There is a grammatical term for this: the verb "use" 'semantically selects' a tool, method, technique, approach, system, resource, or means to an end. (also see: Colorless green ideas sleep furiously - Wikipedia)
            - Designers may use specific tools/means when they create things, such as a writing style guide (content designers, writers, journalists), or a grid layout, specific colors (visual designers). The word "use" fits well in this context.
        - The word 'use' does not fit naturally into the "semantic field" for creation and design when we refer to what is being created (rather than what tools are being used to do so).
        - Designers design and create things. Things like "understandable page structure" and "understandable content" are outcomes of the designer's work, not tools or methods.

- ‘Use a Clear and Understandable Page Structure’ and ‘Use Clear and Understandable Content’ contain a clash between verb meaning and noun meaning.

Added after the meeting:

- “Use” is somewhat vague
  - Vague words are often less cognitively accessible than specific words.

  - Use a Simple Tense and Voice
    - One could argue that Simple Tense and Voice are linguistic style elements or tools, but use is an unnecessarily vague term.
    - ‘Communicate using Simple Tense and Active Voice’ would be more specific. [NB: also note that the word ‘active’ is missing from the original.]

  - Use Clear, Unambiguous Formatting and Punctuation
    - **Formatting** has many meanings in the context of text presentation. This makes it an ambiguous term. It is not obvious what this refers to. Here is a guess:
      - “Formatting” may refer to symbol format clarity (e.g.,

base-10 numerals vs. Roman numerals: 27 vs. XXVII)?
        - “Clear formatting” may imply "choose symbol systems that are easy to parse (visual perception) and can be read unambiguously (interpreted for vocal expression)."
        - That’s a very narrow technical sense—but the word “formatting” is overloaded, so it’S not quite clear.
    - Also, **semantic selection issue with ‘formatting’**:
        - "Use APA formatting" - works, because this is a defined set of rules you employ.
        - "Use bold formatting" - works, because this is a specific typographical tool you employ.
        - “Use Clear, Unambiguous Formatting” - this is different. "clear, unambiguous formatting" is not a named system or a specific tool. Instead, it describes the desired qualities or characteristics that the formatting should possess. It's

an outcome or a state to be achieved.
        - Note: “Use accurate **Punctuation**” works fine.
    - “Use **Clear, Unambiguous** Formatting and Punctuation” - ‘clear, unambiguous’ flows quite well, granted. However…
        - **Slightly complicated logical relationship between ‘clear’ and ‘unambiguous’:** ‘clear, unambiguous’ contains “nearly” redundant information. This may be intentional. Unambiguity is often a precondition for clarity. Clarity, however, additionally depends on how interpretable and structured the information is for the intended reader. It would be more logically accurate to say something like “clear, especially unambiguous” or “unambiguous and overall clear” (but this does not flow as well)
        - **Different frames of reference for ‘clear’ and ‘unambiguous’:** the frame of reference for “clear” is how the

recipient of the information perceives the information. The frame of reference for “unambiguous” is how clearly the symbol or sign represents the thing that’s being represented. These are two different frames of reference. The cognitive challenges Anya experiences when faced with the combination of these two words in one heading (or sentence) have theoretical grounding:

- Discourse Analysis / Functional Linguistics:
    - The issue here is ‘conceptual frame blending’ or an ‘unmarked frame shift’ within a single clause or sentence, i.e. an **invisible** transition between types of meaning or perspective. While many readers may successfully process such combinations

without conscious difficulty, Anya experiences additional cognitive load from these unmarked frame shifts.

- Psycholinguistics:
    - This creates processing discontinuity, forcing the reader to reparse as the referential base changes mid-thought. The mental parsing fails to anticipate the shift.
- Rhetorical Structure Theory (RST):
    - The heading groups different types of meaning together, but doesn't give the reader clear clues about how the ideas relate to each other. (Weak

coherence relations (such as elaboration, justification) between the ideas.)

- Cognitive Load Theory (Sweller):
    - As a result, the reader is experiencing extraneous cognitive load—effort spent parsing presentation/structure instead of content.

- Pairing of adjectives with nouns - Modifier Scope Ambiguity:
    - The comma in "clear, unambiguous formatting and punctuation" indicates that the two adjectives form a coordinated pair applying to both nouns.
    - However, the comma doesn’t fully resolve modifier scope because

of semantic and conceptual mismatches.
        - As discussed, the adjectives invoke different reference frames
        - Slightly different semantic expectations for “formatting” vs. “punctuation”: one might naturally expect ambiguity with punctuation, and clarity with formatting (when just thinking of text formatting)
    - As a result, the phrase looks grammatically fine but is still cognitively challenging.
- Additional question: “Use Clear, Unambiguous Formatting and Punctuation” - what makes formatting and punctuation ‘clear’? One could argue that accurate and unambiguous formatting and punctuation lead to text being clear.

Anya's lack of clarity on what "Clear Formatting and Punctuation" might mean further adds to the cognitive load she experiences.

- If "use" refers to/implies "use [design with the qualities mentioned] *in order to achieve cognitive accessibility*" then the heading would be semantically very complex.
- A possible alternative may be: 'Present accurate, unambiguous symbols, spelling and punctuation'.
- Overall, this heading tries to signpost expert-level content. The current heading is an example of the challenges authors can encounter when they try to do this with plain (or "plain-sounding") language.

- **General Agreement:** The phrasing could be more precise and consistent for better clarity and application of guidelines.

- **Anya's Reading Tip for COGA Document:** Conceptualize the "real entities" – content containers (such as the page), the page content (in terms of informational, interactive components), and the information and interactions presented through these components.

    - To an extent, the COGA design guidelines describe what kinds of “real entities” should be included.
    - The main focus, however, is on the qualities the designer should aim for when designing these entities, which can be grouped into several domains.
      Examples, added after the meeting:
        - Encoding of information in verbal language
        - Encoding of information in a “visual language”
        - Arrangement of entities in space
        - Aspects of interaction (eg for forms, navigation)

- One could also provide ontological arguments for the above
    - There are different approaches in the field of Ontology engineering
    - Anya’s preferred approach is BFO - Basic Formal Ontology.
        - Her personal interest in BFO stems from its potential to provide the foundation for knowledge graphs.
        - It’s useful because it refers to “real entities” (note that real does not mean material - a mental representation of something is considered a ‘real’ entity).
        - Another benefit of using ontologies is that they clarify which entities one is talking about, as each entity has a unique reference. And one has to be rather clear about the relationships between things.
        - While referring to an ontology may not be practical for most accessibility practitioners (as it adds further challenges and complexities), she

hopes that it will help her visualize the complex, multi-intersectional relationships between accessibility concepts. This is something linear text struggles to represent effectively.

- Happy to talk more about that sometime in the future

May 8th

May Meeting 2025

Two meetings, held by Kiki and Cat in two time zones:

- APAC-friendly time zone (03:00/3AM UTC)
- AMER & EMEA-friendly time zone (15:00/3PM UTC)

Notes and additional material:

Notes - APAC-friendly timezone (03:00/3AM UTC)

Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Updates

COGA Community Group chat moving from Slack to Discord ('How to' starter guide for Discord)

Spoken COGA community group meeting notes ('How to' guide for iPhone, Mac)

Plus Notebook LM ("podcast-style") audio recording

Notes - APAC-friendly timezone (03:00/3AM UTC)

Attendees: Cat, Kiki & Danielle

- Intros
- Answering questions
    - [Cat] These are good questions by Lisa to ask for evidence.

    - [Kiki] Absolutely, but really want us to only put effort into looking up research in which COGA Task force will actually use
    - [Cat] For magnification, it could actually be the same since there is also a reflow pattern in wcag
    - [Kiki] Oh Lisa's comment also comments on the reflow. Yes they may be the same, however I do hope that there would be additional cognitive accessibility considerations added to the pattern even if it is in WCAG and not COGA.
        - https://www.w3.org/WAI/WCAG22/Understanding/reflow.html

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Notes - AMER & EMEA-friendly timezone (15:00/3PM UTC)

Attendees: Kiki, Cat, Anya, Charles, Simo, Eric, Sandra, Ronise

- Agenda for today: mostly updates from Kiki on various topics - two meetings (to cover more timezones); new platform for chats (from Slack to Discord); new calendar invite; feedback from Lisa on the gaps in COGA documentation highlighted by the group earlier in the year

- New calendar invite - key actions for all COGA Community group members:
    - **PLEASE DELETE ANY CALENDAR INVITE FROM CIARA SALMON (E.G. KIKI)**
    - And **please add Cat's new invite into your calendar:** https://calendar.app.google/rzcseA9jeRiNYcSm7
      This new calendar invite will adjust when the clocks change twice a year.
- Two meetings (to cover more timezones)
    - First split meeting took place in May, to be globally inclusive. The meetings will be the same, in that Kiki will aim to cover the same topics. The meeting notes for both meetings will be captured in this document.
    - Sub-group meetings will not be split into two meetings. Breakout meetings can be set up ad hoc, if desired.
- Spoken version of meeting notes
    - Recording is tricky because everything gets captured, and if anyone wants to exclude anything they are saying from the notes then that's tricky to cut out. Also, the community group does not manage the Zoom account.
    - Here's a way to get Apple computers and iPhones (in conjunction with browser/Google drive) to read out

the meeting notes: Spoken COGA community group meeting notes ('How to' guide for iPhone, Mac)

    - Action item: Kiki will try out **Notebook LM** to create a podcast-type audio version of the meeting notes. Kiki provided the Notebook LM recap of the meeting today but here is now a later version that includes some notes that got added later: Notebook LM "podcast-style" audio recording Tip: vary the playback speed as per your preferences.

- The group will be moving to a different chat platform: from Slack to Discord
    - If you're not familiar with Discord, here is a little introductory guide: COGA Community Group chat moving from Slack to Discord ('How to' starter guide for Discord). Please note that this was not written by a Discord expert, but by Anya who is not familiar with Discord at all and jotted down notes when trying to figure it out.
    - Discord invite: https://discord.gg/gRhZTYupP6
    - Kiki demo'd Discord using the mobile app
    - Channels:
        - Welcome and rules
        - Announcements - for group meeting details and other announcements

        - Resources - for group resources
        - Main chat
        - Social media
        - Off-topic
    - Kiki will put updates into Slack and Discord in parallel until we have moved over to Discord completely. Up to and including the June meeting. From then on only a pointer in Slack to please go over to Discord to pick up the latest updates and chats
    - The following notes have also been integrated into the Discord introduction guide
        - Discord is free. All required functionality is available for free. You can subscribe if you wish, but we don't want people paying for discord unless they want to
        - For everyone who has a Display name that’s different from their real name: if you could update your Server Nickname under Per-server profile settings on the COGA community group server to your real name, that would be appreciated. This updates your name on the group channels (but not on Direct messages). This makes it easier for everyone to know who’s who
        - A little warning from Simo: to upload a gif (animated or not) as your profile Avatar requires

a paid-for subscription. You can change the file to PNG and don't need to pay.

- Update on Gaps in COGA Documentation (see tab)
    - Lisa, who leads the COGA task force, asked for clarification on some points, and also for some evidence.
    - Action Items (for anyone who would like to engage on this: please go through Lisa's comments. Where she asks for more info, If you have (or can easily find) any research references, anything that gives context, or any resources that capture the point well (even if not explicitly scientifically underpinned), please add links to the bottom of the point/item/topic.
    - Key topic - 1. Endless Scroll and Endless Video Feed
        - Please add any research you find that gives context to endless scrolling or if you find research articles on how endless scrolling can be addressed. Please add it under the endless scrolling section of the GAPs in COGA documentation tab
    - Key topic - 5. Adaptive layout - no functionality or information on the page should be hidden.
        - Reflow from WCAG can be relevant here https://www.w3.org/WAI/WCAG22/Understandin

g/reflow.html. But this should not only be for WCAG but for COGA as well

- Please add any video/images when you lose content in a window. If you are not sure how to make a video, add the link and tag Kiki. She can make a video on your behalf.
- Please add links/images to the Responsive/Adaptive Layout section in the GAPs in COGA documentation tab

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Updates

Monthly meetings

- Two monthly meetings will be held on the first Thursday of each month. The APAC timezone-friendly meeting will occur on the Wednesday evening preceding the first Thursday of the month.
  - APAC-friendly timezone to be at 3:00 UTC
  - AMER & EMEA-friendly timezone to be at 15:00 UTC
- Initially, the APAC meeting will be a smaller group. Instead of updating them on the large group discussion, this smaller group will discuss the topic first. Their discussion can then inform the larger group meeting. If this changes over time, we will consider alternating which meeting occurs first. However, implementing a consistently rotating meeting time

would currently require significant coordination and tracking.
- The meetings will not be recorded as the Zoom meeting does not belong to the co-chairs. If this is important, please bring it up during the monthly meeting to discuss.
    - Will be trailing NotebookLLM to audio format of notes from meetings notes
- After both meetings occur, a summary will be sent out in the asynchronous chat space to keep everyone updated on what was discussed in both meetings.

Subgroup meetings

- No changes will be made to the subgroups. They will occur when the COGA community group member can lead them. No group decisions will ever be made in subgroup meetings, so having these meetings occur in one time zone will not impact the entire group.

Async forum

- We will be changing from Slack to Discord. Slack deletes messages every 3 months, which makes it difficult to refer back to conversations. This has been an ongoing issue, and so a change in platform will be made. I was not the original person who created the Slack channel, so I am unable to delete it. However, it will no longer be monitored or updated going forward.

COGA Community Group chat moving from Slack to Discord (‘How to’ starter guide for Discord)

Version 1.1 (8th May, 3PM); see Document history for Version 1.0 (8th May, 3AM)

Why Discord, rather than Slack?

- Both platforms are free, but…
- **Discord** doesn’t put a time limit on message access,
- whereas **Slack** hides messages and private messages that are older than three months from non-paying users

Discord looks & feels quite different from Slack

Discord as a social media platform started off as an online computer/video game platform. If you’re a day over 19 and not an avid gamer/video game streaming fan (or stream video games yourself), you might notice that **the look & feel of the platform is young & playful**. This is somewhat different from Slack which has a more professional look & feel.

You may come across the term Discord **server**. “Server” is the Discord name for a group area or page. We will occupy the **COGA Community area/server**. It will be accessible by **invite only**.

Some users have very creative and **unusual names** on Discord. These would have typically been chosen in a gaming context. If

that's the case for you, please be so kind and set your server-specific Nickname as your real name (also see.

Discord is free to use. No subscription or purchase are needed to use Discord for the COGA community group. On certain pages, such as the 'Profiles' settings page, Discord will try and entice you to buy decorative items or a subscription (called Nitro). It might take some additional mental effort to ignore these sales efforts.

Overall, the new chat environment will hopefully feel quite familiar soon.

How do I get onto Discord?

Also see: Discord "getting started" guide

You can use Discord in a web browser, as a mobile app and/or a Desktop application.

To start off in a web browser, follow the **invite link to the COGA Community Group** (see meeting notes and Slack).

When prompted to log in

- Log into Discord if you already have an account
- Or, if you need to create a Discord account, find the small '**Register' link** at the bottom of the pop-up window
    - Create your Discord account
        - Enter user details. You will need to create two names, Username and Display name. These may be the same, or may be different.
            - **Username**: choose a name that uniquely identifies you on Discord

        - Note: Discord may append random numbers to the name you have chosen, to make it unique.
        - You can update your username to a different unique username later, under Settings > My Account (see below).
    - **Display name**: this name will be most prominently shown on Discord, e.g. whenever you post on a Channel, or when you write a Direct message to someone.
  - **Discord will send a code** to the email address you used when signing up. **Enter** the code to finish your account set-up
- Go back to the COGA Community Group **invite link** and click on it again
- Log into Discord when prompted to do so

You should then be taken straight to the **COGA Community Group 'server'**
('Server' is a Discord term for a group area).

An **"happy brain" icon** that links to the COGA Community Server will appear on the left. Next time you log into Discord, you can **access the COGA Community area** by clicking on the "happy brain" icon.

What's in a name? Specifically, a Discord Username, Display name, Server Nickname?

(Hint: hopefully, your **real name** is in there somewhere)

Display name

Your **Display name** is **shown by default** to other Discord users in the COGA group (and also to other Discord users, but only if you venture out to other "Discord servers").

Server-specific Nickname

Do you have one of those creative "gamer names" that leaves others guessing who's behind the user profile? You can **override** your Discord-wide Display name **with a Server-specific Nickname**. We'd like to encourage you to do so.

This Server-specific Nickname is shown whenever you post on the server channels.
Note: Your Display name in Direct messages is not overridden, as those are server-independent.

Right-click on the **"happy brain" icon** >
Select **Edit Per-Server Profile** >
Profiles >
Server (defaults to the server you accessed these settings from: COGA Community) >
Server Nickname - please enter a name by which your fellow group members can identify you. First name, Nickname, Full name - whatever you are happy to use, and commonly share in the COGA meetings

Username

The **Username** comes into play when a User needs to be **uniquely identified**, for example when you want to

- **search** for them
- send them a **Friend request**
- send them a **Direct message for the first time**

Where to find a group member's Username on Discord

- The Username is shown underneath the Display name on the User card. When you see the Display name, click on it. Their "User card" pops up, with the Display name in big bold letters, and the Username shown in smaller letters below.
- What if you **can't find the group member** on Discord? You'd want to ask them for their Discord Username via a different communication channel.

Notes

- Anything else you'd like to remember about a fellow group member, e.g. an accessibility interest you share? How to **capture notes** on a user card (only visible to you): click on their Display name wherever you see it, e.g. in a group chat. Their user card pops up. Move the pointer just to the right of their Display name, and a small **document icon** appears. Click on that, add their name into the note field. Their name will then show up for you whenever you hover over the noter icon.

Discord Profile Settings

You can make use of the profile settings to adapt the Discord user interface to your personal needs.

- Click on the **cogwheel icon for your profile** in the bottom left corner of the page to access the settings pages.
- If you're unsure about what a setting does, follow the "learn more" link to a helpful help page on the topic.
- To leave the Settings pages, click on the **Esc icon** in the top right corner.

Note that there are some settings for gamers and streamers which we won't be getting into here. A few things to perhaps check out, however, are:

My Account >

- Update account settings, such as username, email, phone number
- Update/add authentication details (password) and methods (e.g. add authentication app)

Profiles >

External resource: Discord Profiles user guide

- Change Avatar
    - Supported file type: png
    - Note: GIFs are also supported, but only for paying subscribers. Decorations and some other styling elements also aren't free. Might as well keep it simple and leave those out.

Content & Social >

- Content - here you can **filter out sensitive content**
- Social Permissions - here you control who can send you **direct messages (DMs)** and **Friend requests**.
  Note: you can disallow DMs (direct messages) from "All servers". To still get direct messages from other members of the COGA Community group, select the COGA Community Server and ensure that 'disallow DMs' is toggled off

Data & Privacy >

- How Discord uses **your data** - if you wish, switch off “Use Data to improve Discord”

Appearance >

- **Theme** - the default theme is “Dark”. If you’re not used to the dark display theme you can change it to something more familiar here, such as black font on white background. However, this may be an opportunity to try out a dark theme? It can be easier on the eyes.
- Skip past a couple of paid-for appearance changes
- Below are some more free useful appearance settings, like **Display element density** and **Font scaling**, as well as **12-hours vs 24-hour clock** display

Accessibility >

- Some handy settings here, check them out. A few examples:
- If you feel that there is too much **motion** on the group message pages, you can switch of animations under **Reduced Motion** and **Stickers**
- The **tempo for read-aloud text** can be adjusted at the bottom of the settings page

Chat >

- Various preview and sticker options. If you’re unsure, perhaps try out the chat as it is, and make adjustments when something bothers you.

Notifications >

- Please don’t feel obliged to enable **notifications** from Discord. Should you want to limit the amount of notifications

you get, simply switch them off. You could periodically check in at the Discord group chat to keep in touch with what's going on.

Activity Privacy >

- An option to hide your current status (this may potentially be more relevant for gamers than for us chat users).

How to initiate a Direct message on Discord

Here are two options for sending the first Direct Message (DM) to someone else in the group:

- Click on the **Discord/message icon** at the top left of the page, and search for their username in the search field
- If they have written on a chat channel in the group, click on the their username, and start typing at the bottom of the pop-up window that appears

Note: some users may only accept Direct messages from a fellow Discord user they have connected with as a "Friend". You can send a Friend request as follows

To write a Direct Message to more than one person, you set up a group.

What if I get stuck, or there is something I struggle with?

- The invite link doesn't work: set up your Discord account so that's done. Ask Kiki for a new invite link, e.g. on Slack or via email

- There are too many moving elements on the page, or you have any other accessibility requirements: go to Accessibility > Reduced Motion and Stickers to switch off motion. Check out the other accessibility settings.
- What if I don't want to see other group members' "Activity cards" on the group page? Click on the cogwheel above the Activity cards and opt to hide them.
- Why does Discord ask me frequently to indicate that I'm human? Some people set up fake accounts, e.g. to inflate viewer numbers when streaming their game play. Discord asks you to take an action that only a human can take (ie tick a box) every now and then to make sure you're a real user.
- Any other questions or comments? Please feel free to write a message on the group chat on Discord, or (if you can't get into Discord) on Slack or via email to Ciara

Trivia

- Why is Discord called Discord? According to the Wikipedia entry for Discord, the name Discord was chosen because it "sounds cool and has to do with talking", was easy to say, spell, remember, and was available for trademark and website. In addition, "Discord in the gaming community" was the problem they wished to solve.

Spoken COGA community group meeting notes (‘How to’ for iPhone, Mac)

Accessibility setting (iPhone, Mac)

Enable reading out selected text:

Accessibility >
Spoken content >
Speak selection is toggled ON

Select further ‘Spoken Content’ settings, such as:

- ‘Highlight Content’ (as it is spoken),
- Select a suitable voice,
- Set the ‘Speaking Rate’ (playback tempo)

Prepare text

1) On any computer, save the latest meeting notes as a website (using Google Docs via the browser)

File >
Download >
Website (html; zipped)

2) Go to File Manager and unzip the downloaded file

Unzipping the computer’s file management application is one option.
Feel free to use your preferred program to unzip files if it is different.

Manage file and listen

a) To listen on a Mac, open html file in browser

1) Open the file

Find the html file in File Manager >
Right-click on it (or use two-finger press on a touch pad) >
Open with >
A browser, such as Brave browser

2) Once the page opens in the browser,
3) highlight the text to be read out

Right-click >
Speech >
Start speaking

The text is spoken by the computer
Controls appear - to start, stop, or speed up/slow down the reading.

b) To listen on an iPhone, open html file in Google Drive app

1) On any computer, drag & drop/upload html file from laptop file manager into Google drive

2) On the iPhone,

Open Google drive app >
Open html file >
Highlight the text >
A text control ribbon appears >

Navigate to the right, to “Speak” >
Tap on “Speak” >
The text is spoken by the iPhone

Note: there are no controls on the iPhone for “Speak” in the browser. Once reading out loud has started, it runs through to the end. If the action was unintended, this can be silenced by muting the phone.

April 3rd

April Meeting 2025

Attendees:

Kevin Boyko, Jeanne Erickson Cooley, Charlesdelaet, Maya Alroy, Simon Hell, Nicholas Mcnab, Cat Johnson, Eric Kellenberger, Shruti Vellanki, Alyssa Panetta

Agenda & Notes:

- Lots of new face, live intros in the call

Meet meeting time brainstorm

- Two a day for the once a month meeting?
    - Morning and evening session
    - Team is okay with this
- Record the meeting
    - Also hook up ottr.ai
- Sending the agenda or the summary on slack?
- Broadcast these meeting in UTC time and only post the conversion
    - Using AI for ‘live support’
    - Link to auto show the conversion for the local time
    - Social media set in UTC time so it auto converts
- How we make this meeting easier to access as well.
    - Can we post the link? Set up
- Alternating primary vs secondary meetings for two different timezones

- Engaging with chat as primary method of group engagement vs meetings (trending towards async)
- Areas where Discord is banned:
    - China, Egypt, North Korea, UAE, Oman, and Iran
- Areas where Slack is banned:
    - Cuba, Iran, North Korea, Syria and the Crimea region of Ukraine

March 6th

March Meeting 2025

Attendees:

Maya Alroy, Charles de Laet, Nicolas Mcnab, Devin Boyko, Shruti Vellanki, Eric Kellenberger, Anya Sims, Allison Yoo-Babbitt, Yash Ghelani, Cat Johnson.

Agenda & Notes:

- [Async Kiki note] Please add good examples of design and interactions to meeting notes (e.g. could be a poster you see in the subway, an app you use)
    - We're taking five minutes for community members to add in any examples they can think of.
    - Clarification, what does this document mean by multimodal:
        - For us we're curious about community experience with design layouts that utilize multiple modals (images, text) and what was challenging and what was easier on the cognitive load.
- [Cat, Yash, Anya] Update the broader team on what is happening in Social Media meeting
    - Several articles in the works. Such as:
        - Dark Patterns - Kiki and Anya

        - Yash Ghelani on value and case for accessibility and cognitive accessibility.
        - Kevin Boyko - Building Trust with Users: Still in the research phase.
        - Several members are interested in writing “My Journey into COGA”
    - [Anya] Lot of the great opportunities for members to research and dive into a topic and explore it with the group.
    - Anyone is welcome to join and there’s no hard requirements.
- [Anya] Group discussion Topic - Machine Learning and AI to help create, test, and evaluate user interfaces. And to create more accessible and cognitively accessible user interfaces.
        - Making Mobile Applications Accessible with Machine Learning
        - Enrico: A Dataset for Topic Modeling of Mobile UI Designs
        - Einstein Designer - Powered by Deep Learning UX
        - Einstein Designer - AI-Powered, Personalized Design at Scale | Salesforce Designer
        - Thinking Like the Machine: Using Metrics to Generate and Quantify UX Design

- Uizard - AI UX/UI Design tool
- Notes:
    - [Cat] Using LLMs to help write emails has been great in reducing the cognitive load.
    - [Eric] Adaptive Interfaces in Web Accessibility: A Systematic Review a thing I wrote for one of my classes
    - [Nicholas] Been using AI chats, it's been helpful in cutting through the rabbit holes. What he doesn't have is good indications on where the information is coming from.
    - [Nicholas] One thing that comes up with students is using LLMs to summarize readings. And it would be nice to have more pre-made prompts for many users who struggle to ask the next
    - [Maya] Agrees, more prompts would be great. There are moments where it is frustrating when it's not understanding what you want.
    - [Maya] Plus the challenge of when AI hallucinates. Plus all the challenges and negatives with AI.

- [Maya] Experience using Cursor, and it's own challenges.
- [Nicolas] It's challenging because sometimes you get good results and then there are bad results that make it challenging. Alt text is a good example where you can easily error catch, but not so much for other disciplines.
- [Kevin]These tools are great, but there should be more onboarding onto how to use these AI tools and educate users.
- [Shruti] Been using Copilot and other AI tools to build out accessible code using aria. IT's not as good about non-semantic accessibility, that is more nuanced.

Feb 6th

February Meeting 2025

Attendees: Kiki, Chiara, Nicholas, Maya, Anya, Allison, Simo, Alyssa, Eric, Yash, Cat

Taskforce: Lisa, Rain, Jeanne

Agenda & Notes:

- Speak on Gaps in COGA 'Content Usable' Guidelines
- Something not being included in the COGA guidelines does not mean it is not important. Everyone's view of what is important is valid
- Ranking is result of chat in a separate meeting and offline voting
- Community group members can still
- Quantitative info
    - Lisa:
        - for putting things into COGA guidelines;
        - sometimes more research is needed;
        - task force would like quantitative indicators: how many people in the group thought the item was relevant, how many people thought it was not a good idea
    - Kiki:
        - we can still do that within the group, amongst ourselves;

        - Note that we have stated in the document what is relevant for us, we are not trying to say what is generally needed;
        - we wanted to share, appreciate that research would then be needed to understand how relevant this is for a wide audience
        - Note that some of these are blue-sky ideas, e.g. orientation aids for endless scroll
    - Anya: Would you like group members to find resources on this?
- **1. Endless content feed**
    - Lisa:
        - Clarify that this is about endless content feed [Kiki added a sentence at the start ✅]
        - there is an issue paper on online safety, this might fit into this topic
        - **Lisa Action point**: share issue paper with Kiki ✅
            - 📄 Cognitive Accessibility Issue Papers - Online Safet...
- **2. Multimodal**
    - Kiki: there was a lot of discussion on this and many nuances
    - Anya: there is more detail on the various points and nuances in the longer notes from a conversation about the patterns
    - Rain:
        - this is really important;

        - appeal to / Action point for the community group: if you come across examples of good multimodal, good visualisations, etc, any examples of it being well done, please share; this may be online or offline (e.g. doctor's office) - Anya: dear all, please drop examples onto the first tab 👈
    - Lisa:
        - Way forward would be to have a joint meeting
        - Rain is doing a lot of work on revamping the 'Content Usable' COGA guidelines, including 8.2
        - Feedback would be great
        - Rain: not quite yet but in future, yes
    - Anya: can share a mapping of complementary and alternative media when it's ready (working on it currently)
    - Note: conversation about multimodel entry below - gesture interactions presented together with tap/click option
- **3. Gesture Interactions**
    - Alyssa: Example: experience from this morning with banking app - has gesture as well as an arrow as a multimodal option. Could not have done it if only gesture has been available
    - Maya: on iPhone it's really easy to tap on music by mistake on their summary screen that contains lots of options
    - Kiki: similar issue; very small icons are also very problematic

- **Added in the meeting: Error prevention**
    - **Kiki action point**: add section to document
    - Rain: related, yet separate point that fits here with the examples raised - thoughtfully introduce friction with intention for error prevention; errors happen to easily, e.g. calendar deletion.
    - Related to gestures but also a general issue
    - Lisa: a lot of places to put it, we could rewrite clearer control
    - Anya: I wonder if I've seen something on that under "feedback" [meaning feedback from the system, error prevention, error handling] because it's about a message interaction with the system and the wording and visual hierarchy in that [Alyssa - yes]
    - Yash: Something like "guidance with guardrails"
    - Eric example: it can easily happen to swipe and delete a song by mistake from queue in music app
    - Kiki example: similar challenges in gmail
    - [Anya - added after the meeting: 4.5.4 Design Forms to Prevent Mistakes (Pattern) mentions warnings but only refers to forms. 4.5.10 Provide Feedback (Pattern) covers post-event feedback. Perhaps the item discussed here might fit into a new pattern for a pre-event warning message?]

- **4. Comparison and decisions**
    - Simo: an example is comparison websites that offer bad comparisons - listing product features side by side, but they are not maybe always comparable. But those sites are really good for SEO but maybe not so useful as some commerce sites that actually sell the product, not gather advertisement money.
    - Kiki: we are also focusing on this as part of our conversations about deceptive patterns
    - Lisa: examples, please
    - Maya: IKEA - the way items are presented steers the user towards a choice
    - Nicholas: too much choice, too much information - leading to cognitive overload [others agree]
        - Maya: Magicians do actually the same thing in some of their magic tricks (source: a magician)
    - Anya examples:
        - https://www.deceptive.design/types/comparison-prevention - Contains an example from EE where product comparison is difficult
        - Ranking
        - To what Nicholas said: Choice overload and decoys, Information overload
    - Eric: there is some good research on optimizing choice size.

        - Here's an example of a study on medicare: https://pmc.ncbi.nlm.nih.gov/articles/PMC2739022/
- **5. Responsive/Adaptive Layout**
    - Kiki: banking example Chase where login control was missing from mobile screen
    - Maya: Linkedin do that a lot between the website and app
- **6. Simple, linear layout**
    - Lisa: not clear what you mean by linear. Linear can be very challenging (e.g. learning from linear speech content). What do you mean? Do you have examples?
    - Kiki:
        - clear layout, simple layout, semantic structure, more about information architecture [Anya: and beyond main navigation]
        - clear headers, clear indicators, making it really easy for the user to find their way around. As the user I don't want to have to read the designer's mind
    - Anya:
        - [Anya, added after the meeting: content should not only be clearly presented (see page content pattern) but also straightforward, maybe linear]
        - Am aware of the trade-off between compactness and simplicity (if linear then page longer).

        - Linear whenever possible - this does not mean that all pages have to be linear.
        - Intersectionality of concepts makes things complicated. Clear decision on what aspects to bring out.
        - [added after the meeting: also multimodality - adding diagrams where needed to show context].
        - In summary: I'd say "Simple" is the keyword, not linear. I don't think there's a pattern for that
        - Lisa: Making Content Usable for People with Cognitive and Learning Disabilities: https://w3c.github.io/coga/content-usable/#make-the-site-hierarchy-easy-to-understand-and-navigate-pattern
        - Anya: This pattern contains very brief guidance on clear structure, with quite a lot of detail for main navigation - I personally would like to see one on straightforward structure for all content.
    - Simo: Would this Amazon example fit:
        - Link to Amazon example - Scrolling description text to end moves away from view "add to cart" but exposes "add all 3 to cart" - and tab order is a different from visual, I think.
        - Anya: to me this is a complex page
        - Kiki: I guess the main problem in that Amazon example is that it is intentionally deceptive as well.

    - Nicholas: this gap is about information architecture in general, not just about page layout being linear [Anya: agreed]
    - Nicholas: on a positive note: I want to give a shout out for section 4.5.6.4 about AT tools and ARIA - I really appreciate this being stated!
    - Rain: is it about consistent design patterns so that people can get ot content always in the same way?
        - Several members: information architecture in general, simplicity, findability, comprehensibility, avoiding unnecessary complexity
- **Closing off the session**
    - Kiki: terminology can be tricky, we as the community group are aware that we have different terminology we use, happy to help clarify if the Task Force are unclear on any of the content, and we can check if it's a terminology problem
    - Kiki: perhaps we could have another meeting with Lisa and Rain, we'd be happy to discuss further
    - A big thank you to Lisa and Rain for joining our session and the opportunity to chat about cognitive accessibility gaps we as community members have encountered

Jan 23 - Special Meeting

Gaps in COGA ‘Content Usable’ Guidelines

Special Meeting on Jan 23rd at 15:00 UTC

What **cognitive accessibility issues** do you notice or know about?
Please write down below any **cognitive accessibility issues you feel ought to be covered, or covered more clearly, in the COGA guidelines.**

On Feb 6th, Lisa and Rain from the COGA Task Force will join our COGA Community Group meeting. This will be our chance to talk about the kinds of issues we feel ought to be covered in the COGA guidelines (and currently aren’t, or not clearly/prominently enough).

Don’t worry about any particular structure - just jot down your thoughts.

At the special meeting on Jan 23rd, we will

- organize and pull out the biggest issues to present to Lisa and Rain on Feb 6th
- add any points you’d like to bring up (and haven’t had a chance to jot down in the document)

We will also have a few representatives present the ideas to the task force at a future date.

Please add your ideas here 👇

Table of contents for gaps in the current COGA documentation

Cognitive accessibility issues you feel ought to be covered, or covered more clearly, in the COGA guidelines

1) COGA docs - Cognitive Accessibility of the COGA documentation

2) Default selection in Tasks

3) Onboarding/introduction or directions to product

4) Product comparisons

5) AI/Automation

6) Responsive/adaptive layout

7) Simple, linear Layout/structure

9) Gesture interactions

10) Icons - easily perceived

11) Visual content - easily understood

12) Emojis

13) Multimodal communication

14) No fibs or surprises - deceptive pattern protection

15) No emotive, manipulative or trick language - deceptive patterns protection

16) No 'Forced Action' - Deceptive Patterns protection

17) Metadata

18) Endless scroll and endless video feed

19) Data visualisations

20) Tricky Components

21) Web search engine results

22) Cultural differences - cluttered Asian apps

23) Ethics

24) Straightforward content structure

25) Trade-offs

26) Intuitive and straightforward layered structure
27) Cognitive Accessibility of Generative AI
Other topics COGA community group feels is important (e.g. Emphasis on Rain's changes, etc.)
1. Style: word choice - "Use"
2. Style: word choice - "Identify"
3. Style: No Title Case
4. Style: W3C WAI documentation style guide
5. Style: descriptive, not imperative language
6. Style: wording for button design pattern
7. Glossary 1: a more comprehensive glossary
8. Glossary 2: Consistency and structure: Single Glossary (and model)
9. Structure - separate usability goals, design goals, design techniques
10. Unique identifiers for guidelines
11. Search optimisation for COGA documentation

Cognitive accessibility issues you feel ought to be covered, or covered more clearly, in the COGA guidelines

1) **COGA docs - Cognitive Accessibility of the COGA documentation**
    i) [KB] I heavily leverage visual designs! The new document is here is the issues and here is the design. When I go in find "here is what we should for an icon" and there is a visual example. But in that visual examples there are other a11y issues in that visual example. If there are other a11y issues in the visual examples, then those issues can get 'blessed' as okay
    ii) [Rosendo] I am a web developer who finds the COGA documentation to be quite overwhelming. While I have a solid

understanding of basic web accessibility principles and am eager to expand my knowledge on various accessibility topics, I face significant challenges due to my ADHD, particularly when it comes to processing the extensive documentation. It can be overwhelming to sift through all of this information at once. I would like to suggest alternative formats for consuming the WCAG Guidelines, such as videos, audio resources, or visual designs. For instance, an hour-long video summarizing the key points would be helpful, as well as separate videos dedicated to each guideline.

2) Default selection in Tasks

i) [Kiki] Content usability guidelines often focus on visual accessibility patterns (e.g. Break Media into Chunks), but I haven't found any that address interaction patterns like opt-in versus opt-out design.

ii) For example, during account signup, pre-selected checkboxes for newsletters or memberships are often placed near the required terms of service agreement. This can be confusing, as it's not always clear which options are mandatory. I believe content usability should also consider how user interactions affect cognition. A product's visual design and interactive elements both influence a user's cognitive experience.

iii) [Anya] Also, a preselection often does not get the user’s attention, it “slips through”. It;s sneaky because it makes the task supposedly easier. Also see Deceptive Pattern Preselection

3) Onboarding/introduction or directions to product

i) [Kiki] There's a real need for a more standardized approach to onboarding, especially when it comes to supporting user cognition.

ii) Effective onboarding is crucial for a positive product experience, especially when users are required to use a tool (like in a work setting). Currently, skipping onboarding can mean missing out on essential information, with no way to return to it later. This can leave users feeling lost and frustrated. A minimum standard for onboarding, with a focus on clear explanations and accessible learning, would greatly benefit everyone. (e.g. make onboarding non-linear so we can go back to onboarding any time)

1) [Shruti] Non-linear onboarding would be a technique and should not conflict with simple/clear layout

iii) [Anya] If the COGA authors were hesitant about going into onboarding solutions then they could

1) state the usability goal to “easily learn how to use the system efficiently and effectively”
2) give examples for negative impact a lack of onboarding can have on cognitively impaired users
3) not provide a technique/solutions, i.e. leave that open
4) appeal to the designer to ensure they include and consider the learning the user has to go through. And test any onboarding solutions with a cognitively impaired user group

iv) [Alyssa] “Make sure users know how to get help” - this relates to that COGA pattern

v) [Nicholas] onboarding is a term for introduction or explanation? This sounds like a HR term. +1 to inconsistent experience

4) Product comparisons

i) [Anya] Trying to compare product features and prices before purchase can be so overwhelming 🥺

ii) Some digital service providers even try and prevent this, with the Deceptive Pattern Comparison prevention

iii) It would be great if there was a COGA Design Pattern for that. Helpful patterns would be

1) side-by-side view of relevant features
2) conversion to the same unit of measure for all relevant metrics (e.g. a price per 100g). The metric should of course be the one for the locale, and should be selectable (as covered by 4.5.12 Use Familiar Metrics and Units (Pattern)).
3) Selection of attributes for comparison

iv) Or add something about comparisons to O4-DP03 Notify Users of Fees and Charges at the Start of a Task (Pattern)

v) This may just be for one supplier, but perhaps search providers who offer a shopping results page for multiple suppliers could also take this to heart. The individual supplier may need to be encouraged to supply the relevant information.

vi) [Kiki] ++ to the idea of comparisons. I think of this but in calendar. In which I need to compare 2+ schedules on a digital

calendar app and it is hard to clearly see or understand overlap or to perhaps give a warning in the event dialog box that this will cause an event conflict. - does anyone else have example of when you need to combine information in a product in order to understand the consequences of an action?

vii) Sidebar:

1) [Anya] AI agents to do complex task and help end users for cognitively demanding tasks
2) [Nicholas] Or use automation rather than AI. I don't want more LLMs.
3) [Anya] Or a technical solution and that the user can be told what is being done so they still have autonomy
4) [Nicholas] narrow the options to reduce cog load without engaging in a deceptive pattern
5) [Kiki] make less choices but still let me choose
6) [Alyssa] have automation or AI to give choices but then user makes the choice

5) AI/Automation

i) [Anya] it is important to the user to have enough say and be told what is happening. Keep their autonomy

ii) [Shruti] If you add things to your cart, it will add the non-out of stock item which could be more expensive. That choice could me made without user input

iii) [Anya] ++ to shruti's point

6) Responsive/adaptive layout

i) [Kiki] When web browser windows get smaller, sometimes information can disappear. There is no way to know you are not getting all the information unless someone points it out to you.

ii) This is an issue that has come up for [me] personally and professionally. I have seen screen reader users make their windows really small (cause they are using verbalizations to hear everything so why make the window take up their screen) and not realize because the window isn't full screen that they are missing out on content. Personally, I have not been able to sign into a website because my window was too small and I didn't realize I needed to make it bigger in order to access the 'login' button

iii) [Anya] I have experienced similar issues

iv) [Anya] adaptive/responsive layout is mentioned in 4.3.4. Make it easy to find the most important actions and information on the page (Pattern), in the 'More Details' section. Could have its own pattern, perhaps. Easy access to the most important stuff is one thing, to make sure that no info just disappears is another.

v) [Kiki] ++ that this pattern isn't quite clear

7) Simple, linear Layout/structure

i) [Anya] I feel that amongst other things, it could be stated more clearly in 4.3.3 Use a Clear and Understandable Page Structure (Pattern) that page layout should be arranged in a **straightforward fashion, e.g. linearly.**

ii) The Design Pattern is very focused on designing according to Gestalt Principles, i.e. very technique-focused. Could have a clearer stated Design goal, to say the layout is a straightforward

arrangement of easily recognizable chunks of content (recognizable as chunks, in the context of layout design). Could also have a more clearly stated usability goal, to say that complicated/complex layout can be hard to scan, so create a layout that is easy for anyone to scan. This goes hand in hand with putting common page content into common locations on the page, as that also helps with making the page scannable, I believe.

iii) In terms of design technique, it could perhaps also be made clearer that content dispersion (too much white space, images, headings that are too big) can reduce cognitive accessibility (see The Negative Impact of Mobile-First Web Design on Desktop)

iv) [Kiki] Info architecture isn't stated and important. Sometimes there are visual clustering but no headings

v) [Anya] Things are arranged in a way to get a spatial representation. There is verbal architecture and visual architecture (e.g. Visual hierarchy). Helpful to have a list of usability goals and techniques with a many to many mapping. They are separate at the moment. Also see my later gap item about layers structure. Goes hand-in-hand with this.

vi) [Nicholas] multiple ways to guide the user. They are targeting people who work on web content. Everything said about info architecture to understand (purpose, flow, etc.) content. It is like making semantic tagging obvious.

vii) [Anya] deceptive patterns are basically messing with info architecture (make something important really small, etc.)

8) Dispersion (part of the point above)

i) [Nicholas] mobile first design being an issue. Like for white space in design is so different on mobile.

ii) [Alyssa] this is why responsive design (and testing with multiple screen sizes and types) is so important

9) Gesture interactions

i) [Kiki] Issues with Gestures

ii) Context: mobile interactions. I understand UI real estate is precious, so adding gestures like swipe up from the button of the screen is used in order to remove the home button.

iii) It is so hard to have no context or affordance and have that be the only way to navigate devices.

iv) From my personal experience it is hard to get positioning correct especially when there are multiple screens that can be pulled up from the same start point (e.g. on iOS you swipe up from the bottom to go home but if you swipe up longer or kind of move your gesture to the side when swiping up you can get access all your open apps).

v) Would love to discuss this one live during the meeting to see how other people perceive this.

vi) [Anya] + have experienced similar issues

vii) [Alyssa] +1 Mobile is incredibly important these days. This document about provide help or info that is always a11y. Make sure if you have swipe gestures you offering instructions. Onboarding too, it isn't just the beginning.

10) Icons - easily perceived

i) [Kiki, to capture Ronisne's point] Clean, crisp lines > better image quality > the image is easier to perceive

ii) [Kiki, to capture Nicholas's point] Label for icons

iii) [Ronisne] A triangle and a square could be more clearly be identified as a house. You can't increase the icon size even when the font increases. Cleaner lines could help with this even if the lines can't get larger. Sometimes there is a thought bubble with a question mark in it, it can be hard to see the question mark

11) Visual content - easily understood

i) Icons - [Anya] Ronise suggested in a previous meeting that designers should not develop more and more icon sets, but use familiar icons. She also mentioned standard pictograms (ISO?). They could be a helpful reference

ii) Objective 3: Use Clear and Understandable Content seems focussed on writing, but does not mention anything about visual content being clear and understandable. It would be good if there were separate objectives for Objective ...: Use Clear and Understandable ***verbal*** Content and Objective ...: Use Clear and Understandable ***visual*** Content

iii) The COGA guidelines focus on familiarity and special images for specific communication requirements for cognitive access.

iv) The documentation could be expanded to speak more about how cognitively accessible or inaccessible different visual representations are.

v) For example,

1) An image of an object (e.g. an apple) is typically easier to understand than an indexical image (an image of smoke to reference fire) or a symbolic image (e.g. the peace symbol, or a written word). Semiotics Charles Sanders Peirce's categorisation into iconic, indexical and symbolic could be referenced, plus other image classifications for meaning-making approaches.
2) An image that depicts an item clearly (easy to cognitively process), versus an image that picks out only aspects of an item or activity, and is very hard or even impossible to decipher. My go-to example: it is very difficult to understand what sport is depicted when looking at the 'pictograms/emblems' for the Olympics 2024). Also see my comments in the prototype review document.
3) This article ranks visual representations by ease of cognitive access.

vi) Many of the points about visual design in this gaps document could fit into this objective

vii) Design Pattern O2-P03 'Use a Clear and Understandable Page Structure (Pattern)' that advises to design in line with the Gestalt principles of perception could also fit into this area/section.

viii) An ethical guideline could also be added, to point out to provide a clear visual hierarchy for all content, even for content the service provider knows is important for the user but that they don't want the user to see. THis would need to be worded appropriately, I'm aware that this would need to be delicately worded.

