

tone

content usable V2 edits

Suggested rewriting for editors

Status update summary

- ~~Proposal 2 needs a pull request (Done)~~
[Proposal 2] **4.3.2 Make the Site Hierarchy Easy to Understand and Navigate (Pattern)** this pattern what to do bulleted list needs review
- [Proposal 8.2] needs rework
- [Proposal 11] clear controls changes were put back -needs to be reworked with rain etc
- ~~Data Loss section needs three fixes (Done)~~
- John can review the new editors draft **4.3.3 Use a Clear and Understandable Page Structure (Pattern)**
(may be done anyway as community feedback mentions it)
- Go though this document and clarify what to be done
- Editorial review to be done where there is an **editor's note**
- Wherever links are missing for the terms (cognitive and learning disabilities, etc need to add <a> tags.
- For the pattern short critical paths, user need needs to be replaced by correct user need for the pattern

Instructions

- Copy over the template / example section in the suggestions and change it as needed
- Copy over the section from <https://www.w3.org/TR/coga-usable/>
- Add in suggest mode the change.

Example (Template)

Heading: Add heading here

| | |
|--|---|
| Section to change | 4.2.3 |
| Editor | <i>Rashmi</i> |
| Source document | https://docs.google.com/document/d/1K4tI9SV4lsDXzCdaEAXExeL3f061__Sy06lfGV9mLvY/edit#heading=h.qn1vctt0b01p Section |
| Status (Move to github/ review/ proposed) | |
| Notes | |

Add text from content usable here.....

Suggestions

(Add suggestions here using the example above)

- **Copy the template / example section to here, and change it as needed**
- **Copy over the appropriate section from <https://www.w3.org/TR/coga-usable/>**
- **Add in suggest mode the change.**

Heading: Example!!!

Proposal 5,6,7 (Provide Search Pattern)

| | |
|--|---|
| Section to change | 4.3.6(Provide Search Pattern) |
| Editor | <i>Rashmi</i> |
| Source document | https://docs.google.com/document/d/1K4tI9SV4lsDXzCdaEAXExeL3f061__Sy06lfGV9mLvY/edit#heading=h.b3qyg4vvkf1 Sections- What to do,How it helps, Examples |
| Status (Move to github/ review/ proposed) | <ul style="list-style-type: none">• Merged with main branch with editorial note• Lisa's Github comment -"Avoid criteria are less appropriate to all content such |

| | |
|-------|--|
| | <p>as: >A search has lots of results but the user has no way to filter them.” [Pending]</p> <ul style="list-style-type: none"> • Added to github • Added Editorial note:”This pattern has been changed, editorial review is needed.” |
| | <ol style="list-style-type: none"> 1. Github link -https://github.com/w3c/coga/blob/MH_Proposals/design-guide/o2p06-search.html 2. GitHub Comment |
| Notes | New content is in yellow or pink |

4.3.6.2 What to Do

Proposal 12 - Fear of time out adds to anxiety which reduces cognitive function

| | |
|--|---|
| Section to change | <u>4.5.9 Avoid Data Loss and “Timeouts” (Pattern)</u> |
| Editor | <i>Rashmi</i> |
| Source document | https://docs.google.com/document/d/1K4tI9SV4lsDXzCdaEAXExeL3f061_Sy06lfGV9mLvY/edit#heading=h.xb1yat8vf1ji Sections- What to do,How it helps |
| Status (Move to github/ review/ proposed) | <ul style="list-style-type: none"> • Merged with main branch with Editorial note • Moved to github • Added Editorial note - “This pattern has been changed, editorial review is needed.” • Github Link: https://github.com/w3c/coga/blob/MH_Proposals/design-guide/o4p09-data-loss.html |
| Notes | New content is in yellow or pink |
| | |

