

Collaboration Tool Accessibility Feedback (previous comments from November 2022 and earlier. **No longer being updated.**)

This document is no longer the location to add your comments. Please use:

[CTAUR with COGA Comments - Drafting Space December 2022](#)

Previous purpose of this document:

The purpose of this document was to collect feedback from the COGA Task Force on the document linked below. Also, it is to ensure that information the COGA Task Force gathered in previous documents is included.

This document contains feedback on: [Collaboration Tool Accessibility - Research Questions](#)

[Task Force https://www.w3.org/WAI/APA/task-forces/research-questions/wiki/Collaboration Tool Accessibility](https://www.w3.org/WAI/APA/task-forces/research-questions/wiki/Collaboration_Tool_Accessibility) **This is**

just the home page - the working draft is at

<https://www.w3.org/TR/ctaur/>

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Next Steps (see next steps in the [CTAUR with COGA Comments](#) document for current list. This section is out of date)

1. Review the following pages and documents:
 - a. [COGA wiki page: Tooling](#) (wiki started by Steve Lee in 2020 capturing the task force reported issues)
 - b. [COGA Google Doc: Issues Using W3C Tools and Processes](#)
 - c. [COGA wiki page: Feedback on CTAUR](#) (created by Rachael when we needed to have an initial response)
2. Capture any issues not included in COGA wiki page: Feedback on CTAUR from:
 - a. COGA wiki page: Tooling
 - b. This document
3. Add those issues in a Google Doc (yet to be created)
- 4.

5. : Call should include Shawn, John,eric, David, Jennie, and Lisa
6. Have COGA members review? Or, have small group review?
7. Add those issues onto COGA wiki page: Feedback on CTAUR
8. If time, also add information from:
 - a. [COGA Google Doc: Issues Using W3C Tools and Processes](#)
 - b. **[inclusive meetings]** (note not all of this received consensus - but that is logged in the comments)
 - c. [COGA Google Slides: How to Work with COGA presentation with extra slides](#)
 - d. [COGA Google Doc: COGA Review of Accessible Meetings](#)
 - e. [COGA Google Doc: Inclusive Groups](#)

Instructions to COGA

Please use “suggesting mode” when editing.

Or, feel free to add comments into this document.

All COGA contributions are welcome, including questions!

General Feedback

- Terms like operational transformation need a glossary. Even people active with deployment of these tools may not be familiar with this phrase. Noting for those that need the definition: this includes concepts from advanced collaborative software systems. Includes locking and unlocking documents, conflict resolution, operation notification, compression, etc.
- Title suggestion from COGA meeting 10/6/22: change title to Collaborative Editing Tools

Editorial Issues

- Empty bullet at top of page

Scope

- Request to add:
 - connections to other tools within a related set (not from another company).
Example: if a document collaboration tool has features that integrate with the same collaboration tool maker's email programs, project management tools, etc.
- COGA requests (from 10/6/22 meeting) the addition of information about what is out of scope.

Content suggestions

Suggest adding:

- Add to Developer guidance: applicability of Making Content Usable
- Add to Content authoring: applicability of Making Content Usable
- Add to AT-specific tools: text to speech tools, reading support tools. Example: Immersive Reader in Microsoft Tools. These need to be available to be used in all applicable features, including comments.
- User guidance - instructions and training are essential. 2 subgroups:
 - Users on how to use the tools themselves
 - Best practices for equitable and accessible contributions

Typical Features of Collaborative Editing

- Request to add:
 - Add to real-time notifications: ability to change method for receiving notifications (audio, pop-up, email, banner notification) for
 - Presence of others who are editing the same content
 - Updates to the content
 - Notifications available to end user: settings, format of delivery, ability to determine from notification exact location in area being updated.
 - JK- the statement “a collaborative editing system may be WYSIWYG or based on direct editing of a markup language.” could be more clear. There is a real-time aspect here which may be more important distinction rather than the antiquated WYSIWYG acronym which is dated and doesn’t really apply.

Some Issues of Accessibility

- Request to add:
 - Ability to determine storage location of collaboration space
 - Breadcrumb style information may not be present within a collaboration space. This may be important for wayfinding.
 - Notifications about updates to the collaboration space should include ability to determine storage location. This may help with determining which group this belongs to, as people can be on multiple teams.

- Functional needs: memory, executive function.
- Awareness of collaboration spaces (documents) you are invited to, and that they are being updated
 - Need to access a list of all collaboration spaces
 - Need to determine which are actively being used
 - Functional needs: memory, planning
- Moving content:
 - it can be difficult for some to place their cursor in a location and edit while multiple people are editing within the same information.
 - This can also make it difficult to review content, consider edits, draft content.
 - Functional needs: memory, focus, processing speed.
- Ability to navigate from notification to the specific area in the content.
 - Sometimes the notifications only include a snippet. The location identified within the notification may be less clear to the user once they open the content.
 - Functional needs: memory, ability to alternate tasks, processing speed.
- Visually identifying content related to a comment
- Ability to follow long comment threads:
 - Long comments or comments that have many responses become visually separated from the content being discussed.
 - Functional need: memory
- Ability to control visual "noise":
 - Many visual changes can be occurring within a collaboration space
 - Need ability to toggle each kind on and off
 - Functional needs: focus, task switching
- Density of structures:
 - Multiple reply levels may make following a conversation, navigating between the levels difficult.
- Need for summaries. Examples:
 - List of comments and revisions you made. Rationale: coming to a meeting, needing to discuss your comments or revisions in a document.
 - Items marked resolved. These can be difficult to track, understand how/why they were resolved.

- Ability to mark for yourself which items need you to follow up:
 - Notifications sometimes get marked "read" but do not have a way for you to remember to come back to them. Reviewing them does not necessarily mean you have accounted for them in your personal to-do list. You may need to review multiple times to ensure you understand, make a plan of what to do, complete that task.
 - View of just the items you need to follow up on, both from notifications, and the ones you have identified.
- Functional needs: memory, planning, task switching.
 - Short critical path

Proposed Accessibility Requirements

General

- Request to add in each place that assistive technologies is listed (and appropriate): and able to be visually detected.
 - Example: How to display comments may use only an unfamiliar icon. This may be missed by some people with cognitive disabilities, even if the item is appropriately announced to assistive technologies.
- Request to add in each place that assistive technologies is listed (and appropriate): including accessibility features that provide cognitive support.
 - Example: in comment, sometimes the reading support tools do not work with comments.

Comments/Annotations

- Comments may need to have a separate viewing mechanism (example: different window) to better support readability, and maintain focus in the main document on the specific content being discussed.

Presenting Revisions

- Reading support tools, such as accessibility features within the collaborative tool, must be able to apply to revisions.

Examples of Specific Tools