1) This is to protect the user from Deceptive Patterns - Types - Visual interference

ix) Also see later point about layers of structure (apologies, I realise that I've now made this point a few times)

12) Emojis

i) [Shruti] Issues with emojis

ii) They have alt text but they may need descriptive text. Emoji's alt text may not be accurate. I am increasingly seen emoji's being seen in newsletters but I am wondering if those are clear. I wonder if they are contextually approach or don't use them to substitute the text itself. Like the arrow emoji to point at something.

iii) [Anya - *Alyssa, Nicholas, would you like to add comments about emojis?*]

iv) [Alyssa] In Content Usable, emoji are mentioned in the 4.4.12 Explain Implied Content (Pattern) but it just states "*Note that standard emojis often come with an explanation or alternative text*" but I'm not sure that's accurate or very helpful. Emoji are not image files – they are just Unicode characters you can copy/paste as text and don't get flagged in automated tests (like WAVE). As Unicode characters, emoji don't come with alt text – it has to be added, which is covered in this WCAG 2.1 technique [Providing text alternatives for emojis, emoticons, ASCII art, and leetspeak] (Also, which emoji are 'standard'?)

13) Multimodal communication

i) [Alyssa] Adding images and graphics (illustrations, charts, infographics) to text content opens a secondary, non-verbal

communication channel with users. Combining a visual channel with a verbal channel can add clarity and context for users with literacy issues and create a firmer impression for users with memory issues.

ii) [Anya] There are some statements in the COGA documentation that touch on the topic of multimodal communication for cognitive accessibility. It would be helpful if the relevant guidelines “popped out more” (e.g. were structured in a way I find easier to follow, grouped, made more prominent, etc)

1) There is mention of Using Icons that Help the User in Objective 1, but the emphasis here is only on providing visuals for controls and headings and not the whole document (hero images, chunks of content, etc). Also mentioned in Test 5.5.3 (Does the user understand the use of images and multimedia?)

2) [Anya] There is some guidance on offering information using alternative modalities in 8.2 Provide Alternative Content for Complex Information and Tasks (Pattern). Personally, I find this pattern incredibly difficult to read. I would need the relevant knowledge/concepts to be more clearly structured.

iii) [Anya] Also note additional perspective: some users need to filter out images from the visual field when reading, e.g. due to difficulties with controlling visual attention and being distracted by images when trying to engage in the cognitively more challenging task of reading text.

1) Nicholas made a really interesting point after the meeting that I’d like to pick up on: screen readers read alt text. A

web extension that makes images disappear (sd requested by the reader) might not present any text alternative. The user can miss out on important information.

14) No fibs or surprises - deceptive pattern protection

i) [Anya] Some guidelines could be expanded, be made clearer, and some examples could be added to help protect users from Deceptive/Dark patterns.

ii) The service provider should provide full information about any costs and commitments when purchasing a product or service, at the earliest opportunity. This could be made clearer in the COGA patterns.

1) 4.5.3 Notify Users of Fees and Charges at the Start of a Task (Pattern) only implicitly includes “notify users of all relevant quality aspects of the product/service, and of all commitments, including subscription. Do this as early as possible, and as accurately as possible (i.e. don’t tell any porkies about how much people love your product, or that it’s going to run out when you have plenty in stock)”.

    (a) cost-related guidance and quality/value-related guidance could be split into two design patterns)

2) 4.8.3 Clearly State the Results and Disadvantages of Actions, Options, and Selections (Pattern) implies “notify users of all relevant quality aspects, costs and commitments of the product/service as soon as possible”

iii) The implied points could be made explicit. Perhaps there also could be a Patterns that says “don’t sneak stuff into people’s baskets, they may not notice it”

iv) Deceptive Patterns like these should be covered:

1) Hidden subscription
2) Sneaking
3) Deceptive Patterns - Types - Fake social proof
4) Deceptive Patterns - Types - Fake scarcity

15) No emotive, manipulative or trick language - deceptive patterns protection

i) [Anya] A new guideline may be useful here.

ii) The Deceptive Pattern to protect against is: Confirmshaming

iii) Objective 3: Create Clear and Understandable ***verbal*** Content (rename, see note on gap re clear visual content) speaks about language that is easy to understand.

iv) Manipulative, misleading or even emotive language and concepts should also be avoided. These can affect the user in a number of ways

1) Emotive language may affect cognitive function for anyone because it may cause (nervous system) arousal which, in turn, may impair cognitive function such as focusing attention on factual information (meaning it can impede understanding content), and/or decision-making.
2) Cognitively impaired people may potentially have a stronger reaction to emotive content.

3) Individuals who connect the emotive words/concept with previous negative experiences, such as trauma, could be most affected. NOTE: this actually fits with this COGA document Fear and Cognitive Accessibility"

4) Also applies to emotive “visual language” (see above re visual content that is easy to understand)

v) COGA guidelines only include statements at the sentence-level and below. There could be clearer guidance on providing information about a product, a task, an interaction, etc that has an easy-to-understand, simple structure and literal, straightforward wording

1) This is to protect from Deceptive Patterns - Types - Trick wording

16) No ‘Forced Action’ - Deceptive Patterns protection

i) [Anya] O5-DP02 Make Short Critical Paths (Pattern) States that non-mandatory actions should not be on the critical path.

ii) Implied/could be clearer:

1) don't make any non-mandatory steps/actions look like they're mandatory, i.e. are on the critical path

2) Don’t make anything you don’t want the user to do (such as cancel a subscription) harder than it should be.

iii) To cover design patterns

1) https://www.deceptive.design/types/forced-action

2) https://www.deceptive.design/types/hard-to-cancel

17) Metadata

i) [Anya] Who created the content, when, and in what context? This information should be available right at the top of any article or other content where author and time of creation are relevant for assessing the current validity and relevance of content. More metadata may be needed, depending on context.

18) Endless scroll and endless video feed

i) [Anya] Endless scroll and endless video feed...I wonder if it would help me protect my precious time and attention (and sleep) a bit better if there was a means of time or "progress" orientation on the viewing screen, displayed while I am spending time on social media not a click or two away, but right there?

ii) E.g. an option to have the time of day shown in the top left corner even in full screen view, or a stopwatch to show how much time I've spent already today or in this session on the social media channel, or a count of the videos or posts that I've watched. Just thinking out loud here. I would argue that a large proportion of people experience situational cognitive disability when consuming social media.

19) Data visualisations

i) [Anya]: add guidance for how to improve cognitive accessibility of data visualizations, eg. charts, infographics.

ii) List data visualisation types that are known to be more cognitively challenging, and explain why

iii) Discuss perceptual and cognitive accessibility challenges in data visualisations, and whether/how to met both in the same chart, or offer alternatives

iv) Dissertation or Thesis | The Design of Cognitively Accessible Visualizations | ID: 0g354v900 | Carolina Digital Repository

v) [Alyssa] Great break-down of basics: An intro to designing accessible data visualizations [Sarah L. Fossheim]

20) Tricky Components

i) [Anya] Interactive components that represent cognitive challenges for users, i.e. have cognitively accessibility issues

ii) Some ideas for how to cover those:

1) List and discuss key ones, e.g. overlays, further reveal components (such as left-right content gallery), and widgets like calendars

2) Explain what makes them more cognitively challenging, e.g. due to high cognitive load; affects users with a particular cognitive function impairment; may be challenging for specific perceptual/cognitive processes, such as visual search (e.g. find small control to use drop-down menu; overwhelming amount of information in mega menus), visuospatial orientation (e.g. pop-up)

3) Advise which ones to avoid (for which types of users), include about issue with generalisation

4) Advise what to use instead

iii) As far as I can tell, only some aspects of reveal components are currently covered, such as discovering the interactivity of reveal components like accordions and drop-down menus (in O2.DP02 Make the Site Hierarchy Easy to Understand and Navigate).

iv) The documentation focuses on controls, but I see these as distinct from composite interactive components, which include multiple elements, such as (potentially multiple) controls, functionality, containers, information content.

v) Related: positive examples - interactive components that work well for cognitively impaired users (covered in similar ways to the above)

21) Web search engine results

i) [Anya] A separate Design Pattern for **Easy Access to important information through web search**.

ii) Highlights the importance of matching users' mental models in search terms for search engines

iii) Include technique tips

iv) Also see note regarding my failures to find COGA documentation using Google search

22) Cultural differences - cluttered Asian apps

i) [Anya] Commercial apps in Asia often have a very cluttered and dense page layout. Comment on cognitive load and preferences of users, and how cognitively impaired users handle these.

ii) Are apps where focus matters, eg health apps, designed differently in Asia?

23) Ethics

i) [Anya] Add something about ethics in the cognitive accessibility space to the documentation.

1) To make a digital service cognitively accessible means ensuring that users can use the service to achieve their own goals.
2) Lack of accessibility can happen when the provider unintentionally designs a service poorly, creating usability issues. It can also happen when the provider knowingly or intentionally steers users toward the provider's goals, even against the users' true wishes.
3) Ethical responsibility requires service providers to understand what users genuinely want and ensure they respect users' intentions. Providers must avoid actions that manipulate or conflict with users' goals.
4) I've added a lot about various deceptive patterns the user might like to get protected from. Maybe the ethical component could be included in the COGA guidelines, and maybe it would want to sit in a separate pattern.

24) Straightforward content structure

i) [Anya - aiming to capture what was raised by several meeting participants on 23rd Jan] Straightforward and intuitive content structure/information architecture

ii) It's briefly touched on in the documentation. Could be expanded upon significantly.

iii) Also, doc currently highlights "familiar", and "intuitive". Could make clearer how important it is to create content with an underlying concept structure that's straightforward (even as simple as the purpose of the content allows), and a presentation

structure that's in line with the structure of the underlying concepts, presenting it with strong and unambiguous signals.

25) Trade-offs

i) [Anya] Cognitively accessible design can be challenging to create because users differ so much in their needs, wants and preferences. It could be useful to include some of the trade-offs designers may wish to bear in mind.

ii) Example 1

1) There is a trade-off between using ample white space and splitting content across multiple pages.

   While white space improves readability, spreading information across multiple pages can be challenging for users with poor working memory, who may struggle to recall previous content.

   Additionally, some users benefit from seeing more content on a single page, as it helps them form a mental map. Both groups might prefer more compact content, as long as the structure remains clear and simple.

iii) Example 2

1) aesthetics versus clarity versus familiarity - for example, a simplified UI with exaggerated control features may lack aesthetic appeal and look unfamiliar to a more experienced cognitively impaired user.

iv) Also, well-meaning designers might overdo it when trying to make a site cognitively accessible.

1) An example of overdoing it would be excessive white space, which can disperse content. As mentioned in this NN article on dispersion, this can be problematic with a “mobile first” approach. (already mentioned above).

v) Personalisation could be mentioned as a possible solution.

26) Intuitive and straightforward layered structure

i) [Anya] Designers, Information Architects, Content Creators/Designers need to be clear about the underlying information structures - concept structure and message structure.

ii) Deep structure: content (concepts and messages) should be organised in a straightforward and intuitive way, throughout the site/app.

iii) The language layer (semantic and syntactic structure) reflects the content structure, and guides the user through it.

iv) Visual design further brings out and highlights the structure of the underlying layers, and makes any text and media elements easy to navigate.

v) Explain how this aids cognitive accessibility.

vi) Currently, design pattern O3.DP02 ‘Make the Site Hierarchy Easy to Understand and Navigate’ focuses only on site content. Design pattern O2.DP03 ‘Use a Clear and Understandable Page Structure’ focuses only on site content. The patterns in objective Objective 3 ‘Use Clear and Understandable Content’ focus on sentence elements, but not underlying concept structure, cohesiveness and coherence. See Article about Discourse by

Scott Thornbury for more information on cohesiveness and coherence.

27) Cognitive Accessibility of Generative AI

i) [Anya] It might be challenging to cover this topic as the pace of change is so very fast.

ii) Potentially interesting subtopics: cognitive accessibility and risks for cognitively impaired users, for instance in regards to:

1) Cognitive accessibility of prompting (for text, visual GenAI, and more)
2) AI text response display - there are currently marked differences between different providers. There is a need for personalisation
3) The amount of information the user needs to handle (with GenAI providing lengthy responses every time when a prompt is refined)
4) GenAI presents itself with a very “human” voice, and aims to please
5) The user cannot assume accuracy of the response

Other topics COGA community group feels is important (e.g. Emphasis on Rain’s changes, etc.)

1. Style: word choice - “Use”

iii) My mental model for the verb “use” seems to be quite different from the COGA documentation authors’ mental model. In my world, I’d say 'use language' and 'use things' (like patterns,

components, materials, etc), but when we make something we 'create things' (e.g. content, design), and 'design things', and 'develop things'. In an ideal world, in design guidelines the word “use” would be reserved for anything to do with the user. I’d love it if the designer didn’t use anything, but perhaps applied patterns, and designed, and created designs.

iv) If the documentation aims to provide pattern titles then ‘Use’ could be dropped from titles, or the actual Pattern title could be marked with ‘ marks.

v) Below are some pattern title examples. Note that I experience challenges with the use of the verb “use” (and other verbs) throughout the text, not just the titles.

vi) Objective 3 could perhaps be called "Clear and Understandable [verbal] Content"), or "Use 'Clear and Understandable [verbal] Content'.

vii) 4.2.2 Use a Familiar Hierarchy and Design (Pattern)

1) This one throws me linguistically in more ways than one.

2) “Use a Common Design” works fine, but “Use a Familiar Hierarchy” really throws me. For me, the following would be more intuitive:

(a) If the design pattern is only about stipulating the use of common designs then a title like “Common designs and content structure”, or “Common designs for a clear content structure”, or “Clear content structure through common design”, would make sense to me.
This would include: create a content hierarchy that

matches the user's representation of the content. If there was a separate pattern for the content structure, then the Pattern could be called "Intuitive Content Hierarchy (Pattern)".

(b) There should be a corresponding pattern for the creation of the visual hierarchy. The Pattern could be called 'Clear Visual Hierarchy (Pattern)'. This key visual design principle/pattern is about guiding perception with the actual visual design, of course. And yes, the designer should use visual variables in commonly used (and, thereby, familiar) ways to create a clear visual hierarchy, so this and the 'Common Design' patterns should provide links to each other.

viii) 4.5.6 Use Clear Visible Labels (Pattern)

1) "Create Clear Visible Labels (Pattern)", or "Provide Clear Visible Labels (Pattern)", or "Use the 'Clear Visible Labels Pattern'", or "Clear Visible Labels (Pattern)" would make more sense to me. The last one would be my favourite.

ix) 4.5.7 Use Clear Step-by-step Instructions (Pattern) - same comments as for 4.5.6 Use Clear Visible Labels (Pattern)

x) 4.3.3 Use a Clear and Understandable Page Structure (Pattern), I really struggle with this one. For me, it would have to say "Create a clear and understandable visual page structure", or "Use common visual design patterns to create a clear and understandable page structure", or "Common visual design patterns for a clear and understandable page structure".

2. Style: word choice - "Identify"

- I struggle with the verb “identify”. It is used 49 times in the COGA document. The noun “Identifier” is fine, but the verb “identify” by itself is tricky, because either identifier or designer or user could identify.
- 4.2.5 Clearly Identify Controls and Their Use (Pattern)
    - Who is this an appeal to? Is it an appeal? Who identifies? (In my world I would have said it’s the user, but on my travels to the WCAG universe I learnt that identifiers identify.) Do I need to identify a control’s use separately if I have already identified the control? What’s my name? Where am I?
    - How about: “Controls and their use are easy to identify”, “Control type and use clearly indicated”, “Identify controls and signify their use” (with a note that identify in WCAG world means to give an identifier)

If you are designing a new control, make them easy to:

- identify (I know they are there), [Now the user identifies, correct? Not the designer? Not the identifier?]
- understand (I know what they do), and
- use (I know how to use them).

I feel dizzy from reading this. I’m pretty sure that my neurodivergence has something to do with this. Here’s what might work better for me (not saying it would work for anyone else):

Use standard patterns for controls, interactive components and interactions.

If you are designing a new control or other interactive component, make it easy for the user to:

- Recognise the control as a control, i.e. know that it is an interactive element
- Identify the specific control, i.e. understand what type of control it is, know what it does
- Understand how to use the control, i.e. know how to interact with it
- Use the control, i.e. actually interact with the control

There could also be a glossary entry for ‘interactive component’: is interactive, has one or more controls, has one or more information/presentation elements (at least a label).

3. **Style: No Title Case**
    - Please use sentence case in titles.
        - I think that text in sentence case is easier to read than text in title case. I believe that research results support this. Title case is not needed. The visual hierarchy will visually indicate titles.
        - Additionally, the way title case is applied here throws me a little bit, which may be a very personal thing. If sentence case were to be used then this issue would go away.
4. **Style: W3C WAI documentation style guide**
    - Idea: a W3C WAI documentation style guide, for consistency of verbal content presentation across documents. To me, the style used so far in WCAG3 would work quite well.

5. Style: descriptive, not imperative language

- Simple descriptive statements of what a cognitively accessible UI is like, rather than instructions for what to do. I believe that this would be easier to take in. It seems less complicated than an instruction (where an action is wrapped around the desired outcome).
- Every statement could start with the key noun, so that I know immediately what something is about, perhaps. Personally, I'd take a passive sentence structure over an imperative any day.
- See WCAG 3.
- An intro that states that the description of patterns and usability outcomes can be used as information or as instruction, as desired, might suffice.

6. Style: wording for button design pattern

- "Buttons with a standard button design (3D rectangles)"
- I wonder if it could be made clearer what what makes a control cognitively accessible? Is it:
  - a standard design for the use context (e.g. on a webpage vs in a mobile app) and the type of control
  - differentiating visual features to easily tell apart controls and non-interactive page elements. An affordance signifier (e.g. an easily perceivable drop shadow to indicate clickability) can help differentiate a button from a non-interactive element but this is not applicable to all controls (see menu items and reveal/hide/close controls).

        - differentiating visual features to easily tell apart types of controls.
    - What are the decisions the designer has to make? I wonder if this could be stated once, and the design patterns focus on attributes/attributes values of the designed artifact, and the reason for .
        - Build a page or app - use standard elements/components from the design system/component library that's been provided for the platform you are designing on; COGA guidance offers explanations for why to do this.
        - Build a page or app in an environment that does not have a guiding design system > refer to major design systems, pattern/component libraries (mention some) and the competition when designing buttons. Use standard button patterns. COGA guidance offers explanations for what to do.
        - Design buttons from scratch. COGA guidance offers explanations for what to do.
    - "3D rectangles" evokes images of very old-fashioned button designs for me. This would make the button non-contemporary and non-standard for certain groups, but perhaps feel more familiar for some older folks.

7. Glossary 1: a more comprehensive glossary

- Challenges:
    - I feel that the COGA glossary currently only covers a subset of relevant terms.

        - Some terms look like plain English but have quite a specific meaning when used in a software development and design context (e.g. page region, signpost, visual cue).
        - Additionally, different professions may use different terms for the same concept, or the same term for different things. There could be value in acknowledging this in a glossary when this is the case.
        - Some established design terms (such as Gestalt Principles of perception, Visual Hierarchy) could be used in the text, and referenced in the glossary.

8. **Glossary 2: Consistency and structure: Single Glossary (and model)**
    - It would be great if all W3C WAI documentation documentation referenced one single glossary of terms.
    - Where different documents use the same term with a differing meaning this could be indicated in the central glossary.
    - For now, any terms that is used in the COGA document and is currently in the WCAG 2.2 glossary would ideally also be listed in the COGA glossary, with a note that the term is also in the WCAG 2.2 glossary. Same with any other document-specific terms.
    - Looking at an even wider scope for alignment -
        - I think it would be wonderful to have a cohesive underlying concept model for all WAI documentation.
        - Terminology and writing style for the documentation could be aligned with the central model, and across documents.
        - Taxonomies/typologies could be helpful.

        - I believe that content consumption would become less cognitively demanding for a lot of people. Content management may also be positively impacted.
        - It can be debated how formal the underlying model should be. A machine-readable concept model (and aligned phrasing of the guidelines) might prepare the ground for technological advancements in knowledge/content management and user interactions, potentially involving knowledge graphs and artificial intelligence.

9. **Structure - separate usability goals, design goals, design techniques**
    - The COGA documentation contains a wealth of incredibly used information. I find it very challenging to access this information. Perhaps it would help to state usability goals (stated as usability patterns, perhaps) separately from design goals (stated as design patterns). Design techniques and principles could be kept separate again.
    - I believe that the current meshing leads to a great deal of duplication of content, incomplete mappings (and a great deal of confusion on my part).
    - Provide mappings and rank the relative importance of design goals/patterns and techniques to achieve the usability goal/pattern
    - For example, the current ‘Design Pattern’ “make the purpose of the page clear” states a usability goal but mostly focuses on signposts as a design technique/element
    - Very happy to share a straw man structure if there is interest

10. Unique identifiers for guidelines

- Any standalone pattern or statement should have a unique identifier. An intuitive system is helpful, but the numbering does not need to be contiguous.
- For the reader, unique identifiers can be immensely beneficial for navigation and orientation when reading guideline documentation.
- Unique identifiers also make it easier to talk about the COGA guidelines, quote guidelines, and point others to specific content.
- The current numbering for design patterns is somewhat unhelpful because the identifier for the objective (e.g. Objective 3) does not have a logical link to the section number (in this case, 4.4). Also, the leading ‘4’ always needs to be discarded.

11. Search optimisation for COGA documentation

- There was a time when I was struggling to find the WAI COGA documentation using Google. I wonder if keywords for search could be optimized.
- This applies to quite a few WAI documents and pages.
- Maybe my non-native speaker search terms don’t help, granted.

Note for Community group:

Rain removed this from the “Gaps” content because it is a separate conversation. Moving here to make sure it isn’t lost and is considered by the folks working on the structure:

Cognitive Accessibility of the COGA documentation

This was a topic that had a robust conversation and is worth mentioning with the top gaps.

Visual examples within the proposed updated Content Usable itself contain accessibility issues, creating conflicting guidance and potentially "blessing" bad practices.

- **Problem:** Visual examples within the COGA documentation sometimes contain other accessibility issues, inadvertently "blessing" them as acceptable. This creates a conflict.
- **Example:** Icon design with visual examples that introduce other a11y problems.

Jan 9th

January meeting 2025

Attendees: Nicholas McNab, Kiki, Salmon, Yahi Ghelani, Anya Sims, Alyssa Panetta, KB, Ronise Nepomuceno Simo Hellsten, Charles, Shruti Vellanki

- Discuss pending matters from previous meeting (50 minutes)
- [Kiki] Organize current missing gaps in content usable objections
    - Ronise: What we see occasionally with BLV users, in terms of cognition. When there is colorful language, it was hard to understand. If you say, “we have changed the product”, the ptp wondered “what you have you changed”. Content usable does say use simple language but still figurative language is hard to understand. Icons that are standard icons rather than creating new icons.
    - [Anya] I want to send you a few links that can also be helpful. Content usable does cover this but maybe not in the way you hope. Perhaps the links could be helpful to see what
    - [KB] I heavily leverage visual designs! The new document is here is the issues and here is the design. When I go in find “here is what we should for an icon” and there is a visual example. But in that visual examples there are other a11y issues in that visual example. If there are other a11y issues in the visual examples, then those issues can get ‘blessed’ as okay
        - [Anya] I want to support this but from the verbal side. I have the same intent to help but then the language. The

language looks fine through a checker but the language isn't actually accessible
        - [Kiki] Are you asking for plain language snippet and also in the current language that is more technical
        - [Anya] for people at the W3C it may be written in plain language for them. It is a language and writing style. There could be a TL;DR and then the longer details. I do think the redesign is already taking this into account.
    - [Nicholas] Yes on labels on icons. Multimodal input is helpful. I won't recognize all icons.
    - [Nicholas] On the visual example, I don't know if they should all be cognitively accessible. I don't know if they should the same image through the whole document or give an example of how not to do it. Or if there is a rolling example that gets better through the document.
    - [Nicholas]On the simple language, I don't know if they would do the TL;DR but that sound to be helpful and have that be toggleable. I realize that someone building a site will need different information.
    - [Nicholas] I think we may need to have some rolling documents to capture all of this. ++ kiki
    - [Alyssa] agree with everything Nicholas said. But I wanna touch on the language as well. This is so hard cause language so subjective. Reflow document. It has so many changes. I think this

is a big ask. I think we can make suggestions but I may be difficult to change.

- [Simo] What is useful for me to show someone else of something that should be done. I am a really a fan of appendix, link, reference to put weight what opinion should be regarded higher. I like to use content usable to show that it is researched.
    - [Anya] Are you saying it is important to showcase sources they are using to support their statements?
    - [Simo] there is a resource section that is helpful. Want to continue
- [Yash] Rain recording about the changes in content usable, is there a staging link or working draft or coded?
    - [kiki] No interactable draft. Just the slides
- [Ronisne] Could we approach interactional icons and look at though? Then look at different companies for and how different they are. Also look at 'cleaner' line or simpler lines. They are easier to see and understand. We have instances in which have an shopping icon has a bag. F
    - [Kiki] Cleaner lines could be better image quality? Also pulling from Nicholas's point to have label for icons
    - [Ronisne] A triangle and a square could be more clearly be identified as a house. You can't increase the icon size even when the font increases. Cleaner lines could help with this even if the lines can't get larger. Sometimes there is a

thought bubble with a question mark in it, it can be hard to see the question mark

- [Shruti] What about emoji's? They have alt text but they may need descriptive text. Emoji's alt text may not be accurate. I am increasing seen emoji's being seen in newsletters but I am wondering if those are clear. I wonder if they are contextually approach or don't use them to substitute the text itself. Like the arrow emoji to point at something.
  - [Anya] I keep referring to the icon pattern but it is more any descriptive illustration. I think that should cover emoji's as well. It should cover that as well. Those examples should be put in those patterns as well. Maybe it states that as well but we should check
  - [Alyssa] only thing that is different between icons and emojis is users can insert icons, while they can do that for emojis.
  - [Anya] differentiation between the guidelines and techniques. Difference on the technology side. Context from the user experience and then from the technical perspective (if you have an emoji it is technically different). Maybe it is worth having separate technique document?
- [Nicholas] Most assistive tech that is not a screen reader doesn't read alt text. Going through the COGA document, they used to refer to using a SR. SR is a very different tool and it is different from

other literacy tool. Other assistive technology doesn't read alt text so using alt text to make an icon or emoji more accessible doesn't work. I need to see if that is actually in there. I don't want them to use alt text as a solution.

2024 and older Meeting Notes

December meeting 2024

Attending: Kiki, Cat Johnson, Anya Sims, Yash Ghelani, Simo Hellsten, Nicholas Mcnab, Allison Yoo-Babbitt, Milena Risi, Eric Kellenberger, Kevin Koyko

Agenda:

- Watch Rain over view of changed to content usable & discussed
    - **Please give feedback by Monday December 9th** (or by December 16th by the very latest)
    - Anya: Amazing video and thank you for making it
    - Cat: Great to

November meeting 2024

Attending: Kiki, Cat Johnson, Maya Alroy, Anya Sims, Parampreet Singh, Rosendo Figueroa, Yash Ghelani, Simo Hellsten, Alyssa Panetta, Nicholas Mcnab.

Agenda:

- [Kiki] Heads up! Rain is going to attend the December 5th meeting for TPAC updates.
- [Anya] Resource list brainstorm/feedback
    - COGA Community Group - Resource Lhttps://issues.chromium.org/40577771 LazyLoad: Defer loading below the fold imagesinks
    - Anya created this resource list to share information and resources with the group.
    - There are also really great filters and topics you can use to refine the list. So many great resources!
    - Please feel free to contribute to the resource list.

- [Kiki] Love it! Question: How many columns would you like people to fill out if they're adding a resource?
    - Just a link is enough, more columns is nice, but not required.
- [Maya] Loves that we're adding dates on when we add the resource so we can track how old the content is.
    - Anya is working on a mind map and/or other ways of automatically setting the date.
- [Alyssa] Love it. Question: What is the scope of the links? Can I add links that I've collected through my work and the talks I am doing on?
    - This document was originally designed as a resource library for this discussed during COGA, but it sounds like we should add a new type for "donated links", and/or add a new column for "audience" to identify if the link is more for engineers, researchers, designers, etc.
- [Cat] Love this, and I have links to add that might be great to have.
    - Yeah just add it in!
- Let's add another column for "Notes" so people can add notes on why they added the link or any other details on the resource.
- Also adding a "parent link" column so we can have a parent link if someone is adding multiple links within one website.
- In Finland they've created accessibility guidelines that are a little bit more detailed than our guidelines. https://lib.purdue.edu/wp-content/uploads/2024/06/Newest-Scientific-Paper.pdf
- [Nicholas] Long term thinking about these resources, how do we want to think about evaluating and filtering resources to ensure we're not adding in resources that are false, outdated, or problematic?
    - Discussed misinformation out there and the difference between opinion pieces vs. from reputable resources.

        - Decision, add a status field that marks it as a new link so we can be aware of new links that we might need to review to ensure the veracity of that resource.
    - [Rosendo] There is value to having opinion resources and research/science backed resources. Is there a way we can keep that note in the resources?
        - [Kevin] Think articles with footnotes seemingly' could seeming better quality articles, footnotes doesn't mean article authors did diligence before writing articles or are not bias'es'. The language in the article being squishy about people 'may' experiencing or ''possible solutions can include'' helps me in trying to decifer the authors intent.
        - [Nicolas] There was a great article online that talks about how to read and identify research papers.
    - [Cat] Can we use the "audience" column to identify "opinion" vs. "research" resources?
        - Yes, and this
- Social media brainstorm ideas + get time on calendar for social media meetingIf time:
    - [Kiki and Cat] We're just going to pick a time and like bi-weekly to ensure we're meeting consistently and get started. Will will adjust the time as needed as we get started <3
    - Please message Kiki with your email so she can add you to the social media meetings.
    - And/or, join the Slack channel and let us know you want to join. https://w3ccogacommunitygroup.slack.com/archives/C07EP1XUFM5
- Topics for Next Time:
    - [Anya] Modelling W3C documentation (with a very brief mention of AI)

October meeting 2024

Attending: Simo, Anya, Eric, Cat, Kevin, Nicolas

Agenda:

- Anya is our facilitator today, sending love and care to Kiki.
- Social media check-in:
    - We have yet to meet-up during August/September.
    - Cat setup a Medium account for us, so that is there.
    - Maybe take another stab at setting-up a recurring meeting.
    - Cat to take next steps to try and find another meeting that's more often than monthly meetings.
    - Kevin, Nicolas, Kevin, and Simo are interested in joining the group, but have mixed availability. Follow-up by adding them to the social media channel.
    - Anya to follow-up with creating a doc for the social media group to write notes in for article ideas. Cat can add details on how to access the Medium account.
- [Nicholas] TPAC Conference:
    - What does TPAC stand for?
        - TPAC historically stands for Technical Plenary and Advisory Committee
    - The conference is very geared towards WCAG working and community groups to discuss and collaboration.
    - TPAC 2024: Detailed schedule
    - Scheduling for the conference was very confusing and hard for conference goers.
    - Cat wishes she went!
    - We would love to have Rain to join the next meeting to talk about the conference!
- [Anya + Kevin] Has anyone given feedback on the COGA Task Force Prototype?

    - Kevin and Anya both gave feedback during this process.
    - Kevin really enjoyed the process and how they set up the prototype.
    - There were a lot of interviews conducted during this process and we hope they got a lot of good data.
    - Kevin's feedback was that the accordion design was very nice from a cognitive standpoint, being able to isolate the area of focus and collapse when it's not needed any more.
    - https://www.w3.org/TR/coga-usable/
    - Fun chat about the accessibility of accordions and how they can be implemented semantically for accessibility. Hint for a social media post about making accessible accordions.
        - https://www.matuzo.at/blog/2023/details-find-in-page/
        - https://designsystem.digital.gov/components/accordion/
        - https://www.scottohara.me/blog/2018/09/03/details-and-summary.html
        - Cat can definitely talk at length about aria-label and aria-describedby and making content accessible.
    - Also side rant on infinite scroll and how inaccessible it is.
- Items not reached in the meeting:
    - [Anya] Discuss the resource list Anya has collected.
        - Added after the meeting by Anya: here is a link to the resource file that should contain most of the resources discussed in the COGA Community Group (meeting notes, slack, documents) in the last couple of years or so. It's a draft. It would be interesting to get feedback regarding its usability

          COGA Community Group - Resource URLs
    - [Anya] Discussing attending a UX workshop, and so many great links to share!

        - Added after the meeting by Anya: here is the link to the document the workshop presenter shared with the invitation to share it with anyone who is interested):

          Inclusive Design Patterns For 2025 (24.9.2024)

“September” meeting 2024

Attending: SImo, Nicholas, Anya, & Kiki

Agenda

- [Kiki] social medial
    - cogacommunity@googlegroups.com
        - Ask Kiki or Kat to add to this Google group if you want emails forwarded to you
- [Kiki] TPAC
    - Nicholas will be attending hybrid. Connect with Rain
    - Anya would like to come TBD. Appreciate any meeting that would be ideal to come to
- [Anya] Central Resource that people have put in the chat
    - Slack chat self deletes after 3 months
    - Pull what is currently in the chat + this meeting nows document
        - Would be okay to be share document that come up
        - If produced individually, then maybe have it be an explicit ask
        - Nicholas - could we mark a slack message to keep something confidential
        - Anya - perhaps we could just ask so it doesn’t get confused
        - Please do not share this (test) :lock: - Emoji
    - Kiki will create a space in the Google Drive. What would people prefer? A doc? Google sheet (this can filter if that is a plus?)

- Anya + 1 to a google sheet - have it linked to the top of the meeting notes
- Make blanksheet, put in drive/space & share with Anaya

August 2024

Attending: Kiki Salmon, Cat Johnson, Kevin B., Anya S. , Nicholas M., Alyssa P & Maya A

Kiki: AIs for social media posting?

Anya: No, other decisions needs to be made

Nicholas: What came up of cuing this up

Kiki: Group account versus individual accounts and tagging community group

Nicholas: discussion on which platform (many accounts versus stick one platform)

Kiki: Proposed medium since we primarily do long form information and then individuals

Kiki: Need more time than once a month, but will keep the once a month meeting a place to still contribute as a whole group. Will set up a second meeting with dark patterns as a starting point. Will set initial cadence but no consequences if we need to change cadence

Nick: brain works well with some kind of target

Cat: I would love to help by creating the Medium account.

Kiki: We do have a community google group - cogacommunity@googlegroups.com

Cat: I can DM you if I run into obstacles

Anya: SHould we have a separate slack

Kiki: Yes!

Kiki: Task force study recruiting aug, participation sept. for new designs

Nicholas: issue paper still going>

Kiki: I will ask

Nicholas: I am interested if still going on

Anaya: I am interested if still going on

Anya: UX model. What I found useful to think about is “what is UX design and what is COGA?”. Open to get general feedback. I have 25 slides but I am not going to go through in details. Just a few slides in detail. Anya asked to not share the deck please

July 2024

Attending: Fatou, Nicholas M, Eric Kellenberger, Justin B, Anya Sims

- Quick introductions

Interest in/exposure to COGA: Fatou: pursuing a Masters in Cognitive Accessibility; Nicholas: accessibility (incl COGA) concerns for students; Eric: EdTech user research, Neurodiverse audiences; Anya: user requirements, COGA reviews; plus some personal experiences;

- Chat about **connections between WCAG and COGA**, and **impact of sensory impairment on cognitive load**

Fatou: there are big overlaps between WCAG and COGA.
Anya: It would be quite handy to know how exactly the two fit together. WCAG3 placeholders have quite some overlap with COGA, too.
Nicholas: in terms of how one affects the other - sight-impairment has quite a big impact on cognitive demand because all processing is linear. High working memory load. Cognitive accessibility for screen reader users is important to consider.
Note from later in the meeting but added here because it fits - Nicholas: WCAG is hard to use for screen reader users.

Added after the meeting: Anya - hearing impairment can potentially have an impact on reading ability.

Anya: In terms of the foundations for the COGA guidelines, what backs up the COGA guidelines? We don't really know what the guidelines are based on. Literature? UX testing? What's the extent?

- **Thoughts on Social media activities by the COGA community group**

Content

Nicholas: who is the target audience?

Anya: should we aim to make this specialist topic cognitively accessible for anyone?

Eric: Include case studies, positive examples

Channels

Fatou: LinkedIn. (Nick, Anya :+1:)

But is LinkedIn content fully available to non-LinkedIn users? (none of us really knew)

Anya: X maybe as well?

Creating posts

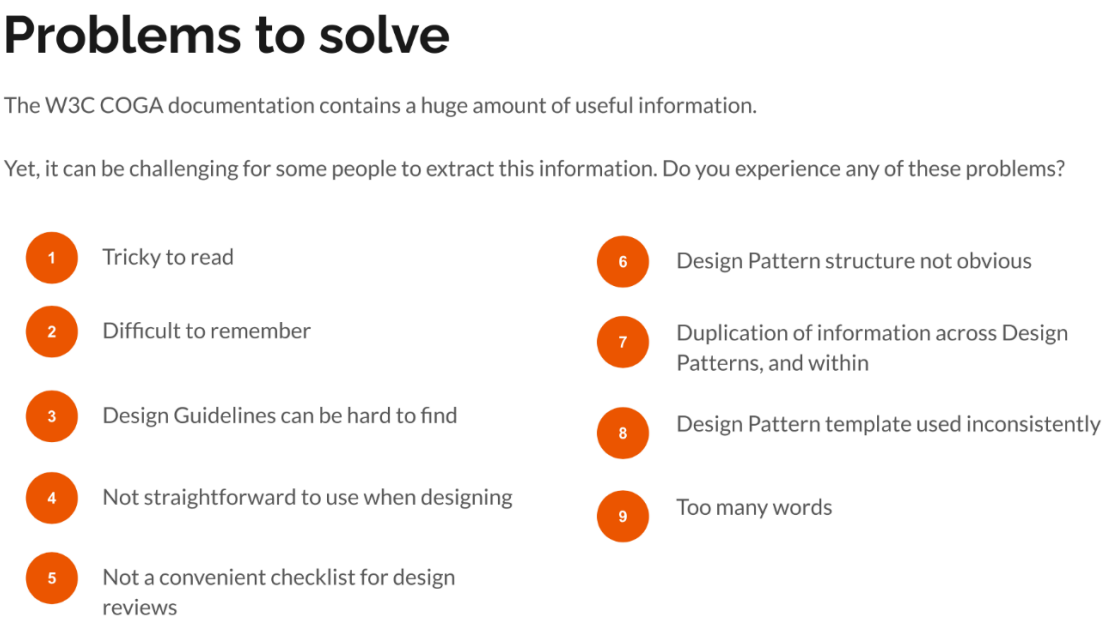
Nicholas: regular posting cadence is important. How frequently?

Fatou: plan ahead, create posts when in advance, have a few lined up.

Anya: establish review cycle with the group before publication? Create posts with input from the group, or just encourage members to repost with comments?

- **Anya's 'UX for COGA' model, "July edition"**

This is an early draft.



Some have experienced issues 5,6,7 and 8 particularly

The idea of the model is to introduce a simple, yet clear, structure for all UX considerations and, through that, make it easier to remember the guidelines.

Introduced some aspects of the model: “user jobs” (ie. the things the user has to do when using a system, e.g. navigate, interact with the system); some of the questions the user might ask themselves while using a system (when they have to start thinking about what they are doing or are required to do); some of the parts of the system the user deals with (site, page, control, chunks of information, to name just a few);

Other approaches, principles were discussed

Nicholas: WCAG POUR principles

Fatou: a clearer breakdown of guidelines by user categories would be good

Eric: perception, cognition, action loops

June 2024

Attending: Kiki Salmon, Cat Johnson, Param

[Kiki] Update from COGA Task Force

- New issues papers
    - Task Force will be releasing early editors drafts of a couple of issue papers and it would be great if the community group looks at those and comments
- New ‘prototype’ or version of the Content usable. Feedback would be appreciated from our group. Will have more details with whoever wants to participate

[Community group] Review Deceptive Patterns

- Mini edit session and scheduling a smaller group meeting to finalize doc
- Param (EST) would like to be added to the group to work on it. Kat (PST) would like to continue to provide feedback
- Continue to pursue Medium account for the community group
- Cat +1 to posting. Maybe meet more frequently to get post out!! In the coming months to get momentum behind it. Can lead the more general effort forward
- **AI: Kiki to Slack message to get it organized for initially deceptive patterns.**
- **Cat: Poke around medium**
- Community Page: https://www.w3.org/community/coga-community/
- There’s also this content? https://www.w3.org/WAI/ARIA/apg/patterns/
- What about this? https://www.w3.org/WAI/tutorials/images/
- Posting on the
- Full website example: https://www.a11yproject.com/

Open floor chat or end early

Cog load

https://apps.dtic.mil/sti/tr/pdf/ADA221865.pdf

May 2024

Attending: Kiki Salmon, Cat Johnson, Nicholas McNab, Seth Epstein, Anya Sims

Dark Patterns:

- https://docs.google.com/document/d/1p9Ct2lSGgW11R68R0wstf54YL8ZeMmEVCEfKytoOWJw/edit#heading=h.ceelypn2z8hm
- Kiki's goal of the dark patterns is to discuss it today and see if we can get participants to add or contribute to the Dark Patterns
- This will likely get finished in June.
- And decide how we want to share. Send it out broadly or send it to the Task Force.
- Reminder to review this doc (https://docs.google.com/document/d/1tKJM4h5cLfsI37ndbpffexVi5RMUnFBguZ2aVYkidP8/edit?usp=sharing) before and after creating COGA community documentation.
- Spending ~10 minutes live editing.
- Question about document ownership: The group combined owns this doc, and Kiki helps drive to support the community in whatever that means for a given doc/initiative.
- What and where is the research referenced from?
    - https://www.w3.org/WAI/GL/task-forces/coga/wiki/Main_Page#
    - Various sources, the link above has a whole section explaining the research and other links. Check it out! 🙂

COGA Mindmaps (Anya Sims):

- Desire to create a more accessible breakdown of the information of the COGA documentation.
- It would be great to have an editing process to clean up the documentation and make the design more consumable.

- Also the usage of certain words doesn't work well to translate across languages and for bilingual members.
- Great examples of this is the documentation on use of white spacing, it both needs more information and some rephrasing. https://www.w3.org/TR/coga-usable/#use-white-spacing-pattern
- As with anything with WCAG guidelines and COGA guidelines is finding the balance between what can translate into the WCAG documentation and what is harder to quantify. The shared struggle <3
- Design Patterns vs. Design Principles.
- Anya has worked to create an initial mind map with a lot of ideas for breaking down the content.
- Anya has also done another version using Excel spreadsheets to categorize the various sections of the COGA documentation.
- Anya to follow-up with documentation when she is ready to share and details on what feedback would be most helpful from the community group.
- Idea: a Medium COGA group for cleaning up documentation and producing more content that is beyond the scope of the task force.
- Note: UX Bermuda Triangle! (See Anya)

April 2024

Attending: Param, Simo hellsten, Maya Alroy, Bob dolan, Anya Sims, Justin, Nicholas McNab, Luwam Asghedom, Cat Johnson

Note: This question was asked as people have experience in cognitive a11y experience in software but this knowledge is not required to participate in the community group

Param

- Mobile cognitive a11y question. Do you need to have a11y features to be turned on in order to consider cognitive accessibility?
    - Is it necessary to to turn on a separate a11y feature?

    - Bob: I would call that a fail unless those features were turned on by default. I would not rely on the user having to go in and turn on by default
    - Kiki: Asking two questions within this example. Technical a11y and usability a11y. Technical a11y is met in my opinion (there is a heading at the top and the button is highlighted), but is that usable for individuals with cognitive or learning disabilities? I would need to do research as I am not sure.
    - WCAG can also apply to mobile even though it isn't explicitly stated (some slight differences but the principles are the same)
    - Simo: W3C has a short page on Mobile Accessibility: https://www.w3.org/WAI/standards-guidelines/mobile/. Summary starts with "Mobile accessibility is covered in existing W3C WAI accessibility standards/guidelines. There are not separate guidelines for mobile accessibility."