Proposal 11 -Make links and controls labeling explicit

| | |
|--|--|
| Section to change | <u>4.2.5 Clearly Identify Controls and Their Use (Pattern)</u> |
| Editor | <i>Rashmi</i> |
| Source document | <u>https://docs.google.com/document/d/1K4tl9SV4/sDXzCdaEAXExeL3f061_Sy06lfGV9mLvY/edit#heading=h.75nudb33pag5</u> Sections - What to do, How it helps, Example (Use and Avoid) |
| Status (Move to github/ review/ proposed) | <ul style="list-style-type: none"> • Note this is not updated. Needs a lot of work • Rashmi to set up a call to discuss changes with Rain John and wider TF [Pending] • Removed all updates related with visible label and explicit label for links from Github • Rashmi to look over meeting notes, and recheck what is suggested with good research. [Done - see row with Notes] • Moved to GitHub • GitHub Link - <u>https://github.com/w3c/coga/blob/MH_Proposals/design-guide/o1p05-clear-controls.html</u> • <u>GitHub Comment</u> |
| Notes | <p>New content is in yellow or pink</p> <p>Discussion on COGA meeting (<u>Meeting Minutes 13-01-2025</u>)</p> <p>See the comments associated to the point “Text labels are visible, unless a ubiquitous, commonly known icon is used.” in what to do section</p> |

[\[Meeting Minutes for Proposal 11 Discussions 22nd Jan 2024\]](#)

[See Edits as per The version on January 22, 10:14 PM of the document “[Proposed pattern and changes for Content-Usable version 3](#)”] -

Takeaway- It was decided to add the sentence “ links and controls should have clear visible labels” with some editorial improvements in the version as dated above

Example of Explicit labels in study - <http://schizophrenia.com/>

On this page most links contain the word Schizophrenia

ALSO

Add to **4.2.5 Clearly Identify Controls and Their Use (Pattern)**

4.2.5.2 What to Do

Use a clear and recognizable design for controls. Make it clear what elements are controls and how to use them.

This includes:

- Using a common style on controls (for example, links being underlined).
- Using common design patterns on links and controls (for example, clicking on a link takes you to the page).
- Making the borders of controls clear. Links in text do not need borders if identified properly (for example, a help icon has a border).
- Making controls large enough so that users can click on it and not the item next to it.
- Ensuring items that are not clickable do not look like links or controls.
- Labels, linked text and accessible names for links and controls are easy to understand, clear and unambiguous.

TWhen this is not possible, provide instructions that explain how to use the control. Instructions should be on the same page or one click away and written in [easy to understand language](#).

4.2.5.3 How it Helps

Controls are parts of web pages that do something, e.g. a link, button, checkbox. Common style and design patterns on controls are easier to recognize and understand how to use it.

The goal of these controls is to allow someone to use them. As soon as the user needs to discover the control or work out how to use it, some users will fail.

For example, an older user with [age-related forgetfulness](#) takes longer to learn new designs. They go to an ecommerce site that has boxes around the headers such as “sale”. It also has simple large text for controls such as the “add to cart” button. The user clicks on the headings and not on the “add to cart” button (that looks like text). After a few failures they assume they cannot manage it and leave the site.

Some users have trouble when controls have a different look, color, or shape than they have used before. For example, when links do not have underlines and blue or purple text some users will not know there is a link (even if this appears with focus).

If you have difficulty with memory, it can be harder to use unique controls. It may take longer to find controls on the page. Even if they work just a little differently than similar ones, some users may need to relearn how to use them each time.

People with mental health and cognitive challenges may also have other disabilities. They may have issues with fine motor skills, rapid information processing, and fine motor coordination (e.g. clicking small radio buttons, operating a computer mouse, scrolling, etc.). Using large controls and fonts and less scrolling may help.

Using typical controls on the page will help people know how to use them. When using more unique controls, include easy to follow instructions and make them easy to find. It should be easy to identify, understand, and use the controls, regardless of how a user uses the page (vision, auditory, voice input).

4.2.5.5 Examples

Use:

1. Standard blue and purple link colors or links with an underline and distinct text color (the link text color used is not used for static text on the site).
2. Buttons with a standard button design (3D rectangles) that support the standard user actions and make it clear when they are pressed.
3. Tabs that look like tabs and make it clear when they are selected.
4. Links and controls that have properly associated, clear, unambiguous, visible labels unless a ubiquitous, commonly known icon is used..

Avoid:

1. Links without an underline.
2. Links that have the same color as static text on the site, even if the links have a clear focused state.
3. Lack of labels and clear link text.

