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INTUX Project

Overview of best practices on inclusive and accessible user testing

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Introduction

A key part of the work of UX professionals is to ensure that the products and services they work on are usable to a wide range of people. A basic requirement for broad usability is that the products and services are accessible, that is that users can interact with them regardless of their abilities. It follows from this that user research and user testing need to include persons of different abilities to make sure that a broad variety of user needs are taken into account from the start.

In addition to this general argument related to opening up for a broader user base, there is also new legislation in the EU that pushes towards increased accessibility requirements in a number of services and products, especially in the digital world.

Despite these strong reasons for involving persons with disabilities in user testing, most university programmes for UX professionals do not systematically teach future UX professionals how to conduct user research in an inclusive and accessible way. There are good practices out there in both the private and public sector, but these have not made it into the curricula.

This guide aims at providing an overview of a number of good practices for involving persons with disability in user research conducted by UX professionals. The goal is to provide both practical examples and inspiration for how to develop and implement accessible and inclusive user testing in different settings. We hope that the collection will provide inspiration, both for novices but also for teachers that already include modules on accessibility and user testing in their courses.

Target audience

The primary audience of the good practice collection is teachers and students involved in UX training programmes at higher education level. However, the examples and resources provided in the collection can also be used by UX professionals that already have some work-life experience. They may also be of interest to other professionals working on the development and testing of products and services intended for a wider public.

For Disabled Persons Organisations or individuals with disabilities, this report could be useful to learn more about the topic as such, and possibly also to use it when communicating with organisations who are interesting in carrying out user testing with people with disabilities.

The project partners therefore hope that the collection of good practices will be of interest to anyone interested in IT training and education in the broad sense.

Method

The best practice examples have been collected through a web-based search including examples from both research, as well as public and private sector cases.

To facilitate the use of the best practice guide in constructing teaching modules, the cases are categorized according to whether the practice refers to the planning, execution or follow-up phase of user testing. Many of the cases span the three phases.

The main terms used for the search of best practices included different combinations of the terms: persons with disabilities, inclusive, accessible + UX, user testing, UX testing, accessibility testing.

To be included as a good practice, the case should provide practical advice or materials in terms of one or several of the following areas: setting objectives, methods, disability etiquette or accompanying materials. In addition, the cases should include a potential for replicability or transferability to other settings. Disability etiquette was singled out as a separate area since this is a broader concept that includes for example attitudes and use of inclusive language that cannot always be captured in methods or materials.

The selection of good practices are all descriptions of practices conducted by UX professional in actual cases, that is they have been tested in reality.

Links were accessed and checked in April 2023.

1 Bentley University

Tips for conducting usability testing with people with disabilities.

Best practice type:

Guidance material

User groups:

Persons with disabilities

Webpage/source:

<https://www.smashingmagazine.com/2018/03/tips-conducting-usability-studies-participants-disabilities/>

Objectives of the user testing:

This resource is a web article written by a senior UX Consultant at the Use Experience Center at Bentley University. It summarises insights gained through a series of different usability studies conducted with persons with disabilities. The objective is to provide advice, to other usability researchers, illustrated by concrete experiences.

The tips are divided into two groups: advice that applies in general to research with people with disabilities and lessons learned that are specific for three categories of disabilities: visual, motor and cognitive.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- Preparations
- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The general tips start with ensuring that there is a basic level of accessibility before setting up the tests. Other general points discuss for example recruitment, assistive technology, time management in between sessions, and dealing with logistics.

Tips concerning participants with visual disabilities include:

- Accessibility of documentations
- Accessibility in the location, including verbally explaining what is happening and who are present in the room during the test
- Inclusive language

Tips concerning participants with motor disabilities deal with:

- Accessibility of the location
- Assistive technology

Tips concerning participants with cognitive disabilities deal with:

- Multimodality
- Managing energy levels
- Making adaptations on the go

While many of the tips can be found in other resources as well, the article makes an interesting contribution in its emphasis on individual differences between participants and the importance of not making assumptions and being prepared to adapt throughout the planning and the conduct of the sessions.

What methods are used:

The resource does not describe any particular methods used in the usability testing. However, the case described is individual tests rather than focus groups or similar sessions.

What material/equipment is used, if any:

The resource briefly discusses different assistive technology but does not go into detail on the set-up of the tests in terms of material or equipment.

Prerequisites for the implementation of the method:

The guidance in this resource is developed for user tests on-site. The prerequisites involved concern availability of software, location and general knowledge about methods for user testing on usability.

2 Easy Reading Project

Best practice type:

Project

User groups:

Persons with cognitive disabilities

Organisation:

Consortium led by Johannes Kepler University, Linz

Webpage/source:

<https://www.easyreading.eu/>

Objectives of the user testing:

The Easy Reading project developed a software that supports cognitive accessibility on the web. The software includes tools that help persons with cognitive disabilities to better access and understand webpages.