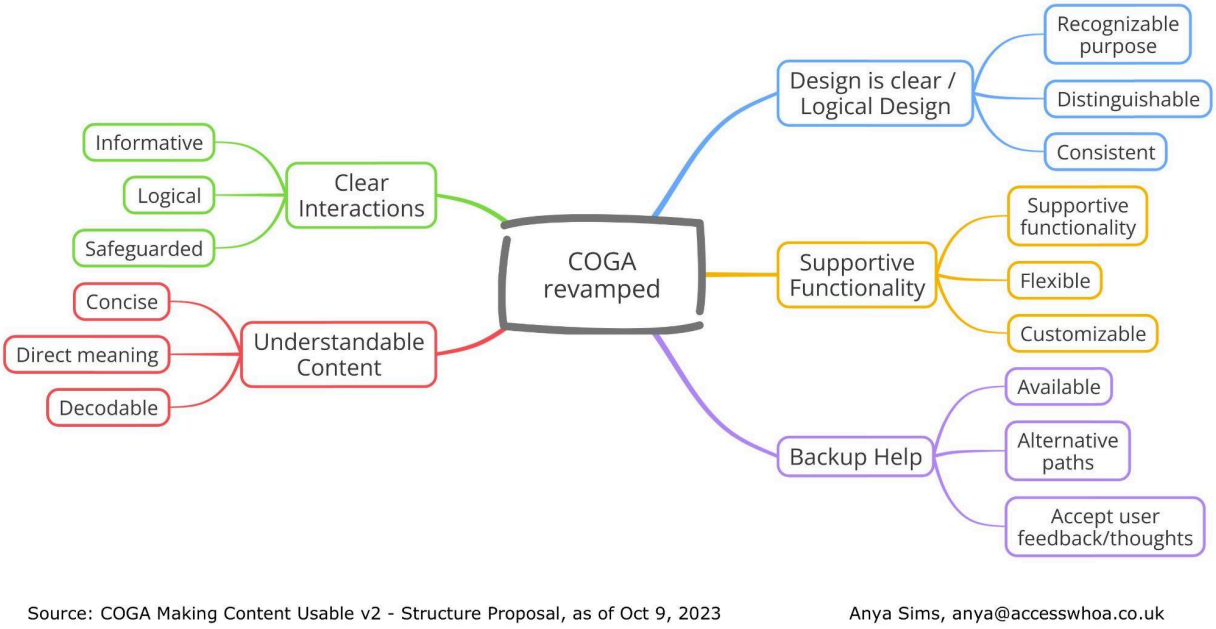
[Lea] Regarding Content Usable, are there **any best practices for influencing adoption of COGA** on newer dev teams looking to improve accessibility on mobile apps?

- I am the PM for a mobile app from a state perspective (healthcare tech).
- There are specific guidelines within WCAG but it is new with the teams. My question was, how do you incorporate content usable guidelines into the process. I have a younger sister with down syndrome so I have engaged in the accessibility space but I want to bring it into my work and team.
- We all use the app and there are pop ups to get feedback on the app (like a mini survey "How are you enjoying this app? 1 - 5 stars).
- I try to send them WCAG and continued education to get them to think about it, but how do I get them to keep it top of mind?
    - Kiki:
        - personal stories,

        - finding another advocate on the team,
        - working to get into their workflow (design review, team meeting, etc.) and
        - building reviews specifically for the team.
          All are time intensive so I would love to hear from others if they have other ways
    - Anya: It is very difficult and I am sorry when I sound negative when I speak about the COGA guidelines as I don't find them very cognitive accessible. It is so unstructured that it can be hard to build up mental models on the topics. I try to pull out top principles and focus on those. Also producing resources, I wish it could all be put in one place
        - What makes interaction easy
        - What is triggering content
        - Help and support area, etc.
    - Lea: There is such a diversification of thought when thinking about this topic. I try and convey stories of my sister and need to get access
    - Anya: I feel like the needs and scenario in the content usable section could equip you with more examples
    - Maya: another reference for explaining COGA - explaining screen functionality to my grandma. Like how the calling icon looks, etc.
    - Resources:
        - https://design-system.service.gov.uk/accessibility/
        - https://www.sf.gov/reports/november-2021/digital-accessibility-and-inclusion-standard
        - A good place to start: https://www.w3.org/WAI/ARIA/apg/

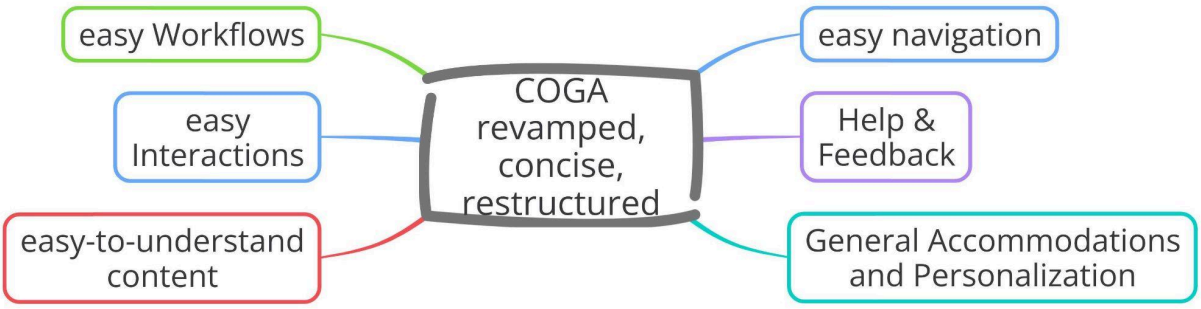
- Anya: Chat about trying to understand content usable

- I have great difficulty with content usable. I looked at Rain's revamped structure. This is all very very abstract and when I think of the design patterns or where they would go. I find it abstract and, because of that, very difficult to remember



- Maya: For me it is also not clear. It is not just the order but the language.
- Kiki: I think no matter how it is organized, I would still need a search function
    - Anya: The website is outdated and isn't suitable for all the info it is trying to hold
- Anya: I value that people try to be specific and accurate. BUt that's what makes it really abstract, I think. It gets academic and "ethereal", I can't "grasp" the content. Translation to plain english and a set vocabulary would be extremely helpful. Certainly in COGA with the amount of repetition and structure, could be reduced to a 5th of the length. I would like a summary version. I love bullet point lists to get the info quickly. Can refer back to the full long doc as needed. I would love to see this information in graph form.
- Currently, usability principle/guideline, design principle, design guide, are mixed throughout

- I would find this easier. I can make boxes in my head with this



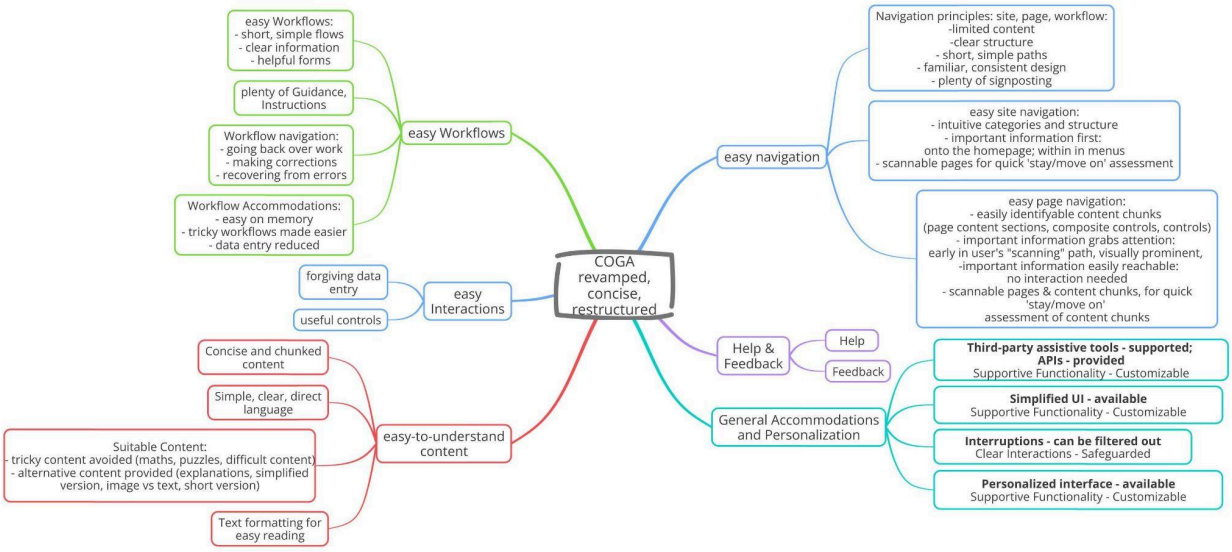
Structure by Anya Sims (anya@accesswhoa.co.uk), based on https://www.w3.org/TR/coga-usable/ and other sources.
This is work in progress. Please contact Anya with any questions, comments, or if you are planning to use any of this.

Note:

- ➔ The colors in this image do not carry over meaning from the image before.
- ➔ Color choice is consistent for this image and those that follow.

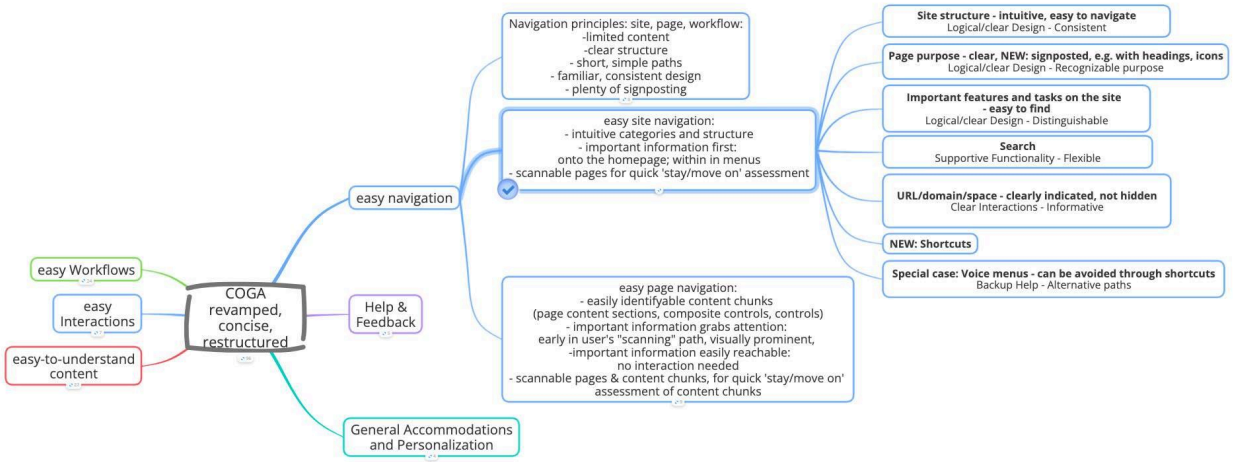
This is how it can be organized in my head

- Simo: I noticed there were two very similar phrases until I saw one was about the site, one was about a page. Might it be possible to have structure “site wide”, “page specific”, “element/component level”? Even as some tags [Anya (added post meeting): made a small update to highlight differences better (see image below); looking into splitting into three levels and attribute inheritance to avoid duplication



Structure by Anya Sims (anya@accesswhoa.co.uk), based on https://www.w3.org/TR/coga-usable/ and other sources.
This is work in progress. Please contact Anya with any questions, comments, or if you are planning to use any of this.

I am looking for a structure to help me build up a picture in my mind. When considering design principles, leading with a noun



Structure by Anya Sims (anya@accesswhoa.co.uk), based on https://www.w3.org/TR/coga-usable/ and other sources. Level 3 boxes are mostly 'coga-usable' Design Patterns. This is work in progress. Please contact Anya with any questions, comments, or if you are planning to use any of this.

- Bob: I would love for these website to walk the talk. If you go to WCAG, it is OVERWHELMING! It also encourages a linear, checkbox approach.
  I would use these diagrams in my training. This is another way of looking at the information
- Cat: This reminds of a diagram of rules of WCAG. A diagram makes it more digestible!

    - WCAG 2.2 Map | Intopia

- Anya: I would love to share it. I see two things. A diagram of exploration and a list that I could filter and sort.
- Simo: I noticed that there are clearly different levels (site level, page level, component level, etc.). This is helpful when there are multiple people designing these different levels and what they need to consider.
    - Anya: I think the COGA task force was keen to make it relevant for different job roles.
- **AI: give feedback on mind maps. Does this make sense or is it clearly labeled/understandable for the community group?**
- **AI: Too look at dark patterns next month:**
    - **Dark Pattern document**
    - **Combine resource sections**
    - **Help pull from Miro doc to add to dark pattern doc**

March 2024

Attending: Param, Cat Johnson, Eric Kellenberger, Simo hellsten, Shruti Vellanki, Maya Alroy, Bob dolan, Anya Sims, Justin, Lea Whitney

Pre meeting question from Param: Kiki to ask rain if docs have been shared with task force

- [Shruti] Reviewing draft disabling patterns (e.g. social media app notifications and likes that cause mental health impacts) with goal of passing it along to COGA Task Force
    - Covering disabling patterns and dark patterns but specifically around social media.
    - Related links:

        - Guidelines 03/2022 on Deceptive design patterns in social media platform interfaces: how to recognise and avoid them Version 2.0
        - Deceptive Design Patterns in Social Media Platform Interfaces (European Data Protection Board Guidelines) [may be the same document as above]
    - Shruti's doc was pulled from the results but pared down and what coga documentation would apply to the issue (link to doc when Shruti shares it)
    - Anya: What brought you to write about this?
        - About my own personal experience and seeing harm from
    - Param: What change are we hoping to see from this doc?
        - First outcome is to show patterns impact people's mental health. COGA talks about mental health but not how patterns do impact or how to avoid impact on mental health. Introduce little guidelines or text that disable someones ability
        - Bob: another goal can be to improve users meta cognitive awareness. Companies send out phishing emails to make people more aware. It would be amazing to see examples of each of these patterns for the lay person so they can self-identify that they are being manipulated. It can be hard to get companies to change their marketing strategy, but we can educate ourselves.
        - Cat: As an engineer, this reminds me of ARIA pattern document (how to make an a11y disclosure section, etc.). Maybe we need coga pattern documentation around social media examples, how to properly implement social media examples. Here is an example or rough pattern how to build a better pattern and applied in real live (Chat: This reminds me of some ARIA Pattern documentation. Maybe COGA can start publishing documentation like this. https://www.w3.org/WAI/ARIA/apg/patterns/)
        - Maya: For some cultures, privacy isn't really important but it may be good to know but maybe not be applied. How can we make this easier to understand for the user to care. Company tends to focus

on what is making money so it isn't altruistic wants and may need to be posed differently

    - Kiki: Would be helpful to have examples or when coga guidelines don't line up to these principles

Potential AIs for doc

        - Intro of why this stop is important to COGA/the author
        - Add who this is for (end users? Companies?) and how they can apply this
        - Add column for examples for each of the principles
        - Add when it doesn't match up to coga principles
        - Summary at the end tying together how these principles apply to affecting mental health (chicken or the egg

- [Kiki/General Team] Reviewing dark pattern doc
    - Overlap in content with social media but perhaps still maintain these as separate
    - Keep documentation separate?
        - Dark pattern is already long and more general
        - Social media is more focused
    - Maybe make it shorter by only bringing up dark patterns that are applying to coga
        - Anya: To keep all the content for now and summary at a later date

February 2024

Attending: Anya Sims, Bob Dolan, Eric Kellenberger, John Kirkwood, Katy, Param, Lea Whitney

- Any action items from last month.
    - Spoke about the Finnish testing guide (which is the COGA guidelines but organized differently). Anya has google translated into sheet, which is now being looked at by Simo to make sure it actually makes sense). Simo to eventually give back when he has reviewed it over. Simo has contact with the individuals who published the reorganized the content in Finish to make sure we aren't doing anything incorrect.
    - Kiki pass along two documents (anxiety + Digital interaction & another document Kiki can't remember the name of)
- NOT PRESENT, SAVE FOR NEXT TIME: [Lea] regarding Content Usable, are there any best practices for influencing adoption of it on newer dev teams looking to improve accessibility on mobile apps?
- [Anya] Research how do you test a layout to see if it is simple? There is view hierarchy that AI can now build into that, so is it now testable.
    - Not done any steps for this. I want to share papers about this. I want to share resources for this.
    - John: This resources would be helpful to see
    - Anya: The resources I am thinking of are a bit older so I will find newer ones as well.
    - Eric:
        - Article 1: https://dl.acm.org/doi/pdf/10.1145/3586183.3606824
        - Article 2: https://dl.acm.org/doi/pdf/10.1145/3472749.3474763
    -
- Opening up the floor
    - [Param] Where is the anxiety doc in regard to progress?

        - [Kiki] To be sent to COGA task force, unless you have an objection then happy to pause
        - [Param] No objections
    - Speaking about dark patterns/grateful we can bring up these issues here to discuss
        - When signing up for a healthcare app, my partner had given up. I looked at it was asking for an authentication code that is sent by the healthcare provider, which we never received. However, that code isn't required if you dig down the page. However if you don't have an authentication code, then you have to answer questions similar to that when getting your credit report in the US (which of these addresses did you not live in within the last 10 years, etc.) My partner was overwhelmed with many healthcare decisions and this additional high cognitive load task pushed him over the edge.
            - Others feel free to add as well
        - https://www.vivinrichard.com/post/india-s-ban-on-dark-patterns-a-step-towards-fair-e-commerce-practices
        - Anya to find the person in the UK with dark patterns
            - Put together a document to pass up to task force on this. (personal experience, what are the elements of safety- time, money, etc., potential exposure to hard - who is the most vulnerable, are there any blogs/articles outlining what these patterns are, any standards to be against these dark patterns).
            - What are safe website to send students to (go to .edu?) Rather than have teachers go through and see if the website is safe but to have websites self-certify?
            - Click on items or images on websites that even up downloading a virus.

- [Anya] Language feedback
    - [Kiki] Mentioned some of this is personal opinion, perhaps pulling that out? I do agree that there is quite a bit of vague language (e.g. to make something easy or clear isn't descriptive for someone to understand how to make something easy or clear)
    - [John] there are some legal documentation about clear language. Perhaps building on that within this document
    -

January 2024

Attending: Anya, Cat, Eric, Jen, Simo, Shruti

- Welcome
    - Identify scribe for meetings notes
- Discuss pending matters from previous meeting (50 minutes)
    - [Simo] reviewing a Finnish testing guide for coga (I am soooo excited about this one! Thank you Simo!!)
        - Project was active from 2020-2023. The last project staff member finishes after January
        - Simo got a permission to make an unofficial English translation (work in progress, currently index only translated Cognitive Accessibility Evaluation Criteria 2023)
        - Anya has checked the contents using Google Translate and made a spreadsheet on that. She is planning to compare the contents to other Coga documentation..
        - [Anya] The COGA task force and other WAI task forces have produced an impressive amount of documentation. It can be tricky to keep track. This path/link overview lists some key COGA (and personalisation) ones. W3C COGA public documentation (snapshot) Happy to share (but not sure if this will be useable for anyone else; I'm certainly not making any design or accessibility claims about this...)
        - [Anya + Shruti] combining COGA and Finnish guidelines: combining COGA's generally worded guidance (e.g. navigation, hierarchy, controls) with callouts to specific examples to structures (like menus, crumb trails, search)

        - [Shruti] COGA doesn't have a section on influence & advocacy: https://www.selkeastimeille.fi/vaikuta/. Finnish guidelines also have sections on social
    - [Anya] Reviewing current readability tooling and seeing if COGA has it included. If it is not included, is there research that supports these approaches that we could pass along to the Task force?
        - There is a group called Readability Matters https://readabilitymatters.org - they have a sandbox for testing spacing, whitespace etc. variation in text that have different effects on personal experience of readability
        - There are some tools that help changing styles on webpages (such as Chrome reader mode)
        - Coga has some reference to white space (https://www.w3.org/TR/coga-usable/#use-white-spacing-pattern), but there is not much more detail
        - Cat and Anya discussed about the need for compact information with more extensive information available
    - [Group] The group discussed improvement options for COGA
        - backlinking between issues, tutorials, guidelines for a more comprehensive documentation (e.g. WCAG has COGA guidance, tutorials could backlink to guidelines)
        - calling out personalization options wrt COGA (e.g. low and high contrast options are both good for different people)
        - putting guidelines into a database so folks can pick and choose guidance that makes sense
        - adding options for users to look at technical terms (e.g. whitespace could be further broken down into kerning, leading, etc but this is not simple enough language for COGA. however excluding these terms makes us lose out on specificity)

        - Discussion if and how Coga is/will be included WCAG. Jen explained that originally there was a need for a different working processes from AGWG and that's why it was done separately
- If time
    - Anya has made notes about the complexity of language in design guidelines: some words feel overused, some words could maybe be replaced by clearer words...
- Left for next meetings
    - [Lea] regarding Content Usable, are there any best practices for influencing adoption of it on newer dev teams looking to improve accessibility on mobile apps?
    - [Anya] Research how do you test a layout to see if it is simple? There is view hierarchy that AI can now build into that, so is it now testable.

December 2023

Attending: Shruti, Leo, Simo, Kiki, Fatou

Meeting Agenda

- Identify scribe for meetings notes: Kiki
- [Kiki] any live feedback we want to leave on rain's doc?
- Anya: Are they going to re-write the whole document?
    - Kiki: I am not sure
- Shruti: COGA guidelines is under supplemental guidance. Is the goal to make into WCAG
    - Kiki: I think the goal is to add anything that is testable? The document goal is too still be helpful for companies to give guidance. Since the world just see this document, it is ideal to get the next version out even if it isn't 100% done so there is still progress forward
- Anya: COGA can also start to get out of date, like conversational AI. It does cover the basics but not everything.
- Simo: Icons are not easy to understand. 'i' stands for info not help. Are these final or placeholders.
- Anya: You have the ability to customize the information (diagram versus text). There is cognitive info all the document but another spot in the document on how to deliver the information and should it be done through. How to tailor interaction for certain user groups isn't covered systematically in the document.
    - Fatau: +1
- [Anya] email finished and ready to be pass along to TaskForce?
- [Kiki] any topics we want to discuss for next meeting?
    - [Simo] There is a Finnish testing guide for coga - I can maybe tell about that next time. It's in Finnish only afaik.
    - [Anya] Readabilitymatters.org works with acrobat and U of Florida. It is available with extension and is improved by changing font, letter spacing,

line spacing and done with extensions. Acrobat called fluent mode, bird reader, etc. COGA is rudentemary compared to what is being done in these ext. Would like to talk about these tools and how they compare to Content usable if it is being captured.

    - [Anya] How do you test a layout? There is view hierarchy that AI can now build into that? What is visual complexity

- Closing questions, adding any items to next month agenda and next steps (5 minutes)
    - Reminder that feedback cut off will be next thursday (December 14th)

November 2023

Attendees: Cat Johnson, Param, Eric Kellenberger, Beth Kwakenat, Justin

REMINDER GIVEN AT BEGINNING

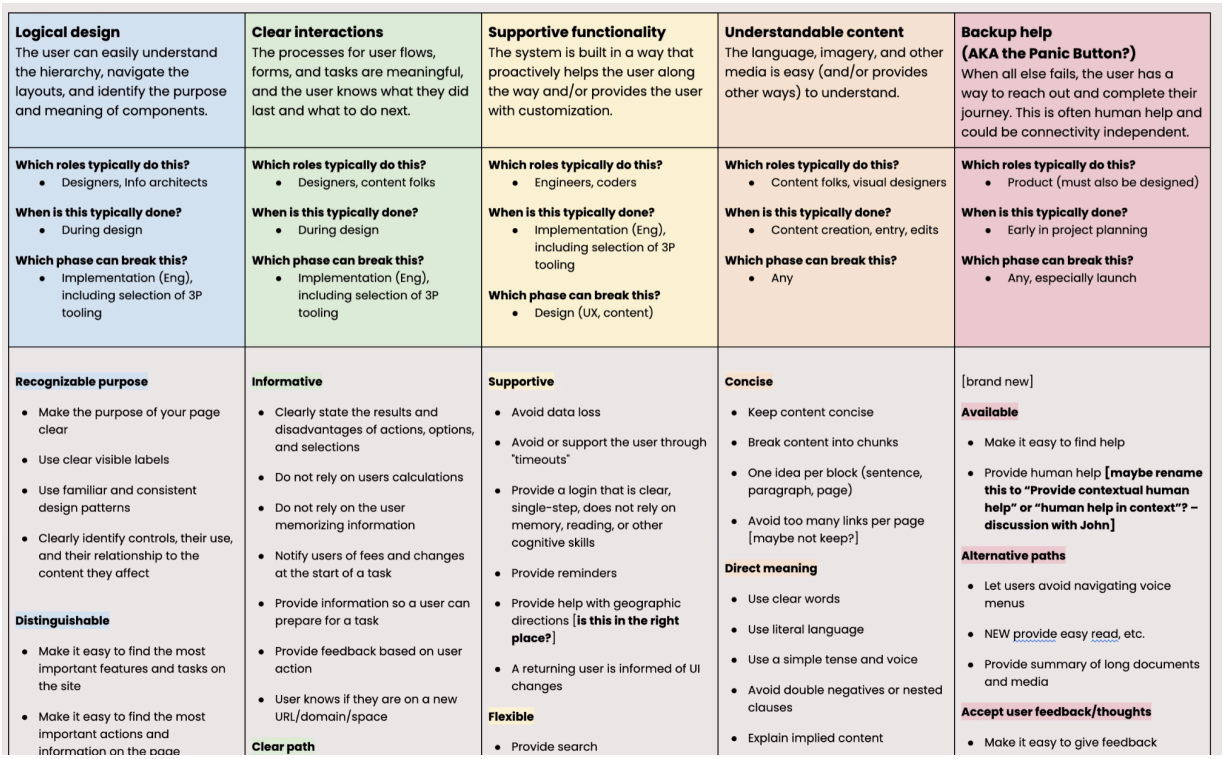
- What is said here stays here, please be mindful and let everyone speak
- Sorry for missing last month, glad we are back!
- **[Rain] Update on Content Usable document + upcoming research (A/B testing)**
    - Visual file shared:

      COGA Making Content Usable v2 - Pattern restructure proposal (for c...

We did some qual and cart sorting research to get some insight in how to redesign content usable to make it more usable

Haven't finished prototyping yet so **perfect time** to give feedback into the prototype!

Please note this is a large table but this table is the new sorting of the new patterns for content usable



Logical design The user can easily understand the hierarchy, navigate the layouts, and identify the purpose and meaning of components.	**Clear interactions** The processes for user flows, forms, and tasks are meaningful, and the user knows what they did last and what to do next.	**Supportive functionality** The system is built in a way that proactively helps the user along the way and/or provides the user with customization.	**Understandable content** The language, imagery, and other media is easy (and/or provides other ways) to understand.	**Backup help (AKA the Panic Button?)** When all else fails, the user has a way to reach out and complete their journey. This is often human help and could be connectivity independent.
Which roles typically do this? • Designers, Info architects **When is this typically done?** • During design **Which phase can break this?** • Implementation (Eng), including selection of 3P tooling	**Which roles typically do this?** • Designers, content folks **When is this typically done?** • During design **Which phase can break this?** • Implementation (Eng), including selection of 3P tooling	**Which roles typically do this?** • Engineers, coders **When is this typically done?** • Implementation (Eng), including selection of 3P tooling **Which phase can break this?** • Design (UX, content)	**Which roles typically do this?** • Content folks, visual designers **When is this typically done?** • Content creation, entry, edits **Which phase can break this?** • Any	**Which roles typically do this?** • Product (must also be designed) **When is this typically done?** • Early in project planning **Which phase can break this?** • Any, especially launch
Recognizable purpose • Make the purpose of your page clear • Use clear visible labels • Use familiar and consistent design patterns • Clearly identify controls, their use, and their relationship to the content they affect **Distinguishable** • Make it easy to find the most important features and tasks on the site • Make it easy to find the most important actions and information on the page	**Informative** • Clearly state the results and disadvantages of actions, options, and selections • Do not rely on users calculations • Do not rely on the user memorizing information • Notify users of fees and changes at the start of a task • Provide information so a user can prepare for a task • Provide feedback based on user action • User knows if they are on a new URL/domain/space **Clear path**	**Supportive** • Avoid data loss • Avoid or support the user through "timeouts" • Provide a login that is clear, single-step, does not rely on memory, reading, or other cognitive skills • Provide reminders • Provide help with geographic directions [**is this in the right place?**] • A returning user is informed of UI changes **Flexible** • Provide search	**Concise** • Keep content concise • Break content into chunks • One idea per block (sentence, paragraph, page) • Avoid too many links per page [maybe not keep?] **Direct meaning** • Use clear words • Use literal language • Use a simple tense and voice • Avoid double negatives or nested clauses • Explain implied content	[brand new] **Available** • Make it easy to find help • Provide human help **[maybe rename this to "Provide contextual human help" or "human help in context"? – discussion with John]** **Alternative paths** • Let users avoid navigating voice menus • NEW provide easy read, etc. • Provide summary of long documents and media **Accept user feedback/thoughts** • Make it easy to give feedback

Source: File linked above

- Users gave feedback of very different organization of pattern and struggled of where to locate patterns with current organization
- Rain read through Five high level principles and read through how the buckets break down
- Questions that came up
- Could this be a website with a one page option? The single huge document can def be an overwhelming barrier. The structure looks like it would fit a multi page website well.
    - [rain] Page may be split up
    - Sounds like progress for the page being split up better.
- Will colors stay to help break up sections?
    - [rain] Not clear if that will be the case

- Side question (first meeting and new here) what pages are we talking about? You mentioned one page vs. multiple pages. I get the sense we're not talking about any webpage.
    - https://www.w3.org/TR/coga-usable/

Content layout / design explorations

- **All approaches**
    - We know the table of contents is important
    - Remove intro legal jargon language

Approach 1 (most like the document today but making it more parsable)

- Quick links to “who & why”, “what, when & how” and “evidence”
- Summary of design principles
- details of design principles
- This approach doesn’t provide you with paths specific to your role (designer, eng, etc.)

Approach 2

- Summary of contents (quick linked out)
- How to use section / design principles broken down by role
- Intro into design principles summary and into details of design principles

Approach 3 (similar to 2)

- Summary of contents
    - No evidence in summary section. Rather it is placed throughout the content
- How to use section / design principles broken down by role

- Questions after rain presented
    - What change do you think is most interesting and what change is the one which is least certain?
        - [rain] Providing pathways for role is the most interesting change. I am really hopeful that we can create a way to have a way to have their path always available to them and concerned that some of things we want to do won't be possible in W3C structure
    - Do we know the mix of traffic between desktop & mobile? The designs are very desktop focused but they won't translate very well to mobile.
        - [rain] we know there is a mix, focus is currently on web
    - Have you worked with anyone from the design community around types of designer? Visual designer is sorta simplifying a lot of important distinctions between UX / UI etc. We should try to avoid annoying people in how we describe their role n
        - [rain] Yes, additionally I am an interaction designer and more collaboration is going to happen
    - Is document describing the problem to be solved (eg, the barrier) or describing a good solution to the barrier... or a bit of both?
        - [rain] both!
    - Is the problem and how to solve the problem going to be in the same spot or separate like in the current content usable?
        - [rain] we are trying to reduce the amount of info so this can be a reference than a wall of text. We will lay out the user goal, add visuals and text on why the visuals addresses the problem (it would link to a specific user story of the 'user' it helps and the 'user' section would also link back)
    - One of the challenges of a single page is we can't have multiple groupings in different ways. On a multi-page website we can easily have many different index's. It's a limitation inherent to the format. The irony of W3C

rigidness on things being presented as one page is probably the single largest barrier to adoption. The new design helps reduce the barrier within the limits of the W3C which is positive progress.
    - [rain] yes that is a balance we are trying to obtain
- Can you clarify the bullet point under **Supportive Functionality > Avoid data loss**, are you referring to privacy and data collection?
    - [rain] let me document that confusion right now. That is something we are trying to avoid as that is not what it means.
- For BBC stuff we started talking about ‘your data’ and ‘data collected about you’. This exact confusion popped up a lot!
    - [rain] that is a good point, let me note this
- I love the design! It's fresh and modern while still making it easier to find what I'm looking for.
- I prefer approach 2, tho i suspect it will struggle a little on mobile where there’s less space for a concise summary. The path based approach is the way most website IA’s as designed. If marked up in an effective way a path based approach would make it easy to automatically pull out summaries programmatically. We did something like this for the BBC Mobile Accessibility Guidelines where we could auto generate a PDF based on the tagging (must, should) and roles (Ux, dev, editorial, product).
    - [rain] oh love the idea of auto generating a PDF based on tagging
    - There a fab little print stylesheet to PDF generator we used. I can’t remember its name but it was super handy. If you’d like to know the detail let me know and I’ll try and find it for you. For BBC we left the personalisation to the browsers settings where the user can set it once and it applies everywhere. We then provide links to the instructions.
- Rain do you have any examples of website customizations that have been helpful for users?

        - [rain] font resizing with customization of the font itself (spacing, contrast in font, style of font). Or layout simplification! Lots of ways to customize
        - There is already a lot of built in the computer that allow for customization. Does this also help with a website?
        - [rain] it is most helpful if we don't break the system preferences
    - What's the timescale for this?
        - [rain]
    - ironically I think "use clear words" could be clarified. does clear mean simple/common or precise/exact meaning?
        - [rain] took this note down!

- [Everyone] finish Fears affect on cognition document & Transcription document? (if so, I will pass it along to COGA task force)
    - Jamie wants to re-read. Kiki will put fears on cog and transcription into the slack
- [Anya] email finished and ready to be pass along to TaskForce?
    - Not present. Will bring up next month

September 2023

Attendees: Anya Sims, Beth, Eric Kellenberger,Jamie+ Lion, Param

Notetaker: Kiki

Rain will come next time

Anya: Recommendations: Not used and has a recommendation on how to so this. Discrepancies between written words and images/video, etc (really distracting). The aesthetics to reduce cognitive load (elements of gestalt and a balance layout can help). There is a lot of language in the guidance, terms just next to be simple but need to reflect the nature of what is being explained. Cognitive limitation (goals from the website versus users goals may not align - goal misalignment). There should be a glossary (3-4x larger) because if you aren't in the UX/UI space, this would be confusing.
Jamie+Lion: disagree with not using specific technical words cause it makes it too broad
Anya: No I agree. Use language as complex and simple as it needs to be. I don't want it to be too plain language and it make its quite verbose. Use the terms but have them in the glossary.
Jamie+Lion: I have given up on this document, it is too unusable

Fear:
Kiki: What are our goals for this document? Ask for adding patterns or adding to use case
Anya: Added to both design pattern and use case
Jamie+Lion: Delving into outside diagnosis conditions but when applied to specific conditions it isn't actually a part of the diagnosis but trauma from those diagnosis. Maybe lower down and examples as case studies after we propose a solution. Fear isn't a part of ADHD, it is a symptom of trauma.
Anya: Disagree, ADHD symptom is emotional dysregulation.
Jamie+Lion: dysregulation must be in absence of trauma.
Anya: Looking at ADHD, experience of failure when everyone else seems to be able to do it
Jamie+Lion: We aren't really speaking about the diagnosis/condition but the trauma that occurs that can occur. The chain of the experience. Within the environment, set them up

for a bad outcome, which then gives a negative experience, repeat. Fear is an outcome from the bad outcome.

Anya: Important what you think Simo

Simo: Yes I agree but wasn't sure how to articulate it. Trauma causes fear. In cognitive functioning, I wanted to narrow it down. These two examples I just things I have seen, not to indicate these are more just examples.

Jamie+Lion: I think focus on fear that changes function is important. I think they are great examples and to move later down in the document. We just need to make it clear that these conditions don't equal to making fear but can create trauma which causes fear

John: Fear of dark patterns and take advantages of them. They are afraid of going online cause they are being targeted. I would like to see the topic of "aging" and fear as an example of "fear" due to previous experience with dark patterns causing personal damage covered somewhere here if it isn't. Being taken away from a site you are one and they are very tricky on it. Specifically targeting the aging

Jamie+Lion: Great example and should be added. There is a difference between fear of something happening and it actually happening.

Anya: not something that have impact between the difference to indicate

John to add aging example

Anyone to update CRPS and ADHD to ullustate them as example and examples of "Preliminary ideas on how to mitigate the effect of fear on accessibility" that can positively affect these groups.

Add a snippet of "Add explanation that this diagnosis doesn't cause fear but creates environment where fear can thrive and this is a group that can be impacted by fear"

Anya to write up email explaining current concerns or missing aspects for content usable

Anya: John's point is broader and so important. I will add that to my email to you. It is tied to trustworthiness. Information is to be accurate and no way to know that impact

August 2023

Attendees: Anya Sims, Bob Dolan, Justin B, Tonyfast, Beth, Marli, Eric Hind

Notetaker: Kiki

Has the community group looked at COGA Content?

Yes, given feedback over the year

Anya: My background is with cog a11y audits. Would it be helpful to provide my feedback?

Kiki: Yes, can you email csalmon@google.com and rainb@google.com

Anya: Visual, editorial and structure (modeling of concepts) is what my review covers

Kiki: AI to find what Rain shared with the community group

Kiki: next topic requests or feedback you've been holding in?

Beth: Trauma conversation was meaningful to me

Kiki: circle back to Simo's document to

Tony: I am open source advocate for jupiter (computational notebooks) used in classrooms and have a11y problems. They are interfaces being deployed (high school, middle school, etc.). Made for teachers to make content and students who consume content. https://jupyter.org/

Beth: You mentioned a lot is wrong but do you have next steps?

Tony: not just the product needs to be accessible but the writing

Anya: In terms of cog accessible, do you have editorial style guides?

Tony: Working on those

Anya: Hard to reach out to disability community, but it can be really helpful to review. I can offer to informally look at the interface but that may be helpful to have someone review it as well.

Tony: Accessibility guidelines seems to be helpful place to start and bring back to our own community

Kiki: circling back around to simo's doc: Fear and Cognitive Accessibility

Bob: Universal standard for learning when looking at fear and stress on learning. https://udlguidelines.cast.org/ and specifically: https://udlguidelines.cast.org/engagement/recruiting-interest/threats-distractions and https://udlguidelines.cast.org/engagement/recruiting-interest/threats-distractions/threats-distractions-research . There has also been the increase research on racism and learning. With stereotype threat work that has been going on for 15 years. There is this trade off between offering autonomy and choice with cog overload.
Anya: I agree with bob with UDL is a good reference point! That really outlining that accessibility is not an add on but is baked in from the beginning. When looking at the mitigation of fear on accessibility list, it is listing out guidelines that are already in place
AI: To add guide line reference if already created. Maybe we separate ideas that that already have guidelines versus not.
Kiki: Do people like current structure (examples of different diagnosis and how it affects cognition) or to change it to that there are lots of causes of fear and it impacts cognition.
Anya: If there are different ways people react to different content, then there may be value in keeping current structure. Thinking ahead
Kiki: AI for group is to add and make suggestions by August 17th 2023 and this wil be on next months agenda.

July 2023

Attendees: Jamie & Lion, Param, Bob Dolan, Simo Hellsten, Justin B, Sandra, Beth
Notetaker: Kiki

Simo: Fear and Cognitive Accessibility

- Looking at talking about fear and a little anxiety. These are results from trauma and trauma related barriers that can result in fear and anxiety. Goal to re-write the paper from the POV from trauma. There are more literature from trauma to look at.
- Currently Trauma isn't represented in current COGA documentation.
- Jamie + Lion: COGA doesn't trauma and doesn't cover working with users who've had trauma or trauma triggers. He is working with someone who is on a coaching call with a lot of medical information and reminders of power dynamics. You do all this work that doesn't get looked at frequently.
    - Did XR work and documented the barriers and grouped the barriers by different a11y groups (vision, cognition, etc.). Within the cognition set, is within breaking expectations. https://www.bbc.co.uk/accessibility/forproducts/xr/barriers#2.2-expectation
- Kiki: new focus of paper?
- Simo: ADHD is an experience of trauma. Look at the cause more than the effect and focusing more on trauma.
- Jamie + Lion: ADHD as example. The trauma from living in a society that isn't accommodating which causes anxiety.
    - Rational versus irrational fears. Different anxiety for different fears. E.g. fear of spiders. Maybe is rational in australia with deadly spider but irrational if in the UK since there is no deadly spider
- Trauma informed care is established so we can give this to the task force.
- Simo: Not sure of next steps, but once I do I will reach out in Slack to the group.
- Jamie + Lion: https://www.gov.uk/government/publications/working-definition-of-trauma-informed-practice/working-definition-of-trauma-informed-practice: defines trauma informed practiced as it applies to website. Maybe speak with Rain or Lisa to see if it is on their radar. Mental health isn't really referred to within Content useable.
- Kiki: email to lisa and rain?

- Jamie + Lion: + to that and want to help
- Kiki: refer to Simo as this was his idea
- Bob: Came from the kid a11y community group and there is a lot of overlap
- Jamie + lion: At the BBC, we look at how to have parental access but protect the child. The main assumption was the child would have their own unique email but many use their parents.
- Bob: Hard when there are bad actors in situations like these
- Jamie + Lion: BBC principle was only excluded intentionally. E.g. the home page isn't designed for a toddler but they shouldn't be harmed by it.
    - News Round: service that is aimed for children but still can be consumed by older individuals. Thinking about your minimized age
    - One experience that works for everyone, but there is only so far you can stretch before it breaks. E.g. the iOS is too complicated so we will create something that simplifies it after listening to the community.
- Sandra: I have a digital accessibility background but the first meeting I attended was a bit techy and I felt a little lost. This trauma informed care is really exciting. The reason I am here and be up to date on where you are. Website is aiming to be neurodiverse and checking in to see what is happening
- Jamie + Lion: There are new cognitive accessibility standards
    - https://www.w3.org/TR/WCAG22/#accessible-authentication-minimum
    - https://www.bbc.co.uk/accessibility/forproducts/guides/mobile/
- Sandra: I see the COGA site is says last updated April 2021
- Jamie + Lion: There is a COGA Task force and we are a community group who can speak to the task force but are not the task force ourselves. UK university group (.ac.uk email address), there is a rep that can manage that add you to the task force but the standards/expectations are higher (more paperwork, time commitment, etc.)
- Kiki: anything to add to agenda for next meeting?
- Jamie + Lion: Using slack huddle and reduce notification fatigue

- Kiki: check if we can move off Zoom with rain
- Jamie + Lion: Zoom now stopped flashing images with a change in your settings

June

Attendees: Eric Kellenberger, Kiki Salmon, Lea Whitney, Simo Hellsten, Justin, Rain

Notetaker: Kiki

Meeting Agenda

[Simo] Fears affect on cognition

- Simo's notes: Fear and Cognitive Usability
- The focus can be more on physical function (blindness, hearing, etc.) with some cognition but does not touch on environment which can restrict cognitive abilities.
- When we talk about fear, it is usually related to anxiety. Fear is anxiety that has been given a name. Thinking of two examples of when fear affects cognitions and thus affects accessibility. Fear of pain (e.g CRPS which is chronic pain) and fear of failure (e.g. with ADHD fear of not being good).
- Fear is a way to make anxiety tangible and may inhibit someone to think rationally or give focused attention. Fear may affect someone's perception. Example of CRPS, the fear of pain is strong so if using a mouse is painful, then someone can start being afraid of using a computer. Example of fear of failure, people can be afraid of starting using a website and some people try to avoid activities in which success feels low.
- This could be mitigated by taking some things into account.
    - Managing expectations by communicating steps and size of the task
    - Communicating progress (which is somewhere in WCAG but the suggestion is not very strong and hard to predict because it can change from person to person)

    - If a website can save a state to allow for taking breaks and continuing later (somewhat covered in time based in WCAG but may help here)
    - How to make a site with less reasoning and more responsive actions?
        - To reduce cognitive load. Having instructions visible. This is a little bit of a question mark on how to make it to navigate a task by responding rather than thinking.
    - Kiki: what form to pass along to the task force
    - Rain: a doc with all the info, with examples and clarity on any research that went into this, how the info is gathered (ethnographic, research articles).
    - Simo: I looked into some research but need to do more
    - Rain: Don't have that hold you back from putting it together. Personal experience is also okay. Just give context, that is it a personal experience, where the person is located (cultural context), etc. Task force is also doing a lit review, so they are also looking for patterns which this can included
    - Kiki; Do you want feedback?
    - Simo: You can comment this document and I will be working on it a lot more.
    - Kiki; I will look up research around the areas already in the doc and comment that in
    - Justin: deceptive UX patterns often used for selling online can be detrimental to nerodtypes in the selective classes discussed. ADHD congestive disorders etc. In relation to fear doc, ADHD can be more highly impacted by these patterns.

[Kiki] Reminder to send out form

- Form: https://forms.gle/tx6CwityN7hPSzLf7
- Doc: COGA Usability Feedback

[Rain] Share structure work that task force is doing

- I will talk through what is in the screen share

- A card sort was conducted to understand which ideas fall within which category. The study found that the ideas ended up falling into 4 buckets
    - Clear processes for forms and tasks
    - Easy to understand language and content
    - Provide helpful technology support
    - Use a clear design
- There were two categories that task force is thinking of adding
    - Minimize distractions
    - Personalization
- Keep users safe was removed because it wasn't a single principle but an overarching principle that users put in all categories
- I am now identified 4 types of people trying to use the doc and 5 classifications
    - Role: Engineer, designer, writer, researcher
    - Classifications of what is impacted: Safety, clarity, personal helpful and multimodal (video, touch, haptics, etc)
- This is a follow up with all the feedback from our community so we know what is happening. Not in a great form for feedback
- Eric: When you say designer do you mean 'boots on the ground' designer or the architecture designer?
- Rain; Boots on the ground designer so the UX designer designing the product
- Eric: designer is different for design system designer (component level) and ...
- Kiki: how do the tag and categories get organized
- Rain: there is a side panel to see each of the categories once you get into a specific pattern you can see links to topic tag to a list of items with that tag
- Kiki: what would i find if I selected each tag
- Rain: research tag is to guide
- Eric Kellenberg: are the classification categories map to the buckets?
- Rain: it may make sense to leverage the tags for wayfinding

[Lea] Community outreach update

- Push to next month, lea needed to drop off.

