

SEP - A11Y testing

Sense making session – 11/12/19

following testing by User Vision 03 and 04/12/2019

Testing on the 3rd and 4th of December

User Vision did accessibility testing for us over 2 days. The team could observe either in a room there or remotely.

- Participant 1: Mild Asperger
- Participant 2: Registered blind, NVDA user
- Participant 3: Dyslexia + visual stress, uses a text proof reader
- Participant 4: Registered blind, JAWS user
- Participant 5: Registered blind, JAWS and NVDA user
- Participant 6: ADHD/Autism

In this documents, the pink slides are the results of the sense making session. In white the slide we used to support the session based on the insights during testing.

Format of the sense making session 11/12/19

We had screenshots of pages, insights and some printed notes

Following [the mygov.scot](https://www.mygov.scot) recommendations:

- **Introductions:** what we want to get from this session (5min)
- **Data review:** look at the insights, add post it when things are missing (20min)
- **Data theming:** in groups, record all opinions, rearrange the post it notes to identify themes and record them (45min)
- **Next steps:** agree next steps (20min)


General

- Buttons are all in **All caps** – hard for people with dyslexia
- **When the page is loading** we can't see anything visually but the loading sign; the screen reader start telling what's on the page – wasn't a problem for our participant though but someone who can see a little and use a screen reader could be confused?
- NVDA: can't use normal set of keys to **find the searchbox**

Sense making post its

- Ticket to be raised: change buttons to lower case (**not just SEP, not just buttons**)
- Further testing to see if it's an issue for partially sighted people (loading page – not seen but already read)
- UR on if delay is required for assistive techs when spinner appears before reading out content
- Add role= research to keywords search

Homepage



Find business support in Scotland

Need help growing your business? We've gathered together support services for all company sizes and sectors across Scotland. From funding, training and advice to exploring new markets and fresh ways of working.

[BROWSE ALL SUPPORT SERVICES](#) >

[Home](#) [Browse support](#) [Contact us](#)

[Privacy policy](#) [Cookie policy](#) [Terms and conditions](#) [Accessibility](#)

Homepage

- it's clean, there isn't too much
- hearing **Go to** repeated is annoying
- hearing some links more than once is confusing – makes it harder to know where they are on the page
- Browse support vs Browse all support services
- Blue focus hard to spot on grey footer (was not an issue for our participants)



Sense making post its

- Investigation required on go to (QA)
- Check if focus outline is native browser if so needs overridden
- Drop sr-only “Go to” from nav links

Contact us – from the footer or header

Contact us

This site is a work in progress and we're adding information all the time. So, if you can't find something, tell us a bit about your situation and we'll find the public sector support that fits your needs. Or just give us a call on 0300 303 0660. Our lines are open from 8.30am to 5.30pm, Monday to Friday.

Mandatory fields are marked with an *

Are you trading? * ?

First name * ?

Last name * ?

Email address * ?

Phone number * ?

Contact us – from the footer or header

- Lots of participants would like an email address to contact us
- Text is not always read by screen readers if they navigate via tabs or arrows
- When text is read, it is sometime understood as the website being under maintenance

Sense making post its

- Ticket to be raised: make phone number a link (High)
- Phone number important for screen reader users
- Email address is in accessibility statement, make sure it's easy to find for sr users
- Felt there were too many tooltips, some unnecessary

Contact us – from a null search

0 support options

All support

Events

Most relevant



This site is a work in progress and we're adding services all the time. Nothing currently matches your search but you can call the referral service on 0300 303 0660. They will advise on the best public sector support for your business.

[SUBMIT AN ENQUIRY >](#)



0300 303 0660

Lines are open Monday to Friday, 8:30am to 5:30pm

Contact us – from a null search

- Text is not read by screen readers if they navigate via tabs or arrows but they get to the submit an enquiry button and the phone number
- When text is read, it is sometime understood as the website being under maintenance

Sense making post its

- Ticket to be raised – text should be read by screen reader (high)
- Ticket to be raised: text to be user tested / re-written (high)
- Telephone icon should have an alt text as it's not obvious the number is a phone number to contact us

Submitting an enquiry

Contact us

This site is a work in progress and we're adding information all the time. So, if you can't find something, tell us a bit about your situation and we'll find the public sector support that fits your needs. Or just give us a call on 0300 303 0660. Our lines are open from 8.30am to 5.30pm, Monday to Friday.

Mandatory fields are marked with an *

Are you trading? * ?

First name * ?

Last name * ?

Email address * ?

Phone number * ?

Business name and trading address * ?

Your message for us *

FindBusinessSupport.gov.scot

[Home](#) [Browse support](#) [Contact us](#)

Contact us

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Mandatory fields are marked with an *



Thank you

Your enquiry has been submitted

Thank you for contacting us. We aim to respond to all enquiries within 2 business days.

