

## Locate the user in the service journey

This is a test of new potential Silver content. It may or may not go into Silver, it is being used to test the concept of new guidance that is difficult to test. The idea and some text comes from [Design Patterns for Mental Health](#) with thanks to Dr. Dave Swallow for his blog post: [A web of anxiety: accessibility for people with anxiety and panic disorders \[Part 2\]](#).

# Silver Information Architecture Prototype Guideline Template

## Original

New

## Highlight Where People Are

Short Description: Locate the user in the service journey

Long Description: People with disabilities, and all people are helped when they can orient themselves. Show them what they have accomplished so far, and prepare them for next steps. Avoid being overly specific in the visual representation of the journey to avoid clutter.

Expected Outcome: A user will know how many steps are in the task they want to accomplish, their current location, the number of steps they have completed, the number of steps they have not completed yet.

Related Methods

- Method 1 (HTML): Inform the user what step they are on.
- Method 2 (Mobile): Mobile app informs the user what step they are on

## Method(s)

### **Method 1 (HTML): Inform the user what step they are on.**

Short Description: In a multi-step service journey, there is semantic HTML that informs the user the number of steps in the process and what step they are currently on.

Long Description: People with disabilities, and all people are helped when they can orient themselves. Show them what they have accomplished so far, and prepare them for next steps. Avoid being overly specific in the visual representation of the journey to avoid clutter. Make sure

that you use semantic HTML that can be easily interpreted by assistive technology like screen readers.

Examples:

```
<title>Select your location</title>
...
<ol>
  <li><a href="/doctorTypeSelect">Select the doctor
  specialty</a></li>
  <li>Select your location</li>
  <li>Choose a doctor</li>
  <li>Book appointment</li>
  <li>Confirm appointment</li>
</ol>
```

Tests:

1. HTML ordered or unordered list of steps exists where the current page title matches only one of the steps.
2. Checkout process accordions are present (search for headings with checkout process steps). The current page title matches only one of the steps.
3. Task-based assessment: A user who is unfamiliar with the product is asked to complete the service process (e.g. book hotel reservation, e-commerce checkout, register for a new account, and more). As the user progresses through the process, can they identify:
  - a. where they are in the process, and
  - b. how many more steps to completion
4. Testing with people with disabilities. A person with cognitive, low vision, or no vision disability is asked to complete the task. The test administrator ranks the ease with which they could identify where they were in the process. The person doing the testing also ranks the ease that they could identify where they were in the process.

Associated Tags: [Static Web, Design, Development, Understandable]

## **Method 2: Mobile app informs the user what step they are on**

Short Description: In a multi-step service journey on a mobile app, there is text or a labeled series of images that informs the user the number of steps in the process and what step they are currently on.

Long Description: Even though screen real estate is tight, users need to know where they are in a process. A progress bar that gives their location in the process, or a series of images labeled for assistive technology that informs the user where they are in the process.

Examples:

A progress bar in an ecommerce checkout site

Tests:

Does the progress bar or visual indication exist and is properly labeled for assistive technology?

Associated Tags: [Mobile, Design, Development, Perceivable, Understandable]

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## **Questions to ask yourself to assess your draft:**

- Is the Style Guide understandable to follow? Yes.
- Did the outcome match the instruction? Yes.
- Did the particular success criterion that you chose to re-write present a challenge to this process?

Yes, because there are not existing tests, and I'm not familiar with scoring of task-based assessment tests. I wanted to say what the minimum score had to be to pass.