May

Attendees: Eric Kellenberger, Kiki Salmon, Lea, Whitney, Bob Dolan

Notetaker: Eric

Meeting Agenda

- Discuss pending matters from previous meeting (50 minutes)
- [Lea] Community outreach update
- [Kiki] Any feedback on using the form?
    - Positive feedback
    - Overall good survey
    - Reddit Award
    - A change that occurred is to remove the upload option because it was requiring people to have a google account and log in. There is now a question prompting people to send the media to cogacommunity@googlegroups.com
    - We do not want to require you to sign in to fill out this form, which is required if we give the option to upload a file in this form. If you would like to send a screenshot, video, or audio please send it to cogacommunity@googlegroups.com
- Asked about who the audience for the form is: everyone or “limited” to cognitive & neurodivergent. Talked about including the idea of situational impairments, e.g. sleep, stress, task switching, small device, etc on form and/or social media ads. That way people who may not identify themselves otherwise might choose to complete the form
- Cognitive issues are sometimes misidentified as issues of UX

- Microsoft share point + OneDrive
    - COGA Usability Feedback
- [Kiki] WCAG 3 is looking for people to give cognitive and learning disability input. Gauging to see if any individual(s) in the community group want to join a subgroup.
    - 2-4 hours a week for a couple of months
        - Aid Navigation Guideline Subgroup
            - Eric Kellenberger
            - **The site or app aids navigation**
        - Control Semantics Guideline Subgroup
            - Lea Whitney
            - **Controls have correct semantic markup**
        - Harm from Motion Guideline Subgroup
            - **On-screen motion does not cause harm**
        - Content Order Guideline Subgroup
            - Simo
            - **Contents are programmatically and visually ordered**
        - Timing and interruptions Guideline Subgroup
            - **The site or app minimizes the impact of timing and interruptions**

April 6th 2023

Attendees: Eric Kellenberger, Simo Hellsten, Kiki Salmon, Aditya Bikkani, Justin B, Lea, Whitney

Notetaker: Eric K.

Meeting Agenda

- Pending matter
    - [Jamie] Consensus voting: Hold until next meeting.

- [Kiki] Can we share the examples to the TF that we have in the Google Drive
    - The task force is updating the document and would like to understand if they are covering issues that affect us and our community. As we have not collected information more broadly with the Google form, I wanted to see if we are okay with sending examples we have collected together over the last year.
        - Current members indicated to share - to remove who made the comment and then share the examples with task force.
            - Votes:
                - Eric Kellenberger: +1
                - Kiki: +1
                - Justin B: +1
                - Lea Whitney: +1
                - Simo Hellsten: +1
- [Kiki] Moved questions to google form. Approval from group?
    - Put the intro section through chatgpt (Thank you Justin for the suggestion!) aim for 5th grade reading level
    - Maybe a sub-header on the first page "The Legal Bits, GDPR, etc." to clearly indicate the reason for the text wall. - Justin
    - Not all countries have a limit of 18 being a legally binding adult. Perhaps looking at a separate form for different countries
        - Example with Finland, parents don't have permission for health information after a certain age. Or even with Google after the age of 13, parents have limited access to their account.
            - managed with Family Link turn 13 (or the applicable age in their country), they can decide to:
                - Manage their own Google Account

            - Set up parental supervision for children over 13 (or the applicable age in their country)
            - Tip: Children over 13 (or the applicable age in their country) who had supervision added to their account can choose to stop supervision at any time
    - Decision to move forward with current form to get feedback quickly, while looking at how additional, less age restrictive versions could be added in the future.
    - Vote approved to move it forward after Ciara (Kiki) Salmon made a few edits at the top.
        - Votes
            - Maya Alroy: +1
            - Kiki: +1
            - Justin B: +1
            - Lea Whitney: +1
            - Simo Hellsten: +1
    - Justin B to write up social media post about survey
        - Ciara to add justin, Lea and maya email's to google drive
- [Everyone] Broadening the community group
    - Ambassador Program Ideas
    - Defining barriers and techniques (less restrictive document)
    - Defining barriers and techniques
        - Slack best place for asynchronous?
            - If people are using it for work, it may be easier but if not then it may not be easy. Slack is not the easiest to join if you have multiple slack channels

        - Have intro calls outside of the monthly meeting to explain how it works, and talk through how they want to engage. Maybe they just want to support with surveys or may want to be more engaged.
            - Pilot with community groups and see how it goes? Aim for a 30 min call with community group
- Closing questions, adding any items to next month agenda and next steps (5 minutes)
    - Simo: checking documents and fear is not mentioned in the document. This can affect cognition.
        - Previous work as potential reference:

          Live Transcription Specification

March 2, 2023

Attendees: Jamie, Lion, Beth Kwakenat, Simon Whitlock, Eric Hind, Lucy Scott, Simo Hellsten

Notetaker: Beth Kwakenat

Meeting Agenda

Welcome

Pending matters:

Consensus Voting on feedback form for collecting examples of experiences - not enough attendees, we determined some minor tweaking might be needed.

- Do we have an update on GDPR? Nothing yet.
- We added comments where the language could be simplified
- Section 2: do we need the full url displayed?

Broadening participation in the group

- Ambassador program Onboarding might be a better term, ambassador interpreted differently across cultures
- Barriers and solutions Added a couple of other potential barriers

For next month: Consensus voting, more brainstorming on participation

February 2, 2023

Attendees: Kiki Salmon, Leela Rao, Bob Dolan, Brent Bakken, Justin B, Eric Kellenberger, Eric Hind, Simo Hellsten, John Kirkwood, Beth Kwakenat, Jamie, Lion

Notetaker: Beth Kwakenat

Meeting Agenda

Welcome (Meeting notes) (5 minutes)

Identify scribe in January 4th meetings notes

Discuss pending matters from previous meeting (50 minutes)

[Kiki] Google Form Updates for collecting examples

Broadening the community group

Closing questions, adding any items to next month agenda and next steps (5 minutes)

Kiki introduced herself and described the purpose and other co-chairs (Adi and Jamie), ground rules

Kiki on Google Form Updates

- Goal is to collect data on experiences where cognitive disability was or was not taken into account, is not a survey
- Examples will be recreated to hide company information
- Reviewed GDBR, Jamie talked to a legal friend, who recommended we bring the form to the W3C to determine whether the form is compliant because it has PII,

so need authorization from W3C as we are acting on their behalf. Questions regarding collection and storage of PII are the issue.

- Reviewed sections of form

Brent Bakken (Accessibility at Pearson - brent.bakken@pearson.com) introduced himself. He is a co-chair of the Education and Outreach Working Group (EOWG), which creates resources for WAI site. He also shared the cognitive overview on the WAI site.

- Questioned reference to anonymous followed by voluntarily providing info, suggested we identify what kinds of info will be stripped from that which is provided
- Jamie suggested a confidentiality statement, with suggestion that we add a box that can be checked to say info can be shared, we'll contact them. Jamie will share language used at the BBC

Broadening community group (Lea introduced the topic last month, is out today): how can we reach out? Jamie mentioned the monthly meeting cadence can be anxiety-invoking for some. Discussed creating a database of potential barriers. Google doc link is here, request access to view. Ideas:

- Set up a buddy system to help reduce the overwhelm of W3C. Kiki will create an overview that we can discuss
- Create a welcome video to talk about who we are and what we do. Jamie will give it a go.
- Site to sign up to join has barriers

Brent talked about videos they created years ago that went over very well, also personas for how people with disabilities use the web, and what barriers are typically created when designing websites. Nothing to share at the moment but perhaps in the future

- Kiki indicated the community group may have other items that they may prioritize in the future but do want to hear about these opportunities.

January 5, 2023

Attendees: Aditya Bikkani, Rain Michaels, Jaime Knight, Lea Whitney, Leela Rao, Bob Dolan, Brent Brakken, Lucy Scott, Justin B, Eric Kellenberger, Lion

Notetaker: Lea Whitney (note taker)

Meeting Agenda

1. Welcome (Meeting notes) (5 minutes)
2. Identify scribe in January 5th meetings notes
3. Speak about time of COGA meeting (10 minutes)
4. Discuss pending matters from previous meeting (35 minutes)
    a. [Adi, Lea, Jamie] Update on live transcription
    b. [Kiki] Google Form Updates for collecting examples
    c. [Lea] Reach out for recruiting member to make a diverse community group
5. Closing questions and next steps (5 minutes)

2023-01-05

Meeting Notes

Attendees: Eric, Brent, Aditya, Rain, Lucy, Justin, Jamie, Leela, Lea, Bob

Notetaker: Lea Whitney

New time for meeting one hour later than current meeting. **New time proposed 15:00 UTC - all agreed.**

Responses were all over the place, but it was fascinating data. In next month we will share back the discovery for the card sorting data. - Rain

Live Transcription Update - (Adi)

Shared the latest update. - Abstract wants to define the purpose of the document first and then work our way backwards. Adi walked through each part of the document. Three more areas to complete; Executive, Cognitive & sensory intersections,

Requested feedback from the group regarding the Live Transcription Research Definition. Leela and Jamie added time as a difference and how the content is saved as difference between live transcription and captioning.

Adi moved definition to the top of the document under problem statement.

Rain - captions are temporal and live transcriptions are the entirety of the conversation. The caption box is only a certain amount of space and the transcription can be looked at at any point and doesn't go away off the screen.

Jamie - the way that live transcription varies. In the UK the words are different; some “captions” are “live transcriptions” and vice versa. Captions are not word for word, they are often editorialized and simplified. “That is not what this is”

Adi - will put a note at the bottom of the differences between Live transcription and captions and updated the definition.

Next topic - Google Form Updates for collecting examples. This is Kiki’s project. No update.

Next topic - Lea update on including more groups to Coga.

Rain - suggested using Satellite groups and to bring back to the Coga group in the beginning. Jamie suggested making the meetings more accessible.

More to come on this for future meetings.

Kiki provided an update on the Coga Community Group Experience form and discussed the input received and requested comments/feedback from the group as well. Jamie - gave some comments.

December 1, 2022

Attendees: Aditya Bikkani, Rain Michaels, Jaime Knight, Sarny, Lea Whitney, Leela Rao, Bob Dolan

Notetaker: Ciara (Kiki) Salmon (note taker)

Meeting Agenda

Welcome (Meeting notes) (5 minutes)

Identify scribe in August 4th meetings notes

Discuss pending matters from previous meeting (30 minutes)

[Kiki] Google Form Updates for collecting examples (any examples or additional feedback on form?) + sending it out to collect feedback

Closing questions and next steps (5 minutes)

Rain:

- Content usable summary (https://www.w3.org/TR/coga-usable/)
    - Doesn't follow our own guidelines so we are trying to overall it
    - Quant feedback to get feedback on the documents
    - Thank you Lea for helping with the reach of the survey!
    - Got feedback that love the content but difficulty with wayfinding
        - Making Content Usable - Structure Diagrams
- Figma revisions visual provided (not far enough along to share the link to the designs)
    - Difficulty with verbiage
    - Repeated content in different section caused confusion
    - Sarny: "That looks really useful. I work in Higher Ed. We've based our guidance around WCAG 2.1 for digital accessibility but I'm we want to

focus on neurodiversity. Our guidance system is pretty limited in style though”

- Jamie: “Persistent sidebars can be an issue when they are very long. Especially if they scroll separately to the content pain. This is something we user tested at the BBC a bunch of times.”
- Going to stay one page because people liked that they could search on one page
- Could minimize the side panel, has linked topic tags
- List pattern names and expand more information on that pattern
    - Streamline/make consistent what is in each pattern design
- Jamie feedback:
    - At the BBC large side menus had difficulty/overwhelming
    - This feels very web focused. At BBC it is best practice to design mobile first (more limited perspective)
    - +1 from Jamie that grouping content into the objectives
- Rain
    - The ctrl + f is critical which is essential for use of page, however, this is a side effect of the document not being searchable
    - Kiki: +1 to that sentiment
- Adi: “search may also be enhanced once the language used is standardized to industry terms”
- Jamie: Visual representation to see there is only objectives
- Lea:
    - We found all users who tested her website liked having instructions when it is new format (keeping it to 2-3 steps)
    - Users would often get lost when there were too many pages they were looking through. Having secondary navigation
        - Jamie: https://www.bbc.co.uk/gel/features/masthead

        - What is the findability like? Can users search for what they are looking for.
- Card sort activity
    - https://st1.zoom.us/web_client/auydg1k/html/externalLinkPage.html?ref=https://docs.google.com/spreadsheets/d/1tOZurqOlJ3B3wUQmnxkP4B3PjAb3FiLEP2jIMtpm7lo/copy
    - Invites you to make a copy of the document. Using google sheets for a card sort activity. Once you create the document, share it with rainb@google.com and csalmon@google.com
    - Do this card sort before the end of next week (December 9th) as Task force is moving forward and we want to ensure the patterns make sense within the objectives
    - If the objective doesn't exist that you would want to map it too, please add new objective to column B in objectives tab
        - Don't delete from column B as this will remove objectives from the drop down in patterns tab
    - Bob: What if patterns map strongly to multiple objectives?
        - Pick the one that would 'win' out. Add in the note column which other one you would put it in or why the other one 'won' out or explain that they are equal and don't want to have to pick
    - Feel free to send it to other people! Just ask they share with Rain and Kiki so we can call pull it into consideration
    - Leela: Do we have a target audience for the activity?
        - People who use Content usage! Teacher, designers, researcher, product owners, etc. Not just accessibility specialists

Live transcription

- Adi: Taking a different direction than when first offered this to the group. Aiming to find a definition for live transcription for the purpose of this paper. Meeting on December 12th again to over

- Jamie: also working in the w3c functional user needs and Lea is linking out to evidence based to back up sentiment
- We will see how we go on the 12th and then get feedback fairly soon

Wrap up

- Lea: If there was a group of individuals to continually go to and speak to even beyond this group.
- Jamie: Are you asking how do we grow this group?
- Lea: Some questions are tech based, so how do we include?
- Jamie: How can we work to include them rather than make something separate.
- Kiki: Asynchronous communication options: Slack and this notes doc

Ottr Notes:

Kiki 0:00
If I can only let me do a quick like, what this community group is really quick before we jump in for the folks who this is our first meeting. Hi, my name is Kiki. I am a co chair with Adi and Jamie and this community group was originally created around having a community to help give feedback. For content usable, which is a document that provides guidance on cognitive accessibility within the digital space and the internet. That document helps other companies have guidance on what they can do to make a more accessible internet in the Congress space. And so in order to make it the best it can be having a community who either has cognitive disabilities or learning disabilities themselves or works with communities with cognitive or learning disabilities is a place to help get feedback. Wonderful, thank you. Sorry, sarni if I'm pronouncing that correctly, but yeah, welcome. It's okay. That you can't say to the end. Um, we work on different things each week for this is also relatively flexible community group. So if you're seeing that we're not necessarily working on that you're like, wow, I think this would be really important.
Well, we're always all ears. Jamie or Adi can also give that was probably it wasn't okay. explanation. I feel like I always struggle with this every time. Anyway,

Jamie 2:01
Yeah, good estimation, hit all the main bits

Kiki 2:10
Alright, let me get the notes up really quick. Just so I have them. And then right I will hand it over to you about some updates with the content usable.

Rain 2:24
Sounds good. Let me know when you're ready.

Rain 2:34
I know the transcription software running so don't worry about missing anything. Okay, you ready? Okay. Now the question is, am I ready? Just kidding. Not really sorry. All right. So I'm gonna share my screen. And for contact context, there are a couple of you who are new. The I'm part of the cognitive accessibility task force as well. The the W three C group that works with the Agway and APA. Working groups which are responsible for things like print things like

wicked web content, accessibility guidelines and Aria specifications. One of our big projects, you know, we're quite aware that the first version of making content usable that went out and since I'm sharing my screen, just for further context, making content usable. So this is our big document to help guide people creating web based content on how to make content usable for people with cognitive and learning disabilities. And we sort of lovingly call it the VCR manual of cognitive accessibility. I'm scrolling right now and showing that it's just like I'm still in the table of contents. Now I'm in the summary and then we get into the incredibly deep content here and there's just so much and it doesn't actually follow really any of our own guidance like but the document itself has all this guidance, but it doesn't even follow. And so what we're trying to do with Kiki's help, and the help of some others, as well as feedback and guidance from this community group, as we've essentially launched, a concerted effort to think about restructuring the entire document for version two. And so where we are right now is we did a essentially a quantitative study. so we did a quite a quite a quantitative study, to try to get some feedback from people out in the wild. You know, just people in the world who might be using this document and people like we really helped get the survey out so that we could get a diverse range of benefits. Thank you, Leah. By the way for for the work that you did there. So we got some really good data that pretty clearly showed us what some of the major problems are. And essentially, it's this combination of like, love the content, but it's really not accessible. There's no examples the content is repetitive. Kiki, would you say there's any kind of high level highlights I did have that maybe I should just pull up a deck structure. I'll just pull this up really quickly. Because both Kiki and I did some extensive analysis. Kiki did some really great sort of cross cutting analysis. But basically what we found at a very high level is overwhelmingly there were three themes for what we need to fix. One is practical examples, which we do have a subgroup working on this right now. It's creating images to provide illustrative examples of what we're talking about simplified wayfinding and supporting research. So you know, the document does have an extensive amount of supporting research but users just didn't even know that it was fair. So with all of this, what we're looking at right now in this structure work is really simplified way finding more than anything else, and how we can fix that. Or we had some some really good good quotes. as well. So I'm happy to reshare this I know we shared this at a high level but happy to reshare it and Kiki is going to work with by the way Kiki, it's confirmed I need to send the email with Talita we have a researcher who will run the qualitative studies. So Kiki is going to work with our researcher who's going to run the qualitative study to just further understand how people are using the document a lot of content context so now what I'm gonna I'm going to do two things, one is I'm just going to quickly show you and definitely welcome feedback, some very early explorations of a restructure of the content to get your kind of early thoughts again, this is this is very early. And I'm not quite ready to sort of send you a link to go look at look at on your own and get feedback on but, but I'd like to show you where we are now. And then I actually want to invite you to help with what we're calling a card sort activity and I'll share the specifics of what that is once we once I finish giving you sort of a preview and early preview of what we're exploring. So just for reference, again, here's our monstrous document. Sorry for the scrolling here. Going back up to the to the top, you can see the you know, we do have a menu at the top. It's exhaustive and exhausting. And then there's just enormous quantities of content in here. All of it good content, but difficult to kind of wade through. So here's where we are right now. We're thinking about having a persistent persistent sidebar here with the overall structure of the document. And starting with an overview and then a kind of a quick, easy read. So the quick easy read would be you know, an image that illustrates the sort of overall principle and then a very brief description and then a link to where you're going to get more information. And so that would be right at the top of the document essentially after the whatever W three C requires. Then after that instead of so right now, let me go back to this menu at the top again, sorry for the scrolling. I'll tell you when I'm done if you want to look away and done scrolling, okay. So the way that this structure is structured right now, sort of still scrolling but much slower. So you have the user stories, and then each of the we call the principles objectives. That's another challenge that people found is that the language is inconsistent with industry standards. So each objective is listed and then there's some user stories under them, and then I'm going to scroll again. And then we have the design guide. And again, each of the objectives is listed separately, and then there's guidance for them. So there's really distinct, like the objectives are listed multiple times. But there's different content under each time that they're listed. And then there's a real distinct separation between the user story is in the design guidance. So there's, there's kind of a disconnect there. And this is what a lot of people found really difficult. So what we're doing, as you can see in this menu here or not menu, but in this persistent side panel that tells you exactly where you are in the document is that we're going straight into the the objectives themselves. So overview intro, and then it's just the objective and then

everything related to that objective is within that particular section. So there's a summary user stories and needs and then each of the design patterns associated with it. And then we end with some of the same useful content that we end with now, which is how to include the user and general resources. So that's kind of what people would land in, or an idea of what people might land in. I want to highlight and these are not UI elements. They have UI user interaction TBD because we haven't started designing it. So

Jamie 12:12
something has to still be one that whose age or is this turning it into a website with discrete pages?

Rain 12:20
Yeah, that's a really good question. And I'll answer it with Yes, it is largely going to continue to be one page based on this thought, because this is really important. A lot of the feedback that we got were that people really like being able to search and find things on the page itself. So we're trying to find a way to accommodate that, while also accommodating the needs but let me continue to sort of show you what we're thinking about and then we can stop for questions because I think some of what you're pointing to we are trying to address in the structure which is that the content is just overwhelming. So I want to point out that this side, this side navigation here also has a minimize and full screen options so the individual can put it away or they can expand it so that it takes up the entire screen. And then they can use it to just kind of look at the overall structure at any time. Then showing what happens like when you get into a specific objective again, there's a clear indication of where you are. Then there is a summary and then linked topic type. So everything would have a link to topic types so that you could click on that topic tag and then just see a list of sort of reduced like filtered list of only the things that you're interested in. Then we start out with user stories with an expandable section of relevant research and personas. And then we list the pattern names and you can expand each one. So right now it's just all open. But we list the pattern names and then if you want more on that pattern, then you can expand that particular pattern so that you can see more about it and what what we've done is we've tried to sort of streamline and make consistent what's in each of those pattern details. So the sections would be how to this removes barriers because and then examples, and every example would have information about the example and then an example of what's helpful and what creates a barrier right next to each other. So that the user can actually see that example or when it's audio based will have sound files and so on so that there's actually a real presentation of what works and what doesn't and why. So that's that's where we are so far and kind of an early exponent exploration. So now's a good time to stop for feedback. I know. Jamie, you were already kind of asking about is it still one page? And part of that concern is just how much content there is. So we're trying to kind of combine both the need to use Ctrl F. And also, in addition to being able to use Ctrl F to have a reduced amount of contents on the screen.

Jamie 15:31
So I'm going to approach this the same way when I used to have the BBC when I'd be approaching a design review. So we from BBC perspective, we we've always found that large side menus basically live and work. There's there's kind of a limit to the side menu. And as they get longer they get very unwieldy and then we get into issues of people not knowing how to scroll them. If you want the content region and the menu region to scroll independently, then you actually have to do like a three finger scroll on iOS and iPads and nobody ever finds that. For the PVC mobile accessibility guidelines, which is actually a very similar structure to this. We did come up we did a collapsible sidebar that we kept fairly short. And then on mobile, we had the collapsing sidebar above the content and inline to the two together. So that'd be kind of like my first thoughts like giant sidebars like this. They were none of the ones we ever tested to the BBC were very effective, very effective with a range of uses. The other problem is they create a lot of noise to screenreader users because they're going to have to listen through hundreds of links before they actually get to the content for you put it right at the bottom, in which case it's undiscoverable. So, yeah, vomiting everything onto the page isn't the navigation strategy. It looks like it's a hierarchical navigation structure that is actually a proper tree, a tree system hierarchy acting like a menu they simply sorry. So vomiting, that's probably a little bit harsh. You know what I mean? Just putting everything in one place.

Rain 17:12
Yeah, that's a good point. What's missing here is an indication that those wouldn't always be open. So it would actually be a significantly smaller menu until you started deciding to explore further.

Jamie 17:24
On the opening. We basically found that anything that opened more than once confuse the hell out of users. So if you've got a single bit that opens and then there's a link that opens with a bit that opened underneath and a bit the open, you know, like nesting the opening behavior quickly gets confusing. So I have a full time here. Is this supposed to be quite a desktop focused design? It's not really considering mobile first. We haven't

Rain 17:48
gotten there yet. But believe me, that's something that we're thinking about, but we're so far from there yet.

Jamie 17:56
The best practice within the UI work is to actually design the mobile first version of the mobile interface First, go to your most constrained device first, because I can already see lots of design elements that are simply not going to work due to things like truncation wrapping and layouts that are possible on the desktop because it's very hard to then implement them in a mobile first way. So I would highly recommend thinking about this from the mobile experience first and most limited perspective. Then from there, expand it out to use more more spaces desktop provides it by having your components have multiple states they have a compact state, and then as the canvas gets bigger, they move from there, you know, compact state to the medium state to their large state, cheaper containment where they couldn't contain the queries and stuff like that. So that also kind of pops up that the approach to this design of thinking the order of thinking here is going to drive you into a corner that's going to make it very difficult to design your way out of and I know that's probably not what you want to hear. But,

Rain 19:02
Jamie, I'm so sorry. I don't mean to disregard your feedback here. But you're getting into feedback that is way beyond like it's way ahead of where we are right now. I did these in layouts is because we have some people in the task force who cannot understand a little first for it like they just they need to see that Web Layout first. What we're trying to get to right now is not is this design, right? But is this way of thinking about how the content is organized, right? Not how it's necessarily laid out on the page, but are we thinking about it right to put everything into the objectives and only list each objective once? Or should we keep the objectives listed multiple times with different content under each one.

Jamie 19:58
You've clarified what you're asking, yes. What you've done when you're grouped into the objectives is really good. That makes a heap of salmon. I thought that was kind of unsaid. Because it is a very good idea. Like, yes, I'm responding to the visual thing you've put in front of me in a visual way.

Rain 20:13
Totally understand, which is why I stopped you because your feedback is great, but we're actually not even like we're not ready for that. yet. So I promise you, I will share more full things when when we're ready for that.

Jamie 20:31
So I think grouping things into the objectives makes a lot of sense. How many objectives are there in total?

Rain 20:37
Right now there's eight and that's part of the next activity we're going to talk about the card sort, which is part of that waltz. That's very,

Jamie 20:45

that's very doable. What do you say about the whole one, the whole page versus website thing? Is the ability to press Ctrl F and search the page valuable enough to make it basically unusable to screenreader users because those massive documents they are they're a trudge? You know, we have we have things here that say we need to keep things simple and concise, and then we present users with a page with 20,000 words like how big is this document. And then, if it was a website, you can also be crimped pages. And of course, the pages will do a lot a lot better on Google. So the content will be easier to find over time. So I would recommend really thinking about that decision and making sure that an educator doesn't end up that optimization for one group doesn't end up excluding the needs of another

Rain 21:48
that's a really good point. And Kiki I think actually, you might have some good insights as to but here's here's my thought Kiki based on the feedback that we got on the Ctrl F and what Jamie's saying right now, and I'd love your thoughts as somebody who also looked at what we got back based on the raw User Responses without kind of reinterpreting them. Yes, the Ctrl F is critical and we should not hurt it. Because it was something that a lot of people said was essential to their use of the page. However, now that I'm thinking this through. What that probably means is that's a side effect of the fact that the document is so massive and not really searchable in any other way. So what we may want to do is really explore further in our qualitative studies. If we can break the control by improving find stability, in other through other means taking does that kind of align with lending because that's

Kiki 23:05
Yeah, I think that definitely the lines with the sentiment throughout the quant survey of doing like the information was overwhelming, and not being able to find what you want. Do we have the ability of like, how is the search functionality currently or is it you?

Rain 23:23
We everything that you see here is so far from what the W three styles allow for that we are going to be asking for a pretty major change already. So my own opinion is we should just ask for everything and then and then go further. Something we did with the

Jamie 23:44
BBC where we had the same problem where for the subtitles guidelines, we have to follow a certain format, which is we basically took we published both versions from the single document. So we had a one page document version, which was marked up semantically, and then we had a scrape that turned into a website that was then much more navigable and searchable and everything else. And quite nicely when you hit the print button. What actually did was take you to the long page version, which then had all the print styles and stuff like that. So we were able to do it and then within the search engine stuff, you can also you can also use rel canonical to say that this is the you know this other thing over here is the economical version and this is a view of it. We were hoping to one day get to a button where you could press one button and what between the views. But that turned out to be more more development work and we than really, we intended. Another thought on the navigation side of things. Because at the moment, I know you're showing this as a visual just as a placeholder to the structure. A eight if you thought if you think of it as a tree, you have the root of the page, then you have I think it's three or four sections and whenever one of those sections has eight subsections ensuring that that structure is easily trackable, both visually and from the structure of the document. And from the layout as soon as possible is really useful. It can help people to realize there are only eight. So when we design we're looking at doing box sets for iPlayer. And we got we kept getting into this thing where we had everything on like a scrolling and like a sliding bar. And somebody would go oh I don't want to start watching that. That boxset because it's got hundreds of episodes. We're like no no, no, the the EastEnders Christmas specials boxset it's only eight things that because we just played it as a horizontal scrolling bar people assume it went on a lot longer than it was when we redesigned it into two groups of four each and a square. People could glance at it and their brain would go would say things. So there are visual design things you can do to convey the condensed pneus of the structure. And you have got that that is a very condensed structure, how deep it goes is then a slightly different thing. So then you're

dealing less with length and more with depth. And I think people are a lot more comfortable with depth than they are length. Right.

Rain 26:18
Yeah, that's, that's good and that aligns with something that Kiki has already advocated. For, which has some kind of a visual representation for the user as well. So thank you for that.

Lea 26:34
I had a couple question. Yeah, this is Lea sorry. are moving on to the next topic or? Yeah, know, I

Rain 26:44
think we should take your questions I did want to mention maybe we should only do about five more minutes on this and then we can go on to the card. Sorry.

Lea 26:52
Sure. I just have three, three things to add. Yep. So when I built a mobile nav earlier this year, it's a portal really for employment for people with and we focus more on cognitive and developmental disabilities and intellectual disabilities. But couple takeaways from that one, we found that all users who tested it really liked having some sort of instructions in the beginning. If they're entering into, you know, a portal, or maybe they're using something that's structured a little differently. Sometimes it's helpful to to just explain, you know, this is, this is how this works. And you can use it in three steps or keeping it to, you know, two or three steps was some feedback that we got that our end users really liked. And the other thing that we found that was helpful was When did make an accessibility from the very, very beginning. But we found that in that training, we said, Here's multiple ways that you can use this in an accessible way. So we provided multiple options. So in the way we structured ABL NAB was we offered to potentially put little training videos on each page, which they actually said they didn't really need. But each page or thing that they looked at, came with no additional instructions, or at least it included ways that they could use it. The other thing we found too, from a navigational standpoint, well was that we actually used what's called a secondary NAB. But that was more because this tool was based in a web space not so what was the document, but it was really helpful because users often would get lost if there were too many pages that they were looking through, and then they would need to go back. Some of that had to do with memory. But also it was just too much. So having that secondary navigation, which actually was bar at the top with some pictures where it was also really helpful for them because they could use those as a means to get back to a different spot in the portal where they were that's the second

Jamie 0:00
back into the chat for you. Were along the top we have the products and services. And then within each product and services and the mass head region and then it's got its key sections and then each key section we then have a sidebar. So this is I think the masthead Pam would actually fit quite well. You've got your each of the areas that you have down the side that are quite chunky like resources, including user, there would be like your main navigation items. And then within each one of those you would then have your sub nav objectives would then be write objectives and so on. So forth. The general links to the BBCs technical documentation, which was called gel talks, they are open source and you're welcome to reuse them and they have all the all the responsiveness stuff and accessibility stuff built in. So if you did want to borrow some code to implement that pattern, then you know, feel free to nab it is on an open license, and I can show you one.

Lea 1:01
Thanks for adding that. And the third item that I had mentioned, or I was going to mention was that what we found when we were working on this project was that while we were incorporating accessibility throughout, what we found later on after this six or seven months was over was that we needed to also incorporate in addition to accessibility or at the same time, viability and usability that had to go those pieces have to go hand in hand for in our case should have probably been on the very beginning as well. And what I mean by that when you're within the platform and able

that and then also when you're outside of it you know, what is the fungibility like are individuals able to find the content within it easily and then also how can they find this when they're done using this document. So on the outside is just as important. And when I say outside I mean you know in a very non technical way. I mean, we're talking just searching. That's actually really important too, because it's a barrier for a lot of people. And it can be even if you don't have a disability, barriers of find ability, but then also usability is just as important. So yeah, those are the three things I wanted to add to this

Rain 2:38
Alright, looks great. Thank you, um, Does anyone else want to add anything before we move on to the current sort of activity

Rain 2:51
Okay, all right. So let me find where to go

Rain 3:02
Alright, so I'm gonna share a link with all of you. And then I'll tell you what that link is going to do and I have Kiki I put it in the agenda as well. But that link right there will do what I'm doing now on my screen while I'm screen sharing. And I'll invite you to make a copy of the documents and then when you make a copy it still doesn't make a copy. Of course you can you can remove that and put your name there if you want. So this is actually a it's using Google. It's using sheets for a card sort activity. So this is now a coffee and what I would do is I would put my name here, and then what I'm asking all of you to do when you make your copy is immediately go into share and then share it with both me and Kiki. So let me put the addresses for that. Right here. Following along. Yeah, so share here your coffee with the two of us. And then what I'm going to ask you to do and I don't think we have enough time on this call right now today. So I'm actually going to kind of ask you to do it on your own time your own thinking ideally, you know if you can do it sometime before the end of next week, that would be great because I know that Task Force wants to kind of move forward but what we so before you start playing with this, I'll give you more context. So we have in content usable. We have eight objectives, as mentioned. And we have in those eight objectives, we have 58 patterns. So examples of patterns are make the purpose of your page clear. Break media into chunks, use literal language. Let users go back. So there's some examples of some of the patterns and they're all mapped to objectives, but no research or like no user research. I mean, there was a lot of research that went into these patterns, but there wasn't like a validation or card sort or anything to say. Here's how those patterns actually grouped into objectives that was done entirely within the task force. So what we're thinking about doing for version two is to take a step back and say, Okay, here's all the patterns that were identified. How would you actually organize these patterns? So there's there's three columns here, one column has the pattern itself, and it's intentionally not linked to the document. It just using because most people will use the document will only read these words. So based on your own interpretation of these words, which objective would you map it to? And if you wouldn't map it to these objectives, if you want to give it a different objective, so let's say make each step clear. Um, I want to have it mapped to an objective of provide guidance for the user. But there's that objective doesn't exist. So then what I'll do, I'm asking you not to edit any of these in this second time here objectives, but you can add another one. So provide guidance. Just call it that and then I might make a note here saying I think this is critical and should have been here. Something like that. It'll turn it yellow that that will give me and Kiki an easy way to see that you've added some kind of a note. And Bobby vaster really great question. I'll answer that in a minute. And so then now under make each step clear, my new one provide guidance exists feel free to reorder these if you want, you know, if it's easier for you to have certain ones next to each other. These are literally the order that's in the document right now. And then, also, if you have any notes or thoughts, you know, if you're like, I don't understand what make each step clear means or we have some like the word unambiguous use clear, unambiguous formatting and punctuation. Maybe this is really hard to read. Maybe that's your note doesn't matter. So another note that you might put here is exactly the question that Bob is asking. So we are asking you to pick one for it to go into you can add another one. A new one, but pick one and if you think that it also should go into another than that of a note. But try to like you know, if you're thinking well, it should go into to pick the one that you think edges out the other one and then add a note and say why you think it should also go here. Here's

why you chose this one. Or, or you only chose this one because you were told by rain that you had to choose one but really, you don't want to choose one and that's a perfectly valid note. So yeah, so this is what I'm what I'm asking you. And I know there's not enough time that Kiki and I were talking about like making this the call that I use so much time to get feedback on the early sort of thoughts on the overall structure that we didn't get to really make this an activity here. So I think it's better to just give you guys time to use as much or as little time on this as you want. And then when you're ready, share it with me and Kiki so that we can then start taking that data and feel free to share that coffee link. That I gave you with others to you know, we I know you work with a lot of people who might have great insights. Others on this call probably do as well. So feel free to send this to other people as far and wide as you want. Just ask them to share their document with me and Kiki afterwards so that we can actually pull that information together questions

Rain 10:13
I know there's other cards or tools that are better but I couldn't figure out which one was also accessible for screen reader and everything else. So I just ended up going with a sheet because I know that get most people access. If you have someone who would like to participate in this card sort and this is just not friendly for them. Please don't hesitate to reach out to me and ask me for some other way that they can participate and then Lila thank you for your question. Do we have a target audience for this activity? Yeah, the target audience would be anyone who might use content usable, which includes designers, people who own product people who might use it in classroom teaching people who are using it to create their own materials. So I mean, that's a pretty large target audience. We really are. We're not restricting, restricting it to people who call themselves accessibility designers because in an ideal world everybody would use this not just people who have accessibility in their role description. Yeah. Any other questions? That's a thing. Thank you. For those of you who take the time to do this, thank you. It will be so helpful for us to hear your thoughts and I would ask you to sort of try not to anchor it on the existing site like try to just take these as they are as they're written here by themselves because one thing that our research has kind of made clear so far is that for many people, this is all they take away. So we want this by itself to be valuable. With that, I'll turn it back over to Kiki.

Kiki 12:25
Wonderful, thank you so much, Ryan, thank you for putting us together and showing us the preview the visuals so you can get an idea of like we're thinking the organization might go and then hopefully thank you everyone for filling this out. And so we can go and see where the patterns potentially change or two like that. I want to actually hand it over to Adi Li, Leah and Jamie I think they have a quick update on the transcripts paper that they are working on. So I can hand it over to you all.

Adi 13:13
Yes, hi, this is Adi. So the life transcription papers sort of taken a different direction since the first time we authored it. Currently, what I'm working on is figuring out a definition of live transcription for the purpose of this paper, because they're different definitions off the word itself. I found that they use captions synonymously on the internet, and real time is something else that comes up with this. So I've done a bunch of research and shared with Jimmy and Leah we're meeting on the 12th again next Monday to discuss this. So that is the update for the paper. Once we figure out what the definition is then it will go up in the objectives. Of the paper so we can follow up. Standard train of thought. Hello, yeah.

Jamie 14:18
Yeah. That's there's kind of two areas we're working on. There's the nailing down a consistent definition and description of what we mean by transcription, and more importantly, what we don't mean by transcription. So it's nice and consistent. And then the second part is we're kind of refactoring the document around the W three C, functional shows and these work. Matt is about halfway to two thirds of the way down. And then Lee is also working on linking out to heaven and space. So hopefully for each area of those have the ways in which transcription helps plus nice choice quotes from evidence. And of course, a solid definition base everything on to scope what we're talking about. So yeah, it's coming along nicely.

Kiki 15:12
Sorry, Jimmy, you said that you're linking out to something and I just missed it. What are you linking it out to?

Jamie 15:20
Where W three C functional user needs stuff. Thank you. While we're building it around medical condition labels we're building around needs. And it's it's mostly just a refactor of the information that's already there.

Kiki 15:39
Perfect, thank you. I think I just had my internet breakout for a moment and I just missed that and I was like, wait, no, thank you.

Kiki 15:52
Okay, thank you so much for working on that. Is there anything that you need from the group is it sounds like you want to meet on December 12? And then potentially, maybe next month or so? Would you like us as a group to look at it and give it time or what would you prefer?

Jamie 16:11
This roughly the timeline that we have in mind, we'll see how we go on the 12th and, and whatever up to it is coming together quite nicely. So I think it will be ready to come back to the group fairly soon. But I wouldn't want to put the date on any date on it. But some search perfect, wonderful. Then,

Kiki 16:42
yeah. Is there any other questions for Adi Jamie or Leah, before we move forward? Okay.

Kiki 16:57
And then the last little bit I just want to make sure if there's any things that we haven't necessarily covered, or we haven't had a chance to cover in the last few meetings that you want to make sure either can get on the agenda for next time. Or quick questions. Now that we want to make sure we answer before wrapping up

Lea 17:21
I had a quick question. I wanted to know if and you know, there might even be this may already be in existence already. But if there was a user group, or and of course we would need to do all of this through the proper procedures and channels that so many great things are coming out of this group, and so much is being looked at, but I was curious to know if it would be possible to have a group of individuals that we could use as like a core group, even to to continuously go in and talk to or touch base with about some things that we may have questions I may not. So like one example. So I do work with a company. I've already mentioned them before, but there are actually organizations like VR, Illinois, or then there are other organizations just focused on cognitive disabilities, things like that. I don't know. I know that's a huge question, but I've always found that getting feedback from people who are directly impacted can, you know, be also pretty helpful?

Jamie 18:39
If I understand it correctly, that's that is the purpose of this group as well. It is,

Lea 18:44
and I have right now I do know that but I was curious about more people.

Jamie 18:50
How do we grow the diversity of this group to represent a broader range of impairment types and capability? That'd be a good way of putting it.

Lea 19:04
I think this group is really unique because we bring a background of technology and I think a lot of things that we're looking at involve asking people who don't have a technology background. So I guess I'm thinking about those people a little bit more.

Jamie 19:21
So I don't think there's, there's an expectation of a technology background during this group. I think the goal of this group is to be the community group of all aspects of the community. We've ended up going down this direction. We could bring a broader group of people into the into the chat, we would then probably shape the chat by the presence of that group as well. So I wouldn't Yeah, I don't understand it. Essentially, what you're hitting on there is the purpose of this group.

Lea 19:51
Right. But I think the scope of what we talk about, there's a lot of different areas. And I was curious if there's a way that we could incorporate a group of people so who have other types of disabilities as well.

Jamie 20:09
I think the answer is we invite them and we support them. And we we modify what we're doing here to ensure that they're included. So it's a small world because I was trying to persuade a non speaking autistic friend of mind to join the group today. And they didn't have the students to the discussion. So I think if we can find ways to attract a broader audience, I think to this group, I think that'll be a good thing. And then that participation will help shape the way the group works as well.

Lea 20:49
yeah, maybe and you know, it just kind of came to me so yeah, I gotta think about it a little bit more but it because it sometimes it's hard for people to make a meeting every month and and that's okay. But, you know, I just didn't know if there was a way to and I have actually a lot of people I work with, who all who have varying different types of disabilities, developmental intellectual included. Who would like to be part of this type of work, but not all. of it, and then wouldn't wouldn't be able to attend the meetings. Anyway, just just a side thought I had about

Jamie 21:25
Think about that, as it's on us to ensure that we include them and creating something special except for is not the direction to take. So if we can think about why they wouldn't come to these meetings. So for example, the tab I've been trying to today. For them, the barrier is zoom. They don't like being on Zoom. They, they they were like, is there like a forum you know, kind of get an email every every meeting that tells me the things that are being discussed. I can give feedback on and I'm basically going to put that together for for them based on the notes of this meeting and say hey, here are the things to discuss. You have any thoughts I'll share a range link with them. I'm just starting to feel out the ways that I can support him to be more included. And then and then we can base things on that. But I think this is the place that needs to be inclusion, not the creation of a separate thing to be included into that. Yeah,

Lea 22:28
think it's just time constraints too. You know, I know lots of different people who are in different programs or they go to school at work.

Jamie 22:36
Sort of one of the things there is about the ability to make it easy to contribute to that sort of thing asynchronously. I think is the the main thing that I got from chatting to my friend this morning, was he doesn't have the screens today.

He would have to spend on other days, but we're not meeting them. So that's where his thing of can I do it all by email or is there a place? One of the things kept asking me or came up several times was is there a Twitter feed where I can just see what's been discussed and reply to the tweet with my thoughts. So it's about meeting people, making sure that what we're doing here is visible through multiple channels, and there's ways of contributing to it. So to Kiki and Abby about more of kind of co chairs to kind of work out how we can increase the inclusion of what we're doing. But it's early days.

Lea 23:30
That's a great idea. And I just, you know, I think this is a great knowledge sharing opportunity. So I just wanted to throw that out there and get your thoughts and audit what it might be.

Jamie 23:40
Think of a couple of the people who you know, who'd like to be involved. Let's get them involved and work through and navigate those barriers and work out what the barriers would be. Well, you know what, invite them along, see what happens, see the barriers as they occur and then work with them to resolve and find paths forward. Be really productive.

Lea 24:01
That sounds great. Yep, I will definitely do that. Keep that. To my to my list. Sounds good. I'm hoping

Jamie 24:12
I'm hoping that the friend that I tried to pretend to today will will actually manage to be with us next time. I'm really hoping that will because I think they've got some very good perspectives to share.

Kiki 24:28
I just want to remind cuz I know we do actually have a lot of like asynchronous formats, but we don't necessarily utilize them so maybe even considering of whether we want a different format voting we have the doc if people want to add comments, to anything that was spoken about or some slack channel if someone wants to start a new conversation, or continue an old one to allow communication beyond this meeting. But if those tools aren't being helpful, we can always consider changing the format or something that's such as well. Yeah.

Jamie 25:01
This is one of the nice things about supporting this friend of mine is understanding the barriers that he faces that I don't And it's funny because when I first started using AAC, he taught me how to use AAC. It's weird that it's the other way around right now. And I'm kind of trying to help them understand how so for example, trying to explain to somebody who hasn't used slack the idea that every slack you have is a different account, but they're all under sort of one account, but sort of not. Because I'm trying to explain this book in protest to someone is damn near impossible.

November 3, 2022

Attendees: Eric Kellenberger, Lea Whitney,Ciara (Kiki) Salmon, Beth Kwakenat, Notetaker:

Beth Kwakenat (note taker) -

Meeting Agenda

Welcome (Meeting notes) (5 minutes)

Identify scribe in August 4th meetings notes

Discuss pending matters from previous meeting (30 minutes)

[Kiki] Google Form Updates for collecting examples (any examples or additional feedback on form?) + sending it out to collect feedback

Closing questions and next steps (5 minutes)

COGA Community Group Experience Sharing Form

Word version of COGA Community Group Experience Sharing Form

- Reviewed Eric's comments on the form.
- Rain suggested adding a question so users could choose to fill out the form or be contacted by a community member.
    - Community email address? Who is responsible for monitoring and responding? Time zone coverage?
    - Suggested that we use Google Meet or Zoom to reach out to those wanting to talk to a community member.
- Kiki reminded everyone that they could edit the doc or add comments to it.
- Lea offered to share the document with a company that has people with disabilities that could review it. They prefer to work with word documents. Please do!
- Considered combining the positive and negative experience questions so we only have one bifurcation question (Google docs only allows one).
- Should we include a question regarding assistive technology usage? Kiki said the goal was the cognition aspect of the experience, rather than the demographics of the people filling out the form. Also want to make sure the survey form was short.
    - We can go back and add question regarding assistive technology if we determine it is needed to understand the experience

- Lea suggested that we ask the assistance question or let users know they can have someone assist them with the form. Added that information earlier in the form.

Action items:

- Kiki wll finish updating wording
- Lea will send it out for review by people with disabilities

Any topics for the next meeting? Send it to Kiki or ping the chat.

