Accessibility considerations for kiosk design (Draft 6)

Context

- Advertising that the DIA has kiosks is important. This could be addressed by docents and information staff, through the Website, or through the kiosk itself (e.g. it emits an ambient sound).

Interaction design

- On the welcome / first screen, provide information on how to navigate / operate the kiosk. Provide a link to accessibility options of the kiosk.

- Incorporate buttons (e.g. forward, back, yes, no) and address the path a button user would take to navigate the kiosk's screen.
    - Buttons will also be an alternative to the those with prosthetics and where a capacitive touch screen will not be enough. A mouse or a non-capacitive touch screen can also be considered.
    - This research task needs a Jira, and we should consult with developers, the DIA, and users on how to move forward. Concurrently, let's work button navigation into our current designs, keeping in mind that the less button presses someone needs to operate the kiosk, the better.

- In parallel that the visual UI is being designed, address the audio content that would be offered on each screen. We have some options for screen reading. We could adapt a commercial screen reader (e.g. JAWS or Voice Over from Apple). We could also have the MP3s be recorded that are activated when the user navigates with a button and/or the touch screen. Adding an audio component that aids navigation through the kiosk can potential enhance the experience of people without disabilities as well.
    - Maintenance issues must be examined. Recorded audio mp3s would sounds better, but would be more difficult to maintain than the screen reader.
    - This research task needs a Jira, and we should consult with developers, the DIA, and users on how to move forward.

- Alternative formats (see engage/kiosk/wireframes/draft5/fe_kiosk_draft5.graffle in SVN) Format options: on page 5 or 6, provide a way of letting the user choose alternative format options (e.g. Large print, high contrast, tactile map, braille, audio version of printo). The kiosk can't print tactile or braille, but it can point the visitor to the information desk where they can pick up the format of their choosing. This facilitates the experience of customization at the kiosk but allows for flexibility in how the themed tour is delivered.
    - When designing sounds and audio tours to allow accessibility, create solutions that will augment the experience of the fully abled user as well.

Physical design

- headphone jack or providing headphones (if the kiosk is not "self-voicing").
- buttons can be provided below the monitor