The software was developed with the help of peer researchers with cognitive disabilities. The peer researchers were involved in every step to provide input on user needs, suggest solutions and improvements and test the software in the different stages of development. In contrast to traditional user testing, the peer researchers involved in the project have not only been taking part in user tests, but they have also had a more active role in the development of the solution and the writing up of the project results. The best practice described is nevertheless transferable to user tests in other contexts.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- Before (preparations, invites, communication etc)
- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The project has developed several sets of information material focusing on the preparation and conduction of user tests. The project website provides downloadable guides on:

- Informed consent. This material includes a simplified form for informed consent and a document explaining for persons taking part in user tests what informed consent implies, both with pictorial support. For researchers there is also a manual explaining what information needs to be provided to participants in user tests and

how the information can be provided. The manual and documents are developed for research projects; however the principle of informed consent applies to other settings with user tests.

- A checklist for interaction with users during user tests. The guide covers general principles of accessibility of the materials, and ensuring the users are comfortable and have the information they need
- A checklist on data compliance, making sure the system's use of data is transparent and in line with user needs for privacy
- A checklist on data treatment, focusing on consent and only collecting data for the purpose agreed with the participant in the user test.

The guidance material has been used in the project to set up the framework for the peer research and as working documents for all researchers involved on how to prepare and conduct user tests.

In the checklists the project manages to capture essential philosophy and practical details around access to information for user tests participants and the handling of data privacy in user testing. The easy-to-read information about informed consent with picture support is innovative and versatile and can be used both as it is and as a model for conveying similar information to participants in user tests in various contexts.

What methods are used:

The informed consent and data protection measures can apply to any method of user testing. Within the Easy Reading project, a variety of methods were used including workshops to discuss user requirements, focus groups as well as user testing of the interfaces using eye-tracking, think-aloud and observation techniques.

What material/equipment is used, if any:

Since the best practice deals with information management and communication aspects around user testing it does not go into detail on the set-up of the tests in terms of material or equipment.

Prerequisites for the implementation of the method:

The project has produced a handbook on peer research, as well as a report on the methods and tools for recruitment of peer researchers. These two documents provide more background material for the implementation of the checklists and guidance documents.

Although not specified in the project material itself, the implementation of the best practice works best in cases where:

- Staff has an understanding of different user needs and a basic knowledge of disability etiquette
- There is a solid policy on data protection and data treatment within the organisation

3 Funka

Funka user testing practices

Best practice type:

Company practice

User groups:

persons with disabilities

Webpage/source:

<https://team-usability.de/de/fallstudie-user-experience-bei-funka-stockholm.html>

Objectives of the user testing:

This case study describes the general method of user testing that has been developed by and is used by the web accessibility specialists Funka. The case study was originally described as part of an exchange of knowledge within the Erasmus-funded project COMPARE. The objective of the project was to support and strengthen the accessibility competence both of skilled evaluators and non-expert IT staff. The project developed and tested an innovative learning resource, available at the [COMPARE project learning resource](#), that enables its users to look at real web content examples and related accessibility ratings by different experts / peers across Europe.

Within the context of a project meeting, staff at Funka described and demonstrated the parts of the method they use for setting up and conducting user tests. The description focuses on the content and technical parts of the user testing, including preparations, software and documentation practices.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- Before (preparations, invites, communication etc)
- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The case study describes different methods and tools used in the preparation and conduct of user tests at different stages of a development project. For example, user involvement can start already at the earliest stages of concept development, using wireframes or paper prototypes.

Some of the areas described in the case study includes:

- Recruitment. Participants for user testing are recruited through close contacts with organisations representing persons with disabilities. This requires mutual trust and an on-going relationship with the organisations outside the testing.
- Profile of the participants for the user testing. It should be noted here that the users describe their own experience of the website. They are not conducting technical tests related to legislative requirements on user needs, these are tested by internal consultants.
- Elements to take into account concerning the design of the tests. For example, it is advisable to plan for several tests and start early on in the design process.
- Set-up of staff and technology during the user test. One key recommendation is that the client / project manager should not be present during the test, to avoid putting involuntary pressure on the participants to perform. It is important that the participants understand that it is the website/app/service that is being tested, and not they themselves.

The method is used in some form for all user testing conducted by Funka. It can be applied in any context of user involvement, whether it is for a commercial project or in a context of research.

The case study describes general principles for the setting up of user tests without going into in-depth details about the communication with persons with disabilities or disability etiquette. However, the case study raises important principles of how to manage the expectations of the client and the research team when it comes to user testing on accessibility. Firstly, that the team involved in user testing needs to be carefully composed and trained so as to put the participants at ease. Secondly, that there needs to be a clear plan of what can be expected from the results, and that user testing needs to be combined with other manual methods of accessibility testing to check compliance.

What methods are used:

The case study names a number of different techniques that can be used at different stages, for example focus groups, observation, talk-aloud, interviews, workshops and surveys. Different methods can be applied at different stages in a particular project.

What material/equipment is used, if any:

The case study briefly mentions eye-tracking technology and UX software that can be used in the tests.