October 6, 2022

Attendees: Eric Kellenberger, Lea Whitney, Rain Breaw, Ciara (Kiki) Salmon, Beth Kwakenat, Aditya Bikkani, Jo Large, Erin Leary

Notetaker: Beth Kwakenat (note taker) -

Rain: COGA Task Force update

- 59 responses to the survey
    - We are reaching the population we expected, missing opportunities to reach educators and people new to accessibility.
    - Need to prioritize user journeys
    - We aren't giving users a reason to return
    - Concern - personas are stereotypical
    - Top desires
        - Practical examples
        - Simplified wayfinding - people can't find what they are looking for
        - Supporting research
    - Next steps identified and potential structural changes shown
    - Deck: Making Content Usable - Structure Diagrams

Live Transcriptions - Adi, Lea

Live Transcription Specification

- Had to rework the whole document to move away from medical diagnosis
- Broke down content to Attention, Language & Communication, and Learning
- Erin Suggested adding how to save the live transcriptions, Adi pointed out information in “Recovering from interruption or distraction”

Lea talked about a video worth viewing that gives us a different perspective

In My Language

Kiki - COGA Community Group experience sharing form

- Purpose is to document experiences, not to collect demographic info
- Added question regarding platform
- Asked for feedback on form
- Rain talked about question whether assistance was needed regarding filling out form. It gives some insight into whether it was a community effort to fill it out, but could also cause users to feel like their answers are diminished in some way. Kiki will look into rewording the question.

September 1, 2022

Attendees: Lucy Scott, Eric Kellenberger, Lea Whitney, Maya Alroy, Rain Breaw, Ciara (Kiki) Salmon, Poornima Subramanian, Hiral Mehta, Justin Byrd

Notetaker: Lea (note taker) -

Summary / Key points: (high-level)

Meeting Notes for 9-1-22 (high-level)

- Kiki - Ask Lea Live transcription report (see Kiki notes)
- Kiki - Google form that we created to collect feedback and this was a place where we as a community group.
- Kiki - Explained update on the COGA Community Group experience sharing form. Reviewed group feedback on form.
- Rain - Anything from a W3C group needs explanation text at the beginning.

- Kiki- walked through rating of feedback form and discussed optional feedback on the form. Requests feedback on the form, things unclear.
- Any experience we could have in real life. Goal would be to find barriers from day-to-day access.
- Lucy and others requested changes to wording of some of the questions.
- Kiki- Wants to start using this form. How would we like to go about getting it out?
- Lucy - Not sure,
- Aim to make changes these changes within the next week and send it back in the Slack channel for people to complete.

Live Transcription report

- Lea: Not a Change to connect yet (Adi & Jamie). I was able to send the feedback to Rain. Those are pieces of feedback we enter into feedback or in the live transcription. There was more needed on the terminology and linking to medical personas. That is where we were stopped. The overall goal of the document needed to be clarified.
  - Live Transcription Specification
  - Lea's email: Regarding personas there was overlap between disabilities. The personas are very specific with details related to the conditions with no overlap. With a remote usability test, she gave an example of a study participant with many overlapping conditions as a few examples.
- Rain: Personas and medical diagnosis. I would strongly diagnosis recommend to not answer the medical diagnosis. I would have it link to w3C document. Rather than personas, point to example of functional needs (that is the where the W3c is going as well). It can take away from the report main goal of how live transcription can support individuals.
  - Main Functional Needs - Main User Needs - Main Outcomes
  - Functional needs for cognitive
  - These are reports we can link to. Your examples can be real user stories
- Rain: The goal of the document is for the group to decide. The aspirations for rain is two things

        - COGA Task force: Supplemental information for individuals who are creating these tools and specifics for individuals with cognitive disabilities not just people who are blind and hard of hearing. Without a document with like this, we can't include it in the COGA document.
        - Googler side: We are working on captions, transcription, etc. If we don't have evidence to include cognition, teams won't take it up. This allows teams to be willing to pick it up
    - Lea: Under the problem statement, we can build out a problem statement related to those goals
    - Rain: Problem statements may be individuals who have barriers to short term memory or focus may require live transcription syncous with the meeting in order to engage. You are anchoring it to real life without tying to diagnosis
    - Lea: That was really helpful. Those are the main areas.
    - Rain: I am already sharing the draft it is already helpful. This will have a big impact!
    - Kiki: How are you feeling about the document? Supported?
    - Lea: There are those three main points that I can take back to Adi and Jamie
        - User story, moving away from medical model and establishing the problem statement
    - Kiki: Once you have those 3 points, would you feel comfortable with sharing out to the group for feedback
    - Lea; Once we do those three points, we can get feedback form the group. If anyone here wants to help contribute to this, please send me a message on slack or now in Google Meet
- https://docs.google.com/forms/d/1eK2yee1ZViNeen4rsmVOKy9-fHfboilynLGQt24KU2Y/edit?usp=sharing
    - Add info at the top (take from other w3c form). Rain knows it can hard for individuals with cognitive disabilities but it is required
    - People to talk about their everyday experiences when using websites/ apps - Kiki to add to beginning
    - If it is reasonable to ask about the type of application being used can be included e.g. Learning, school website
        - Add platform question to add context
        - "How are you accessing the website or app"
    - A relevant publication might be Creating Accessible Survey Instruments for Use with Autistic Adults and People with Intellectual Disability

        - https://www.liebertpub.com/doi/pdf/10.1089/aut.2019.0074
    - Adding someone around answering
        - “Do you have someone helping you fill out this form”
        - Someone is getting help and a developer could keep this in mind
    - Add rain to the agenda on results for quant survey

Google form feedback

- Hiral: I have hundreds of example of how these websites for sensory issues
- Kiki- responded with requesting to add this feedback to the form
- Erik - Could we include a plain language version? Rain replied with yes, we have plain language but have received feedback that it is long, but anything to make text more readable is welcome.

To be added before Google Form

We are a community group to advocate for ourselves and communities for making the web more accessible for cognitive neurodiversity and disabilities. In order to illustrate good and bad experiences we are collecting examples the people experience when navigating websites or using apps. We are collecting these experiences to advocate for the next set of cognitive guidelines to be updated to support us and our communities the best. Thank you for taking some of your time to help us learn about your experience with using websites or apps.

You can fill this form out as many times as you would like with as many examples as you would like to share

Purpose of this form

- To gather and understand positive or negative experiences on websites and apps

Participation is voluntary

- Your participation in this form is voluntary; you may choose not to participate.
- If you decide to start participating in this form, you may stop at any time.
- The questions are optional. You may skip over them. You will not be compensated for completing the form.

- Participation is open to anyone over 18 years old.

About your personal information

- There is very little risk to you from completing this form.
- The form is anonymous. It collects only the information you enter, and any information that would identify you (such as your email address) is entirely optional.
- Information from the form may be published on the Web, which is available to anyone. But any personal information you choose to enter into the survey will **not** ever be published. The only people who will see this are the subgroup members.

Agreement to participate

Responding to the form questions indicates that you understand the information regarding participation in this form, and that you agree to participate. This does not waive your legal rights nor release the researchers from their legal and professional responsibilities to protect your privacy.

If you do not want to complete the form, close this web page.

Thank you in advance for your feedback! We appreciate your time.
Questions? Please contact us at cogacommunity@googlegroups.com

AUGUST 4, 2022

Attendees: Adi Bikkani, Beth Kwakenat, Justin B, Eric Kellenberger, Lea Whitney, Maya Alroy, Kseniia Balaenkova, Justin Byrd

Notetaker: Kiki (high level points) & Adi (Ottr transcription), Kseniia (Ottr clean up)

Summary / Key points:
Reminder of content survey feedback (link)

Who we are: community group

- Feedback to task force
- Our own projects
    - like live transcription
- Questions
    - When was the community group formed? About a year ago

Live transcription

- Adi: Overview
    - AI: Problem statement & reordering the document (changing from conditions to personas based on W3C documentation
- Lea: Currently medical first terminology - aim to go towards the social model. Without having medical knowledge, it may need to be fleshed out
- Adi: Do away with conditions and link to personas w3c has
    - We feel live transcription would help everyone as well
- Erin: Are we linking to the personas or to the condition list in the coga document?
    - Adi: I believe it was the personas because there was some sentiment against linking to the conditions
    - Lea: I haven't seen the WCAG condition list
        - Erin to find list and put it in the chat
    - Adi: Aim to focus on functional needs (10 personas) Persona not sure if would benefit from is 6.8
    - Erin: I have lots of experience with aphasia (difficulty with speaking) and I feel this would benefit from live transcription (pending if the transcription is accurate). Having multiple modalities for aphasia can be helpful (hearing and reading simultaneously)
    - Adi: Brain is trying to relearn how to understand language
    - Erin: Yes, very generally. It is like being in a different country

        - Jamie: Do we have any evidence that this audio and visual is beneficial?
        - Erin: Yes, I can look it up!
        - Adi: I am going to remove these conditions and replace with personas.
    - Adi: Next is who is the intended audience for us (glue and help with abstract)
        - Lea: Professionals is broad but some examples are non profits, service providers, self advocates, etc.
        - Jamie: Other professions may be occupational therapists, example individual who specialize in assisting individuals with autism and finding tools to assist with that.
        - Kiki: Task force?
        - Jamie: the purpose is for the task force but the task force would also fall under digital accessible group
        - Jamie: Telehealth product under product folks (and giving examples)
        - Adi: Like other products, even like zoom
        - Jamie: Or people who run digital events
        - Kiki: Asynchronous add examples or additional sections to who this document is for in the next week August 11th, 2022
        - Jamie: educators could also be under employers

Erin: Organizing feedback

- Getting usability feedback organized in some way (email, slack and google form). I went back historically and so far created the google sheet (date, who sent it, type of feedback, website it is referring to). We were going to optimize the google form so it is a bit more automated. We had a bite more traction in March or April but it has trailed off but I will keep an eye out to keep the information organized
- Kiki - Folder for the sheet to live. Parent COGA folder

- Erin: I still wanna hear Jamie Knight and his thoughts on getting organized
- Jamie: how many items are there
- Erin: Like 7
- Jamie: Biggest risk is missing it. Let's have a chat offline. There is a slack plug in. Email is harder to not trigger it to go into spam
- Erin: What kind of volume are we looking for?
- Jamie: Question like this I like to set a lower bound and upper bound. Lower bound zero or a few per months. Upper bound of 100 a month (if we can market to enough people, like 5000 people.
- Kiki: We don't necessarily have budget it may be lower
- Jamie: for marketing, not necessarily paid advertising but socializing in the media

Kiki: Feedback form

- Please give feedback by August 25th so I have a week to review

Erin can I have access to COGA group

- Kiki: Here is the link

Kiki to put AI in slack channel

Reminder that these deadlines can be flexible. Feel free to reach out to the owner of the project to let me know if you want to give feedback but need more time

- Please provide feedback for Lea, Adi & Jamie to who live transcription is for by **Thursday, August 11th**
- Feedback for Kiki on the Feedback form (what questions are unclear, which questions you like, how the information is sectioned, etc) by **Thursday, August 25th**
- Erin + Jamie to connect on organizing data
- Erin to look up articles supporting statement that live transcription (or simultaneous written content helps with auditory intake or what articles indicating what considerations should be in place to make it helpful)

- Reminder to share out Content Usable survey. Aim to get as diverse a sample as possible! (here is post from Rashmi and Adi if you want example or repost if that is easier)

July 7, 2022

Attendees: Rain, Lisa, Kiki, Adi, Jamie, Maggie, Lea, Erin & (I am missing someone)

Notetaker: Jamie (high level points) & Adi (Ottr transcription)

Summary / Key points:

Discussion of live transcription work.

- Positive feedback on work to date.
- A decision to modify structure to use the task force personas to avoid repeating medical language and side step language related issues.
- Agreement to keep scope to transcription and no consider transformation or editorial changes. (Eg, editing for conciseness)

COGA task force survey form is approaching release once consensus is found.

- Please have a look and feedback.
- Please share once it's live.
    - See below for link.
- COGA group will be at ICCHP for a face to face on the 12th.
- Hybrid meetings available. Everyone is welcome to join.
    - See below for link.

Detailed notes / Discussion:

Kiki: starting with an item that's been in the agenda a long time, then move to Rain's topics.

- Topic: 1
    - Adi: Transcription as a cognitive aid. Document shared:

      Live Transcription Specification
    - Adi: Lisa suggested the format.

- Adi: Document lists conditions, tools, benefits,

  known limitations
- Adi: Question for the group:
  - Feedback on what's missing, format etc.
- Lisa: More explicit in things can go wrong when transcribing for deafness which won't work for NT groups. Eg jargon and acronyms are explains and expanded. It could also be adapted to be more concise.
  - Conciseness.
  - Transcript
- Jamie note: transcription is capturing all content, generally doesn't include
  - transformations or editorialisation
- Rain: urge us to scope to only transcription leave the rest for other places.
- Rain: Keeping it scoped tightly will reduce opportunities for conflict / bad
  - feedback.
- Rain: Keeping it tightly focused makes if more impactful
  - Jamie +1
- Jamie: Netflix have a project for audio description tracks for ND audiences.
  - Awaiting more info.
- Erin: can we add stroke to the conditions lists
- Lea (maybe, didn't hear name) has experience in this area exploring how live transcription can be made more concise. Having someone highlight in real time what is is important parts of the conversion.
- Another barrier is ensuring speakers are identified.
- IDD / Down syndrome are specific
- Lea - has a family member with Down syndrome. Working with state (illony)

to bring more tech to folks with IDd / LDD. Has been involved a project testing different technologies.

- One thing found was that different types of devices can help in different ways. Helping folks connect the dots between transcription and devices they use. For example using iPad and phones and computers. Ensuring users are aware of the various options.
- Broader category on Down syndrome etc.
- Illony uses terminology like intellectual and developmental disability. Lea has worked on language consistency
- List of devices would be handy.
- Rain: recommends removing this list, instead explain the functional needs.
    - Might be better to link to that.
    - Jamie: similar thoughts. Functional needs and barriers
- Lisa: suggests having a citation based on the diagnoses to map between diagnoses and barriers / needs
    - Jamie: agree. Mapping is good. Including disability names is useful but not structuring around it.
- Maggie comment: mentions how PFL should be used for autism
    - Jamie: explains this is a bigger topic within the autistic community.
- Adi: could we use the W3C list of persona within the COVA document.
    - Rain: sharing the link to the persona's
    - Jamie: agrees that's a good idea.
- Rain: Explains autism as part of identity rather than separate. This is a complex and strong topic.

- Rain: for this document don't try and create new. Reuse the work from the task force by linking to information in other places. Enables less difficulties with language and lays the blame with the task force.
    - Jamie: Wise words rains
- Adi: Asks about restructuring and how it would work
    - Jamie: suggested linking to the persona and including the functional needs and how transcriptions helps
- Adi: what conditions do we want to include
    - Kiki: let's link to the personas and map the statements to the person rather than to conditions like stroke
    - Jamie: Structured around persons.
    - Adi: makes sense.
- Lea: some users have multiples diagnoses and multiple barriers. Curious how the personas came about. Maggie finds asking people about their needs is best.
    - Jamie: I'm pretty sure persons where co-produced with the ground.
- Lea: works with many different groups and it would be useful to do research
    - Jamie: I think we're out of scope for conducting research. Reporting on things, secondary research and tying things tonight. Asking AdI and Kiki for comment.
    - Kiki: Confirms it's important from an community perspective.
    - Rain: The community group puts together a first draft, the group members are welcome to reach out and work with people within their communities. If others would like to bring people into the group they would be welcome to come and participate. This document as a draft, once community group is confident, then

then task force would take it forward via a more detailed process. That's why it has to live as an informal report.

- Rain: Suggests publishing it as a work in progress report when ready on the
- Rain: Wordpress site to share it for comment in industry and in community. Perhaps there's a need for easy read so this can be used? Rain will share with UK groups called speak up. She knows they will tear it to shreds and give lots of useful feedback. As a community group, publishing a work in progress document is fine. Then the task force can deal with the big paperwork process to take it forward.
- Lea: She is thinking of individuals who think and communicate differently, they have same involvement but can't relay it due to barrier. Lea is working on something for users with memory impairments around passwords around intellectual and development disabilities.
- Lea: When it comes to users she works with they are aware of thier limitations and changes by they are not aware of the name of their conditions. This can provide a bridge between services providers and the technology world.
- Kiki: good information. Mentions the feedback form for collecting examples for different groups. Thanks for the comment. Grateful to Adi for the effort on the document and that feedback is tricky and the document looks good.

- Kiki: If you need or want support perhaps someone can support. Would you like help?
  - Adi: Always welcomes help

        - Kiki: asking the input
            - Jamie: offering support via a 1:1 chat
            - Lea: offering support too
    - Adi: discussion of slack access for Lea
- Kiki: moving on to next topic
- Erin - suggesting getting in touch with Jamie to discuss automation options for forks.
    - Erin - will email Jamie and we can work from there
- Kiki: Any other comments or priorities for next.
- Rain: time sensitive items
    - 1: COGA task force is in the middle of finalising a survey which may go live today. The survey presented to the group a few meetings ago.
        - Link: https://docs.google.com/forms/d/e/1FAIpQLSczlviGQgUNfdo9WXjK4qkY-liq9_gnlt4s76ho-4xhXYSJpg/viewform
        - The goal is to gather feedback on the making content usable guidelines. Asking folks to promote it once it's live.
    - 2. COGA will be at ICC HP an event in Europe. Rain and David will be there plus a few others. They will be running some hybrid sessions. Schedule link if you'd like to join remotely: ICCHP face to face - Tuesday July 12, 2022
    - Topics are structure of document, research, how to take it forward.
    - Rain: please contact via email rather than slack. If slow reply, please feel free to follow up.
    - No offense will be taken.
- Kiki: closing the session. Productive session? Nice to work together and good discussions.

June 2, 2022

Attendees: Kseniia, Poornima, Jamie, Erin L., Rain, Maya, Adi

Notetaker: Rain, Kseniia to clean up notes

Notes:

- Any new agenda items
    - Jamie is now able to be a co-chair, so Adi and Kiki will follow up
    - Rain to add Jamie as co-chair
- COGA TF Survey
    - Jamie suggesting that the COGA document is well structured but too long, provided a link to support us in looking at ideas based on something done recently: Barriers Browser - Accessibility for Products - BBC
    - Jamie: who what when why where how
    - Added a few questions advised by Jamie
    - Poornima asked if age of the audience principally work with
    - Erin added that we might want to clarify that the accessibility work may not be primary work and that's okay
    - Jamie: have pre considered use cases
- Adi and Kseniia have transcription notes, and will add here later, so stopping taking notes
- Volunteers to help: Erin, Jamie, Poornima

NOTES

Rain: I think you all know me but just in case I'm currently co facilitator of the cognitive accessibility task force, and this community group is a companion to the task force and so I'm able to also act as a liaison between the task force and the community group.

Just so everyone here knows I am actually stepping down for personal reasons as Co-facilitator of the task force. I'll be continuing on the task force, and I'll be continuing as the liaison with the community group. I'll also be leading a couple of subgroups within the task force. So I will still be very involved. But at the end of June, I will be I'll no longer be a co facilitator. So I just wanted to make sure everybody knows that I don't need to describe that. And I'll let people know in the next meeting, but you can always come to me if you have questions about the task force and what the task force is up to.

Jamie: Not sure if the counts as an agenda item. Now I am officially no longer at the BBC, I can find the time to co-chair. I have more time available.

Rain: Yeah, that's actually that's fantastic, Jamie, very excited to hear that. So the follow up there will be I will add you on the on the community group listing, I'll change your status from participant to co-chair and then Adi and Kiki will follow up with you and the three of you should sort of meet and decide what to do next. But that's really all it takes. It's that simple for the community group. So I'll do that a little later today and let you know when you've been upgraded to co-chair. So thank you for that. Does anyone else have anything that you'd like to add today?
All right, so if something comes up, please let me know. But let's go ahead and go to the agenda item that I wanted to cover. So I put this link in Slack. I'll put it here and then I'll share my screen in a moment.
I see Lisa's in the surveys. And there's already comments so I'm excited to see what those are.

So for context, and also for those of you who are new the cognitive accessibility taskforce within the W3C has been publishing some research modules. And we also published a supplemental note to the WCAG guidelines, the web content accessibility guidelines which are used internationally to sort of establish what level of conformance and accessibility is required of different types of web experiences. So the web or the

making content usable document that we published, which is what I'm hopefully sharing on my screen right now, making content usable for people with cognitive and learning disabilities. It's a massively long document. Here's the table of contents is what I'm showing now. It contains design patterns, suggestions, user needs, objectives, all kinds of information.

We sort of call it the VCR manual. We lovingly refer to it as the VCR manual of cognitive accessibility guidelines because it's a monstrous document, which for some people is very difficult to get through. But you know, getting as far as just simply publishing this note was massive effort. And so now that it's been published, it's been up for a year it was published last April, so a year and a month. It is now time for us to start working on version two. And one of the pieces of working towards version two is the structure of making content usable, how is it structured? How is it being used? What's missing within it, what do we need? What's wrong, what needs to be updated? There's kind of a lot here but the structure piece is a piece that I'm leading. And that's really to take a look at the architecture of the document, the sections, how they're how they're formatted, how they're provided, and then to create a recommendation for structural revisions.

Jamie: This might be a daft question but when it requires a massive document, it is split across multiple documents, specifically across multiple pages of the website. The issue is the presentation of the document because the content itself is quite well structured, but it’s all in one page. So if I can send you a link to something I did recently, I had this exact problem. I did the write up to the BBC XR barriers research and we were having exactly the same approach to our barriers page.

Rain: Thank you for that. But I do want to just point out one thing that what you just gave us guidance on or advice on, is actually the next step. That's not where we are right now. Or what I'm hoping to get from this particular conversation. So, note taken definitely recorded please provide those kinds of comments.

Jamie: Let me just double check. What I'm saying is, how the content will be used, whether it's one big document or website on a giant poster is the next point. The current point is what is the structure?

Rain: Yeah, so actually, I'll step back the current point is I'm going to be asking you about a survey. That I'm that we're putting together to gather feedback. So we're even before that so the purpose of the subgroup here is to figure out what the new structure will be. So exactly the kind of feedback that you just gave Jamie is some of the stuff that we're looking for. Really helpful. But I want to get feedback today from this group on a step way before that.

So we have this subgroup that we've put together to figure out what the new structure is going to be. Before we start getting guidance on that new structure, however, we are starting to think about what that new structure looks like. We are putting together a review plan to gather feedback. So I'm calling this the data collection plan, where we want to gather feedback from communities who use content usable and I have a list here of the types of feedback or the types of information that we hope to get in this process.

We're hoping to understand who is using content usable, and how they're using it? We want to understand what specifically people are looking for when they open the content, the content usable document, how easy or hard it is for them to find what they're looking for, what strategies they use to find what they're looking for? What people perceive might be missing, what challenges they're facing, when they're using it, and also what challenges they're facing when they're trying to advocate or implement the content usable guidance in their work?

So the first piece of this project is the link that I provided, which is that I see a lot of people have open and this is a survey that I'm putting together. This what I'm looking for feedback on today, which is this quantitative survey to try to get information to try to get a what we're trying to know here. So I've put together a survey and I've tried to keep it short and easy. But to get the information that we need. I'm hoping to get feedback on the draft of this survey. And what might need to be in there and how this group thinks we can socialize this survey as well.

Jamie: Can I start responding to some of your initial questions? When I've done surveys before I kind of sat down at the start and I've gone through the five W's: who, what, when, where, why and how. I don't know why 'how' gets included in the w's. I think it's just there for moral support. For my description before you actually touched on some of those. So one of the questions you're looking to answer is who's using the document? Is that correct?

Rain: Yeah.

Jamie: So one of them was who's using the document. So in terms of who that is going to be like roles... Can you break down what dimensions you're thinking of on that who you know, age, role, country, kind of what's the data you would want to know about who's using it?

Rain: Alright, that's an excellent, that's an excellent question. I actually didn't even put in age, role, or age and country. Just role. Yeah, roll is here. So what I had is how would you describe your roles, your role and then in parentheses, roles, check all that apply. And then what we have is content creator, designer, engineer, developer, tester, educator, academic, researcher, product owner, advocate, an individual who writes specifications and standards (example a member of a W3C Working Group), an individual with lived experience of cognitive and learning disabilities or differences and other (freeform text

field). So I threw this in here and I think it's the lived experience question that I'd love to keep it in there.

Jamie: Yeah and because it's a multi select. That's good. So that'd be my first thing I always say try using multiple boxes. So quite often, I'll check the designer and developer box because I do that. So things like that. So that's good, making sure that more than one can be located. Countries is useful. Potentially, what your employment type is when you work for an organization or whether you are kind of an independent consultant. I have noticed there is a pattern often occurs in the feedback that we get from organizations who do things like auditing, versus individuals who are say specialists with consultants who don't do the auditing. So that'd be quite useful kind of what sort of employee that they have their full time employee, like non accessibility organization or full time accessibility and accessibility consultant, or are they kind of kind of independent talents? Does that make sense? So then the reason why we'd be asking this is we want to see if there is a correlation between the feedback and the matrix. That sort of thing. And then it might be that we write out all the questions we'd love to have and then we come back through this form later, and we remove. So sometimes when doing questionnaires I write the really long questionnaire, every question I'd like to ask and then go back and fill it out rather than send it out as I go. Because as I go, I don't know what all the other options are.

Rain: Do you guys think age and gender is important?

Jamie: Age I think would be useful because we know that there's a strong if for example somebody clicks the I'm an individual with cognitive impairment. So useful to know the age and that can be quite a useful thing and it can also tell us which members of the audience are suffering. So for example, if we fill out this survey, maybe guys, I mean, if everybody under 30 seems to be fine with this, everybody else is struggling. And you know, that sort of thing. The BBC would sometimes use the ONS modify age groups,

which I could put up for you. Well, the reason we used to use it is because it would enable us to compare against the UK, the states, so we could compare for example, what we're working with adults and so two stats which are basically people in education and support training apprentices. I think this is an international problem.

Poornima: Question applicable like, I mean, for even if you know for advocate, an accessibility specialist making the most like even contributing for this document, or do we want to make this as an option? As maybe discretion is legal, about like, you know, like instead of age isn't related to the individual who writes specifications? And standards aren't thinking about the experience of cognitive and learning disabilities and differences.

Jamie: So by that, you mean, are you are we referring to the age of the person answering the question, the age of the people, or the person who's answering the question works with?

Poornima: Yeah, what does that potentially could mean, there's like, you know, even if I'm a content writer, you cannot do I need to like, mention the age does that make any difference to the survey?

Jamie: I think it's useful to know the ages of people who are responding just in case there's a pattern. After we've gone through we go okay, that isn't important, but it's like the 11th priority, and we're going to get down to the first ten. So what you've got there is age of the audience that you principally work with. This question is age of the individual filling out the form but what you've just raised there is another question could be an age of the people that you work with. And then it might be that we find that there are people who are using content visible who managed to get the older people, for example.

Rain: I like that a lot. Thank you for that. So that's one we should do check all that apply.

Jamie: What other data about the person, what years of experience with accessibility, would that be a useful question?

Rain: Yeah, it might be. Now, age of the principle audience would be more granular. Actually, you know what? Maybe not. It would be I think we'd say 65 or older, 35 to 64. And then like 18 to 34. We probably do 11 to 17. And then we do like six to 10 of working and then another six. And then how long have you been working in accessibility? Oh, yeah, we've had that and working in accessibility. And then one of the answers is I don't work in accessibility. Two, nine years. Or three years.

Erin: For that question, I wonder if there's a way to specify how for that question, really, I read it, it feels like you're working in accessibility full time. I wonder about the people completing the survey that have the hand in accessibility and use these guidelines, but aren't focused on it as part of their full time role. Accessibility being part of your world.

Rain: Perfect.

Erin: We want to do anything about differentiating the amount of experience someone has with other realms of accessibility versus the cognitive learning realms. I feel like I speak to a lot of folks who have more experience in other realms, but haven't quite yet thought about cognitive.

Jamie: One of those like confidence questions, isn't it? How would you rate your knowledge of cognitive accessibility strong, strong, medium, weak. I'm not quite sure what the options are. And then we have scale scales experienced, already experienced, experienced, familiar, aware. I'm new to it I'm not sure I'm making that list up as I go. I'm pretty sure this is probably another one of those. Alright, this

Erin: I like this one, although maybe very experienced would be experts. Yeah. And then we've got the cognitive division, ability, and communication.

Jamie: I think that's everything on the who, and then we can move on to what. That could be like what are these use cases?

Rain: Before you continue, Jamie, I just wanted to add so based on some guidance from Kiki, who I spoke with the other day, she recommended that some of the level of specificity that you're going into would be more appropriate for phone conversations, like the use cases, and to try to kind of keep it keep the survey easy to answer. So that people so that we can maintain attrition and not lose people. She says when they send out surveys that ask for too much information or too many sort of open fields that most people don't actually finish responding.

Jamie: So I wasn't thinking that'd be an open question. Okay. Use Cases in mind so we could do something like, what's your principal use case for using learning new things? Answering the question? I'm not quite sure what, how we'd phrase the use cases, right? Thinking kind of asking people what they use it for.

Rain: Yeah, so I do actually have a question related to what you were mentioning. So based on Kiki's guidance, I started with a question how often do you use making content usable? Options are regularly, occasionally, I only looked at it once, and I haven't used it. And then depending on how you respond, we asked different questions. So if the person responds regularly or occasionally right now what we're asking is "What do you usually look for when referencing" which is a freeform text field? "Are you usually able to find it?" - Yes, no or other with a text field to add more detail. And then what you were talking about Jamie, "How have you used making content usable? Check all that apply". So what we've included here is when planning user experience research, as a design guide, as a testing guide, and/or to perform a heuristic analysis, as a learning tool, as a teaching

tool, as a reference in a paper, presentation, pitch to advocate for a change at work, when figuring out strategy for writing organizational or legal policy, guidelines, & principles, and then other with a freeform text area.

Jamie: So that's good questions. The only thing is I'm following through the order in my head of who what when why so I think these would be who? No what, when? So, the first question of how often is a when question, right. What you use it for is this what question? Or how, what Where is one, I don't think we have it. So if there's why, but this why when I do surveys I start with the who, what when why. It's right out all of the questions I could ask. Narrowed it down to the questions I want to ask and then put them into a sensible order. That's kind of the process that nobody is suggesting. So that's kind of like into the “How” there, which is good. It's just making sure that we have questions all of those attributes. I write questionnaires by writing who what when why, then the questions. Then I actually start making a questionnaire working out if there's a sensible way to group them based on previous responses. Think I'm also coming into the middle of your process.

Rain: This is great. Oh, Adi you’re here. We’re having a fantastic conversation I think getting excellent feedback from the group. We can wrap this up and give you time to present on the progress of the report whenever you want.

Adi: To be honest, I haven't really I don't have any update. The report has just been as is and we're trying to clean up as per Lisa's suggestions two meetings ago. And that's it so you can take all the time you need for this.

Rain: Okay, well, then I think we should continue because the group's been really helpful in making this survey useful. Jamie, you were just going through the who, what, when, where, why. Now giving it back to you. Thank you.

Jamie: We have the question. We have some questions. I think this is a good How question or a good What question. On time, I'm just making some parallel notes in a shorter document so I can reference it so on the Who we've asked. You scroll back up, remind me what we asked in the Who section.

Rain: So we're asking, I'll just for everybody's sake, I'll read all them out. How would you describe your role? And then that's a check all that apply. Where are you located? And then what is your employment type? What type of organization do you work for? What is your age? How long has accessibility been part of your role? What is the age of your principle audience - Check all that apply? How would you rate your knowledge of the different domains of accessibility? And then how often do you use making content usable? which then creates conditional question sets based on how they answer.

Jamie: How often do you use it is in how group and then what are the questions we've got after that?

Rain: Okay, so for regularly or occasionally so for people who use content usable regularly or occasionally, we've got what do you usually look for when referencing content usable? Are you usually able to find it? How have you used making content usable - check all that apply? And then the last one? Oh, sorry.

Jamie: So we got what are you looking for question? Then you've got what's the next one?

Rain: Are you able to find it? Or do you usually find that? How have you used it so the story, and then the last one for this group is there anything you would like making content usable to include that you haven't been able to find, please, explain if possible? So the next set of questions is for people who have said that they've only used content usable once and there's only or I guess, actually, there're three questions here. What

were you looking for when you opened the document? Were you able to find it? And do you think you'll actually have more questions? Sorry, do you think you'll use it again? And then why or why not?

Erin: Rain, this is just a little thing. Before you keep scrolling through both sections. Were you able to find it? I think it's a great question. It may be confused with the thing that is referencing the question prior. Because when I first read it, it was like I was able to find the document. But so yeah, perfect.

Rain: Thank you so for new users, so somebody who says they haven't used it, like what do you expect to be able to get from this documents? Do you think you'll be able to use it in your work? And then why or why not? Or what do you expect the document to contain?

Jamie: Would that work with somebody who hasn't read the document if they think it's useful?

Rain: Do you expect this document to be useful?

Jamie: So I have eight questions around Who. Three questions around What? One question around When, no questions around where, one question around Why, two questions around How and two questions around gaps. Would it be useful for me to run through them in those briefings so you can see what we might want to add?

Rain: I have a couple more questions that I would give everybody at the end of the form. So one is, is there anything you'd like to add about your experience with making content usable? How did you initially learn about making content usable? So that might be a bit of aware Jamie? Which is in the list of options. And then would you be willing to have a

follow up conversation with us? And then if yes, what email address should we use to coordinate with you?

Poornima: Normally most of the organizations take regard as the standard to actually attend for their products. And so how this is actually like, you know, taking part of the WCAG, are there any plans so we could actually ask the question, that would be the preferred one. Do you know I mean, make it slightly different things.

Jamie: So the guidelines are essentially telling people solutions. This document is explaining the problem that we solved. This is like an explanation of the problem to be solved. And then WCAG guidelines are essentially recommended solutions, success criteria.

Rain: Jamie, I'm gonna jump in because there's actually a bigger answer to that question. So, the reason making content usable as a supplemental note, is because it was impossible to reach consensus on anything that's in the WCAG guidelines can only go in when consensus is reached among all the members that the wording is appropriate and testable. The cognitive accessibility task force tried very hard to actually have the, the work that we're doing in WCAG 2.2. But it proved to be impossible, because it's there's a lot of subjectivity in this and so we were not able to reach consensus. So that's why it's been released as a supplemental note, which does mean in a way that it's kind of part of WCAG 2.2 But only as a supplemental note, not as something that's kind of like, part of whatever the legal mandates are from a nation that says, Oh, we're following this level of work. That being said, we are now working on WCAG 3 and WCAG 3 is starting from a lot of the guidance that we have in content usable, we're actually using clear language is the very first one that we're trying to write so that we can figure out how to actually turn these into WCAG guidelines. But the timeline for that is years so we're probably looking at four or five years before that's actually done.

Poornima: That makes sense. So thank you.

Rain: Which actually means this is a great time for you to be involved because you're going to be influencing that.

Jamie: So with the questionnaire we have fairly few questions about when. So we have how frequently you use content useful? Is there any other questions to do with when that we can think of. I don't even need to ask if they use it in the morning evening or at night. Like that's not relevant.

Rain: I think that one of the questions that you labeled as a how actually crosses over with the when as well, which is how have you used making content usable and then there's the when planning user research as a design guide, as a testing guide, so this this will give us some information about where in the process they're using the document, where in their own processes?

Jamie: There's a parallel but slightly different question, which has to do with project pipeline project process. So we could ask, when do you use content usable in planning stages: during development, during testing, during release, after release, does that make sense? Kind of the zoomed in view, kind of the how have you used as kind of as a design guide as their use cases. And then when question is about at what stage of the project do they get used? Development slash implementations.

Rain: That does make sense. So project testing. Research and validation then after release after launch. Thank you all for this. We are actually at time to wrap up. So you have the link to this document and so please feel free to come in and leave comments. Jamie, I have a feeling you'll be thinking about this longer. So feel free to either leave comments in the document or email me or whatever you'd like to do. I do tend to stay off of slack because I have too many inputs. And it's causing me to shut down so.

Jamie: Much the same thing for slack for me. With that in mind. I need to just email you the most documents that I've got.

Rain: That would be fantastic. And everyone else I know a couple of you had some good notes now you may have thoughts later. Please feel free to reach out. I'm super grateful for this. I have one more question though. Before I give the cheering back to Adi to wrap us up. And that one more question is if any of you would be interested in how helping me to socialize this and then to analyze the data when it starts coming in.

Jamie: When this goes up on, I'd be happy to.

Erin: I'm happy to help with that.

Rain:Thank you all and to the volunteers. Thank you. Audience is yours, Adi, wrap us up.

Adi: Great, thanks. So I wasn't present for the first half of the meeting. And I'm assuming that the majority of the meeting revolved around this document. So did anybody have a chance to look at the draft to the new Google form that we discussed in our previous meeting? It is in the Slack channel and I'll drop it in the in the chat here as well. Just trying to think of what pending topics we have from last week. And this was one of them. On the agenda.

Rain: But Kiki and I met about gathering the previous things in the email thread as well as slack that are going to relate to this form. So I did do that and then we were just waiting. Once this form is finalized and we have all of the different headers. We can combine the email Slack channel and this form in the same Excel document that this form populates to.

Adi 17:37
perfect. I guess that's it from pending issues for last week. Is there anything in particular we want to talk about for the next meeting?

Poornima: I have one question. So. So this case that we talked about is actually going through the document to actually like, you know, that discusses about the structure, like the restructuring of the current, you know, the new guide. So will we add some more objectives or like, you know, any guidance to that document itself, apart from the structuring? My question is related to is it was it one data structure, you know that we tried to like, you know, make change to the, you know, the current, the coga guide, or it's like, you know, we are trying to like, you know, mean add more objectives or like, you know, more guidance to the document itself.

Rain: Yeah, so these are, these are two different initiatives. So the thing that we were talking about, for most of this meeting is entirely about the structure of the documents. And when we make the next draft, how are we going to restructure, coming up with what we need to know in order to effectively restructure the document, the one that Adi sharing now is really a way to surface information that's missing or new patterns that maybe weren't considered.

Poornima: Yeah, yeah, I got that point. Yeah, I just wanted to get an idea about it. But yeah, this is the like, you know, sidebar, like, you know, a newbie question.

Rain: Don’t apologize for that question. That's a good one.

Adi:Poornima, I don't know if you're part of the slack channel, but I did drop the link to join the channel in the chat. And if you have any questions, you can just slack away and then we'll try and you know, answer because I understand this is your first meeting, right? So I could understand the confusion between the different forms. And that's it. So

is there anything else in particular we want to talk about for next meeting, so the put it on the agenda?

Jamie: Nothing springs to mind. Adi it would be good for us to chat now I've got the time to properly join and do some code sharing with you and the other co chairs to just work out roles and abilities and kind of what you want from me. But I think that's probably more of a one to one chat between us at some point between now and next time.

Adi: Perfect. Yeah, we've been waiting for you.

Jamie: I got caught up on some BBC stuff at the end. So I left the BBC a month ago. But my actual contract didn't expire for another like 30 days. So I've had to kind of sit on my heels and wait for to expire. So yeah, now I can finally get involved. So it's all good.

Adi: Awesome. So I'll find the time to connect with you when Kiki's back, gonna have some, you know, brainstorming session together. And then awesome yet we're at the hour so I don't have anything and I know people have to leave. So thank you so much, and I'll see everybody next month. Bye. Have a good one.

May 5th, 2022

Attendees: Rain M., Adi, C., Erin L., Kseniia B., Maya A., Rashmi RK Notetaker: Adi on Otter.ai and Kseniia to clean up notes Rashmi – will use Otter.ai and use
Notes:

- Scribe chosen
- Lisa pulling together a list of resources for cognitive a11y on the web to source this list and be a host for town halls

    - Example put in one around reading online that she is the contact person
    - This could be used for town halls and COGA community group may be a place to host this town hall
        - Thematic town halls
- Different sort of list of live/in public resources would also be helpful
- Slack channel: https://join.slack.com/t/w3ccogacommunitygroup/sh4ared_invite/zt-16qnzftci-jvjUXSQIot5W2xqE1Cf6oA
- Feedback form
    - Getting examples is a high priority for COGA TF
    - Feedback form
        - Rain's feedback: If I come in, I feel like I need to give you a positive and negative experience. Recommendation is to just ask for the experience and then a question if this is a + or - experience
        - Kiki to create a draft of alternative Google Form
        - Erin Leary to help with organizing the form and other feedback
        - Where to post form
            - Slack work spaces: Eg. Accessibility NextGen, a11y, MixedMethods, Accessibility Club(a11yclub.slack.com), RethinkingUX, Ideate Labs, IxDA, Factory Network (Local German workspace), CODE University (this is where I [Maya] study so maybe this is also an option)
            - Facebook groups: Eg. Accessibility NextGen, AUX - Accessibility UX | חווית משתמש נגישה, IxDA, - נגישות וחדשנות יש מקום לכולם(Another Israeli a11y group), WCAG A11y Professionals, ADDitude - ADHD support Group for Adults, ADHD Coaches, Resources, and Researches for ADHD Families
            - Discord spaces: Eg. Design Buddies, Iterate UX, UX Growth

Transcribed Meeting Notes-

Adi: I know we don't have this on the agenda, but since we have two new people here today before we move on to the next topic, do you want to just talk about what we do at the community group and why it's formed and what we have been doing? Just to get them up to speed please.

Kiki: Yeah, hi, welcome, everyone to COGA community group. Basically, we are a community group that helps interact with the COGA task force. They're the ones who helped build that document around cognitive accessibility on the web. COGA is the first part of the word cognitive and then the first letter of accessibility, so it's called cognitive accessibility. We want to make sure that we inform the taskforce on different cognitive accessibility things that we feel like are really important and they sometimes come back to us, and this is what we're working on. So, it's a nice two way street to make sure that when those different materials go out from the taskforce that they're as

representative as possible. Recently, we've been doing a lot around, pulling together examples of things that are difficult in the digital space for cognition and can talk a little bit about why is that and why that's important. And then today we're going to go through the agenda. All right. If I remember last time, I think you brought up that you wanted to speak about surfacing resources for developers and others to make a list. Were you the one who brought that up?

Rain: I can speak a little bit about it because Lisa and I spoke about this yesterday. What Lisa is working on is, as you mentioned, she's putting together a list (puts a link to the document in the chat) a document of things, technologies, assistive tech, that people are working on. People being companies, individuals, just kind of anything that's happening right now related to generally to assistive technology that might be supportive for

cognitive accessibility. And there's basically a table in here that we can kind of source and fill in so like I might say, you know, Google. We know that Google is working on kind of natural language voices in reading, read aloud. I'm the contact person and then I'll put in key points and such in here that I can share. Now, there's some stuff I can share and some stuff I can't. So obviously, I would only put in here the stuff that I can actually share right now. That's public in terms of what is released. This will give us an idea of helpful technologies work that's happening, what's going on in the world, across the globe, internationally. And so this is a way to collect some of that information.

The other thing that we talked about after thinking about this is that this would be a great start for a series of town halls. And we were thinking that the community group might be the ideal place to host those town halls where we would invite the contact person from various companies that might

be working on the technology as well as people from the community in general. And we would have a chance to talk about what those technologies might be able to do, what some of the concerns or potential problems are, and really just have a general conversation about what the technology might mean.

I started brainstorming a couple of ideas of what those town halls can look like. Each town hall would have a specific theme, for example, I know that Intel is working on some really interesting wayfinding in parks. Wayfinding being able to navigate yourself around a theme park and find your way to things - that might be a really interesting townhall topic. Or talking about conversational interfaces that rely on voice interaction. There's a lot of potential massive benefits with those kinds of interfaces, but then there's also major challenges. In every talk I give about communication one is the difficulties that my autistic son has with and I actually have the same I'll

admit with our Google assistant, and how there's been points where we've had so much difficulty. And we've had so much difficulty communicating with the Google Assistant that my son has been brought to tears by it. But there's huge value. It's such an important part of his life. He uses it so well. But then there's also these potential cognitive accessibility barriers as well. We thought that each of these would be townhalls, where we can come together and talk. I thought that the community group is really the best place to source these ideas, as well as host these if the community group is interested in this.

Kiki: Thank you, Rain for like pulling through that idea. It sounds like if we were to put anything in here we couldn't just be aware of a tool, we would need to know like who that contact person for the tool. Is that correct?

Rain: Yeah, I think that is correct. You know, there's probably two different

documents that are needed. This particular document is more about the transformational or disruptive technologies that are kind of being created right now. It's probably worth creating a more practical, smaller document as well of just helpful tools, so that we actually have some kind of a resource sheet that people can use. But that would be for tools that are out and available right now. The kinds of stuff that I was just talking about - these are not really something that somebody could actually use right now. You know, I mean, it'll be great for the world to know too, if there to be some kind of a resource where we can say, Otter AI exists and here's what it can do for you. It'd be great to have that. But that's more of kind of a practical like, here's the technology that exists and here's where you can find it. This is more of a here's the things people are working on, you can't use them right now. But here's what's being worked on and what do we need to be thinking about along the way?

Kiki: Yeah, I see why the townhall is potentially like getting that feedback from the community group could be helpful. I want to make sure if anybody feels potentially uncomfortable about speaking with a company or another group and giving feedback of why you know, their product either is good or what things could be better. I just want to make sure I give some space and I know sometimes it can feel uncomfortable to unmute yourself. So also, if you don't want to speak out, and you're feel weird saying in front of people, you can use either slack or email me or Adi directly. You're more than welcome to email or slack either of us. Thank you, Rain. I think this is really interesting. I guess if anybody knows anyone who wants to add it to that document that'd be helpful. And we can always bring up any concerns in the next meeting as well. Any other general comments on this?

