Design Requirements

Introduction **More** ⬊

Theme 1: Help all users understand content and UI elements, their purpose and utility.

User testing: Does the user understand what each element is and how to use it? **More** ⬊
User stories: Does the user understand what each element is and how to use it? **More** ⬊
Design requirements: Does the user understand what things are and how to use them
- Make the purpose of your page clear **More** ⬊
- Make each step clear **More** ⬊
- Clear visual hierarchies with related items grouped together **More** ⬊
- Use small chunks of text **More** ⬊
- Chunk Media   **More** ⬊
- Each region and its controls can be clearly recognized **More** ⬊
- The toolbars and controls are visible or easy to find **More** ⬊
- Sub-menu items that are clearly associated with the main menu items under which they fall.   **More** ⬊
- Support personalization of symbols and controls   **More** ⬊
- Support simplification   **More** ⬊
- Use a design that the user is likely to recognise and understand **More** ⬊

Theme 2 - Use clear and understandable content and text
User testing: Does the user understand text and content? **More** ⬊

User stories: Does the user understand text and content? **More** ⬊

Design requirements: Does the user understand text and content
- Use clear words **More** ⬊

- Use a simple tense and voicing **More** ↘
- Do not use double negatives or clauses inside clauses **More** ↘
- Use literal language **More** ↘
- Separate each step in instuctions **More** ↘

Mock up with element open (1)

Theme 1: Help all users understand content and UI elements, their purpose and utility.

User testing: Does the user understand what each element is and how to use it? **More** ⬊
User stories: Does the user understand what each element is and how to use it? **More** ⬊
Design requirements: Does the user understand what things are and how to use them
- Make the purpose of your page clear

-- **Less** ⬉

Make the purpose of your page clear
Use a clear title or heading that summarizes the purpose of a page, or other clear signposts that have been _tested by users with cognitive disabilities_.

How it helps

This helps many people, including those with poor memory, attention, or anyone who is easily distracted. This includes people with age-appropriate forgetfulness, or Attention Deficit Disorder (ADD).

For example, someone with mild dementia is using online shopping. They get distracted and then when they look at the screen again they have forgotten what they were doing. Put a clear heading at the top of each page that shows clearly **what the page is about and what they are doing**.

More details

Heading need to clarify the purpose of this specific page

Examples

Success example: Headings tell me exactly where I am

Welcome To Government To Government Services Online

Online Services Availability

Monday–Friday: 5am–1am EST
Saturday: 5am–11pm EST
Sunday: 8am–11:30pm EST

Government to Government Services Online (GSO) is a suite of applications enabling governmental organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must be registered to use any service included in the GSO suite of applications.

Log in to GSO

Government to Government Services

Birth and Death Reporting
A mechanism for state and jurisdiction bureaus of vital statistics to submit birth and death information to SSA.

Black Lung Part B and C Reporting
A mechanism for the Department of Labor to submit Black Lung Part B and Part C information to SSA

Failure example: Service not available…. what service?
I have to remember what I was doing to know what service this is about.

This service is not available at this time.

Please try again during our regular service hours (Eastern Time):

Day	Service Hours
Monday-Friday	5:00 a.m. - 1:00 a.m.
Saturday	5:00 a.m. - 11:00 p.m.
Sunday	8:00 a.m. - 11:30 p.m.
Federal Holidays	Same hours as the day the holiday occurs.

If you need immediate assistance:

You may call us Monday through Friday: 7:00AM - 7:00PM at:

1-800-772-1213

If you are deaf or hard-of-hearing, call our toll-free TTY number:

1-800-325-0778

Exit

Technical Resources and History: More technical details and testable wording proposals are available at:

On ull/10)coga github: clear-purpose.html
wcag issue 55 https://github.com/w3c/wcag21/p

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- Make each step clear **More** ↘

Mock up with element open (2)

Design Requirements [(how to use this page)](how to use this page)

Introduction

Theme 1: Help all users understand the interface and design.

User testing: Does the user understand what each element is and how to use it? **Open** ⌄

User stories: Does the user understand what each element is and how to use it? **Open** ⌄

Design requirements: Does the user understand what things are and how to use them

- **Make the purpose of your page clear**   **CLOSE** ⌄
- Make each step clear **Open** ⌄
- Clear visual hierarchies with related items grouped together **Open** ⌄
- Use small chunks of text **Open** ⌄
- Chunk Media   **Open** ⌄
- Each region and its controls can be clearly recognized **Open** ⌄
- The toolbars and controls are visible or easy to find **Open** ⌄
- Sub-menu items that are clearly associated with the main menu items under which they fall.   **Open** ⌄

- Support personalization of symbols and controls **Open** ⌄

-- **Close**↖

Design requirement: Make the purpose of your page clear

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More details

Heading need to clarify the purpose of this specific pag

--- **Close**↖