Proposal 2 : Limiting the Topics/Subjects covered per page(Add sentence or paragraph)

| | |
|--|--|
| Section to change | <p><u>4.2.1 Make the Purpose of Your Page Clear (Pattern)</u> Section - How it Helps</p> <p><u>4.3.2 Make the Site Hierarchy Easy to Understand and Navigate (Pattern)</u> Section -What to do</p> |
| Editor | <i>Rashmi</i> |
| Source document | <u>https://docs.google.com/document/d/1K4tI9SV4lsDXzCdaEAXExeL3f061_Sy06lfGV9mLvY/edit#heading=h.mkbsdebx54wj</u> Section What to do and how it helps |
| Status (Move to github/ review/ proposed) | <ul style="list-style-type: none"> • Merged with main branch • Moved to github • review needed. • Add changes to <u>new branch</u> • -[Need to make new a branch when current pull requests are approved] • New content is in yellow or pink |
| Notes | [Old GitHub Changes in <u>o1p01-clear-purpose.html</u>] |

4.2.1.2 What to Do

Help the user know the purpose of the content. 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 and learning disabilities](#).



4.2.1.3 How it Helps

This helps many people, including those with impaired memory and attention as well as anyone who is easily distracted due to [age-related forgetfulness](#) and [AD\(H\)D](#).

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. A clear heading at the top of each page shows clearly what the page is about and what they are doing.

In another example, a user with [AD\(H\)D](#) is looking for information in a video. They can tell by the video title that this video has the information they need.

For this pattern to be useful each page must have a clear purpose. It works best when each page covers a single unifying topic. (See 4.3.2 for more details.)

Add to

4.3.2.2 What to do

Make it easy to understand and use the site hierarchy and the menu structure.

This includes:

- Think about the topics covered in your content. Then organize the site into logical, cohesive sections.
- Use the site organization in the main menu structure.
- Create sub-menu items that are clearly and logically associated with the main menu items under which they fall. It should be easy to know that sub-menu items are there and how to get to them. Users should guess correctly, the first time, where to find sub menu items.
- **Have each page or screen have a single purpose and a limited number of topics. Ideally a page or screen will have one main unifying topic.**

Make it easy to identify:

- the site organization,
- the menu and content structure,
- that there are sub-menus and,
- if there are sub-menu items, how to reach them.

Proposal 9 -Few navigation areas

| | |
|---|---|
| Section to change | 4.3.3 <i>use-a-clear-and-understandable-page-structure-pattern</i> |
| Editors | Rashmi |
| Source document | https://docs.google.com/document/d/1K4tI9SV4lsDXzCdaEAXExeL3f061_Sy06lfGV9mLvY/edit#heading=h.8hhzi7imvtyy Sections- What to do, How It Helps,More details, Example(Avoid) |
| Status (Move to github/ review/ proposed) | <ul style="list-style-type: none">• Merged with main branch with editorial note• Added editorial note :”This pattern has been changed, editorial review is needed”• Added to GitHub with Notes for John to review• GitHub Link: https://github.com/w3c/coga/blob/MH_Proposals/design-guide/o2p03-page-structure.html• review needed.[Pending][Done]• New content is in yellow or pink |
| Notes | [GitHub changes in o2p03-page-structure.html] |

4.3.3.2 What to Do

Carefully design the layout of the page. Make sure it has a clear structure and hierarchy so that it is easy to understand and navigate.

This can be achieved by:

- having a single clear purpose on the page
- organizing the page content into logical sections, and
- limit the number of topics per page,

- limiting the number of navigation areas that group links related to a specific topic (such as related resources, related content etc),
- clearly differentiating regions using dividing lines, whitespace, and background colors,
- providing headings and other visual cues to indicate the structure and purpose of the regions,
- making any relationship between regions of the page clear, and
- using visual indicators to help people understand:
 - structure and relative importance of the page content,
 - the grouping and association of items, and
 - when items have a different purpose to surrounding information.

4.3.3.3 How it Helps

People with cognitive and learning disabilities, aging and SMI (Severe Mental Illness) may not be able to use content and applications when the page structure and relationships are unclear or overwhelming. The user may not complete tasks and miss key information. The user may not return to pages that are complicated to use and understand.

Clear, well organized page layouts enable users to easily find key information. They can focus on their tasks instead of working out what is on the page. Using a standard visual layout, and positioning elements consistently, will help users rely on muscle memory and use them. This supports people with disabilities that impact their problem solving skills, slow readers, or people who get overwhelmed when presented with a lot of text. This includes:

A good structure: Organization of page content into sections, each with an obvious purpose, allows users to more easily locate and focus on the sections they need. Content that is not directly relevant to the main purpose of a page should be distinctly separated.