Okay. In previous meeting we talked about individuals who could help organize different channels. I wanted to come back to it and see if anybody

would be willing to help organize this and also just give some context since it's been a month since we talked about it. So thank you, who had created a Google Form to pull together if people found things on the internet or they interacted with any digital interface that were like, either good examples of cognitive support or design, or bad examples of cognitive support or design. Sometimes these come up in email or the Slack channel. Sometimes there’re different avenues that individuals from our group post these different examples in and we're trying to figure out a way to keep them all in one place. So that if Rain or the taskforce wants to pull them together, we want to look at them. They can all be in one space.

Adi: While we're on this topic of the Google Form, I know that Rashmi and I have been talking about it and I just saw Rains message on Slack. Sorry, Rain, missed it. Could we possibly tackle that now since we've got a couple

of minutes just to hear your feedback on the form itself? Because I know the task force has this on priority, right? To collect the positive examples.

Rain: Feedback is very much a priority for both positive and negative examples.

Adi: I did see your comment on Slack that you couldn't find where positive examples section was added. And that you just put in a long answer. Would we be able to just quickly run through it since Rashmi and you here with us today? I put the link to the Google Form in the chat for anybody who wants to access it. (Adi shares his screen) Let me know if you can see it. So this is what the form looks like when you open it up. We have the title here and a brief description on what this form does and why we're collecting this information. We do collect emails. And so there's two sections here. One is your user experience. And then if you have any suggestions either on how to make the form better, or anything that we didn't cover in this. I'll just walk

you through the user experience first. Here's the positive experiences that we put up first or maybe I should reword it as good examples. I'd like the task force's comments here, please.

Rain: And my concern here is that the way that this is laid out, I think people are going to feel like they have to give a positive experience or a negative experience like that they have to actually fill in all of this. So it might be worth saying instead of saying positive experience and then the next section is negative experience. Just have all the fields for the experience itself and then have one field where you ask, is this a positive experience or a negative experience? If I come in here, I feel like I have to give you a positive experience. If I'm going to report a negative experience before I can do that, I have to give you a positive experience. I think instead of splitting them out into two separate pages, I think just have the fields for the user to tell you about their experience. And then have the one field where you ask is this a

positive experience or a negative?

Adi: Makes sense. Initially we set it up to be conditional. So depending on

what you choose, it will take you to the next one.

Rain: Yeah, we don't need all of these fields repeated though. We can just

have them once. And then have the user say which it is.

Adi: Will just a radio button work. At the end of it saying is this marked as

positive or negative?

Rain: Yeah, and I think that might be the first question you want to ask. Like,

are you describing something positive? Kiki as a researcher, please indicate

if you have other thoughts on that.

Kiki: No, I was actually just looking through I didn't realize that I think I

remember I was talking about it last time, but I have looked through after it

was changed. Yeah, I don't think that necessarily needs to be anything

conditional. And if you have that button also when you do data analysis to just filter by like that column because it will get pulled over into a Google Sheet. That's a quick way to filter by that one field.

Adi: Yeah, I agree. What about the rest of the fields Rain? Is it too much? Or do we want to get rid of some of these questions?

Rain: Yeah, so if you're, if you're making it just one field where you ask the user is it a positive experience or a negative experience? Then the rest of these fields would need to be generalized. So instead of “please describe an instance when you have a positive experience?” you could instead just say “please describe your experience” right? “What is your feedback?” and I would also suggest shortening each of these.

Adi: I just wanted to describe it in detail as much as possible, just so people understand. Why, and, you know, just providing as much information as possible. That was my thought process but yes, I could condense it for sure.

Rashmi: I would add one point here. When you choose positive experience this question what did you expect to happen? The question is what did you expect to happen when you first started to interact with the content or design or good experience should replace this question?

Kiki: Don't ask it at all for a good positive experience. Yeah.

Rain: I would just leave it leave it optional. There's always a possibility that a positive experience they expected something else to happen. Maybe they were surprised in a good way by what happened. There is one that probably should be conditional, which is on the next page on the negative experience side. “How serious was the impact of this experience of not being able to use the content or design as intended?” - that's only relevant to negative experiences.

Adi: So we have a radio button as soon as they move on to the next page and it asks if it's a positive or a negative experience. Depending on which

button they choose, then can be made conditional and have negative

experience questions show up depending on what they choose, or do you

want just to generalize thing for both?

Kiki: Do you anticipate the form to be filled out for each experience no

matter what? So let's say I go in and I have both an example for positive and

negative and I clicked that but I can't do it if you make it conditional.

Adi: Fill the form in twice.

Rain: Yeah, I think each interview we want each experience to be separated.

However, it just occurred to me that a single experience may have both

positive and negative elements. So the user may end up describing both.

Adi: We can do checkboxes instead of radio. So you can check multiple.

Obviously, we need an option of neither right or other with a short answer.

Or do you want to just capture negative and positive?

Rain: That makes sense. I'm just trying to figure out what the other can

actually be?

Adi: Suggestion?

Rain: Yeah, well, that's a that's not an experience. That's a different set of

questions.

Rashmi: This question actually can be on the loading page itself, we can

remove that other option as we're saying that good experience bad

experience and other. Three checkboxes we can put and from here eliminate other one, because these are both similar types of things, suggestion and

other.

Rain: Yeah, that's that's a good idea. The other thing that I was thinking

when I saw this is I'm not sure everybody filling out the form will know what

user experience means. But they will know if they had a good experience or

a bad experience.

Kiki: What does suggestion mean? What is that the difference between that and user experience?

Rain: It’s good experience, bad experience or other and then others that catch all for if they're doing something? This is what a suggestion is.

Maya: Makes kind of sense. The same suggestion is part of telling about the experience, what suggestion you have to make it good. If they're just saying about their experience, then they need to do again the same one on suggestion of how they think it's getting better. And just say this, it can be merged.

Adi: So I just like to comment I know why I put this section in. I remember Edward shared an example of Power BI or Microsoft or something in a screenshot in our email thread. And he's like this is how I would like to use your experience to be improved. And that's kind of what led me down this road.

Kiki: I also wonder if, if this is how he would like something to be. That sounds like a potentially good experience. Like I really liked how they did this and this is how I would like it to be going forward. Would that also potentially capture that other section?

Rain: Think so, my recommendation generally would be to just simplify the form as much as possible. The other disadvantage to having separate fields for positive and negative is it just makes the spreadsheet harder to go through. So to Kiki's point if the questions are generalized and then only those that are specific to one or the other, like the “how much of a barrier was it?” question are conditional then that means that there's fewer cells to have to go through and filters can be used to find the information that you wanna find? Whereas if all of the questions about the experience are separate, for both the positive and negative, it just means that there's that

many more columns in the spreadsheet where the data is stored at the end,

and that becomes a lot harder to manage.

Erin: It’s can be thought provoking and reflective rather than like forming my

answer to be negative or positive. When I might realize throughout the

process there is something good and something bad that I did experience.

Kiki: Thanks Rain and Erin. It's always nice to have like a fresh point of view,

especially since you haven't been staring at this form. It's almost like harder

when you've been staring at something for a long time. And you're like, it

looks fine. Does that sound reasonable to make those changes or do you

need any help to make those changes? Do you want to give me editing

access?

Adi: Could we work on an outline on like, in Google Docs or something and I

can replicate it really quick.

Kiki: Sure. What I'll do is I will just create a new form. I'm actually really bad

at pulling things over from Doc into Sheets. I find that form gives such structure. But I can make it in another Google form. And either you can use that or if you want to pull those questions over. I can also show you how to import questions. So if you wanted to take my form and import anything over, you could do that as well.

Adi: Yeah, there's an import option, which I could do so I'll help you. I'll work on it with you. Cool. Can I stop sharing my screen? Does anybody want to see anything else? In the form? I'm gonna go and look and see what the negative experience talks about. Radio Button screenshot short answer stop sharing my screen.

Kiki: Yeah. That's perfect. Awesome. Thank you. Thank you, everyone for your feedback as well. And Adi, thank you for bringing this up. I think this is really important, especially I think it also gives context for the original question that I asked which was if anybody wanted to help organize, and

kind of pull together what we have so far. I also want to say that you won't just take this and be by yourself. I know I will help you through the process. I think they just very much want to have community engagement as we go through it. So that not one is carrying the burden. They'll kind of carry these little pieces and support each other throughout. So really, I guess if you have an inclination towards organization that's who I'm hoping can help us just like wrangle this and then once it's wrangled, I think it'll be relatively easy to maintain or make slight tweaks on it's just that first kind of get getting it organized. moment

Erin: I think I'd be happy to help with the organization piece. I know I'd be probably stronger skilled and creating something that of technologies that already exist. So I might not have as much insight in the industry standpoint as the rest of the team. But if that's helpful for you, I'm happy to help you

with the org part and explore what's in development.

Kiki: Yes, awesome. Thank you, Erin. Yeah, okay. Then I will reach out and

get connected with you. And we can work together and kind of start pulling that together. We just basically want it to live in one place. I was really going

to leave it up to the person with good organizational skills, but like how that

potentially could look like. I think ideally, if we could try to find a way to

organize it on Google Drives, because that's where the rest of our documents

live. I think it'd be nice to do it so you can be together. But we can have that

be a conversation and see how we can best organize from the form and the

emails and the slack. Thank you, Erin. Thank you. That was really helpful.

Any other questions in general about the feedback process or getting it

organized? Before we move to the next topic.

I guess we didn't finish the number two, which groups do we want to

circulate this forum to? I think this was the question that got brought up last

time by Rashmi.

Adi: Before we move on. I just want to talk about the feedback too. We've had a couple of email exchanges, where Edward and somebody else on the group where they would provide feedback, can we address how we're going to collect that and keep it in one place too so it doesn't get lost?

Kiki: That was what I was hoping to speak with Aaron about I was gonna probably pull that together and I wanted to figure out with a system of like how Aaron wants to go forward. And kind of add that to the organization. So we can speak about it now, but I was gonna have kind of since Aaron was gonna leave that.

I know that three things that are really need to get organized are those emails, the Slack channel and then the Google forum responses. Did anybody have any ideas of where we would like to circulate this form once we get it re-edited. And I can make notes. I think it's always nice if you have

like an arena where you're like, Oh, I'm a part of this group. And I think, you know, they would be able to get really good feedback on their experiences. Besides, you know, our community group giving feedback through that form. Does anybody have any ideas?

Maya: I think it can be posted in some of accessibility slack workspaces such as the accessibility next gen. And there is the web accessibility slack workspace. And I guess there's many more different design slack workspaces. And some Facebook groups as well around not specifically Europe, US but I am also part of some Facebook groups of Israelis, designers and some others, I guess some Facebook groups it can be shared in.

Kiki: I love those ideas. Awesome, thank you. And I was thinking about maybe doing some Facebook groups of some therapist, prominent areas for individuals who are working cognition. So maybe not necessarily like UX

experience specialists but that space Ooh, perfect.

Okay. It seems like we do have some ideas. Yeah, I know that we're not

going to post them quite yet. I think we should make sure the forum is in a

good space before we put it out there. I think I just wanted to make sure I know it was on the agenda, like potentially who we were going to send it out

to I think that also helps thinking about what the form should look like.

Potentially do we need to know the difference between someone who would

be considered a User Experience Expert versus someone who doesn't have

any user experience knowledge? Maybe that doesn't really matter, but I

think it's important to think about who it is going out to because that could

help form how we want to pose the questions.

People are in so many, Maya you’re in so many groups, that's awesome.

Would you be willing to like either in the Slack channel or in like notes

document, whichever method you're most comfortable? If you have like a list

of those groups that you're a part of since you're part of so many, I think it'd be really helpful to know which ones you were thinking that potentially we could send them out to if you're open to that?

Maya: Yeah, I can put it in the notes.

Kiki: Awesome. Okay, I know we're like four minutes from being done. I don't really have any information about the outreach except for that now, it should be all in one place on Google Drive. Adi, do you have any information that you want to give for the transcription, or do you want to save that for next month? No? Okay, awesome.

April 7th, 2022

Attendees: Erin C., Adi, C. Jamie, Rashmi, Edward, Kiki, Maya, Russell

Notetaker: Rashmi – will use Otter.ai and use

Notes:

Scribe

- Rashmi will scribe
- What do we want from scribing? What do we need from scribing

    - Generally high level notes are okay.

Attendees-Lisa, Rain,Jamie,Kevin, Ciara (Kiki), Adi, Asley Haering, Hiral, Erin, Beth Kwakenat , Szu, Rashmi

Scribe-Rashmi (Adi captured transcripts with Otter)

Summary-

- Rain shared the updates from COGA Task Force
- The Task force(TF) is currently finalizing its timeline for the next two years worth of work.
- TF is looking to create a next draft of making content usable.
- TF working on thinking about how it is going to update the content for their next version.
    - ☐ This contains the inclusion of illustrative examples and design patterns of how to reach the patterns that are not just word based that can be understood in a non text way.
    - ☐ If anyone wants to help with creating those illustrations can reach out to Rain
- Extensive Lit review is underway for looking at mental health and accessibility of interfaces
    - ☐ Anyone else who wants to be part of that is welcome to participate in that review as well.
- The COGA Task force has created their own form to suggest new patterns, personas or other content for making content usable for people with cognitive and learning disabilities.
    - ☐ There is a section to add a designer interaction patterns that might be missing in current version
    - ☐ And a section if you want to suggest another persona or a story that would be a good one to include, or any other content that you'd like to suggest.
- Our Community group has its own feedback form created by Adi and Szu to capture good and bad user experience.
- Rain briefed that the two forms(One from Task force and other from community group) are collecting different things:
    - ☐ The Task Force form is specifically for new content
    - ☐ The Community Group form is specifically for *examples*

- A rich discussion happened on the ways how the community can capture the feedback and the ways to adopt for managing the captured data. Jamie shared his personal experience at BBC about feedback collection.
- Lisa suggested that people should be allowed to give feedback in any of the ways they are comfortable with.
- We can collect feedback with form, google doc, email, direct conversation etc.
- Szu briefed the updates on the report for Live transcription as a cognitive support in synchronous meetings.
- Beth introduced herself and everybody welcomed her.
- If a particular timezone is missed members can reach out to Adi and Kiki to add it to the meeting timezone list
- Kevin showed interest in helping out with creating illustrations for Content usable.

Transcript Captured with otter

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Kiki asks Rain to talk a little bit about Task Force

Rain- Yeah, thank you Kiki. So, first of all, I want to thank Kiki and Adi and, in the future, not just yet but in the future Jamie who have all stepped up as chairs. So thank you for doing that and I'm super excited. To see where this community group goes for those who've been part of this community group for a while and watch me sort of try to flounder to get it going, Oh, it's all the other stuff. I'm really grateful that this group has emerged. And I'm also grateful that you know, Lisa, John Kirkwood, who comes on to some of these meetings and Rashmi and I who are all part of the task force are able to, to be present and participate with you and learn from you. But I do want to really sort of formally express that. This community group is not the task force. Community group is its own group. And the task force is really looking forward to learning from you. We will occasionally have updates on what we're up to that we can share and will occasionally have asks for you as a community group.

So as a quick update of what we're up to, we are the Taskforce is currently really finalizing its timeline for the next two years worth of work, which is were looking at figuring out how to define testability of cognitive accessibility.

We're also looking to create a next draft of making content usable, the version of making content usable that's up right now. It was published around a year ago
So it is very new. It's the first draft the first version that's been published and we're working on thinking about how we're going to update it for a next version.
That also contains examples, sort of illustrative examples of how to reach the patterns that are not just word based the current document is all very much word heavy. So we're looking at creating actual illustrations or designs that can be understood in a non text way.
If anyone wants to help with creating those illustrations, we have quite a lot of work ahead of us. So please feel free to reach out to me. But we're also

Kevin-
interested in the help if you'd like me to speak to
Rain-
Wonderful, Kevin, thank you. Thank you for for saying that. And yes, please do. Let us know. The other thing that we're that we've talked about with this group a couple of times is that we have an extensive lit review underway for looking at mental health and accessibility of interfaces. Rashmi and Lisa are deeply involved in that and anyone else who wants to be part of that is welcome to participate in that review as well.
The final update that I want to give is that we now have so the community group itself has a form that I believe Szu and Adi will make sure that you're aware of for making suggestions, but the COGA Task Force now has a form that's broader and I'm gonna put the link here in our zoom chat. So, this form is for anyone to use to suggest new patterns, personas or other content for making content usable for people with cognitive and learning disabilities. And there are sections if all you're wanting to do is to make a suggestion for a designer interaction patterns that might be missing. There's a section for that. If you want to suggest another persona, we have a number of personas, but it's not exhaustive. So if you want to suggest that persona or a story, that would be a good one to include, or any other content that you'd like to suggest.

So this is a sort of catch all form. For anything that we might want to consider in the next version of content usable. So I wanted to make sure everyone knows that this exists. And we will be capturing content in here and then trying to figure out how to make use of that for the next version of content is well. Those are the updates from the cognitive accessibility task force. I think the biggest update is just I'm really excited to see where you guys take this, this community group and what comes out of it. So thank you all for continuing to participate. And Kiki, that's really all I had to say I just wanted to make sure everyone knows about form and give a quick update. Yeah,

Hiral Mehta- I have a good example of kid's app, how they have designed well so it can be used by many kids who has diverse abilities, is this form a place to submit that?

Kiki- can I ask a few clarifying questions about the form? Absolutely. So just to confirm the personas, the only ones that you currently have are the ones that are actively on the content usable. There's not any additional ones that we wouldn't like I would like to make sure we don't like propose a persona that you already have represented. So, the ones you're referring to are in the Content Usable, correct?

Rain- Yes

Kiki-Okay. And then, as you're having this space to collect the pattern and data would it be better that we just guide everyone to use this form rather than having two forms that collects the same information regarding patterns?

Rain-It may be yes. I think that may be a decision that the community group may want to make because they're made this .This is gonna go to the task force, not the community group. This is a very kind of general for the public forum.

So the community group may want its own place to capture ideas as well. And that I don't want to override your ability to capture things separately. I will say that this form was very much influenced by the form that was made by the community group. So as we were trying to make this form as accessible as possible, the work that Sue and Adi and you guys did quite a lot of work and we are very much influenced how this form was created. So there was a lot of inspiration from what was done. Perfect.

Rain- (In Chat) Also to note that the two forms are collecting different things:

The Task Force form is specifically for new content
The Community Group form is specifically for *examples*

Kiki- So I would love to hear from the community group of do we want our own space to kind of like we do we want our own space besides these meetings that we have a place to submit different patterns that we see that are, I guess, a bit more private, right because they only go to audience who have like,

Lisa-own that

Kiki- form that we created good and this really go to the task force. I would love to hear if that would be like would be helpful or do we want to have like that other line just directly to the task force rather than to the community group.

Adi-
I'd like to say something. I think the bigger question here is how are we going to collect feedback on this form? I because I didn't see it. We're here. No. Edward posted something in the sentence that email, which was great. It was a positive example. But then we have different channels of collecting this feedback, right? How do we collect everything in one place? We got the form going. We have email and there might be another avenue or channel people might want to contribute to something that's a bigger challenge.

Lisa-Just Just to add to that, we also need to be very aware that some of the best expertise in this topic is if it's from people who will struggle with any form how much we try and make it accessible. So you know, having a place to have the conversation or you know, discuss it and then you know, the note taking capturing it, and stuff like that is I think really important that it happens in parallel. And, you know, if there's feedback to be given in a different form or suggestions in conclusions, then that's completely fine. No

one should. We shouldn't feel restricted by a form because some people like do you know what I mean?

Kiki-I absolutely agree having the multiple avenues. I guess it's almost like a two-part question. What avenues do we want to be able to have that feel like they support everyone? And then the second one, I guess like how are we going to manage all of those avenues?

Jamie-

So within the BBC, we do have this problem with feedback that we need to have multiple avenues. So within the BBC, you can give feedback online via complaint form. You can phone and you find an automated recording. So I think that's the service we just buy in from someone. And you can also have a conversation with someone if you want to, and they'll basically work with you to fill out for. So we couldn't resource a phone line. But we could, for example, do office hours. So something that I've seen done before is where a group will say a representative of the group will be available online. This time, time every Thursday. If anybody's got any feedback, it's a good time to talk to them. So something like that. So there are various different ways of doing.

I guess one of my questions is how much feedback are we expecting?

Is this the sort of thing where we're expecting to manage hundreds of things, a dozen things, a handful of things. Sometimes it's easy to solve the wrong problem at the front because you're not thinking about scale. That kind of recommend going with what you've got getting it out there seeing what comes in and then iterating on it. Rather than trying to make the first version the best possible thing it could be for every use case. And then you can kind of learn what's doing and iterate as you go.

So I think that's probably the way that I would suggest this goes that for the form out tweet about it, write about it, get it get it known to people know where to find it. See what comes in, see what the volume is. And then kind of iterate from there is too easy for us.

And I think it'll be interesting to see what actually comes in from who and what the nature of it is. Because we might find that, actually, we're asking the wrong question. So when we ask people to identify examples of times they had a barrier. They don't understand that language.
But if we instead say, please tell us a time when the Internet didn't work for you, we know would mean the web, not the internet. But the user that we're talking to doesn't have this distinction. So we might find that we need to ask a different question in order to get the information we see. Another side of doing it is I've got a lot of connections out to various care groups, special schools, stuff like that. So we could also talk. We could also approach those sorts of groups and ask if they'd like to take part. So for example, I'm off to visit one of the special schools and a couple of months time after I finished with the BBC. I could run a session whilst I'm there asking the staff to report some things that they've observed. Or asking some of the students if they have anything and then supporting them with that. So how's that for now? That's like, a long list of options, but I'm hoping that for some folks.
Kiki- I mean, those are wonderful ,Jamie Thank you. I think how we cut because some of that has been live already. I think we can anticipate the Nano volume, which I don't think is exceptionally high. I think the form allows us to do exactly what you kind of describe with like almost reaching outside of this most immediate group that attends once a month. But then we have the other avenues which is like email that allows and speaking during the session that allows people within the group to also provide examples from their personal experience. I think it's how do we align those three and pulling together ..

Jamie- Yeah, could we do something like for each one that comes in open a GitHub issue? And then have have a role for. And then from time to time work out how to use that information. So if we can get if we can basically run it for two to three months where we pull when we have the systems of collection. We then have identified responsible people who have tasks to move it into a central store. And then maybe in a couple of months time we review the central store as a group and go does this value. Is this useful

to us? Have we asked the right question? And then how can we improve this process and then we just do that again. So we're kind of doing an iterative approach to taking the feedback over time. How does that sound?

Kiki- I mean, that sounds wonderful. I very much like I think having a couple individuals responsible for it. So that way we have someone that we kind of have, where they're also then being like a central location that a person I would love I know I'm not gonna put on the spot but maybe as a group we can think about it if anybody feels like that's something that is up their alley or significant like to help or contribute. I will put that idea on the agenda for for next month. Or you can also can reach out to me or Adi, if you feel like hey, like I feel like that could be something that I would like to do. And I will also support through I feel like I'm relatively tech savvy. So if you're like I'd like to do it, but I'm not totally sure. Do you mean that's a great idea? I really like that and I kind of started out on one platform, see if that works. And if not been really flexible to just move it somewhere else. So I really liked that idea.

Kevin- Should be too noisy but it's their extension for slack that she announces the changes. So if somebody pushes a new one to get they also announces a change to a Slack channel just so you can keep an eye on how quickly let's move them through. Because there are big problems.

Jamie- We can also subscribe to just that thread if you wanted to and get up to the options.
Kiki- And I might I might lean heavily on you. I know what I've experienced before GitHub been connected to Slack but I've never set that up myself. So if you're familiar with that I would love to or maybe you can be another individual like that extra sense of resource

Jamie- Sorry, I was muted. Give me a moment. I'm just kind of quick Google to remember the name of the tool but I have a feeling it's a bit GitHub hook to very simple setup. Somebody's got admin rights on the account. So, GitHub for slack is now an official one. So it's just a case of setting up in the GitHub site to have a paid GitHub account, that might be the limiting factor. Do you know if the GitHub account used for cougar is a paid account? I

Rain- Don't know the answer to that question. So I can investigate that. One thing I do want to share is that the COGA Task Force has a lot of difficulty with with GitHub. So while that is the official channel for submitting issues, we have only a few members of the task force who can really interact with GitHub at all. So it just kind of want too flag that as something that the Google Docs and the forum responses have been more useful for the community group as a whole.
Kiki- Wonderful, I think these are great ideas rain. Thank you for letting us know GitHub has caused friction for the task force. Yeah, I think I very much like Jamie's idea because it was very flexible in that, that aspect of we can kind of choose depending on I think, who would like to kind of help facilitate and organize that information. I think I would lean on that person's preference initially to kind of see how we can get it set up. So yeah, think about if that sounds interesting. Know that you wouldn't be alone so even if you wanted to do it, but you don't feel 100% confident with just like heading that, you know, by herself. You wouldn't. I'll make sure that either I can help you.

Jamie- For the next few weeks, I'm still working with the BBC. But once I finished with the BBC, I'm working part time. And one of the reasons why I'm working part time is to deliberately have more time for these things. Hopefully, I'll be able to contribute a bit more than the next two or three weeks. absolutely flat out finishing off all my BBC stuff, because you only learn things you do when you go to lead.

Kiki- Does anybody have any other comments about the feedback form considering maybe taking over some aspects to help us pull together that data? Before we move to the next topic?
Szu- (In chat)
I can share the submissions from the COGA form monthly if we receive any
Kiki- Maybe very useful. Thank you Szu. I think once we have a person who I get to go to, to then like organize it. So if we have it via email for the form, through the notes that we have someone who can kind of put it all in one place, whether that's like a sheet, just to keep it organized. But thank you that is really helpful. Otherwise. Yeah, I'm not sure what's been put into the form. So thank you Szu.

Adi- I'd like to say something before we move on.
Amazing ideas. Jaime, thank you for all those ideas. But I just feel it's a little complicated with the whole GitHub and slack and there's too much going on the way I perceive it. We have two problems. One is just get the form out to collect examples. And then how do we collect all the feedback from there without restricting everybody? Right? So the first thing is want to talk about circulating it. And I agree with just like we're appointing a scribe for every meeting, maybe we can ask if anybody wants to take turns every month to monitor these set channels that we know people contribute through. Right now. We know it's email and the form and maybe whatever else and maybe the Slack channel just to start with, so we don't overcomplicate things. So we know where to look. Because, and then depending on the amount of volume that comes through, we can then set up automation with that.

Jamie- I think we're basically agreeing both slightly different wording data to come through and it's important that we have a systematic approach to scooping that data up and putting it into a single place so that we can see it all in one place. So that's, I think I weigh on consensus there, but I'm just checking that we're just stepping through. Does that make sense? Is that right?

Yes. So the second part of that is about how do we split that responsibility? So for example, as an example, rather than a proposal, if we use get help and we wanted it so that everybody knew when feedback came in as it came in, then you could use GitHub and notifications and slack. However, if we sat as a group, actually, we're okay. Waiting to once a month to find the feedback. We don't need the notifications as we go. Then it can just be somebody's job once a month, and that doesn't have to be the notifications the other side of it, because with a lot of these tools we can set up ourselves. So for example, with a Google Doc, you can subscribe to that. So when it when the document gets updated, you get emails. So if we did use a doc, then anybody who wanted to know every time we got updated, could subscribe to do so. And anybody who didn't want to know that because it's too noisy, too distracting, too much too much information.
So is the least overloading option that makes sense.

Adi- Yes that's another question. How do we present all those examples? And the feedback that we collect, right?

Jamie- I think we collect. We wait until we have some and that might be 10 and might be 20. Look at them, and then work out what they're useful for because we might find so there's a few different ways it could go, we might find it. We've asked the wrong question. And they're wonderful, but they're not what we're looking for.
So, a great example of that is we had one stage accessibility@bbc.com We got oodles of feedback on the accessibility of BBC stages on the accessibility of BBC events on the accessibility of everything apart from the website, because we asked the wrong question on the website. So we updated the website and the feedback thing to say if you have website if you have feedback on BBC products, websites and apps, please email to the desert, because we asked them a wrong question. So we might find them have asked the wrong question. And after getting 10 or 20 of them back, we can refine the question. We might then look at it and go oh, these are following a certain pattern. So we can make

the questions or thing we take more structured. And then depending on what the contents of the of the feedback is, it might need to go in different directions. So some of it might be useful to share with the broader Task Force. Some of it might just be confirming something we've gotten into another use case. So it might be a proposed edits or might. I don't think there's a consistent pipeline for where the feedback will go. We'll have to kind of work that out as quick as that makes any sense.

Kiki- Did a thumbs up? Oh, he did.
Adi- That makes sense. Jamie, thank you so much.

Jamie- I can tell you one thing I regretted doing, which is when I was doing a research project not so long ago, I built a systems that everybody in the room could comment on what's happening so people were watching user testing. They could go to a special URL type in the box, click Submit. And they could get they could submit feedback. And for one session, I had 1000 submissions. And they were all things like you know, the personal shoe laces and on the you know, I think half of all the submissions about six were relevant to the user research because I asked I literally asked the question, any feedback or thoughts? So yeah, it's scary asking for feedback information. Sometimes you get a lot and sometimes you get nothing which is almost more scary. I'm just monologuing.

Kiki- Yeah, I think we just have a couple report updates. For its Adi, Li or Szu have any updates on that transcription for cognitive support.

Adi- So do you want to take this one? I know you just worked on it last night, please. Yeah,

Szu- So we have a great foundation, Adi and Lee and also Rashmi suggested some of the articles. So, so far, I have incorporated the resources and information that we

identified already, and using the W3C format template to create a.so. The only thing that's left will be such as the abstract and conclusion. But the content is pretty solid and covers a lot of good information. So yeah, so I think we're getting very close and Adi also offers to pick it up as well. So yeah, so I think probably next month you probably can see the draft that and then we open to everybody's comments and feedback.

Kiki- That's really exciting. Thank you for that date. So it sounds like you'll have next month to kind of get the draft smoothed out a little bit and then would you like me to potentially do you want to just share that potentially in the next meeting, live and chat and just have people look it over? The following month. Does that sound good? Sounds like you'd be open to feedback by the time for the next meeting. Is that correct? Yes. Okay. Awesome. Well, that I look forward to that document. I'm really, really excited about it. And then for the outreach and education. I think people are using the sort of education to show help people. Join the group if they'd like. I know for myself, I've been tend to do more like one on one interactions. When I talk to people. I'm like, Oh, I think you'd be a great fit for the community group. I'd love for individuals to join or know about it. Other than that, I don't think we need any other education materials at this time. But I'd love to hear from a group if there would have been documents that would have been helpful to let people know about the community group or anything like that.

Kevin- I'm not sure about documents but I'm speaking to Sergio from Microsoft tomorrow about the group and it's just I guess back to Jamie's point discoverability I still can't remember where everything is at the moment because it is disparate.

Adi - Kevin did you check document in the Slack channel I shared you. Thank you. Okay. So I think that's a good base to, you know, circulate to anybody who might want to join or is interested in joining.

Kevin- Yeah, that makes sense. I guess kind of, without having to ask him the Slack channel basically is where is that held? So it's just that discoverability thing is like Jamie says, to be nice just to have to Google it and find that.

Jamie- In the Slack channel, it's also possible to pin a message or provide a channel description with links. So it might be worth just adding the key links like the agenda and stuff like that into the Slack channels description or as a pinned message.

Rain- So this is written I'd like to suggest the Slack channel. Pinning is an excellent idea. But not everybody's going to be comfortable in the Slack channel. So I'd like to suggest also creating a new post on the WordPress site that that manages everything for the community group and you can pin that post to the top so that people can find that as well. It'll be under the big long and messy description of the community group. But at least there would be a post there that would help all of the documents.

Kiki- Wonderful. I will do that. I also wanted to ask besides I think having in the slack is a good idea. I know that I feel like a lot of our documents live in different like Google Drives. I'm talking bringing you originally started some of the documents and then like I started some of the documents for the shareables is there we do have

Rain- A shared we have a shared Google Drive folder. So I'll get that link for you put it into the chat here.
Shared drive:
https://drive.google.com/drive/folders/1dQVUfluzttiXPcX2-UC-3J0nxc_xZxgH?usp=sharing

Kiki- Okay, because what I'll do is I'll move all of the documentation that I've created over into that shared folder. I'll also pin that on the slack description and I'll put that in the like post at the top of how to join and such. Kevin, thank you those were great points.

And I do agree. I feel like things are a little bit you know, shotgun all over the place. So thank you for calling that out.

Adi- Thank you where are you're the shareables is in your personal folder right? If I'm not mistaken.

Kiki- We will move all the documents to shared drive
I wanted to leave the last few minutes that we have to make sure people have any additional questions or comments that we have a little bit of time and space and maybe even if it's a bigger conversation, add it to the next agenda

Rashmi- The next agenda can be -to add to identify the groups we want to circulate the feedbacks form.
Kiki- Oh, I like that idea. Yeah.
Beth Introduces herself
Beth- Hello. I just wanted to introduce myself. My name is Beth Kwakenat and I work for SiteImprove and I recently was at the CSUN conference and met Albert Kim and he told me about this group. And so I'm super excited to start hanging out with you guys and learning what you do and seeing how I can contribute. Welcome back.

Kiki- Thank you for joining us. I'm glad you found this group and felt like it aligned with something that you'd be interested in. Thank you
Everybody welcomes Beth and shared link to join slack channel.
https://join.slack.com/t/w3ccogacommunitygroup/shared_invite/zt-16qnzftci-jvjUXSQIot5W2xqE1Cf6oA

Adi- Real quick, I just wanted to do we have anybody outside of the time zones that we identified for the meeting just so we can make it little bit more clear when we put it up in the Slack channel or circulated through the email we have in North American time zones

right now UK Berlin, Israel and India. Are there any more time zones that we missed? might have missed?

Kiki- And if you think about it later, where you're like, you know you're using the UTC time and that's all fine but you'd like yours added to make it a little bit more clear. You can also reach out to Adi right and we'd be happy to add it as well. But hopefully we didn't cover everyone. Hopefully that's a good thing. And we also can add it later as people join and maybe we don't have a time zone that would be helpful.

Rashmi- One more thing I want to discuss about this transcript research. Should we also add transcript with timestamps over continuous text sort of transcripts which are more helpful.

Rain- We need is the overall trends transcript. I don't think we need the overall information and the date of the meeting. I don't think we need timestamps from throughout the meeting itself.

Kiki- If there's any other things that come up. But I know as we were wrapping up to set or the end of the hour that we can slowly kind of trickle off and get three minutes back. Thank you, everyone. I really, really appreciate all the wonderful comments and feedback today. And I'm really excited of where we're going as a community group. So, thank you, thank you for being super engaged everyone.

Kevin- wanted to know about illustrations that Rain mentioned earlier.
Rain- Its in wiki subgroups. images here we go. It's not as thorough as you might be looking for, but at least it gives you an idea of what we're doing.
https://www.w3.org/WAI/GL/task-forces/coga/wiki/Subgroups/Images

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March 3, 2022

Attendees: Erin C., Adi, C. Jamie, Rashmi, Edward, Kiki, Maya, Russell

Notetaker: Adi – will use Otter.ai and use

Notes:

Leadership: Kiki, Adi, (Jamie once confirmed from work)

- ☐ Rain will coordinate with these three to set up the next meeting

New time: Only first Thursday of every month at 14:00 UTC

- ☐ Next week Rain send NEW meeting link
- ☐ Everyone delete old meeting links

To ask W3C staff

- ☐ Can we create a single button to log into our meeting to help us?
- ☐ Can we add a password reset link to the list of resources in the meeting invite?

Form

- ☐ Adi to add to the Wordpress
- ☐ Adi to add a field to the form for feedback
- ☐ Reminders regularly

Report on live transcriptions

- ☐ Rashmi provided articles to include as well

Report on outreach

- ☐ Work with Kiki to fix the shared drive and add to agenda doc

Examples of clear and understandable

- Good: questionnaires on UK government sites – for each question, get an entire screen and options are very clear, uncluttered, clear, readable

Experiences:

- Accidentally joining from phone and having a difficult time getting on through computer
- Accidentally joining through work account and having a difficult time changing accounts
- Life transcription: if transcript drops below a certain amount of accuracy, it is no longer useful (example: Google docs dictation is not high enough accuracy to use the Google docs hack)
- Frequencies in movies and animations can be difficult for some individuals
- Frequently using password recovery to get into something, so helpful when there is a pattern to email someone the link you need, because otherwise they may not be able to get in (custom link which authenticates you) – progressive authentication, progressive disclosure

Meeting Notes-

Jamie: Requiring transcripts for these calls- I say it rather than confirming what I heard, it's making me doubt what I heard. And I get more confused. So, it can be quite tricky. Even the inbuilt zoom transcription can sometimes be less useful. But I think it's one of the things that transcriptions are often built for people who would say minimal hearing. For me, it is a processing thing. It's a processing aid rather than a hearing at action. And funnily enough, just a completely random thing we currently have a project in the BBC, looking at building, designing audio, profilers and audio mixers specifically for neurodivergent people. So if you're watching a TV show, or potentially part of a zoom call, you can change the audio bounces to match the frequencies you find most comfortable or to remove things like loud crashing sounds or normalize the noise of shouting, things like that. So that's currently an active BBC Research Project at the University of York. So hopefully in the future that sort of technology will help make calls more accessible to you. Sorry, that's an unrelated sidebar.

Rain : Actually, it's not unrelated. Again, the primary goal of this group is to really surface these patterns. So that we can bring them into user needs and documentation in other specifications. So that is not divergent at all. That is really what, and so true. My husband is a sound editor for feature films, sometimes I can't listen to what he is working on. I can't watch a lot of movies because of the sounds. And it's so true. Thank you for sharing that.

The first item in the agenda is the leadership of this community group. We can have a couple of new members. To give you a little bit of background, this community group was originally formed by Lisa, Seeman, and I. We are the co-facilitators of the Cognitive Accessibility Task Force. There's a different Task Force community group.

- · The cognitive accessibility task force is a task force that is within both the application protocols and architectures working group and the accessibility guidelines working group.
- · The working groups that are responsible for ARIA and WCAG among other things within the W3C.
- · The task force has been working on a massive document of making content usable for people with cognitive and learning disabilities.
- · We have the first version of that out and we're now working on the next version.
- We decided to initiate this community group because -
- · joining the task force is a heavy burden for it's a lot of work to be on the task force.
- · there's a lot of protocols that have to be followed to be on the taskforce and not everybody's able to do that.
- · Create a space where the community could emerge and also discover patterns and solutions, discover needs and solutions.
- · Identify helps to identify things that are still being missed, and also help to really find ways to get this information out into the world.

I am currently working on a first draft of the work statement based on last month. We had an excellent conversation about what this community group is, and what the scope of the community group really is. And I committed to working on a work statement which will be ready next month.

Since we founded this maybe six months ago, I have been primarily leading these meetings and setting the agenda. We did have help from Kiki, thank you so much! When I was on vacation. The problem with this is that as one of the CO facilitators of the task force, I really shouldn't be leading the community group, the community group needs to be independent. It's really time now to find leaders from the community group. And I know I brought this up in the last couple of meetings. But it's time to make this happen. I wanted this to be the first conversation that we have.

Rain: I know some of you have spoken with me a little bit about it, to find out about what that entails-

- you will be helping to set the agenda of these meetings.
- you will be connecting with me and Lisa to bring information to the taskforce and also to find out what kinds of questions the taskforce is currently trying to work on.
- you'll facilitate these meetings as well.

So those are really the goals, we can have as many co-chairs or as few co-chairs I think a couple of you expressed an interest in doing this if you're not the only co-chair so that rotating leadership can happen based on availability or you don't have to lead every single meeting and then also I will remain available to support you. So questions, comments, I see some things are coming up in chat that I haven't noticed yet.

Jamie : I need to speak with my employer about it and get back to you. Put me down as a maybe.

Rain : That is exceptionally helpful. Thank you, Jamie. And I resist the urge to call a few people out there who've been excellent contributors of who is about to speak.

Kiki : I'm one of the people being interested as long as I would like to do it as a co-chair just to split up some other responsibilities just to have it be a more reasonable lift. But yeah, this community and I'd love to be a part of it in that capacity as well. Thank you!

Adi : What sort of a leadership structure are you sort of looking at? Is it one lead and a couple of co-chairs?

Rain : That's really up to the people who decide to take on the leadership at. It's really important, but again, as a facilitator of the taskforce, it's really important that I don't dictate that to the community group.

The community group really should be structured to the way that the community and the leadership wants it to be. As far as chairs go, it would be anyone who's a chair would be a co-chair. And the same thing is true of the task force and other community groups where there's not. When somebody is in a leadership position there's not one person who's there's not a hierarchy where one person is more chair than the other.

Rain : I think it would be worth for this group considering whether or not you want to have somebody who's the Secretary, or the other thing that tends to happen is that will continue in the community group will continue to find things to work on individual projects to work on, and there will be an individual who takes on leadership of that specific project. So for example, there's the live transcription report that you, Lee and Sue are working on. So that's a particular project and it will usually emerge that one person is the lead for that project and that's not necessarily going to be the chair

Adi : Thanks. I want to volunteer to be a co-chair to help with the responsibilities

Jamie : With the co-chair I have done some things like this before and I don't identify the day. It goes better as a group activity is a team sport rather than a marathon run if that makes any sense.

Rain : So we have Jamie Kiki and Adi. Does anyone have any concerns?

Thank you for that and you're welcome to send me concerns if you have concerns or if you wanted to ask something separately, feel free to do so in an email. I am not going to leave, and will continue to be part of these meetings. I am just going to be stepping down from a leadership position so I just want to make sure that everyone knows that Jamie, Kiki, and Adi can always come to us, meaning me and Lisa, with concerns if you're having difficulties.

One of the big difficulties we've experienced is helping people actually get on to these calls. That's been a big challenge, because that's a hard one from the way that it's set up. So as those kinds of concerns or other more complicated ones emerge you have us as a resource and we have if we can solve it we have a liaison from the W3C staff who then change the things that we can't solve. So I want to make sure that you know that I will work with the three of us separately to get you guys set up for the next meeting. So that you can take over leadership of the group. Thank you to all three of you.

Jamie : Let me just get a thumbs up from work first. So what I need to do is just go through the process.

Adi : **Rain**, what did we decide about the APAC group? Because I won't be available for those meeting times. This is the only time that works for me.

Rain : That is the next topic, so thank you for that perfect transition.

We were having a lot of difficulty with the two different meeting times. And the APAC meeting time, the members that we really wanted to make sure we were able to include

and needed that time for now happens to be on this call because they have moved to a completely different time zone.

We have decided to solve that problem by only having a single meeting time. Moving forward, the meeting time will be the first Thursday of every month. The other one has always had very light attendance. So, if there's any concerns about that, please, please raise them.

The time zone conversions still are a challenge, so I'd like to make another recommendation which is that everyone delete your old COGA community group meeting calendar items, and I will send a new one.

I'll send a new one next week to give you time to delete them. That is cleaned up that way.

Jamie : I'm unable to login to my W3C account, so I am using the link from Slack. Can we have a conference as a working group, some sort of some form of like, press a button and have an email give me the link, you know, where I don't need to authenticate. One of the points I was going to make is often what happens to me and it is a common experience is I essentially end up using password recovery features.

To create temporary passwords. For example, on the W3C thing when I click the link, it takes me to a fairly basic authentication box. The router authentication box but it doesn't have a change or password link. I wasn't able to work out in the moment today how to change the password so then I went and found the link on Slack.

Including the link on Slack is really useful because it gives us a place to go and put it but something I've seen done quite effectively in other places is if you have users who are mostly doing password resets before grabbing things. There's a pattern where you actually on login just email the user either the information they need for a link to go straight in.

For example, in my council in the UK you pay council tax which is a tax on your property based on where you live. Most people only have to sign into that account once a year. Nobody can ever remember the password. What they do is they email you to tell you that the document is ready. To view it you click the View button, which loads a browser which says a custom link has been sent to you. You get that email and then when you click the email when you click the link in the email it authenticates you and then you can access the document. The only time I asked for a password is when you want to make a change to details or something. So this is sometimes known as progressive authentication or progressive disclosure. And it just will be handy if the timing like a zoom link would be really useful that way. Now, another way of doing that is to of course place it on Slack. But that sort of functionality is a really good cognitive kind of really good feature for me with my cognitive impairment.

Rain : Thank you for sharing that Jamie. That's also an excellent pattern in frustration to capture. It is a hit is one that we've captured in different ways, but you also provided some new information on what's helpful. And that's great. So as far as an action item from what you just brought up, I will speak with the W3C staff and see if there's something that we can do because this is a continual frustration for our group and solving it would be really helpful.

Jamie : Another way that we can solve it. So just thinking of pragmatic solutions. So there's putting the lead of the Zoom meeting on to Slack, which also carries the benefit of I get a notification that reminds me it's happening, because sometimes I know what's happening in the morning and I have forgotten by lunchtime. The other one is on the email invite for the calendar entry that goes with the goes for the event. It says on the one you sent me today. And let me just open it to read it. The event has been updated with a mode removing mismatched zoom links using the WCAG meeting join page for correct address on that list of meeting details topic and under IRC.

Could you add a password reset link there and then that way because it links that the agenda, the not the agenda, the when you click the meeting join details. It has HTTP Basic Authentication where it pops up folks up in the browser that doesn't have a password reset link which is why I haven't been able to reset my password because I have no clue where the password reset form is. So if you can add it to the meeting invite and when I do get stuck. At least I know that I can find the password reset link I need in another place that's right in front of me.

Rain: That's a really interesting idea. I will talk with W3C staff about that as well. Thank you. That's a great idea. All right. So leadership meeting times work. The next thing on our list is Adi. I don't think Sue was able to join this meeting today but are you able to give us an update on the form that you and Sue have been working on to make it easy for people to report patterns in an ongoing way?

Adi : The form is ready. I just don't know how we were supposed to circulate it. It's been submitted in the asynchronous communication channel on Slack. But I can share it in the chat here as well. I'm looking at it and we have no responses. So not really sure what the next step was.

