**Accessibility process**

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|  | **DISCOVERY** | **ALPHA** | **BETA** | **LIVE** |
| **DISCOVERY** | Identify user accessibility needs to ensure solution/technology developed is fit for purpose | Gather accessibility feedback on prototypes to ensure user needs are addressed | Allow users to try out the digital health software to test if accessibility needs are met | Ensure routine checking and compliance with accessibility requirements |
| **METHODS TOOLBOX** | * Workshops
* Focus Groups
* Interviews
* Think Aloud walkthroughs to test accessibility of example sites/apps
* Simple usability testing of sample sites to objectively check accessibility needs
 | * Workshops
* Focus Groups
* Interviews
* Concept Testing
* Wireframe Testing
* Prototype Testing
* User Polls and Surveys
* A/B Testing
* Card Sorting
* 5 Second Testing
* Tree Testing
 | * [Accessibility beta-test review questionnaire](https://www.dropbox.com/scl/fi/iftmidrlo1s7txrhjbu49/Accessibility-PPIE-Questions.docx?dl=0&rlkey=owbv69vb0u6kncuybwoz4fk2c)
* Workshops
* Focus Groups
* Interviews
 | Ongoing accessibility reviews based on project-specific schedule |
| **RESOURCES FOR STAKEHOLDER ENGAGEMENT ABOUT ACCESSIBILITY** | * Core Accessibility Questionnaire
* Additional accessibility needs of population from literature review (with support of research team)
* [Mural Board for capturing accessibility needs](https://app.mural.co/invitation/mural/arcgm5340/1623686201172?sender=jessicabooth20155&key=6a01e24f-52de-4780-ab10-11780d871e75)
 | * Maze – for accessibility testing of prototypes
* Marvel to show prototypes for feedback
* Mural board to support workshop/focus group discussion
 | * WAVE scanning
* Manual accessibility test plan
 | * WAVE scanning
* Manual accessibility test plan
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| **PROJECT MANAGER** | * Ask research team, particularly the PPIE lead, about any specific known accessibility needs of the population prior to initial workshops and pass info to the designer ([Accessibility Research Team Questions](https://www.dropbox.com/scl/fi/2ctztktrrrn5nuxlbh4se/Accessibility-Research-Team-Questions.docx?dl=0&rlkey=5wauqcjlzflhrfwa6dqzpq4et))
* Encourage research team to recruit as diverse and broad a population as possible to ensure a range of accessibility needs can be considered
* Advise designer on suitable methods to use in the PPIE workshops based on discussion with research team (e.g. in some cases Mural may not be an accessible tool to use)
* Ensure project team circulate information to workshops/focus groups/interview participants about using Mural Board in advance ([Intro to Mural board](https://www.dropbox.com/scl/fi/qtb2sl43ltbfmveps2e4z/Mural-Introduction.docx?dl=0&rlkey=q20ivr6zbj856n2u7fo3mcosw))
* Facilitate/(co-facilitate with PPI Lead) workshops and interviews
 | * Ensure technologies used during workshop/discussion are accessible to participants.
* Ensure project team notify participants about technology to be used during the workshop/focus group so that people are prepared.
* [Accessibility statement](https://www.dropbox.com/scl/fi/gpdv8fgqi3j08h818fouq/Accessibility-Statement.docx?dl=0&rlkey=56a9eom1bafabq46ic8d16m1x) for inclusion in the platform (to be reviewed by designer)
* Develop Mural board (if needed) to support stakeholder feedback.
* Communicate and agree accessibility implementation plan with research team.
* Prepare accessibility questions for beta-test
 | * Review prototypes and usability testing prior to stakeholder engagement and feed back to designers & developers so that tweaks can be made as needed
* Review accessibility feedback and ensure any changes are discussed, prioritised and scheduled for implementation (if required)
 | Oversee compliance with accessibility reviews |
| **DESIGNER** | Add any identified accessibility needs to the core questionnaire | * Develop prototypes for feedback in compliance with WCAG2.1. Ensure sufficient colour contrast, descriptive labels, interactive elements identifiable, text size legible
* Develop usability, prototype tests etc with Maze, Marvel to support stakeholder engagement activities
 | Tweak designs as/if agreed based on beta-test feedback | * Provide design oversight and support of any new accessibility standards or requirements
* Ensure accessibility statement is kept current and relevant, as new standards emerge
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| **TECH LEAD (in consultation with dev team)** | * Advise research team on feasibility of technical implementation if non-standard requirements are identified in literature or by research team
* Advise designer on technical feasibility of any new/non-standard accessibility requirements emerging from stakeholder engagement
 | * Review prototypes and feed back to designer
* Oversee technical feasibility of prototypes
 | Guide on prioritisation of accessibility tweaks identified in beta-test | Advise on newly emerging accessibility standards |
| **DEVELOPERS(working with designer)** | Work with tech lead as needed to determine technical feasibility of any non-standard accessibility requirements | * Input and review design prototypes to ensure technical feasibility of proposed designs
* Raise any concerns around implementation with project manager and tech lead
* Develop software in compliance with WCAG2.1 (AA) including accessibility markup, valid semantic markup and relevant UI controls used
* Include accessibility statement in the software
 | Ensure any new software developed (including bug fixes) meets WCAG2.1 (AA) compliance including accessibility markup, valid semantic markup and relevant UI controls | Fix and support any accessibility bugs/new requirements as these are identified |
| **TESTER** |  | Develop manual accessibility tests based on any additional accessibility requirements identified and agreed for the project and add these as section to the System Test Plan | * Check that accessibility statement included
* Run WAVE evaluation scan
* Run additional manual accessibility test plan (as needed)
 | * Confirm accessibility statement included
* Run WAVE evaluation scan
* Run additional manual accessibility test plan (as needed)
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