Use borders and shading to group: Grouping information using a border or color shading makes it easier for people to identify groups.

For example:

[image of the dots]

Figure: Example of grouping with shading and borders.

Visual cues: People who have difficulty recognizing or comprehending written language or concentrating, can find graphical cues easier to process. Examples of common graphical indicators and visual cues include:

- grouping summaries of content,
- using a card design using colors or white space,
- flagging important information, such as using call out boxes, and
- indicating different types of information, such as placing quotes in speech bubbles.

Navigation areas: Ensure each page has navigation areas that are easy to find. Ensure that users know what to expect in each area. It is also important that users know what to ignore. Using fewer navigational areas can improve simplicity. If you have many navigation regions, ensure they are clear and accessible, so that users are not overwhelmed.

4.3.3.4 More Details

If pages have a lot of content, check that content is grouped and you can see what is related.

Making regions and a clear page structure can include:

- Clearly label content categories, and use familiar visual cues and icons. This will help recognition and retrieval rather than rely on memory. The background color can be a clear divider if the contrast is strong enough.
- The heading structure should create an outline of the document that could serve as an abstract of the whole document.
-

Icons should be used consistently. It is also important the graphical indicators do not clutter the interface. Too many icons can add to the cognitive load for users to process. Examples of clear dividers include high contrast borders or white space. A change in background color can be a clear divider if the contrast is strong enough.

4.3.3.5 Examples

Use:

1. Well separated sections of content. White space, borders, or call outs are used to separate sections.
2. Headings and icons to help define sections of content. This organizes the information on the page so it is easier to understand the layout and find specific information.
3. Call outs boxes.

Avoid:

1. Dense text, with little white space.
2. Unclear page structure and hierarchy.
3. Lack of visually differentiated sections.
4. Sections without headings or icons that define sections. For example: A web page has chunks of content run into each other with a “flat design”. Many users with cognitive disabilities will find it challenging or impossible to work out which chunks belong together. Thus, all the benefits of chunking content are lost.
5. Groups and page sections that are not logical.

Proposal 10 -Simplify complex purchasing processes(Can be added as an example)

| | |
|--|--|
| Section to change | Add to 4.6.2 https://www.w3.org/TR/coga-usable/#make-short-critical-paths-pattern |
| Editor | <i>Rashmi</i> |
| Source document | https://docs.google.com/document/d/1K4tI9SV4lsDXzCdaEAXExeL3f061__Sy06lfGV9mLvY/edit#heading=h.qn1vctt0b01p Section User need, How it helps |
| Status (Move to github/ review/ proposed) | <ul style="list-style-type: none"> • Merged with main branch with editorial notes • Added editorial notes- <ol style="list-style-type: none"> 1. This pattern has been changed, editorial review is needed. 2. Current user need needs to be |

| | |
|-------|---|
| | <p>replaced by correct user need for the pattern.</p> <ul style="list-style-type: none"> • - • Link to github - https://github.com/w3c/coga/blob/MH_Proposals/design-guide/o5p02-short-paths.html • GitHub Comment |
| Notes | User need needs to be changed [Pending for wider group] |

Add text from content useable here.....

4.6.2 Make Short Critical Paths (Pattern)

4.6.2.1 User Need

I need to be able to find features and content easily.

What to Do

Streamline processes and workflows so that they only include the minimally necessary steps. Separate out optional steps that are supplemental but not required. Do not make the user go through optional steps.

How it helps:

Streamlining processes and workflows reduces distractions, mistakes, mental fatigue and reduces anxiety. Using short critical paths helps users with cognitive and learning disabilities and mental health challenges successfully complete a process or task and navigate a workflow.

With each step and option in a process, cognitive load increases. The user becomes more likely to make mistakes. Tasks can become too hard and overwhelming and users may fail or give up. In addition, complicated designs can increase anxiety such as

complex registration or purchasing processes. This increased anxiety can then also reduce cognitive functioning making the whole application harder to use.