Submitting an enquiry

- Lots of tool tips are not needed and annoy the participants (names, email and phone) and they are read each time for screen readers
- Instructions for input fields in the form are after the field? (JAWS)
- Submit an enquiry: the text and mandatory fields mention on the confirmation page are confusing when read

Sense making post its

- Hide intro copy on submission of form (in progress?)
- Instructions after field (QA to investigate) remove tooltip for name , email, and phone (Medium)
- Maybe need a tool tip for phone to say the aera code is needed (or just validate that there is at least 7 numbers?)

The business name and trading address

Business name and trading address * ?

Showing 8 of 13 results. Keep typing your address to refine results.

Can't find your company? Enter your details manually

Smeeth House, Chequers Street, East Ruston, NORWICH, NR12

Smith House, 14A-14E Church Street, WHITEHAVEN, Cumbria, CA28

Smith House, Park Lane, Endon, STOKE-ON-TRENT, ST9

Smiths Chemist, 172 Kennington Road, Kennington, OXFORD, OX1

Smith's Chemist, 318-320 Canterbury Street, GILLINGHAM, Kent, ME7

Your company's name ?

Address 1 * ?

Address 2 ?

Address 3 ?

Town/City * ?

Your company's trading postcode * ?

The business name and trading address

- **Entering name / address for** company or having to type it again when the tool can't find address – confusing
- Address1 , then 2 then postcode, not easy for Screen reader users, some had put the town in Address 2
- In the business address drop down form, people didn't know that the manual entry was a selectable option

Sense making post its

- Update 'can't find your company' copy to include "click/tap here to ..." (High)

Errors on the form page

Business name and trading address * ?

my company name and 12 test street KA13 55H TestTown

Please tell us your company name and trading address

Business name and trading address * ?

my company name and 12 test street KA13 55H TestTown

Please tell us your company name and trading address

Your message for us *

The name and address that customers and suppliers use. This may be different to or the same as the name and address registered with Companies House.

Submission errors that need resolved:

[Please tell us what your enquiry is about](#)

Are you trading? * ?

Yes

First name * ?

xsdvg

Last name * ?

sdfs

Email address * ?

ff@ff.com

Phone number * ?

serfswerf

Your company address:

Scot Tile Contracts Limited, Suite 1,
Beaverhall House, 27 Beaverhall Road,
EDINBURGH, EH7 4JE

[Change address](#)

Your message for us *

[Please tell us what your enquiry is about](#)

I accept the terms of the privacy policy *

You must review and accept the terms of the privacy policy to continue.

By ticking the box and clicking submit you confirm that you have read and agreed to the terms of our [privacy policy](#).

The personal details and information provided will be used to answer your enquiry and keep you updated on its progress.

They will be stored on our system which is shared with other public sector bodies.

SUBMIT

There was a problem with the information you entered. Review and correct these errors before continuing

Errors on the form page

- When you put your company name and address in the input, but this is not in the list, the error doesn't make sense
- the way we display the errors would make it hard to spot for a **colour blind users**, the 'guilty' field is in blue and the error message is underneath in red but not bold (not something that was picked up during the session – just an extra insight?)

Sense making post its

- Update error message wording to be clearer and say what the problem is
- Further testing around error messages
- Improve error display for each error in the address fields
- Are you trading was pre selected, so most just skipped it
- Mandatory fields are hidden behind change address (city, business name, postcode, data8, doesn't always provide all 3 generic errors is displayed at bottom of the page blocking the user from resolving the error themselves: suggest showing all mandatory (maybe check how Company house do that on their website as an example?)

Service page

[← Back to search results](#)

10 Point Plan – The winning pitch

Contents

- [What does this involve?](#)
- [Am I eligible?](#)
- [What does this cost?](#)
- [How long does this take?](#)
- [Important information](#)
- [Next steps](#)



What does this involve?

To develop and grow your business, you're likely to need to pitch for opportunities now and then. Find out how to prepare a winning pitch with Business Gateway's 10 Point Plan. It doesn't matter whether it's a single product or a suite of services that you're selling – the same guidance applies each time you pitch.

Am I eligible?

Yes, if you are thinking about starting, or already run, a business in Scotland.

What does this cost?

This is a free and impartial service.

How long does this take?

Take 3 minutes to read the 10 Point Plan for a winning pitch.

Important information

What you do after the pitch can be as important as what you do during it. Always follow up with an email that makes clear your commitment to the opportunity.

Service page - general

- They all liked the structure, the simplicity and the layout
- Shortcut links where understood for what they are and giving a clear step by step feel
- Most felt it was the right amount of information
- Some felt the content was some time not simple enough (depends on the service...)
- Links and call to action where confusing (next slide)
- The partner logo is not understood by a person using a screen reader when they don't hear 'Support provided by'

Sense making post its

- Ticket to be raised: logo description to say support provided by as opposed to just BG

Next steps – links and CTA on service page

Next steps

Visit the Business Gateway website to take their [Digital Health Check](#). You can then [contact your local Business Gateway](#) to discuss your digital needs.

