Designing interfaces to meet the needs of users with cognitive disabilities

Background reading and resources:

- Simplicity in cognitive assistive technology: a framework and agenda for research (Lewis, Clayton)
- Cognitive Disabilities - book chapter (Lewis, Clayton)
- WebAIM - Cognitive Disabilities - Introduction
- WebAIM - Evaluating Cognitive Web Accessibility
- WebAIM - Cognitive Disabilities Part I
- WebAIM - Cognitive Disabilities Part II
- Self-Advocacy Online - website including videos of self-advocacy stories
- The Center on Human Policy website
- W3C Cognitive Accessibility User Research

Main Points

This is a brief summary of a few of the main ideas in the papers and resources listed above, as well as thoughts that came out of a conversation with Clayton Lewis and the Community for All design institute. Much research and work has been done in this area; for more details please refer to the specific resources above, and feel free to add any that you find useful.

The Complexity of Simplification

- simplification can take many forms
- what is simple for one user may introduce complexity for another
  - e.g. showing a Table of Contents may help some users navigate the page while adding complexity for others
- allowing for customization is the best way to ensure that all users’ needs are met, however consider:
  - consider the complexity of the configuration apparatus (e.g. the process of selecting items to show/hide in a toolbar is often buried in a menu and/or requires a number of steps to complete)
  - context-dependent, dynamically configuring interfaces can introduce complexity for users who rely on proceduralisation (memorised steps) to complete a task

Depth vs. Breadth in Interface Design

- consider the trade-off of reduced clutter with having to navigate through multiple layers of the interface
- maintaining intention through multiple layers can be difficult for some users
- adding depth introduces the need for appropriate and clear conceptual categorisation
  - also need good-quality cues to indicate the logic of categories

Designing for Self-advocacy - Main Considerations

1. quick access to word meanings (dictionary on demand)
2. consistent use of icons and symbols across the space
3. the use of standard readability tests
   - results of standard readability tests on naturally-occurring text are usually accurate, however, once a text has been modified to achieve a higher readability score, the results may become inaccurate
     - e.g. chopping up sentences into shorter sentences improves readability score but can actually make the text more difficult to comprehend
     - trying to avoid complex words based on assumptions about user comprehension can make text more difficult to comprehend
       - depending on the context, using plain language may actually introduce complexity by replacing commonly-understood words or expressions (e.g. "security deposit")
       - a better solution would be to provide word definitions on demand

The Role of Assistance

- want to encourage peer-to-peer assistance as much as possible
  - to support user autonomy
  - to give all users opportunity to contribute as well as receive help
  - to facilitate growth of a supportive community for every user
  - to facilitate participation in a community
- how can we design tools/functionality to support mutual aid between users?
- social matching - finding others who have similar needs
sharing of preference sets/configurations/customized content between users is one way of achieving this
consider also the role of family and non-expert service providers - how can the tools we design support their role in providing assistance while continuing to support user autonomy?
  ▪ e.g. allowing an assistant to pre-configure an interface - how can user confirm that their needs are being met?
  ▪ how can the tools we design allow a user to discover for themselves what their preferences are?

The Role of User Testing

• while frequent and early user testing is important, this design approach can still result an interface which is inaccessible to many users
• engaging in a co-design process where a broad range of end-users contribute to the design from inception to implementation means that user needs are more likely to be met

User as Designer

• how can we provide configurability beyond simple transformations?
  ▪ allow community of users to shape content as well as form and presentation
• see Some thoughts on an inclusive design process