Rain : All right, that's great news. So there's a couple of next steps. One is, once I make you and Kiki chairs and then eventually, Jamie. You will be able to access the WordPress page for the community group. So adding the form as a resource on that page will be a great first step.

The other thing that would be really the next thing to do is we had talked about a kind of memory or sort of remembering to add notes. And we also talked about this in the taskforce as well and it is really you know, it's really hard for all of us to kind of remember to add patterns and experiences that we find to that form.

Okay, great. So I was just looking at the chat. So one thing that would be helpful would be every, not too often because it can get annoying, but every couple of weeks just

sending a reminder to the group. Hey, here's the form if you're experiencing if you discover good examples or bad examples of cognitive accessibility. Please remember to share those examples in this form. And then to add reminders occasionally on slack as well. So that would be really helpful. So that people don't have to just remember that when they encounter good and bad examples of experiences that the form exists, but instead they're getting regular reminders that it exists and as far as getting feedback, Adi, how would you like to receive feedback on the form itself? Not filling out the form and getting examples but feedback on the form itself if people have suggestions.

Jamie : I could also show an email or something. I've just got some thoughts that have come to mind as I've gone to fill out just now.

Rain : Just to clarify, there's two different types of feedback that we are referring to.

- The purpose of the form for those of you who are new is to collect good and bad examples of cognitive accessibility. As you are using experiences or talking with other people, yeah, but you have a space to put in these thoughts.
- The other form of feedback, though, that I think Jamie was referring to is that as people are filling out the form if they have ideas of how the form might be more useful. How would you like it?

Jamie : Yeah, so I've just spotted a couple of things that I just like to chat to you about it's come to your attention. That's why they give you feedback on the form itself, I guess is the question I'm asking.

Russel : So this semester, I'm teaching a course in human-computer interaction. I've got a number of students that are thinking about this kind of thing. Are they welcome to go to this form and fill out examples they might find? Or is it only restricted to our COGA group?

Rain : If you know people who have experiences or if you want to socialize this among other community members, please feel free to do so.

Jamie : Cool. So my interpretation of that is that the form is public. not private, that's useful. Thank you, I shall distribute it on our internal mailing list.

Rain : The form itself does capture all of the information into a Google sheet so all of that will be available to go through. In sheet form, and then at different points, sheets are wonderful for some people there. I really love sheets. That's a great way for me to process information. But for some people, sheets are not helpful. So at certain points, it will be helpful to find some examples that maybe we want to discuss on the community group in more detail and get more thoughts on and pull those out and share them with the group.

Adi : For the feedback itself, on how to make the form better. Do we want to have another Google doc maybe so that everybody has collaborative editing access?

Jamie: We can send them to the mailing list.

Rain: It might become difficult to mine them out of the email thread. Adi, can you add a section to the actual form itself to capture this?

Adi: Yes, I will add a field at the bottom of the form.

Rain: Next on the agenda is an update from Adi, Szu and Lee about the live transcriptions in synchronous communication documents.

Adi: We recruited Rashmi to get some help on researching for more literature as we hit a wall. As we received the links yesterday there is no change in the document from last time. We will integrate the findings for our meeting next month.

So far, the document structure is set up to fit the W3C reporting structure shared by Lisa in December-

Live Transcription Specification

- Abstract
- Status of This Document
- Table of Contents
- Introduction
- Problem Statement
- Related work – benefits when live transcription used in synchronous meetings
- What conditions benefit from transcription
  - Autism Spectrum Disorder (ASD)
  - Auditory Neuropathy- Auditory Neuropathy Spectrum Disorder (ANSD)
  - Attention Deficit Hyperactivity Disorder (ADHD)
  - Dyslexia and Dyscalculia
  - Down syndrome and intellectual disability
  - Traumatic brain injury (TBI)
  - Psychosocial disabilities (e.g., anxiety, depression)
- Limitations and Future Work
- Conclusion
- Synchronous transcription apps

Captioning

- Closed Captioning Tools
- Synchronized captions

Transcriptions

References

- Notes

Rain: Great, thank you. Next on the agenda is Community Outreach.

Kiki : If you have a resource or some sort of item that's related to COGA or cognitive accessibility, the drive with the shareables is a place where things can go that easily get reposted. Or we also I know at the very beginning did start to connect with each other on LinkedIn so that it was easier to repost. I probably should be absolutely better. I don't post very much on LinkedIn, I should just get better at it and post more. We don't have any new things on there. But always open people add things. I think initially we were just hoping to kind of spread the word about COVID In general, to help grow this community group so that we can have as diverse a community as possible. And I don't think I have anything else to add. I will add the link to the chat if anybody else also would like to be able to have access to those shareables.

Rain :Thank you, we should probably I'm looking at the shared drive but I created it and there's not actually a lot in there. There's probably a different shared drive that we set up at some point and my own organization is confused.

Kiki : I have it under my personal. Do you want me to move it over somewhere?

Rain : Let's coordinate you and I can coordinate on that at some point this week and then we can move it

Kiki : Just like I think it's always good practice not to have it in anybody's personal drive just in case like, you know, something happens and, you know, it depends on my personal drive.

Rain : let's touch base. Okay, sounds great. We'll update the agenda documents. At the top of the agenda document there are links to the key resources, community group page on W3C as well as the group description and the agenda documents so we'll add a link to the drive from there as well. Once we once we make sure that it's in one place.

I'm just going to make sure that I put an action item for that as well before I forget.

Adi : I've recruited someone who's a therapist turned UX designer to join COGA And she's interested in what's the best way to get her to join?

Rain : For this group, it's not so formal. That's the point we really want this group to be easy to join. In order to join what she needs to do is go to our community group page, the WordPress one that comes from W3C and click on the join link Kiki created a helpful document because that join link is in itself. It's kind of hard to find. Do you have the link to your helpful document but maybe it could be shared?

Rain : The other two things are close to time, so we will wrap up in a moment, but just an update on what's happening with the COGA task force.

- The formal Task Force is part of the W3C.
- We are currently collecting examples of what constitutes clear and understandable content. We're collecting both good and bad examples. It would be wonderful for this group, if you see good and bad examples of clear and understandable content. And I think I linked to the section in content usable that explains what this is clear and understandable content. So that's the section in making content usable that talks about clear and understandable content.
- What we're working on right now is the WCAG 3.0 working group for the next version of WCAG, to try to get this in its own guideline with clear testable patterns and examples and in order to create test statements,
- We need examples and we're looking for examples that are good examples.
- We're looking for ones that are bad examples.
- And what we're most interested in are those examples that might appear to be good or bad. But for some reason, they actually aren't succeeding and providing clear and understandable content, or they are even though they look like a bad example.

- we're looking for those edge cases, those unusual ones. And one sort of narrative story that I can tell you about a good example of one of those edge cases is one of our task force members is working with a group that's trying to get understandable information out about COGA and they have used a variety of ways to offer definitions of complicated terms in line for the user.

And, in general, this interface looks really great and offers these other ways to understand what the words mean.

The problem is that when you actually open up the affordance that gives you information on what words mean. That definition itself is also fairly complex and the language may not itself be understandable. So there's a technical solution in place that makes the content that really helps to pass and be accessible, but the actual language that's used in that technical solution is not accessible. That's a good example of an edge case.

We're hoping that you will help us surface we're also looking for examples and or her on our side and we're hoping that the community grip will help surface even more.

The other challenge that we have is that we have a lot of international examples. What we don't have are a lot of examples that aren't in English. So it'd be great if individuals who do a lot of work in other languages can help surface examples that are also in other languages as well.

Rain : Any questions about that?

Edward : So just going to mention that I think the best website I have ever seen is a better website, or the English government, the UK government websites, when you go through, like a questionnaire they're just amazingly Clear and Brilliant. Like that. Those are the best websites I've ever seen for going through a questionnaire and filling out a form of information.

Edward : But basically, what I find very attractive about the UK government websites is that for each question, you get an entire screen. The options are very clear. And it's like very well spread apart and then you click whatever it is. So then it goes to the next new screen that's right there. very readable. Very fantastic. I think from my perspective

https://www.passport.service.gov.uk/filter/overseas?cookies=true



Rain : that follows the idea of just giving people one decision at a time. Yeah. Thank you for sharing that. We have a plus one from Alex. Alright, so one other quick update.

We're also working with the mobile taskforce right now to help surface accessibility needs within mobile. And so on the next meeting that we have all tried to get some information. I can work with Adi and Kiki to get myself on the schedule, maybe on the agenda to share a little bit of what the mobile taskforce has surfaced and then see if this group recognizes any gaps or wants to add any information.

February 16, 2022

Attendees: Rashmi, Kiki, Rain

Notes: short meeting, didn't have enough attendees

February 3, 2022

Attendees: Erin C., Rashmi, Lisa, Kevin Mar-Molinero, Szu, Rain, Adi, Maya, Hiral

Notetaker: Adi

Rain's Notes:

- For an individual with dyscalculia, having a phone number be clickable can be a really big problem because someone wants to copy it instead
    - Preference is choice to choose what you want
    - Lisa's daughter made an app to look at
    - https://play.google.com/store/apps/details?id=com.elishevas.dyscalculator&hl=en&gl=US
- Same challenge when you highlight text and the UI assumes you want to click it – this also breaks line readers
- Adi will scribe with Otter.ai – Rain will take light notes from here just for immediacy
- **Topic: Scope of community group**
    - Rain: easier entry for genuine feedback from the group and finding out what else we need, are there needs we are missing
    - Lisa: really want feedback from the community: personal experience and networks, really want to know what we missed
    - Kevin:
        - bring personal experience and frustrations
        - Looking at how nuance can be lost when applied to real world solutions
    - Rashmi:
        - Looking for user requirements and research associated with them, collect user requirements
        - Education and outreach of the material that we have already
    - Adi:

        - Research and implement into day to day
        - Like visual branding document we created
        - And then figure out those dichotomies when things conflict (example, differentiate by color)
    - Erin: That requires developing criteria and exposing it to engineers so they know how to implement it and to designers to take it into account. I want there to be a simple checklist that teams can follow.
    - Lisa added that we are working on examples for plain language, what is simple for one person isn't always simple for others.
- **Topic: how to collect the information from each other asynchronously**
    - One page to reference with every link we need (agenda, notes, deliverables, all referenced in one place) - **Rain to do**
    - A simple Google form to submit thoughts - **Szu to do**
        - With a sheet that can also be added to separately
    - A schedule with automated reminders to submit what experiencing/finding
    - **Adi** to create channel for this in Slack, as well
- **TOPIC: examples of clear language**
    - Rain: asking this group to help us find examples for "pass," "fail," and "not applicable"
    - Lisa: suggest everyone looks at content usable as well
    - Lisa: one example, in stack overflow, if the question is about aria-label, then you definitely know what HTML means, so in that case HTML is the most common term in the context. But others felt that it failed because they didn't know what it meant. The content is only useful for those who know what the terms mean.
    - Szu: group called plain language group that is writing the checklist and writing UN guidelines (gave talk at Google, Szu will reach out) The Plain Language Group, https://www.theplainlanguagegroup.com

    - Adi: working on standardized reporting language, as an example – https://chrome.google.com/webstore/detail/lera/neninfnjnhknniefcpognooooalfdaofc
    - Kevin: use case to see if can explain CCPA and GDPR in plain language, then that would maybe apply elsewhere
    - Rashmi: shared the diagram here: https://www.snia.org/education/what-is-data-privacy#:~:text=Data%2520privacy%252C%2520sometimes%2520also%2520referred,meet%2520regulatory%2520requirements%2520as%2520well
- **Topic: report on live transcription**
    - Szu working on formatting the report into a W3C report from the template, formatting
    - Next steps: need to fill in the blanks, then will share with the group for comments
- **Topic: meeting time**
    - Followup, Rain to do: talk with Edward before removing the second meeting time and consolidate down
- Next meeting priority: leadership

Adi's notes:

- Rain: First agenda item is actually just to take a moment for organization. We have a few different things but we should sort of take a step back and think about what we're doing as a community group and how we're doing it and maybe try to resolve some of the meeting time issues that we're having with the times.

The first thing – What does everyone want to achieve as members of the group?

Share what we think we'd like this community group to have in scope. It doesn't need to be any kind of formalized work statement, but just have a little work statement that will

help guide us as we move forward. And as we plan these meetings to help us determine what we want to work on and what kinds of things we want to create.

To start the conversation out, I'll remind everyone why the task force initiated the creation of the community group, which was really a sort of two reasons.

One is we have this document, making content usable documents that we're hoping will inform next versions of guidelines, and that we also know needs to be updated with maybe patterns that we've missed, ideas that we've that we've missed needs that we've missed. part of the formation of the community group was to help to identify those things that might be missing and those things that need to be updated and included in the document.

Two -The other reason why we initiated this, is because we wanted to hear from people who are experiencing these barriers on a day-to-day basis. In a way that was kind of low effort, low commitment, to try to join to really kind of give a larger voice to the community itself to be part of us without having to go through the formal process of joining the W3C and to make that more available to everyone.

- Lisa: I want this community feedback from people who read this over and say like Kevin Just said, there's something that we missed, or if we caught it, it just isn't clear enough for what you know that those kinds of comments because we do want to make an update over the next year if possible. And there's two parts of that-

One is people's personal experience and the other is people's networks. You know, do people take a look at it. There's guidance in inside the way the supplement to WCAG that helps. That's really about people with learning disabilities.

Two -And what else is needed that that I think is my main question. So yeah, it's easy to get it out there that people should know this document exists but also, what else do we need to build?

- Rain: So now the question really goes to this group what now that you've been part of this, what are you hoping? happens what are your expectations? What do you want to do as part of this group?
- Kevin: my desire was first of all to bring the experience I had certainly some frustration as I just muted them. Also, in terms of somebody who's day-to-day of implementing, adhering to and educating people on work capital or WCAG guidelines. Understanding how we can simplify some of the language and process of that. My biggest experience that I have with these things is the nuance can be lost when applied to real world solutions. That's why I joined us to be able to understand better these things as they come in and be able to relay the message to people delivering them.
- Rain: anyone else? Some of you have already been working on some reports. Does anyone else want to share?
- Rashmi: I'm doing this literature review. I want some user requirements so that I can review and support those user needs with the research so that we can add them to our document.

  So firstly, we'll have to note down all those user requirements for this mental health illness app and what are their requirements. Then we can note down all the actual requirements and then I can review those and those comments, to correlate those things.

  We need more outreach and support from the community so that our posts can reach a larger audience because people don't know enough about cognitive accessibility. We need to reach out to content creators and those in the marketing communities for outreach.

- Rain: there's definitely a theme of kind of education and outreach and collecting user requirements that we're hearing

- Adi: I particularly like the research aspect of it, and then trying to implement that into day-to-day. For example, I really like the document that Kiki created a couple months ago on visual guidelines, but when regular WCAG tells us not to differentiate by color or visualization.

  I want to see how this kind of research we do in this group can sort of overlap with that. I know WCAG 2.2 talks about cognitive impairments and probably the 3.0 too but I'm seeing sort of a little bit of a dichotomy there.

  So how can we take these research practices and implement it so there's widespread usability for everybody on the web. I think that's something I'd like to address.

- Rain: That mirrors what Kevin was saying about looking at how nuance can be lost when applied to real world solutions. But there's kind of some similarities there that as a group, can we both find those user requirements and then also sort of test out potential solutions and see what happens. And try to figure out what the potential challenges are when applying those solutions so that we can then have a more informed set of ideas of what might work and I did. Kevin and Adi, do you feel like I'm sort of recapping what you said correctly?
- Kevin: Yeah, I think because from outside, it is the nuance that is lost there's toward these use cases if you pass this then you get everything else right if you may pass this but you would want to consider that. That's almost it's difficult. Yeah, I tend to agree with what he said. So I think that that summarizes it nicely.
- Adi: Agreed
- Rain: And thank you, Erin, for what you shared in the chat. out really kind of looking at developing criteria and exposing it to engineers and to designers, and then having some kind of a simple checklist or something.
- Lisa: we're trying to put together some examples for plain language as well. And what counts and what doesn't, and it would be fantastic if we had some examples

in different languages. Because we've got this lovely diverse group, maybe what's simple for one person isn't always simple for the other.

So the use cases now in making content usable for people with learning disabilities, we've got you know what to do, right? Use a short sentence and use common words. But what we're trying to do is then have examples, but not just an example to show what we mean.

But even use cases that well it's simple, isn't it some game? If you sometimes try to make it simpler, you make it more complicated. So they've kind of maybe discussion questions for this context is also a big question. Maybe working on some of these examples would be helpful. Yeah. In tandem, maybe with the COGA subgroup working on that, so that they can pull examples.

- Rain: Well, I'm gonna table the leadership and revisit meeting times conversation until the end of the meeting, because Lisa just gave us the kind of perfect segue into the next topics.

  The first part of the **next topic** before we talk about examples for clear and understandable language. We've just talked about really wanting to collect sort of feedback and document use cases. And one of the things that I'm struggling with for this group because it is such a large group, is how to describe what we are as a group of people across languages across time zones and with pretty much every difference in communication preferences. So, what I'd like to find out before we move on is how, how can we effectively collect that feedback?

  One of the ways that some of the feedback has been coming into my email, and I'm behind on my email right now, and I don't want to lose these. What's the most effective mechanism for us as a group for us to capture this information asynchronously.

On the COGA task force we create a Google Doc that people can then for a specific topic and then people can all just go into that Google Doc and put information asynchronously. And that works for most people, but it doesn't work for everyone. So now's a great time, if we're working together asynchronously, what would be the easiest way for you? To document on a regular basis when you find examples or use cases? That that you like to share with us?

- Lisa: Whether we use Google Docs for me to GitHub repository or whatever we do. I think it's really important that we have a page we can read from and from there, we click away from every link we need for this community group. So whether it's the login page, which I didn't find, either until you know what I said, or you know, the agenda or the and the notes, or whatever, all these wonderful deliverables that people make. I just, they should all be referenced in one place. And then I don't mind so much. What they're actually using it.
- Rain: Yeah, that's a good point. I see a couple things in chat. Let me open that up and see. Okay. Sue suggested exhibiting a simple Google form, but that's a great idea. That's something that we could create.
- Adi: I was going to propose a form as well, and link it to Google Sheets, so all the data can be captured there for future use. Once it's in a sheet, we can analyze data however you want to dice it up. But I think the most important thing here is, at least this is what works for me if I have a schedule because of my ADHD. If I know that I have to submit this every two weeks, or monthly, that's better than me updating the document whenever I think of something.

  We could just push it out bi-weekly and then just have everybody update it. So we have two points of data collection in a month. But that really depends on what automation the W3C infrastructure allows.

- Rain: I like that for some kind of an automated reminder that comes out regularly to submit things that you're experiencing.

- Rain: And then Erin added making sure that people can directly update the sheet as well without using the form so thank you for that.
- Kevin: Maybe because I missed the first session, what degree of fidelity does that have to be? Are we talking anecdotal data from our lived experiences? Are we talking about insights gained and gathered in our day-to-day working life? Is it something that needs a citation or a reference? Because that will surely change the format which is input into the group?
- Rain : That's a great question and we may have a different opinion. My own personal opinion and sort of hope for the community group when we first initiated it is that this group would be able to not worry about the fidelity of the data and really put in all kinds of fidelity. Whether it's, here's my personal experience right now, like what you shared at the beginning of this meeting, all the way through hey, here's some research that I found. That's very compelling. We tried it out and it didn't work. this would be an opportunity to just have all those stories come out. And then the task force or subgroup of the community group that comes together to start a project to write a report would then be responsible for making sure that there is fidelity in the report.
- Lisa: I think yeah, I think this group doesn't have to go through all the hoops, of you know, the all the different W3C processes, but can kind of feed into the taskforce a bit and then the Taskforce. I see they have to probably sue AG but whatever. Yeah.
- Rain: So we have a couple of action items, we have the creation of that one reference page, which I will take that action and put it up on the formal community group page. And then, I'm, I love this idea of the Google Form, which I'm happy to help kind of advise on, but I think it'd be great to see if someone from this community group would like to take on the task in the next week, creating that Google Form.
- Sue: I can help create a Google Form.

- Rain: Sue I'm happy to work with you. Since you're part of Google, one thing I learned the hard way is be very careful to create it from your personal account. Then Adi said that he would help out as well.

  We do also have the Slack channel as well. So one thought that I had is that we'll create a specific conversation thread in the Slack channel to collect them as well. Adi would be willing to do that since you created the Slack channel initially. That would be great just to have one place. Not the general chat but one sort of chat space. That would be great for those people who are most comfortable in Slack. Thank you

- Rain: So with that, we've now talked about how to collect data. I think now is a really good time to move on to some data that Lisa just mentioned about the Taskforce. is working on collecting and really asking this group to help with that. So I mean, examples of clear language. Yeah, so we felt you already introduced what we're doing with clear language.

  And Hi, John Kirkwood is here as well who is part of that effort, so many of you use WCAG for accessibility conformance and some of you have done the VPATs which also rely on WCAG. For those who don't know what VPATs are, their voluntary product accessibility templates and different countries may have slightly different versions.

  Is 2.2 public, yet? or is it 2.1 WCAG 2.2 is being finished up I think. So WCAG 3, what's been called Silver by those who are working on it, is also in production right now in the early stages.

  The COGA Task Force which John and Rashmi and Lisa and I are all part of, has been tasked with attempting to write one of the earliest drafts of a method that will go into WCAG 3 and the one that we've been tasked to write is clear language.

And this is because it's probably one of the most difficult to write so the thought here is that we'll catch a lot of the hardest things to work through and how to solve them in one of the most difficult sets of objectives and requirements that will end up in WCAG 3.

So that being said, our current effort right now is truly just trying to find examples of what would be considered a pass, a fail and a not applicable for meeting a requirement of clear language.

And Lisa mentioned, this is especially challenging for us when we're thinking about these exams. We need examples of this, not just in English, but in many different languages. So the first thing to say is that we'll once Sue has this Google form up, we'll set up an automated reminder to ask you to submit examples, but I'd also like to give us some time here to talk about this and see if anyone has examples or questions and Lisa's hand is up so she probably has more insights to give as well.

- Lisa: So the two things that I think are worth doing. One is taking a look at making content usable at what they have in the design guide because they've got specific design patterns. So if we can see how it makes a pattern and how it doesn't, that maybe the patents need to be changed when we apply real world examples to it, you know, or maybe they need to be clarified.

  Another I can take example of a question that was asked in Stack Overflow, and because, you know, a lot of us work in accessibility. So if you ask the question, you know, how do I use the ARIA label? Right now not everyone's gonna know, you know, in an HTML form, not everyone's gonna know HTML, but if you know the context, you know a bit about the ARIA label, right? So then you definitely know what HTML means. So I thought that was a good example, because it shows the pattern said to use the most common term for that context. And here, the context

is Aria, which is a semantic add-on if you like. To speak. So it's kind of no one who could you know

- Lisa: So I thought, actually, and everyone who doesn't know about ARIA operate completely fell, this is jargon. But this content only ever gets to people who know what these terms mean. And then explaining it will make it crazily convoluted. I think these kinds of examples are very interesting where you take one of the things and you apply it in a real world case. In the place where, when we might not agree, agree, but in coming to consensus, we're going to get a better instruction you do.
- Rain: That's a really good and complicated example. John Kirkwood also shared a really good example when we were talking about this at the last circuit meeting, which is that there was a document with some fairly complex words in it. And then you could click on those words to get definitions because those words had to be used for legal reasons. So then you could click on the word and you could get a definition there.
- What was interesting, you had access to the definition. But when we actually looked at it, we actually felt that the definition itself might not have been understandable, either. It might not have been kind of plain language enough. So that's one of those interesting kinds of cases where there's a technical solution to help support a pass but maybe it still fails because it's still not it's still missing a certain level of clarity. So those are some examples.
- Sue: So there's a group called the plain language group.

  https://www.theplainlanguagegroup.com/

  I don't know if anyone's contacts with them, because they are very good at writing the checklist and they have been helping the UN to write some of the plain language guidelines. So they once came to Google to give a talk so I can try to reach out because I have the person's email address, but I don't know if that's

going to help the group or not. If we have a draft or something and have the expert take a look or give some advice. I think there will be a good opportunity to collaborate or to consult with

- Rain: Lisa, are we are we do we already have someone with us from that group, where are we? Would it be good to see about reaching out?
- Lisa: It sounds fantastic.
- Rain: Yes. Thank you. Sounds okay, great. So if you wouldn't mind sending an intro that would be great. And we are going to lose Lisa because she's chairing the next meetings.
- Adi: I was gonna wait till the end of the meeting to sort of see this but this is a perfect opportunity that Lisa opened up here with the plain language. So I've just created a tool based on Axe Core, which automates reporting, and this is the accessibility reporting for automated issues. The long term goal is to use standardized reporting language just because it's so difficult to understand and the reporting takes almost as long as testing us. I want to start working on this in the next like 18 months or so and build out a database and attach it to this. I have the tool that it just got approved by Google and it is available on the Chrome Web Store for Windows as an extension if anybody would like to, help test it out as it's in beta. I'd specifically love your feedback from the cognitive perspective because I've brushed against the grain and used colors that are not just black and white.

  https://chrome.google.com/webstore/detail/lera/neninfnjnhknniefcpognoooalfdaofc

- Kevin: I was thinking about what you were saying about the use cases and examples of ones which would offer the best opportunity. And obviously in the US, you have the CCPA which is the US version of GDPR that has a specific singular call outline about WCAG compliance within it. It would also have a large degree of legal language and specify specific linguistic terminology that needs to exist. Is it

a good use case for applying theories because if you can explain something like the CCPA in plain language, then you're probably going to be able to count on most other edge cases.

- Rain: That's a really interesting question
- Rain: Rashmi let everyone know in the chat that she's tried out Adi's tool and it's excellent.
- Rain: That's really neat. And Kevin, thank you for that. So this might take a bit of thinking or if you I think my biggest ask to this group is as you're doing your day to day work. If you find good examples, or really terrible examples, or examples that might sort of be in the applicable or the edge cases. If you wouldn't mind just noting them down and then once the form is available then or the sheets, you can add it to the you could add it to the form or the sheet and then we'll capture that information.

  John Kirkwood since you're here and you're part of this subgroup that's working on this. Did you want to add anything or ask any specific questions?

- John: Oh, no, not at this time. I was interested in where you come from with the inline definite definitions they said earlier.

  It's a useful way to have information from a cognitive perspective immediately available, but as you said, the language and what you saw was not cognitively accessible. But nothing to this point

- Rashmi: I'd like to share my screen.

  Why is Data Privacy? So, in clear language, one point is that images can be added to images or diagrams. This is a good example of this. What is data privacy and data protection? What is data security data privacy traditional data protection, so it is nice. Additionally, they're shown with this diagram to make it easily understandable. So I think this can be a good example.

https://www.snia.org/education/what-is-data-privacy#:~:text=Data%20privacy%2C%20sometimes%20also%20referred,meet%20regulatory%20requirements%20as%20well

- Rain: The next topic I just wanted to check in with the audience. Sue, you're both here. You've both been working on a report on live transcription as a cognitive support in synchronous meetings. And I'm curious about the status of that report.
- Sue: So last time because people are gradually getting back from vacations. What I did is I turned our Google doc as plain doc into the format that matches the W3C template, like, report template and then kind of like, reserved area for introduction and conclusion and certain sessions and pretty much formatting the continent in the right hierarchy. So what we need to do right now is to fill in the blanks because in the report they have an introduction to what the report it's about and that is some of the summary of the content and once that standard, we plan to share with the group in sectional and people can comment and give feedback. The document and because much like we did that and this month, we have to fill the blank and they share that Doc out.
- Rain: That's fantastic. So do you think that you'll be able to share the document sometime before the next meeting?
- Adi: Possible. We just, we just have the mission statement, the introduction and the conclusion to flesh out. So okay, I can get that in the next two weeks, hopefully before the next meeting.
- Rain: Oh, that's wonderful. And then that means that we can take a look at the report as a group on the next on the next meeting or one of the next meetings. When you're ready. And then against that over to W3C that's great.
- Sue: I want to ask if Rashmi will be interested in doing some research for live caption because I tried to crawl through ACM Digital Library, but I couldn't find it. Any kind of related references or good content, we can actually include it in the report.

You know, I put a very few, like, probably four. But now anything that's specific to the live caption of four, it was cognitive differences, right? So maybe that's a good that's an opportunity there for researchers to actually do more research versus if there's any kind of other libraries or other areas that we missed out on. didn't capture or we didn't see the Relevant report or research results and then it will be very helpful to kind of include them in the report.

- Rain: Alright, so we just have a couple minutes left. The first big question I want to ask right now, one of the challenges that I'm having when we're meeting is that we have these two alternating meeting times a day and one of those goes across many days because of time zones.

  This meeting, the one that happens on Thursday morning seems to be the one that most people can actually attend. The APAC one does not seem to get much attendance.

  So if we go down to one timezone, we will leave out, essentially anyone in Australia in the synchronous meetings, but I think, we're looking at really kind of also encouraging asynchronous participation. I wanted to get a sense from the group of how you felt about just having one meeting time once a month. Rather than having these two different meeting times.

- Kevin: I'm happy with Thursday
- Sue: Same
- Adi: Thursday works for me
- Rain: if there is anyone who feels strongly that we should not consolidate down to a single meeting time.
- Rashmi: I think Edward is the only one left out.
- Rain: I'm going to talk separately with Edward but I think what we need to I think we do need to consolidate down to one meeting time. But I will reach out to the

group as a whole to see if anyone other than Edwards is going to be left out as a result.

- Rain: And the other thing that we wanted to talk about was leadership. I should not be the leader of this group. I'm part of the task force and one of the CO facilitators of the Taskforce. So it's really important that we find leadership from the community itself.

  In the next meeting, we will make that the first agenda item. If you feel like this is something that you'd like to take up leadership of course, you'll have support from me and Lisa. So I'd like to make that a priority at the next meeting.

January 19, 2022

Attendees: Kiki, Rashmi, Rain

Notetaker: Rain

Notes:

- These meetings tend to be really small and the people who are always here can also attend the Thursday 6am PT / 9am ET time.
- Two different times is very confusing and causes more difficulty when joining.
- **Action item (Rain):** reach out to Edward to see how we can still include him even if we shift the meeting time.
- Rashmi: The mental health papers we are reviewing, some have contextual information and some do not. There are so many papers in the list so she wanted to know the purpose to do it the best she can.
    - Rain: This is a general lit review.
    - Kiki: providing an overview of what a lit review is. Not all literature is valid. A general lit review is to cull through the research and look for the varying

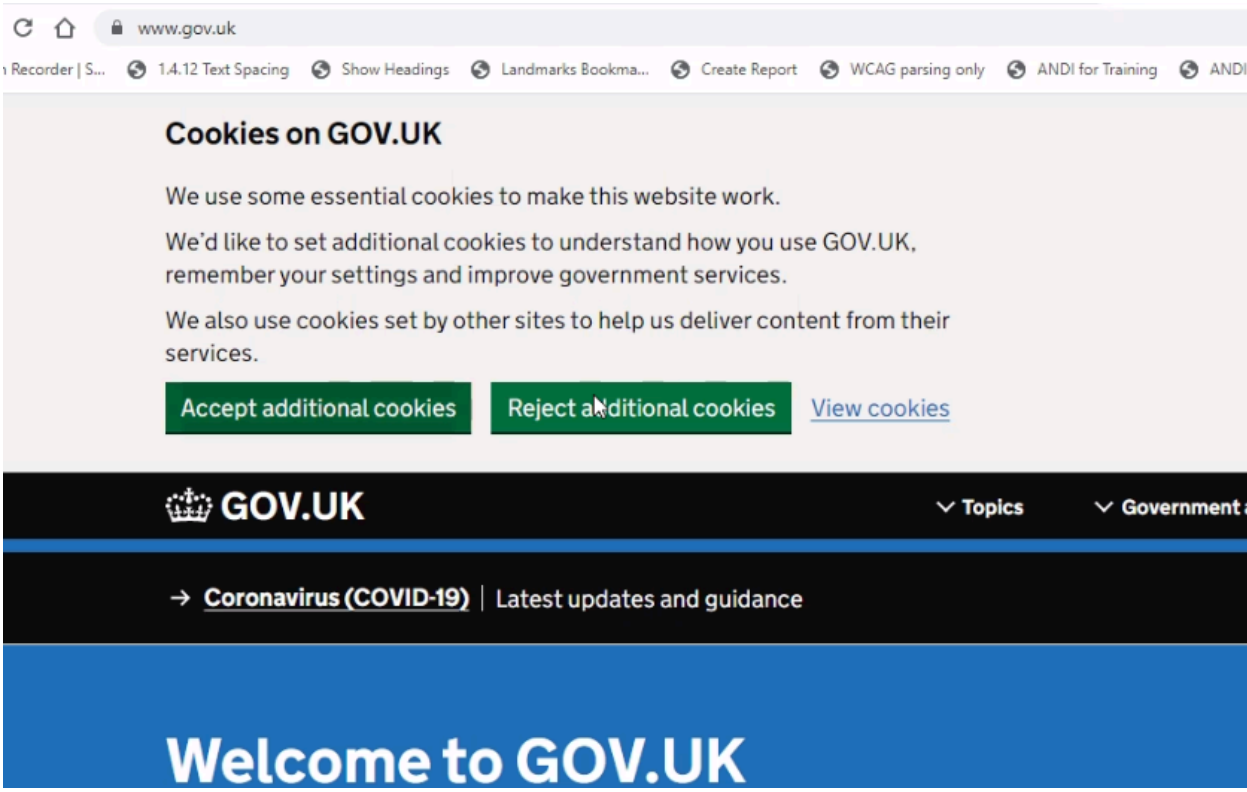
levels of evidence to see what the literature as a whole is saying about the topic.

    - Rashmi unsure of how many people are included in the data set, Kiki will help find it
    - Kiki: quality usually lives in the “methods” section of the paper. This will include the size of the study, how they collected the data (snowball method for recruiting can be biased b/c less diverse, whereas randomized recruitment will be more diverse and possibly less biased). Also when they make their statements, they will also have to report the confidence interval (and if it is statistically significant). Want randomized, and look for how they recruit. If you cannot find this, then note that don’t see these things in the paper. E.g., “I found, but I don’t feel confident about x”
- **Topic: examples of understandable content**
    - Edward: Giving example of how to make content understandable (man who thinks his wife is a hat). Instead of an image to relate to the act of buying when you want to buy something (money being exchanged), but to have an image of the outcome (the package)
    - Kiki: things that can pass the test of translation might be buttons like “create” – but what does “create” actually mean? So broad that passes a “plain language” translation, but doesn’t actually mean anything
    - Kiki: things that are so specific that they can only be understood if you are part of the “in” group. Thinking about how something pairs with the real world
    - Kiki: any symbol without words; images are learned. Japan has different symbols. In Germany, couldn’t figure out which was the male and female bathrooms. (try to figure out what these were, hand symbols without words)https://www.reddit.com/r/pics/comments/5i2txc/toilet_doors_in_germany/

- Edward: hitachi remote control; the symbols use for the remote control for the timer are impossible to understand
- 

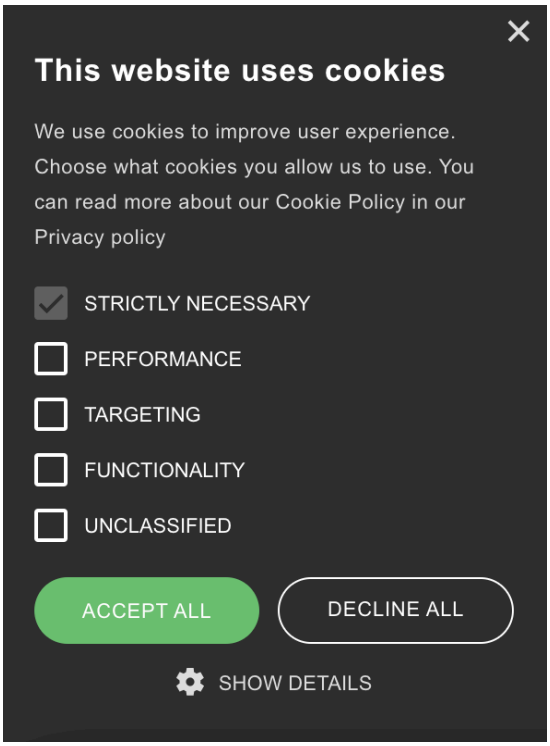
- Kiki: Japan, all the buttons in the bathroom had water symbols and didn't know what any of them did. Felt too high stakes and scary to press anything. Spouse started the toilet playing classical music while trying to figure it out.
- Rani: We were working with the bank and they needed wet ink signature. There was an upload button, and I used it, but nothing changed. No indication that nothing was being uploaded. (Edward had similar experience, clicking buttons over and over. Figured out that there was a different button he needed to press)
- Edward: Example of good website - serviceseeking.com.au. You don't have to log in to use the website. Can do a full process and finish with adding an email address (no login required) . Misspellings don't matter.
  When you enter your contact information, it asks if you want to share for quotes from everyone, or just from 4.5 ratings or higher.

- Rashmi: accept cookies. The choices should be accept or decline, not only accept.



  - Rashmi: this is good because you have both choices
  - Edward: how do I know what is additional about them? I'm confused by what to do.
  - Kiki: some websites give you different types of cookies. Essential cookies, tracking movement, etc. all within the pop up. This means it is right there, and clear, and within my path. If you are saying yes to three additional cookies, then I should have the ability to accept or reject.
  - Rashmi, and not everyone is able to understand what the cookies are and all the text.
  - Edward: pointed out the problem of the last paragraph, which is unecessary

- Kiki example (still problems, but better): https://cookie-script.com/documentation/custom-colors



January 6, 2022

Attendees:

Notetaker:

Notes:

- Lisa: working with a neurodiverse group
    - Trying to building a network to ask feedback from end users
    - May be a good group to work with to do some collaboration with
  - Lisa: Mental Health - COGA task force has a mental health and people's ability to use the internet literature review (https://docs.google.com/document/d/1XWmikm5Ein5CQ02knEJ5iGzO1YJMilTMBJ_aLVCTzs0/edit#heading=h.fspu8avb13st). I think some people from this group had volunteered for this group. Would love to hear from the group has so to say

        - Rash: I did volunteer, but I need some assistance with what is expected of me.
        - Lisa: We are doing a working group to do one together in a few hours and can drop the link in the meeting link the chat (during the meeting)
    - KevinL Lisa, has any work been done in COGA for the cognition of long covid.
        - Lisa: no, we have not. But interested to hear from the group has to say.
    - Kevin: I know it is too short for academic documents but I have an
    - Knightj18: Yes, Garth did. At the BBC we are looking into this. It is informal and small but we want to see if the data lines up.
- Knightj18: When you talk about mental health - day to day, wellbeing, emotional stability or mental illness - diagnosis.
- Lisa: We started with mental illness during the lit review. But we moved into Mental health because there is an algorithm because if you have mental health condition..
- Knight: SO it sound like it scope broadly
- Lisa: Yes, we will start broadly and see what has been done
- Knight: are you looking at barriers or outcomes. Barriers are for mental health or the impact
- Lisa: ay first we are looking at a11y issues due to mental health. For example, mood issues (panic attack, depression) and then how they may be inability to complete task,
- Knight: so we only look at the barrier in the BBC, not necessarily what causes the barrier
- Lisa: we have looked at lot at cog disabilities, but what barriers did we miss because of mental health disabilities

- Knight: This is similar to VR work. We found 117 barriers observed. I have a slide deck of the 6 they grouped into.
- Lisa: I would love to see that
- Knight: Would you like me to screen share? I can do a 5 min share out
- Kiki: that would be perfect
- Knight: 1700 oversations, ~70 barriers then grouped them: Comprehension, expectations (to match reality), wayfinding (moving between spaces), timing, focus & memory (when you get distracted, you use memory to get back to focus), sensory(feel of headset, controls) Turns out reality and VR have a similar set of cognitive barriers.
- Lisa: Do you have a link to it?
- Knight: Do you have a link to AxeCon, but I think you need to register to access it, But I can send it to you directly
- Kevin: Can you send it in slack?
- Knight: no I don't think so, but I can send it directly one by one
- Kiki: I would love to pass it over to Szu for project update
- Szu: Lee and Adi are on vacation but I took a stab to turn our doc into the format from the template that Lisa shared. Lisa added some user interviews to give some evidence about feedback from the community. That part we need to figure out how to recruit people or people from this group to give testimony would be great.
- Kiki: sounds like it is getting close but need to add users
- Szu: it is in notes format, but we need to add more future opportunities. This is notes from 3 individuals, so if we want it to be published then we need to have it be more public and official.
- Knight: Are you looking for anecdote but looking for research. I can give an anecdote, but research...There was a report on user testing.
- Szu: we found one article from microsoft for transcription but it doesn't focus on cognition. It is hard or heading, or learning a new language with live transcription.

So the purpose if this paper to bring this to light, but if you have any subject matter expert, I would love that

- Kevin: It would be worth looking up microsoft because they had been looking at live transcription
- Knight: it was edh-fph (?) European disability forum (EDF) which is on testing not just anecdotes. If I link you to the page, you can see the resources at the bottom. https://www.edf-feph.org/accesible-online-meetings/
- Szu: Once Adi or Lee are back from vaca, we can share it on slack. This isn't a three people kind of work, the more feedback we can get the better.
- Kiki: (ADD LISA TO SLACK)
- Kiki: Jamie Knight is next to BBC
- Knight: I have two things I would like to share, how long do we have? I would love to share. It is a set of accessibility definitions and a11y principles. This would be to role it out across the BCC
- Kiki: If I can have 2 minutes to close it out but other than that the floor can be yours
- Knight: I can share my screen but this is a working document and we are editing it. If this is alarming, don't panic it is a work in progress. Back in March I almost died and then have been adapting to not being able to work much. Two major managers left when I came back, so I took over the a11y dept. He wanted to look at the why and what of accessibility. Spoke to many people and got many different definitions so wanted to nail it down so it could be a cohesive approach.
- BBC has clause that BBC must do all that is reasonably practicable. Why does the BBC do a11y, because it is a part of the mission and to be the best we can be. So what is accessibility? BBC didn't had a definition but more 'we know it when we see it'. They use the social disability model (barriers and environment make disability), it doesn't change the underlying impairment but it does make whether I can participate. Barriers we introduce lead to exclusion

- Accessibility: shape exclusion by understanding, preventing and removing barriers.
- Inclusive design: meeting full spectrum of user needs (social, cultural, situational)
- Universal design: serve as many possible needs with single solution
- Kevin: that is basically the same definitions we use
- Knight; oh that is encouraging:
- Lisa: When we talk about accessibility, I like it frame it around... If something is inaccessible, then with a different design or choice, could have used this but now can't. Existing technologies can't include everyone (like someone in a coma)
- Knight: accessibility principles. Only excluded intentionally. Then provided designed experience for all intended audience, meet audience preferences when possible (one group wants something that excluding someone else)
- Szu: We think about Accessibility as an attribute/characteristic that continuously needs to be worked on
- KnightL yes, that is within the inclusive design principles but someone else is working on that portion so I don't have that to share
- Kiki to update social media - thank you to everyone who share earlier this week!

December 22, 2021

Attendees: Rashmi, Kiki

Notetaker: Kiki

Notes:

- [Social outreach]:
    - Rashmi created a document and slides for quick education on how to make content more cognitively accessible
        - Here is the link to the COGA Shareable Drive
    - This is meant to be a template/draft for us to share. Please feel free to look/give feedback/use.

    - Rashmi wants to confirm she can share this as she is pulling from WCAG content. She is waiting on sharing this content from her personal account until she is confirmed to do so. This content is available on the public COGA website so Kiki thinks it is fine to share.
    - Rashmi is going to post and tag Rain and Kiki. If there is an issue, please let us know.
- [Kiki]Thank you Rashmi and Adi for sharing on Linkedin to encourage people to join the community group and educate what COGA community group is. I was tagged in those posts but also thank you to anyone else who has also posted that I may not be aware of!
- [Kiki]: I am on hold of the shareables. Rain mentioned she may know someone who can assist with video editing. If not, I will ask Lisa for the video files and I can create a video for us to share out on our personal accounts for outreach.
- Kiki to look up font accessibility articles to send over to Rashmi

December 2, 2021

Attendees: Rashmi, Lisa, Rain, Kiki, Jamie, Gayatri, Marina, Kevin, Szu, and a few more I missed...

Notetaker: Adi

Notes:

Rain -Let me send you the link to the notes I can put the notes on chat to be not the slack chat

Lisa -what is the channel called?

Rain - we're not actually using the IRC channel that was a little bit more complicated so we're keeping notes in the notes doc instead. I'll see you this morning, which is giving

everyone a couple more minutes to join. It's always a little difficult to get people to link. Hi, Sue. Good morning. All right. Well, let's go ahead and start. Thank you Adi for using otter to take notes, very much appreciated.
And we do have a few new participants here. So I think it'd be really great to just take a moment to remind everyone of our code of conduct and then maybe give a couple of our new participants a moment to introduce themselves. And then we can move on to the first topic. Which will be a project update from Adi and Sue.
Briefly, going into our code of conduct just to remind everyone that as a community group, we really are opening this up to a broad range of people who may have different needs, different ways of self identifying. So our goal here is to be respectful and inclusive, and also to recognize that everyone here really is trying to do their best. So if we do use language, that is not the best choice of language, it's a good opportunity for us to very respectfully kind of help each other understand why, but not to place any kind of judgments or accusation and to really recognize that everyone is here to learn and to help and to be the best we can be. Also, what we share here is personal so please don't take someone's personal story without permission and share it widely. Make sure that if you're going to do something like that, that you do get permission.

Are there any questions about all of that before we do a couple quick introductions? Thank you. So again, I see a couple of new people here if you'd like to just say hi, say your name. Maybe tell us where you're coming from and if you want to, that would be great. No obligation.

Gayatri - Hi Rain Good morning. This is Gayatri. I am very excited to be part of this community. I'm here to learn.

