Yun: Retired professor with low vision, hand tremors, and short-term memory loss

COGA input needed by this Wednesday at 6pm ET

- EO asked COGA to consolidate our feedback instead of submitting asynchronously via the survey.
- Please use margin comments:
  - If you have any objections to the changes we're suggesting in red or to the explanations for these changes
  - If you think anything that is absolutely essential is missing from our feedback

Links to EO's current versions:

- Yun video script: https://wai-people-use-web-videos.netlify.app/people-use-web/videos/stories/yun/
- Yun user story: https://deploy-preview-113--wai-people-use-web.netlify.app/people-use-web/user-stories-nine/

EO summary

- Male
- Older adult
- Low vision (acquired)
- Tremor (acquired)
- Low short term memory (acquired)
- Uses computer
- Uses mobile phone

- Uses larger text
- Uses larger click areas
- Uses browser auto-complete

EO script

Sequence	Audio	Visual	COGA reasoning
1	Hello! I'm Yun. I'm a retired architect and professor. Life moves slower now that I'm retired, and I think my body does too [laughs]!	We see Yun speaking directly to us viewers [documentary style into the camera]. We briefly see a total of Yun, who is an older adult. [Viewers might his stronger glasses and hand tremors.]	
2	I see less and hear less than in my young days. Also, my hands shake a little. My grandchildren live far away, so we see each other online instead. We also write each other and send pictures and such. It's so much easier and quicker than going to the post office every time [chuckles].	[New scene.] We see Yun (at home) in front of a computer with a webcam engaged in an online meeting with his grandchildren (possibly also his daughter, depending on filming logistics).	
3	My trouble is all this small text on different websites! Why do	[New scene.] We see Yun using the same computer as in the	

	they write so small? I know how to make the text size bigger but it doesn't work with all websites. And sometimes the text is light gray and is very hard to see. Sometimes everything seems to break down – the text overlaps or goes somewhere else or disappears completely. Or, I have to scroll sideways to read – I don't have time and energy for that [chuckles].	previous scene, only this time reading a newspaper online. The text looks very small, and Yun uses browser setting or keyboard shortcut to increase the text size. The website starts breaking (overlapping and disappearing text, and horizontal scroll bars appear).	[MEDIUM] In addition to trouble seeing small text, consider adding a sentence about having trouble seeing light-gray text or other light-colored text.
4	Same with apps. My daughter showed me how to make the text bigger on my mobile phone. I can't see without that on such a small screen. But the banking app is still all small~~, not like the other apps! I need to use that app to log into my bank account. I already called them several times about this nothing happens.~~ That's one reason I stopped trying to use the bank app. The other reason is because I can't remember the password. I get told it is blocked because of too many mistakes. I am switching to my daughter's bank so that she can help me. She can also help me find things in my account, as I can't	[New scene.] We see Yun using a mobile phone with noticeably larger text and icons on the screen. We see Yun launching a banking app that has small text. We see Yun squinting and holding the phone more closely to read the text on the app.	[HIGH] Add to this 4th scenario or to the 5th or 6th scenario something about trouble remembering how to log in, remembering passwords, etc. Otherwise, Yun's entire doesn't really dig into his problems with memory—it only says very briefly that in the 6th scenario that he has trouble remembering his credit card number. [MEDIUM] Consider adding a line or two about Yun struggling to use the web to make doctors' appointments or some other aspect of Yun's medical needs.

	remember how to find my way around I have the same problem on my doctor's site, where I need to make an appointment and the steps are hard to remember and they keep changing what I need to press. I really wish all this critical information was easy to find so that I did not need to ask my daughter's help.		
5	It's not only reading, though. When the text is small, all the buttons and links are also small. Sometimes tiny! Especially on forms where you have to click and select all these things – it's hard with my hands, they don't behave like they used to. And sometimes I do not know what to click on. Sometimes I click on something I think is a button but it is just a title. Sometimes things move while I am trying to use them and sometimes they just disappear. I need to know how to get back to where I was previously, before I made a mistake. My daughter showed me how to get the controls back, but I have forgotten again. I am embarrassed to ask her again.	[New scene.] We see Yun back again on the computer from scenes 2 and 3. He is now subscribing to a newsletter and needs to click small checkboxes and radio buttons (they do not have labels, so that the text of these controls doesn't serve as click area).	==[MEDIUM]== In addition to small text that is hard to see and small buttons that are hard for shaky hands to press, emphasize Yun's confusion over what to click on—buttons that look like text, text that looks like buttons, etc.

==[MEDIUM]== Given Yun's hand tremors, consider showing him and/or having him describe his confusion when any tooltip or new text pops up while hovering over the web page, especially when the text size is large and requires scrolling. |

			Consider adding a line about Yun needing predictable back or undo features so that he knows exactly where he was previously, before he made a mistake.
6	~~But sometimes websites work well!~~ Our grocery store now has an online shop, ~~which is fantastic — I don't have to carry all the shopping anymore [chuckles].~~ which is helpful because I fell recently and can't walk far. My daughter says the site is safe for me to use. I get many emails and phone calls from scam artists so I like to check with my daughter first before I do anything new on the computer. The grocery store's text is big and it has big links and buttons. It just seems clearer and easier to find things – everything is where it should be on every page. I can also store my address and credit card numbers because I have difficulty remembering them. But somehow the computer remembers my information for this website anyway – all I have to do is select the address or	[New scene.] We see Yun using the same computer as in the previous scene, only this time he is shopping in an online store. It has generous click areas (e.g. the entire image and label for products) and big "next" and "back" buttons during the purchase process. We see Yun selecting his address and credit card number from previous entries stored in the browser, as we hear the narration describe this.	[MEDIUM] Given Yun's advanced age and trouble using other websites, consider making him reluctant to switch to a new way of shopping for groceries. We suggest he makes the switch because a recent fall makes it hard for him to walk to the store like he usually does. [MEDIUM] Consider adding a line or two about Yun being uncertain about using a new site and only feels confident if his daughter tells him it's safe/not a scam.

	credit card numbers without typing them each time. But I often do not buy everything I need because I can not find them. Where they put things just doesn't make sense to me. If I could get everything I need, I would only shop here. I wish all websites could be that easy.		[MEDIUM] Consider adding that not all grocery items are easy for Yun to find. This is a common problem, especially for users who may be overwhelmed by lengthy search results and/or have less patience with clunky navigation systems.
7	All this has one thing in common: your design can include me or exclude ~~people~~ me.	[New scene.] We see Yun speaking directly to us, as in the first scene [documentary style into the camera, in the same style and continuing the first scene].	[LOW] COGA suggests using "me" or "people like me" in the tagline in all of these videos. The tagline will be more compelling if it is more personal.