CONTINUE TO OUR PARTNER'S WEBSITE >

Next steps – links and CTA on service page

- Some links say download but take you to a website, or are not clear heard out of context
- People don't get they go to another website and when they understand that they are, then they are not sure if it's a specific page or the homepage of the partner (CTA)

Sense making post its

- Ticket to be raised: links and CTA under next steps to be reviewed, too many links (medium)
- Assess as well the potential links on the page in other sections (medium)


Events

Business Start-Up: Awareness Seminar (As part of Small Business Saturday at the Business & IP Centre Glasgow)


This workshop aims to make you aware of the various requirements involved in setting up a business.

 **Location:** Business & Ip Centre Glasgow , The Mitchell Library, North Street, Glasgow, G3 7DN

 **Date:** 07 Dec 2019

 **Cost:** Free


 **Start time:** 9:30 am

 **End time:** 12:00 pm

[FIND OUT MORE](#) 

SEO and Improving your Google Ranking – Webinar


This one hour webinar explains the concepts of Search Engine Optimisation (SEO) – getting your business higher up the Google rankings, and driving more people to your website.

 **Location** Laptop, Tablet Or Mobile Device

 **Date:** 30 Jan 2020

 **Cost:** Free

 **Start time:** 11:00 am

 **End time:** 12:00 pm

Events

- Find out more, is annoying when heard multiple times on the search results – we should front load
- Level of information is good and clear
- the little icon on the button is not enough for the customer to understand they are taken to another website
- Might be worth mentioning to BG event manager, that online event Location is appearing as : Laptop – tablet and mobile – this comes direct form the API

Sense making post its

- Little icon not understood (UR needed)
- Find out more annoying (UR needed)
- Ticket to be raised: front load links (High)
- Existing ticket: external link highlight, currently in backlog to be implemented with SR in mind

Sense making post its - continued

```
<a class="cta cta--primary cta--icon-right" data-results-url="url" href="https://www.bgateway.com/events/business-start-up-business-planning-14127" target="_blank" rel="noopener">
```

```
<span class="cta__text">Find out more</span> add aria hidden attribute to this or read this but after the content name span?
```

```
<span class="sr-only"> about </span> - remove this
```

```
<span class="sr-only" data-results-content="name">Business Start-Up: Business Planning</span>
```

```
<span class="sr-only"> Find out more - link opens in a new window</span>
```

```
<div class="cta__icon">
```

```
<svg class="icon icon--cta-external-link" aria-hidden="true">
```

```
<use xlink:href="/assets/images/symbols.svg#external-link--thin"></use>
```

```
</svg>
```

```
</div>
```

```
</a>
```

Search result page – general

Search for business support services in Scotland

Search

Filter

Types of support

- Self-help guides
- Programmes
- Research and information
- Consultancy and advice
- Funding
- Training

[Clear all filters](#)

185 support options

[All support](#) [Events](#)

[A to Z](#)

10 Point Plan - The winning pitch

Self-help guides

Use Business Gateway's 10 Point Plan to prepare a winning pitch. The same guidance applies whether it's a single product or a suite of services that you're selling. Read bite-sized advice that can help you to strike the right tone and exceed your audience's expectations. Get tips on rehearsing your pitch and good presentation and body language.

[FIND OUT MORE](#)

A guide to SEO for small businesses

Self-help guides

DigitalBoost's guide to SEO for small businesses offers 10 top tips from Misha Cunningham of Google Digital Garage. Search engine optimisation can help a small business to get noticed online. Find out how to

Filter

Location

+ 15 miles

Categories

- Advertising & marketing
- Bookkeeping & tax
- Brexit
- Business development
- Digital marketing
- E-commerce

[See more](#)

From

To

[Clear all filters](#)

Search result page – general

- Search / filter / types / browse – there is confusion around all these terms and functionalities
- Ensure if Events is part of All support or not. Usually initially think it is, but when checking the numbers, they realise it's not
- There is no H2 heading level on this page
- On occasion, the screen reader would start reading everything on the page?
- The reading order of the listings page on a screen reader (You Search and then.....no results. Just lots of Filters). Confusing on a screen reader.

Tabs and corresponding filters

- Tabs: how they are used and what happens with the filtering options when changed is not clear for participants (even for those who can see)
- Framing / design of the search and filters to make it clearer what the user is doing
- Different filters for each tab is often not noticed
- List boxes for Filter choices (There were a few things that kicked screenreaders in and out of Edit Mode)
- Use of list boxes, where users didn't understand how to interact with them properly

Sense making post its

- Ticket to be raised: can we skip to results on SR after search performed? (medium)
- How to make it easier for SR users to get a mental model of the layout
- Clear all filters: not used, not noticed
- Some screen readers skipped from searchbox to first result without saying how many result were found (could be useful for users to know how many they are so they don't try to tab through all of them)

Sense making post its - continued

- Further testing required around tab labels. These have proven fine in previous testing (low)
- Aria live to remove – screen reader starting to read everything on occasions)
- Need to review DOM structure, place filter under tabs?
- Ticket to be raised: code to be restructured to more logically take SR users through the page (High)
- Ticket to be raised: categories list says option 1 of 6 instead of 1 of 28 (event categories) until see more is highlighted (High)
- SR users find it hard to orientated themselves