# **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 \( \text{More} \)
- Support personalization of symbols and controls More 

  More 

  ✓
- Support simplification 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

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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 <u>tested by users</u> <u>with cognitive disabilities</u>.

## 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**

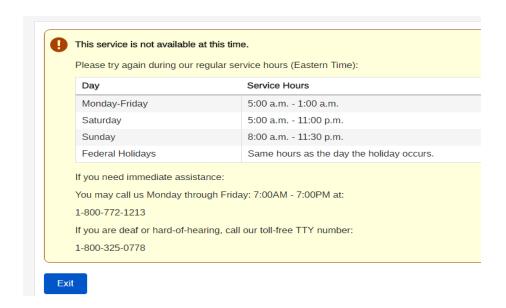
A mechanism for state and jurisdiction bureaus of vital statistics to submit birth and death information to SSA.

#### 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  $\varsigma\varsigma \Delta$ 

**Failure** example: Service not available.... what service?

I have to remember what I was doing to know what service this is about.



**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)

## 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
- 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

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 th	nis specific pag
		Close ⊼