Marina -Hi everyone. My name is Marina. I'm here in St Louis, Missouri. I'm an occupational therapist and I primarily work with older adults. And I have seen quite a bit sometimes the struggle with using technology and the lack of accessibility. So I was

really excited to learn about this group. And excited to learn from you all and help out however I can.

Kevin - Hi I'm Kevin, I work for a company in the UK and also suitable British interactive media associations Inclusive Design Council. I've got quite a long background and accessibility and also have dyslexia and dyscalculia which I can never pronounce.

Rain - Thank you for introducing yourself and thank you all for joining. Oh, thank you, Hiral for letting us know. Hiral, would you be willing to jump over to the other zoom call and whatever. Let everyone know to come here? And then I'll work on fixing that link issue. Thank you for your help.

Thank you to everyone for your introductions and just to kind of give a little rundown of how this community group works. Very flexible. We do have topics. We have a couple of members who have started working on reports on sort of ways that we can better support people experiencing Internet technologies. And thank you Hiral. She jumped off but I shall be back. So I very much appreciate that. Some individuals are sort of breaking off and starting to work on reports and we'll start to hear some of those share outs today. But we also try to save time for kind of general conversation.

Lisa who's here and I are the Co-facilitators of the task force which works on specifications. Well, we don't really work on specifications. We work on helping the working groups that work on specifications. And so the two of us, we really shouldn't be running this ultimately we're hoping that the chair comes out of this community group and replaces me. But in the meantime, we're just trying to kind of help get this community where it started. And we're really hoping that this community group will truly help the taskforce find the right user stories, the ones that we're missing, finding and input from the community and really bring that into the materials that we're creating. So

just really wanting to make sure that we are as inclusive as possible and that the community has the opportunity to help us form these documents.

So with that, Adi and Sue and another member Lee have started working on a report and I wanted to get the opportunity for you guys to update us on where you're at with any questions that you have. And there is time later in the agenda to talk about how reports work because I did get clarity on that. So I'll follow up on that but first we'd like to just hear from you guys. on where you're at with your report.

Adi -Yeah, sure I'll go. Lee is the owner of the document so I don't know how I can share it with everybody. But I'll just give you a quick rundown of what we have so far in our research.

Rain - can I interrupt you for since since we do have new members, can you please just frame framework report is about

Adi - Absolutely. We are creating a report on the importance of live captioning for people with cognitive disabilities. It's not just live captioning, but transcriptions in general, and how they support cognitive accessibility. In a nutshell, that's the report that we're putting together here. So far we have the benefits of using synchronized meetings, laid out a couple of tools that we discussed last time, one of them being otter and then rev as well. And we've outlined conditions of benefit from transcription. We have so far autism, audio neuropathy, ADHD, dyslexia, and dyscalculia, Down syndrome, traumatic brain injury and psychosocial disabilities like anxiety and depression. So without going into too much detail, we'll share that with you once we're done compiling the report. Moving on we have the shortcomings or any limitations of synchronous transcriptions. And we have a couple of transcription apps. Again, Otter finds its way on list, Google recorder, Android live transcribe and zoom. And I think by the time we're done with the research, we'll go into a little bit more detail on these apps. We also have a reference to

the WCAG 1.2.3. And I think that's where we're at right now. Sue, do you want to add anything?

Sue - Yeah, thank you. Thank you for that. I guess that pretty much covers the structure of the document and ideologies. Like Adi mentioned, we are going to share it with the group for comments and feedback. And then we are trying to find the references especially on the literature part, such as like ACM Digital Library, and personally, I find it's quite challenging to find a particular paper or research into focusing on how live transcription that benefits that people with cognitive differences or learning disabilities or difficulties and most of the papers that break down into is autism related or low literacy countries or people who speak English as a second language, etc. There's definitely a gap between how much transcription can actually benefit people. And the most relevant one that I found is actually the one that Microsoft did. So for people who work remotely and how like, post COVID how people with cognitive differences, leverage these virtual conferencing tools and what can potentially impact their work environment or lifestyle, etc. We're still looking into more resources, details and happy to hear from anyone if you know any particular resources that will highlight more relevant information, please feel free to let us know and we can include them in the report as well. Thank you.

Rain - Thank you, Adi and Sue. So I see Lisa's hand up.

Lisa -Yeah. It's really interesting what you're doing. I'm doing two things in space that you might use, should be aware of.
One is that the COGA taskforce has not written an issue paper on this. So this is really useful. But we do publish issue papers. So when you're finished, we could publish it in that framework. It could get merged in that they've used a specific template, which I haven't managed to find quite yet. If I find you issue a paper, and I'll put it in the chat here, when I finish talking and then you know, you can reverse engineer the templates.

So that would help us but obviously, you don't have to use that template. It's very similar to what you've done.

The other is we actually made a request to APA which is one of our parents working groups to review the technologies and that is for specific audio description channels. And we thought of two user needs. So we haven't done this paper, which is missing. I mean it's great work.

But the section I would really like to see is technology potential. Because the COGA does it is positioned in a place where we can try and change and it's a very, very slow process, but we can try and change the supporting technology so transcribing often has captions. They often have their own channel. .

For the Text synchronized we saw, you know, something that's very useful is when people put into the blind implied content that kind of could miss if you can't see it, and we thought, well, that's really useful, or we could actually do with a bit more because sometimes implied noises are right. Simply implying, you know, a visual thing would be, you know, the guy looks tense, or, you know, something like that, or that would be what would be an audio description track right now. We were thinking, you know, some of us miss the implied content. That suggests someone saying something sarcastically, or, you know, they're unhappy with it. With anger, people don't often tell but sometimes they miss that. You know? Someone might say something like," Well, I guess that's it". You know, I'm a comedian, or yes, you or any comedian trying different things depending on the intonation. "Good luck". Good luck doesn't get lost in that. Good luck. Sincerely, I wish you best of luck. It's very hard to know what people mean for some of our youth groups, so having an auditory description that goes into the track, that goes a little bit further.

It might also be useful to have another auditory description track. That's kind of like a translation, but into easy language. So yeah, that would be two separate tracks and you know, you have a track for French track for English and a track for Hebrew or anything else that you might want. I mean, they don't always want to not always supply but you could provide a track in easy language and the track with implied content and I thought would be really cool to be able to have.

And that was a suggestion. I don't know what you think. And you may have different suggestions. But if the suggestions like Oh, I wish we could have a technology that supports this, put it in, because we might be able to do it. And also we have people like Rain from Google. So we worked on with the Android team and people who work with the operating systems and sometimes things to be added as an operating system level. And sometimes this sort of content level. So I'm having a bit of a brainstorm. You know, if you could do anything, what would the world look like? You know, if you could put that technology there, put a link in the chat, a link to our issues and see what they look like.

https://rawgit.com/w3c/coga/master/issue-papers/

Rain - Thank you, Lisa. Would anyone else like to add anything to this topic or ask any additional questions?

Sue -Thank you Lisa. So much and I was looking at our shortcomings and limitations. So thank you for your suggestion, and I think it will definitely help us to expand how we can turn these shortcomings into opportunities. So for example, we listed the current technology that can not like be retained or accessed later, right? If it's a real time meeting, it also covers the nonverbal cues. And such as sentiment, sign languages, facial expression, tones and intonation right. So, there's definitely an opportunity where we can expand these and to make that into what's missing from the existing technology and how we can push it further for the report.

Rain - Thank you, everyone. Just to note that after Kiki talks about the work that the group has been doing on shareables and educational material, I will also be sharing templates that W3C staff shared with me for reports from community groups, and that's also kind of a good way to start as well. So we'll have that shortly. But if there's nothing more to update on this particular topic, feel free.

Lisa - Any time you have a source for it and if you can cite it, even if you are certainly incomplete, being someone can lead to finding it. That will be really as we push for something, whatever it is, we will get pushback, right? So the more source where it's come from, the better and even if it's just having spoken to three people from you know, this community or something like that. So we know is it one person's idea? Was there research done on this feedback from a society or two or three users? Or even if it's a single user, that's a great starting point. We can build that up quite quickly in a group like this, if that's something we need more feedback on what people think, you know, then we can build a consensus on it, but having a really important thing that we need is to be credible, right? We're going to get pushback. So if we say, you know, this has been suggested by a user, and that's fine.

If we claim that suggestion is, you know, research, not well, it is research, but like, you know, reliable research, then we can fall, but it could go very badly. So, you know, having where, where the information is coming from will be a huge help in trying to push it forward, as I said the process takes years but it will go faster with more with those kinds of sources.

Rain - Thank you for adding that. And that's one of the advantages of this community group is this community rep is able to put out reports in a more flexible way. And then those can also be turned into issue papers and in that sort of vetting to make sure that we can handle the pushback and be able to answer it is really important. So thank you

for that. And with that, I see that Kiki was able to join for those of you who, for those of you who were sitting on the other meeting, first of all, thank you for all for identifying that and helping to resolve that. My apologies. As you've known over the past few weeks, or our meetings, it's been really hard to kind of make the join process itself accessible. And that will be one of our topics for discussion. So I apologize for the mess and I'm glad that we were able to make it over here. We will get that figured out. And with that, Kiki, I'd like to turn it over to you to update you. You know, you've been creating a few documents and working on the sort of education and outreach, including how to join COGA, the challenge that we're having and how to join COGA. So I'd like to turn it over to you to update us on where you're at with that and what you need from the group.

Kiki - Hi everyone. I think maybe I've really briefly met some of you. I know the last time I didn't come to this meeting just because of a time switch and understanding what time it was actually at during the time change. So really nice to meet all of you. For joining COGA I know during the other timezone meeting it came up to want to be able to do two things.

One - reach out to the community to bring more people into this community group. And I created a document which I put in the Slack channel, but I can put in this meeting link as well. Or this meeting chat. And I'll do that after I stop speaking just because I'm not very good at multitasking. And that one basically is like what you can post on your LinkedIn or some sort of form of social media or like Facebook or something as such to say what you're doing, what it is and how to join.

And I link out also to a document in there of like step by step with images that have alt text in order to actually like a request to join the group, which I made because after I posted within my internal community to let them know like, this is a thing. I did get feedback if I can't find the button to join and it was a little bit difficult for individuals who had interest to actually like to get on to these like to request to join.

I'd love to have feedback on promoting COGA. So the doc that gets the little blurb that gets sent out on social media that can just be used as a template or the how to request to join if you like, if you feel like I missed a step or something's not clear, or it should be presented in a different way. I think you guys should all have editing access. So please feel free to also just go in and either suggest or straight up edit. I know Google Docs has a history so we need to go back and see what's changed. We can always peek at that.

Rain - I just put this in our agenda, but I also just put it into the chat as well. So they're the most recent chats. Yes. And I was also referring to I put it in the Slack channels as well. So people can look at it asynchronously. Just say no the chat meet like not everyone's on the Slack channel itself. So it might be Adi who set up a Slack channel thank you. Adi it might be helpful if you're able to share with everyone how to join. https://join.slack.com/t/w3ccogacommunitygroup/shared_invite/zt-yl8jf674-q5LLFh~aqY3X4T~Goo~unw

Kiki -Adi thank you so much for setting up the slack channel. That's been really helpful to me too. I feel like seeing who else is potentially in the group. So I just want to say thank you. And then Hiral had said so much about this discussion, I have joined any organization where they felt volunteering was very bad for 40 volunteer hours.

Hiral -Volunteering in any community or was in a way that you had to register your words and updates within hours to actually reward in some way like some sort of gift card or something like that. So when I told them that this is one of the ongoing initiatives where participants were very interested in knowing about W3C status and if it is a registered charity or not. So it took me like a few hours to figure out what is the status of W3C, and you know, how it is different in the US versus Europe, and so on. So I'm just discussing here for everybody's knowledge, but that was a good experience. And then I realized that W3C is the host organization here. So MIT, the host organization, is a registered charity.

Kiki - So is it that that other organization that you volunteer for recognizes your hours with different organizations and they reward you for volunteers?
Rain I would turn to you for that question

Rain - Yeah, no, that's a really good point. And maybe something to include in how to join this, you know, for those individuals who need that information. I think Hiral it might be helpful if since you did the research, it might be helpful for you to add that information.

Hiral - Yeah, yeah. So like, as I think I have kept telling my recent migrants here from Canada and Canada has different volunteering. In the USA if you're doing something with a registered charity, it's treated differently. That's all I'm trying to say. But I'll and whatever I found in one of these documents,

Kiki -Thank you. I'm jealous like Canada does that for you. Amazing. Anyway, so mainly what I wanted to share for the shareables you got like the first I know we had discussed with others just to kind of give us a little bit of background about it. The other idea shareable, besides bringing people into the community, is sharing out with the community , making people more aware of the COGA standards and trying to do that in an engaging way. I know another individual who didn't make it here today, but I think he's been to other meetings. had, we had chatted about this when we were talking about shareables and having it be more like, highlighting, like, what that what that COGA standard could look like and kind of doing some like education with a community of like, what, you know, kind of similar like people how they really promoted and held on to a WCAG standards like I feel like that I hear a lot more in the community but not so much of the COGA standards. That I think is a bigger kind of like stuff to do just because like that would entail having someone have a social media account, to promote that and not just also has like a lot of just work that goes into it. Just because you're kind of playing

with algorithms at that point and making sure you post frequently enough to get picked up and have the engagement there. Anyway, so that's working in the background, but I haven't quite figured out a way to do that. So this was the first easy step of how we could just promote it from free individual selves and make it as easy as possible to join.

Lisa - Okay, if anyone else I somehow see what I'm getting and getting that on. I'm wondering if you also want to add, I can send you instructions that I send people when they say they want to join the COGA Task Force. I think it might, if you wanted to add that. I mean, that's up to you but I think it would be good to clarify the difference. Because I think I remember in the beginning of this community, people got a bit confused. So that was just one comment if you wanted and that's often another comment that is more substantive.

I've been wanting for ages to make a series of videos one that goes over what's in the document, making content usable for people with learning disabilities, and then have the next one going through each objective and talking about it from a very human point of view. So not necessarily going through the details, but going through what's important and human stories. I think that's needed to make it real, you know, we gave a panel in accessing high ground and along those lines, so we can send you that content and you could break it up. I think everyone agreed to have it checked as well. Or I could break it up. And you know, I'm not very good. I'm not very experienced with the video editing software. So you know, things will take time. That's why it's been on my to do list for so long.

But I actually thought the content, the review was okay, the Content panel could be stronger and more voices were where you know people get personal. It doesn't have to be about them. But about real people, you know who tried to do this and failed because of this problem and how it could have been solved and those kinds of things. I think it would be and then just the series. It's just talking heads. So it's relatively easy. I'd be

happy to help with it and would like to work with someone doing it. Because as I said I'm not very experienced with the computing SSE software so it's more to learn. Anyway, that was my suggestion. I'll try and find the link to the conference and put it in chat.

Kiki - Awesome, thank you. Thank you for both of those points. I think clarifying the difference between the task boards and community groups would be a really good idea. And having that called out just quickly in the document. And Rain I might pop borrow, if I want to go try and find your slide deck. I think you kind of call it out in there and so I might just not reinvent the wheel and pull some of your content from that slide deck.

Rain - That's what it's for.

Kiki - And the video is what the document is like: a general breakdown in the breakdown video for each section I think is a wonderful idea. Where would you imagine that being presented or posted or shared?

Rain -When Lisa and I were talking through this idea, I actually have a dream that it would be posted in the next version of content usable, that we would actually include the video content as additional media available within the overall publication of content usable.

Lisa - Okay, right, Rain. Can I throw in some other ideas? Absolutely. So firstly, a wiki is an easy place to pencil these things. And then we can repost the videos on our YouTube channels and all that kind of thing as well. The COGA wiki says that it's a low hanging fruit. That's the easy one to get to. Because Rain and I control it so we can just make new pages that we have been asking for a long time to make a more interactive version of content usable so that you can look at one path.
It hasn't happened and I was actually thinking you know what I've got my own domain or domain for the company that I co-founded. I can make a version myself. You know,

that's more interactive and it's got links to all kinds of content and stuff like that. So I would see that as a template. Because the W3C told us that we should be making more interactive webby versions of content usable. They've told us they're doing it but that was two years ago and haven't seen it move forward. So it would then be hey, look, you know, it could look like this if you want, you can take it. You can put it you know you can change it and put it on W3C so we can use that as a scratch pad and put that up and then try and push it push the W3C spec.

Kiki - Awesome. I like all of those ideas. I think I mean like I think once the videos are the content is kind of pulled together. I don't see why I can't move on all of those spaces and see where it thrives the best or it's like the most interaction. I can try to help with video editing. I will self admit that you know I've done some video editing on my Mac just through iMovie none of it been all that you know, crazy in the level of editing but I do know how to pull apart clips and things like that and we can put things together in different ways. So as long as I think I have some feedback of how individuals imagine that best being represented, I can always make a little draft or doc and then send it to the group and get feedback before moving forward and or someone else's like wow, I'm actually a really good editor.

Rain - So at the risk of beating myself up afterwards, I actually come from a filmmaking background. But I'm definitely overbooked right now. So if I take this on, it will never happen. However, what I can do since I come from the film industry is reach out to my colleagues and see if I can get somebody to volunteer to help us

Kiki - that would be phenomenal. I think they probably do very good job. And Lisa also said in the comments what about Julie?

Rain - Yeah, Julie. Julie is a possibility as well, to get Julie's involvement in this is a good idea. Julie's from Understood.

Lisa - People though, in the film, I did a presentation South by Southwest a few years ago and they often want things we can't give them like credit on a W3C Twitter account that sends things their way, which sounds completely reasonable but we will never get that,

Rain - from my filmmaking experience is the people that I know are really the real professionals, not the ones trying to establish their careers. So they don't need that kind of thing. I love the South by Southwest people. But you know, those are people who are still trying to build their careers so they need the credit, if they're going to spend their time so thank you Kiki for all of this work. What's your ask us now like you've done quite a lot of work. So I'll reach out from the film side or reach out and see if I can find somebody who's interested in helping us out. But you also have documents. What would you like us to do next with them?

Kiki -I think people had a chance to look at it during the meeting. But if people could just go in and make any suggestions or add those documents, I will add these as suggestions for adding a clarification between Task Force and community group. So just look at it, comment on it. And then once we're in agreement that that is a good template, you know, use it, share it out. You know, or like, you don't have to use an assembler if you already have your own vernacular that you prefer to use just or use it as resources. If people have issues. Thank you Lisa, and then I guess I'd like to just take the conversation over to the next meeting about like, what to be done about the video and kind of I guess like wait until there's a lot more information to have any action items specifically. Until I think we can get a better idea of what that would look like if we'd all like recording videos to add content, use the video that Lisa had. But to me it's still a little bit fuzzy, so I'm not sure what the ask will be right now.

Rain - Thank you and then Rashmi and Hiral I think both of you, at one point were expressing an interest in using these types of materials. If you do try kind of using them and in the process make improvements but that would offer a really good way to make them stronger.

Hiral -I think this is a good start and probably, maybe I can try sharing at least on one social media and see what is people something

Rashmi -Can we make a page on LinkedIn and share /reshare on our personal profiles. Can we do that? Or should we post personally?

Rain - I think it's best to post personally. If one of us does post also on LinkedIn, then we can kind of tag each other and then we could share from those also. But based on my conversation with the W3C folks, they really prefer that we post these things personally.

Kiki - I like the idea of linking to each other, though, to show the community I don't think I'm LinkedIn connected with any of the folks on here. I think that can show a sense of community though when you're posting each other from individual accounts. So

Rashmi - Adi he has done this by writing a blog as a guest author on Digital A11y. That is also a good way I think. that is a good blog Adi. I have read that he has written a blog on dyslexia. So I think people may know about all these things. So we can also start writing like this on different platforms and then we can tag the community over there. This will also be helpful I think.

Adi - https://www.digitala11y.com/the-truth-about-dyslexia-and-why-you-might-have-it-and-not-even-know/

Rain - Thank you for that. And Adi, thank you for the link. Let me also make sure that that goes into our meeting notes are all done after this so that people can access it. So we are just eight minutes out. So we'll wrap this up.

We have all kinds of topics to talk about. So in the next meeting, maybe we'll spend more time on the roundtable topics and then come back to the project updates again following that because we've got some great Round Table Topics to go into. But I did want to share with you that the W3C team did give me links to how to publish a report since we do have team members who are community group members who are working on reports.

To publish a report. Here's the link to how to publish a report and there's also a link for formatting.

https://www.w3.org/community/reports/reqs/

More on formatting reports. So this is basically done in GitHub. It is somewhat formal.

https://www.w3.org/community/about/faq/#how-do-we-publish-a-report

My advice right now would be to have a look at these documents. So Sue, Adi and Kiki the three of you are also working with other individuals on reports if you can just kind of take a look at these documents but don't try to adhere to them. But once you feel good about the content of the report that you're writing in the Google doc then we can work together and maybe even ask for some support from W3C staff to move the content that you created into the report structure. All that we need actually to publish a report on the community group is agreement from all the members of the community group. So that makes it a relatively straightforward effort to publish on a community group.

If we're going to publish an issue paper, like what Lisa was talking about, then there's a huge amount of consensus that we need also from the working groups including the Agra group which publishes the WCAG guidelines, and the applications platforms and architecture group. So that consensus process is much more time consuming. It can take months and would probably result in revision. So my recommendation is that we publish a report first on the community group and then we move forward with a formal issue paper because that way we can least get something out sooner and then work towards the issue paper later. Anyone have any questions or thoughts about that?

Rain - All right. Again, my apologies for the difficulty of joining. I hope we didn't end up losing community group members because of all this we'll get it sorted out. And Kiki, you're probably especially nervous about this because.. just so everyone knows I'm on vacation for the next two meetings. Kiki has volunteered or not, no, not volunteered. I'm sorry. That's unfair to say I basically begged Kiki to volunteer. So she was strong armed into agreeing to chair the next two meetings. So I really appreciate that and I will sort of try to clean up all these links and double check triple check them quadruple check them and get it over to you so that you can actually make sure everybody has the right information. So thank you for that. And, I know a couple of you have expressed interest in taking on more of a leadership role. I know Hiral you've been helpful and then I've just sort of been under prepared to actually make full use of your help so and, others of you have also offered to help so this is actually my sort of absence may be a really good time for you guys to think about who wants to take leadership of this community group. It can be many people or a couple of people because it really is a good idea for it not to be led by the facilitators of the task force. This really should be independent of the task force. So that task force isn't controlling what the community group does. So that's just something to put in your minds. And Kiki, I'm going to do everything I can to set you up to succeed here. I know you'll do great, so thank you

Kiki - I know Hiral helped me out to go to the right meeting. So hopefully that will just happen if the same thing happens to me.

Rain - Thank you. Well, we'll get the whole link thing for you to re-examine all of those and get rid of historical stuff and fix that. So thank you all. Thank you for the hard work. Adi thank you for recording on otter and when you can post your notes that would be helpful.

Rain's attempt at other notes:

Adi, Szu and Lee, report on how transcriptions help in live meetings

- Listing out diagnoses and needs, TBI, DS, Anxiety, Depression, Dyslexia, Dyscalculia
- How they help
- Shortcomings
- Reference WCAG 1.2.3
- Looking for references, finding it is challenging to find a particular paper on how live transcription benefits people with cognitive differences or learning disabilities, most papers focus on autism, low literacy, and non-native language speakers
- Definitely a gap. Microsoft's paper on how people working remotely post-covid leverage virtual conferencing tools
- Lisa mentioned: COGA TF has not written an issue paper on this, so this is really helpful, but we do publish issue papers so we could publish it in that framework.

i. We also made a request to APA (one of our working groups) for specific audio channels. We thought of two user needs. Would really like seeing sections on:
    - Technology potential (we can try to change the supporting technology)
    - User stories: we thought something useful is when people put in implied content that you could miss, but we could do with a bit more, like implied noises (example: the guy looks tense, or “someone is saying something sarcastically” something that can mean entirely different things based on intonation)

ii. Adding: any time there is a source, that will be really helpful! As we push for something, whatever it is, we will get pushback. The more source where it comes from, even if it is “having spoken to 3 people from this community” to help us be credible, because we are going to get pushback.

Kiki: update on education and outreach

- Want to be able to do two things:
    i. 1. Reach out to community to get more people to join
    ii. 2. Make it easier to join, created a step by step after finding it difficult to get people on that she reached out to
- Notes from Lisa:
    i. Will also send Kiki the instructions she sends when people want to join the TF. It would be helpful to clarify the difference between the two.
    ii. Wants to make a series of videos about each objective, and talking about it from a very human point of view. Not necessarily going through the conversation details, but instead going through why it is important in human stories.

iii. Send Kiki the panel we did at AHG. But could be stronger with more voices where people share real personal stories.
iv. Where the videos will go: inside content usable, youtube, wiki (easy one to get to)
v. Rain todo: reach out to colleagues (and Julie) for video production

- Kiki asking community group to look at and comment
- Take the conversation to to the next meeting

Adi: to join Slack channel For those who haven't joined our slack here is the link https://join.slack.com/t/w3ccogacommunitygroup/shared_invite/zt-yl8jf674-q5LLFh~aqY3X4T~Goo~unw

November 18, 2021

Attendees: Rashmi, Santina, Kiki, Rain

Notetaker: Rain

Introducing content usable

Kiki comment:

- Gray outlines to help group items in the longer document together to help the users know where the elements are connected. Could use colors also to indicate what the section is. (Could expand to colors and icons.)
    - Rain asking Kiki if we can pair this need with evidence
    - Edward provided quick evidence:
        - https://www.smashingmagazine.com/2009/03/10-principles-for-readable-web-typography/
            - 9. Use of Separators Separators are a simple and easy way to divide text into sections in a clean and organized manner. They can be used to divide hierarchy elements, such as headers and body text. They can also be used to divide content into sections.

        - The simplest form of divider is a single line. These are most often used to divide hierarchy elements and are very useful for making subtle divisions that still play a big role in readability.
        - Another common way to divide content is to use boxes. Text boxes are excellent for separating unrelated content on a single page. They help move the user's eyes through a complex layout.
- Show a visual component of what the supports could actually look like.
- From TF: add examples of good and bad here: Graphics for Content Usable

Rain action item: find out if there is a style guide for reporting documents.

Santina comment:

- What about raising a point about the stigma of cognitive disability
- How to remove the stigma? Also missing from the deck
- Think about "Cogfog" (Covid, cancer treatments)

Kiki shareables and outreach and education

- A way for outreach to bring people into the community group
- Alternatively, a way to share out what is in the guidelines so that there is more awareness of the need
- So dividing the shareables into those two categories, which to prioritize first?
- Rain shared thinking that outreach will help us
- Kiki to create a how to join page, with other resources to link out to
- Rain to continue to work with Roy on getting the meetings set up
- Things to include in the 1 pager that Kiki will start for us:
    - Goal: Improve web accessibility and usability for people with cognitive and learning disabilities and differences
    - Mission of the Community group: The mission of the COGA Community Group is to work with and support the Cognitive and Learning Disabilities Accessibility (COGA) Task Force to

improve web accessibility for people with cognitive and learning disabilities.

    - Link to content usable
    - Link to the AHG deck: COGA Content Usable 2021: AHG
    - Join: Cognitive Accessibility Community Group
- Edward brought up ideas like running a prize for accessibility
    - Rain todo: ask W3C if this is an option

November 4, 2021

Attendees:

Notetaker: Rin

Rain:

So thank you all for joining we did take last week, or last month off, because the W three C was going through our conference, which is called T pack. And I'll share some of the recordings. It's easy to find them but I'll share some of the recordings with everyone that are publicly available so that you can access some of what happened at Tepeyac. And I know I saw a couple of your names on some of the Zoom calls. So I think some of you were actually able to join. So yeah, that's that so we had a little bit of time off and we're still kind of catching are figuring out how we're going to operate as a community group. So this is a really good opportunity to do this. Hello, Charles. We have a couple of new names here. John Kirkwood has also joined us so I'll go through just some some kind of key notes and reintroduce myself. give anyone who wants to reintroduce themselves a moment to do that as well. So let me make sure everybody has the meeting the agenda link here. So I'm going to put this into both zoom chat and for anyone who is on IRC, and IRC, and we'll talk about IRC as well, because that's a good asynchronous space for us to engage over time, so So I am Rain. I'm an interaction designer at Google who focuses

specifically on cognitive accessibility. And I co facilitate the cognitive accessibility taskforce with the WCC. With Lisa Seaman and the cognitive accessibility Taskforce. We have another member of the task force here with us today. That's John Kirkwood. John, would you like to say hi?

John: Successfully unmuted. I think Hello, everyone. Yes, I'm online cognitive accessibility test scores. I joined the W three C after a disabling injury myself. I had a brain aneurysm back in 2006, and I was a web designer and developed the first website for the city of New York a few different government agencies and realized after my injury that that my own difficulties using the online world could be translated into standards of government accessibility. That's why I joined the task force so that that'd be threesome.

Rain:

Thank you for saying Hi, John. And I'm just checking to see a couple of other people who've joined so so that's great. So just a couple of things. For those of us who are new. We do have a sort of code of conduct or standards. And as the cognitive accessibility Taskforce, I'm not sure that that kind of conduct really sort of fully necessarily addresses something that I think is really our sorry, it community group or the community group. I'm not sure that it fully addresses something that we've probably really need to recognize as a group that everyone here may have kind of different language choices, or how we all identify. We may have different reasons for being here. We, as a group, it's very important that none of us make assumptions. That we recognize that this is a safe space and things that we share here are not shared externally. Unless we're absolutely certain that the person who shared them is comfortable with that. When we take notes, we will make sure that anything that is a personal note does not include the person's name. Unless the individual is very clear that they would like their name included. So please recognize also that as we're all using different languages for example, I am autistic, I identify as autistic. So I would prefer somebody to say that I am an autistic individual that there are many people who are autistic who would prefer not to be sort of identified in that way. So please recognize that language is is sort of something that we all have our way of approaching it. We may use the term disability differently for ourselves. And so recognize that everyone here really has best intentions at heart and, and that we may say things that aren't exactly how we

would prefer to hear them. And those are wonderful opportunities to very graciously sort of acknowledge that to bring it up and say, there's maybe this preference for how language could be but not in a not in a way that's accusatory just in a way that recognizes that the that we're all trying our best and we're all trying to learn here. We're all trying to create better guidelines, better ways of working together and more and more. I hope that made sense. Just to kind of a call out to the group for that sort of level of understanding and respect and awareness that this is meant to be a safe space. And so with that being said, let me just check who's here. Does anyone else would anyone else who's new like to introduce yourselves? You don't have to that's not a requirement. Hi,

Leon Muldaur then introduced themselves.

Discussion on async communications:

- John: allows one to self pace and track in a way that is very useful, and being able to contribute to a conversation when one can access these ideas
- John: also consider that if it becomes too complex, then the findability of information becomes difficult
- Rain: people may not be able to contribute in the moment, may need time to think about contribution, may need to take a pause because of overwhelm
- Charles: This can be helpful for everyone and get better contributions; things are getting faster, and means input only for those who are very fast.
- John: this also very much impacts the aging community; and the aging community has a tendency to be targeted in this area, and that increases anxiety
- John: attended a conference for the association for the brain injury, and the hotel entrance went to a scam site to get information. Very clear that the coga community was targeted
-

Actions:

- Task of writing report re: live recorded captions: Aditya, Lee Amador, Szu

- Task to set up Slack for us: Aditya

October 7, 2021

Attendees:

Notetaker: Rin

Introductions:

This is meant to be a safe space. Goal = Respect, take care of each other. We are all learning and come from different perspectives, and any one of us may make a mistake in language. Welcome the opportunity to bring that up and say if words are used or ways of describing something that feels not okay, documenting and learning from that moment is one of the valuable things this community group can do. That can also inform what we're working on in terms of helping to create guidance for positive working environments, inclusive meetings, and design patterns and implementation for technology.

First topic: Meeting times

Meeting times aren't time-accessible to all. We will alternate between time zones biweekly to have one be more APAC friendly. We are trying to poll our community in an accessible way. Created a spreadsheet for the last polling that we did that works well for some, but not for others. Would love it if we can talk about this challenge as a group. What are some of the most effective ways of doing that? We can use that to refine our

next time, and figure out what's a better way to be inclusive of finding out what times work best for people across a broad set of time zones?

Lisa -- Having options is helpful. Sometimes I'll make it, sometimes I can't. Finding a time that people can usually get to is good. When you have this many time zones spanning the globe, it can be challenging. It may not be possible to get everyone there all the time, but we can aim for [most people, most of the time?]

Rin -- Google doc that is open to everyone, async so people can drop in and out, 3-4pm central time = 7am NZ, flexible deadlines, loose deadlines ("by end of next week, next meeting")

Hiral -- Is okay w/current meeting time, but async works too.

Lisa -- Someone has to be outside working hours if it's a regular working meeting. It helps to just ask people.

Rain -- How can we make this easier for people? One of the solutions was instead of trying to find something that 'seemed' like a good time, actually find out who's a night owl and who wakes up early. Ask about times accordingly.

Erin -- It is difficult to choose a time or schedule things when you don't know someone's working hours or preferences. Ideally, if you knew the preferences, you could do it async and just make a decision of meeting time, but if you don't have that, you have to go back and forth to find something appropriate.

Second topic: https://www.w3.org/TR/coga-usable/

Rain -- W3c is working on a friendlier version of this document. Working to make it more

digestible. Aside from that, what we'd like to bring to you is how can we as a group/does this group have an opportunity to figure out how to promote this? How to bring this out into the world and make sure people know about it?

Lisa -- Recruit all the people involved in accessibility that we know, and ask them to bring it up in discussion, when they're giving a presentation, make slides public. Because you know, [...] all these other groups, all these influential places, they might need to bring it up. Another thing perhaps, is the influence in government policy. There's two ways to do that, the direct way [committees, reviews, responding when there are reviews of legislation, etc.] and another thing is taking legal action. A lot of places have mandates already in law such as banks, or government services themselves. I don't know if human rights lawyers would be interested in taking something up. See if organizations want to reach out to pledge holders and say, 'Here's a great start.'
Hiral -- Social media is also helpful for wide socialization. Slack communities, accessibility people, there's IAAP forum, LinkedIn of course. I think those are the social media platforms I know people are using widely. That could be an option.

Rain -- Didn't occur to me to post there on IAAP forums, so I will do that today.

Rashmi -- Discord, we can start from there. There are so many people there. If people get this resource in the community, they will read it.

Maya -- Maybe also an article in Medium that can be published in social media?

Rin -- I think it's valuable to share this document in the open source community also. That way we can reach developers directly.

Rain -- If we create sort of an introductory slide deck, which I'm already working on for W3C, that might be helpful. Targeted social media posts would be helpful.

Erin -- One issue - The whole first "page" has no content. Also doesn't differentiate why someone is coming there. Example: I am an IG content creator. I probably care a lot about Objective 3: Use Clear and Understandable Content if it's something I can follow as a checklist.

Ciara -- https://accessibility.digital.gov/front-end/getting-started/ is an example of what Erin is talking about.

Erin -- Yes, something along that line. There are huge disability groups always sharing tips on social media. I've seen captions and aria-labels shared a lot, but nothing around cognitive. (I may actually shift my page to have posts for each objective.) Put the appendix first.

Rain -- Curious as to if this group would be interested in creating shareables that have different goals for different platforms?

Hiral -- I am not good at creating content or shareables but I am more than happy to share it on my social medias once those are ready - I am active on LinkedIn groups, slack a11y channels and can do IAAP forums too

Rin -- Will ask their wife [who is a graphic designer/illustrator] if she wants to join the group.

Erin -- Is good with words.

Ciara -- I would like to help make shareables. Will start a shared google drive.

Rain -- How did you all find out about this community group?

Hiral -- I think I saw someone's post on LinkedIn. [Albert] reached out to me personally to have a chat. That was how I found this group, was on LinkedIn.

Maya -- Albert's post on LinkedIn was how I found this group. Also saw it on FB/Discord.

Rashmi -- Saw Rochelle's post on LinkedIn.

Link of discord channel that we can join to promote coga-usable document and about our work https://discord.gg/3GECphYuEM
Example of website that is having nice features to take help from https://www.easyreading.eu/testing-easy-reading-quick-and-easy/

2021-09-23-28

Group A: 2021-09-23

Attendees: Dan Adams, Erin Coughlan, Aditya Bikkani, Hiral Mehta, Rain

Notetaker: Dan

Introductions

Doc to help with additional levels of a11y:

- https://www.w3.org/TR/coga-usable/

About COGA

- COGA taskforce part of w3c
- Community group aims to find people are interested in a11y or identify with it

What goals do you have for this group?

- Shine light on gaps in knowledge
- Bring this work back to the team, be a voice
- Take part in research
- Join additional groups and spread awareness
- Increase diversity of disabilities
- Talk about child disabilities
- https://medium.com/branding101/designing-for-dyslexia-9e61945f82b0
-

Challenges shared:

- Auditory processing and needings captions
- Content creation
- Social anxiety
- Challenges: Ads and navigation. Understand what are links with current website designs. And then the "reader mode" doesn't always have all of the content.

- required fields on form when they are not implied explicitly
- Changes in sound volume levels, e.g. on Instagram.

- Feel free to increase group outreach by sharing with your network but be careful not to identify people who want to be kept anonymous
- This group is a place to share experiences with websites, or share things you're working on

Offer your feedback on the UN Convention on the Rights of Persons with Disabilities: https://docs.google.com/document/d/1m8nWqlFdrJWsV-tf_h7Y2MZEwiL-VFb4Y-aunh4_RW0

- Free Appropriate Public Education (FAPE)
- Cognitive disabilities are being classed under mental health, so people with disabilities (such as dyslexia) are being left out
- We want to ensure the right language is included, and hopefully move the entire mental health spectrum is included
- Add your thoughts to the doc by Sep 28 or to rainb@google.com

Two chairs needed for the group (for each timezone)

- Sending out emails to remind everyone
- Noting relevant things and meeting with Rain and Lisa (as chairs of COGA taskforce)
- Facilitating the meetings
- No specific timezone

Rain todo:

- ☐ Ask Roy if we can switch to meet
- ☐ Ask about live transcribe if not

Things for group members to do before next meeting:

1. Review UN Convention
2. Think about specific projects that we'd like to start on
3. Let Rain know if you might be interested in chairing or leading a subgroup
4. Review Content Usable
5. Think about a specific usability challenge that you'd like to share
6. Rain didn't get to share this with the group in the meeting, so will send in an email: participate in the mental health research effort (link to form)

Group B: 2021-09-28

Attendees: Szu and Rain

Szu and Rain talked about the goals of the group generally. We did not take notes, but the major themes:

1. How can we build a strong community?
    a. Ideas:
        i. have community members rotate to share their expertise
        ii. Each meeting have a part of the session dedicated to members sharing what they've encountered in experiences that work well and don't work for them
    b. Having two meetings splits the group, so how can we have just one?
2. How can we do more outreach? Can we come up with a well defined group goal and then have members present it to their own community organizations and networks?

2021-09-09-13

Group A: 2021-09-09

Attendees: Mark, Rashmi, Aditya, Rain, Lisa, Rachel, Maya, Phillip, Sugi, Rin
Notetaker: Mark (thank you!) & Rin

- [Introductions, did not capture personal identifying information]

Highlighted our backgrounds, and discussed a few things that we may want to explore in the group.

- Advocate for equal rights
- Get better cognitive specific tests into WCAG

Rain -- Would like to take 10 minutes for us as a group to open questions that we have as a group. What is it that we would like to achieve? What are the big questions we have as a group? What's your driving goal/principle goal of being here?

Mark -- Asks what we want to achieve as a group.

Rain -- One of the things I would really love to see, seconding what Lisa said about really supporting what we're doing in the COGA task force. I'd love to see us establish a network of professionals in the cognitive accessibility space. There are a lot of ways we can help each other in our work, and make the things we do more accessible. Get this knowledge out to a broader audience. Becomes mainstream knowledge at companies rather than an afterthought or surprising new information. Those are some of the things I would like to work on.

Lisa -- Another thing was town halls. We don't have to do it if people aren't interested. Really, the group belongs to whoever joins it. Might start w/one set of ideas and it can

move to be something different. I thought we could do once every two months, a big zoom town hall meeting. Invite people and discuss a topic about cognitive accessibility. Let's say logging in, or take a topic and discuss different people's experiences. Developer concerns, industry if they're interested, but most importantly different people and their problems and issues w/a topic. We can see is it being addressed in code, or...? I think that could be a way to focus on a huge topic.

Phillip -- I'd like us to be able to come up with some proposals for new WCAG success criteria, based on common problems we might have but aren't currently addressed. Legally we are in this kind of dead zone. If it's not classed as AA or A, they think they only have to fix those two things. If we can think of anything to add as a new success criteria I think that would be worthwhile. I think that would be a valid use of our time.

Aditya -- We hear in terms of disability, autism or dyslexia seems to be the common disabilities. If we can somehow invite more people, spread awareness to have people talk about more cognitive disabilities outside of that we can have a more holistic view of what we want to solve. We have a lot of diverse individuals in terms of profession. Unless you know what the problem is you can't find the solution. Invite more people, talk about diverse disabilities.

Lisa -- We shouldn't reinvent the wheel, but we should have a look at what's been done. If we can think of ways to move it forward into next versions I think that would be good. Maybe if we as a group, if we like what the task force did, what we can do is push for a recommendation. Is there some kind of legal way to push forward? I think that distinction is quite important.

Rain -- Would like to clarify guidelines vs. guidance. It's not in testable statements that are part of WCAG. Doesn't have A, AA, AAA. It's supplemental information for people who are trying to make their products more accessible. Wouldn't necessarily end up in a

VPAT template. Typically based on WCAG, but wouldn't necessarily make it into those documents. The reason why I mentioned that, as Lisa mentioned, is it's a huge effort to get the WCAG guidelines changed. This group can help provide the evidence needed to prove these into testable statements that can be brought into the guidance/guidelines.

Lisa -- I would say that from the task force's point of view, it's a way to interact and to make sure that different people are doing what people want. It's really up to this group what we want to do. If we want to push for a different doc to be a real specification that people can take to their campaign, that's a different route.

Mark -- I think the potential between a community group that is a part of a whole and generate a voice in the community and share w/the task group, that's my point of discussion that has been going on. My perspective is very much why not reach out into different communities and share what it is that they need. If that gives us a broader campaigning approach, that would probably be my preferred option, or my instinctive approach to it.

Rain -- Lisa & Rain are temporary chairs of the task force. We should not be chairs of the community group bc that naturally creates a bit of tension. We don't want to force the community group to serve the task force. That's not the purpose of the community group. It is meant to be its own entity w/its own independent drive. Thought that we could choose between group A and group B, ask those who would like to potentially be a chair, Lisa & Rain will collect intros and ask the community to help us determine who will co-chair w/Lisa and Rain for the remainder of this year so these individuals can decide if they feel comfortable. It's a light commitment, and it gives the groups as a whole time to get to know each other and get to know a sense of who our chairs might be. That's a proposal I have.
Chair responsibilities are facilitating the conversation, making sure that the community group has the information to join the meetings, another is to facilitate our goals. As the

group decides what our goals are to help make sure that everyone knows what those are and to help the group navigate that. Project management and moving forward in those goals. The other responsibilities of chairs are helping to keep the community safe.

Aditya -- Asks how many co-chairs the group should have.

Rain responds -- At least two. In the first few months, Rain and Lisa will be co-chairing to help as we all get settled. Two chairs from each time zone so there can be alternating running meetings, a little bit less responsibility. Chairs will have to clearly help each other understand who is responsible for what.

Rain -- If you are potentially interested in chairing, please reach out to me or Lisa.

Aditya & Mark -- Meetings every couple of weeks for now, then push back to once a month depending on workload?

Things individuals can do now:

- Review https://www.w3.org/TR/coga-usable/
- Think about your goals
- Consider becoming a co-chair

Group B: 2021-09-13

Attendees: Lisa, Szu, Ciara (Kiki), Edward, Rain
Notetaker: Rain

Round of introductions

Key thoughts that came up during intros

- Anything that we do to make the internet more accessible for people with cognitive disabilities is helping everyone

What would we like to get out of this, and open questions

Edward: finding many interfaces to be shockingly difficult. Are there any international standards that people seek to make their sites compliant to?

- WCAG is this standard as best we have
- Szu pointed out that the best way is to submit feedback to the source site with a narrative

Lisa: pointed out that the Content Usable document would be a good starting point to see what is missing, what haven't we captured? https://www.w3.org/TR/coga-usable/

Also hoping that this is a place for people to get together and talk about what goes wrong and right in their use of the web (good and bad experiences) and is this covered by content usable?

Community outreach

Town Halls - every couple of months open session discussing a topic (like issues of logging into a website, or around personalization, or others)

Mentioned that the shorter life expectancy for people with learning disabilities, one of the main causes is the inaccessible information and access to health care -- how can we get content usable out to critical services like health care or banking? If people have to ask their kids to help, then it is not accessible, which becomes a human rights issue

Kiki: ask and orient how to bring ourselves together

Szu: Round tables where people demo products or experiences and have open conversations of how facing challenges, or how those challenges are overcoming, or to share that a specific product may be difficult; use this to create examples and demos

Edward open to do a round table next meeting with challenges.

Kiki: mentioned that the current material is really difficult because it all comes from text. Spoke about how the text can be overwhelming especially when trying to create feedback.

UN Convention on Human Rights of Persons with Disabilities

We have until the end of this month to give notes:
https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html

Really important because countries ratify this document. Problem is that sometimes people with learning and cognitive disabilities are missed out from these definitions. WHO has put a lot of learning disabilities have been put under mental health. What this means is that funding is differently allocated, and assistive technologies can be left out of funding. These documents are worth going through to make sure that what people with cognitive disabilities are properly included in the definition and accommodations. We can collect comments as a community, and that probably has the most weight.

New meeting time, 2 or 3 hours later (to be determined)