For example, a user with early stage dementia and anxiety is trying to buy a new phone. Before they can pay, steps are added offering them headphones and other items. The user is forced to accept or deny these options. They become overwhelmed and confused. They leave the site without buying the phone.

| | |
|---|--|
| Section to change | New Pattern |
| Editor | Rashmi |
| Source document | Proposal New Pattern 8.1 |
| Status (Move to github/ review/ proposed) | <ul style="list-style-type: none">• Merged with main branch with editorial note• Need to add Related User Story [Pending]• Moved to GitHub with editorial note for placeholder content and editorial review• Replaced cognitive disabilities with cognitive and learning disabilities• GitHub Link: https://github.com/w3c/coga/blob/MH_Proposals/design-guide/o1p08-clear-start.html <p>Needs clean version with final review</p> |
| Notes | |

Proposal New Pattern 8.1:

Make it easy to go directly to home page.

User need:

What to do:

Make it easy to **go** directly to the home page of a site, subsite or app.

To help users find the links to home page(s) on each screen, use:

a predictable location,

large sizes fonts and icons, strong color contrast, and appealing icons

Note the home page is sometimes referred to as the main screen (in an app) or landing page of a set of screens or Web pages.

This guidance also applies to home pages for subsites and sections of the site. For example, each department of a university may have its own home page. In such a case, make it easy to go to the homepage of both the site and the subsite that the user is currently on.

How it helps :

People who have cognitive disabilities often get lost and disoriented when using apps and websites. This is often aggravated by stress, mental health and/or cognitive overload. Providing an easily identifiable starting point helps users know that they can always restart if they become disoriented or lost.

Making links to home page(s) more visible and recognizable provide a more efficient way for people with cognitive disabilities to reorient themselves and complete their intended tasks. For example, a user with a cognitive disability navigates a wrong path during a search attempt or gets lost while exploring a website. If a home page link and logo are easily identifiable, the user can directly go to the home page. They don't need to press the back button multiple times. This helps them restart their browsing task quickly.

More details:

Some large websites use templates for subsites or different sets of pages. They often have more than one home page. Examples of sites that may have more than one i home pages includes:

- An online retail shop may have a site with a home page and a department main page with a specific color-coded template.
- For a banking site, the bank home page and the user account main page after login.

| | |
|---|---|
| Section to change | New Pattern |
| Editor | <i>Rashmi</i> |
| Source document | Proposal New Pattern 8.2 |
| Status (Move to github/ review/ proposed) | Drafting updates to 4.2.4 Make Each Step Clear (Pattern) See Proposal 8.2 |
| Notes | |

Proposal New Pattern 8.2[old]:

Make it easy to go directly to the starting point of a multistep process.

User need:

What to do:

- The starting point of processes:
 - easy to get to, and
 - easy to orient and find on each relevant screen.
-
- When there is a process with a progress indicator such as breadcrumbs or progress tracker:
 - Include information from the beginning of the process.
 - Make the first step easily visible and identifiable.

[Note:While making the first step easily identifiable, make sure that the current step should be the most visually prominent.]
- In a multistep process, make sure users can directly reach the starting step of a process without losing filled data (when possible).

How it helps :

People who have cognitive and learning disabilities..... sometimes may make mistakes and need to check their work. Other times get lost and disoriented during a process. This is often aggravated by stress, mental health and/or cognitive overload. Allowing users to return to the beginning means they can check their work and orient themselves or restart if they become disoriented or lost.

Language questions

- Users' or
- the users

Tracking issues

Pending issues

Issues that need to be tracked but not changed until the new structure is done

- Correct links inside the document (issue number)

Issues that need editorial review

Template:

| | |
|---|--|
| Issue number / link | |
| Status (proposed/ reviewed/ added to github) | |
| Proposed change | |
| Notes | |

Other issues

Closed issues that can be ignored:

Closed issues that are changed:

rRelated documents and links

Suggestions for issue papers in github

(Links to other documents so we can track them)

Voice . [☰ Conversational Voice Systems - Editorial Tweaks](#)

[☰ Cognitive Accessibility Issue Papers - Online Safety and Wellbeing \(Algorithms and Dat...](#)

[Suggestions for the next version of Making Content Usable](#)

1. [Proposed Pattern Name:Place the primary action button after all of the fields that require user input.](#)
2. [Proposed Pattern Name:Make it easy to find error messages.Or \[Place error message near the related field.\]](#)