Prerequisites for the implementation of the method:

Although not specified in the project material itself, the best practice description implies a few prerequisites:

- Staff has an understanding of different user needs and a basic knowledge of disability etiquette.
- Staff is knowledgeable and skilled in digital accessibility and understands the difference between accessibility testing and usability testing.
- The recruitment of participants is based on an ongoing relationship with disabled persons' organisations.

4 IBM

Inclusive design research

Best practice type:

Guidelines

User groups:

Persons with disabilities

Webpage/source:

<https://www.ibm.com/able/toolkit/design/research/>

Objective of the best practice:

This is a guidance webpage that forms part of the IBM information website and toolkits on accessibility. The guidance focuses on how to develop and implement an inclusive design process and ensure that user research and usability testing and to provide information about how to consider a variety of users and user needs in the design process.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- Before (Preparations)

Description of best practice:

This website provides general information about disabilities and the tools that can be used to capture and structure a variety of user needs within a design process. It does not as such provide any details on how to interact with persons with disabilities before or during the user testing. The objective is instead to provide the necessary background on the nature of different disabilities in the context of user research / design processes.

The resource goes into detail of user needs for six different types of disabilities, providing information on what accessibility means for the various user groups, what designers should think about, and what accommodations are needed. An innovative feature of these descriptions is that for every user group there is an explanation about how design that ensures accessibility for this particular group is also beneficial to everyone, with or without disabilities.

The resource includes information about:

- Nature of disabilities
- Types of disabilities
- Interview considerations

- Persona exercises
- Basic principles of inclusion in design processes
- Basic principles of including users with diverse abilities

The information on the website is meant to provide a starting point for designers and give pointers on what to consider, rather than giving detailed instructions on the different steps involved in user testing. The main innovation of the resource is the detailing of user needs and the connection between use needs and considerations to be made in the design process.

What methods are used:

The guidelines briefly mentioned several methods involve in UX and design work, such as personas, empathy mapping and interviews.

What material/equipment is used, if any:

Not applicable

Prerequisites for the implementation of the method:

The text uses a number of terms that are specific to UX work and user research. For a full understanding of the best practice described is independent of particular research methods and contains tips that can be applied by any researcher without previous experience in working with persons with disabilities.

5 Nielsen Norman Group

How to conduct usability studies for accessibility

Best practice type:

Report

User groups:

Persons who use assistive technologies

Webpage/source:

<https://www.nngroup.com/reports/how-to-conduct-usability-studies-accessibility/>

Objectives of the user testing:

This resource is a report from a US company specialized in user experience services and research. The report contains tips and tips on how to run usability test sessions with persons how use assistive technologies. The company has also published other guidelines related to best practice in design when it comes to web accessibility.

The report dates from 2012, but since it mainly is concerned with the main principles, rather than the technology as such, most of the recommendations are still valid.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The report deals with the preparation and conduct of usability sessions with persons using assistive technology. The overall focus is on methodological issues. The report describes methods that the NN Group has used in their own research and provides recommendations. It also includes checklists and sample documents to facilitate the running of the sessions.

The report is mainly focusing on persons with visual disabilities. The tips on respect and communication are therefore concentrating on the specific needs of persons with low or no vision. Tips include making sure that the persons can use their own assistive technology with the customisations they are used to, to clearly describe what is happening during the test session including making the participants aware when they are being recorded, photographed or filmed. There is also a section on dealing with consent and ensuring that participants are compensated for their contribution.

Another section provides specific tips for preparation and adaptation of the study methods when conducting tests with screen readers. For example, how to familiarize yourself with

the technology in advance as a researcher, and how to make sure that you are not asking the participants to both respond to your questions at the same time as they are using the assistive technology to take in the information.

What methods are used:

The reports does not go into detail into commonly used methods for usability studies. It does discuss some methods for specific issues such as time management, and measurements.

What material/equipment is used, if any:

The best practice includes a list of different assistive technology; however this list is now outdated.

Prerequisites for the implementation of the method:

The guidance in this resource are developed for user tests on-site. The prerequisites involved concern availability of software, location and general knowledge about methods for user testing on usability.

6 People Nerds

A Comprehensive Guide to Accessible User Research

Best practice type:

Guidance resource

User groups:

Persons with disabilities

Webpage/source:

<https://dscout.com/people-nerds/accessible-user-research-1>

Objectives of the user testing:

This best practice resource consists of a series of three web articles on accessible user research, dealing in turn with planning, preparing and recruitment for, conducting and reporting accessible user research. The intended audience of the articles are professionals working on the design and development of technology in general. The objective of the articles is to provide pointers on how to begin including people with disabilities in user research for the development of new products.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- Before (preparations, invites, communication etc)
- During (guiding, approach, set-up of devices and AT etc)
- After (reporting)

Description of best practice:

The first article on planning starts by explaining the basics of accessibility work, noting that accessibility is not an isolated activity, but it needs to be fully integrated in all workflows that are part of the design and development process. This is helpful in setting the context of user research and helps the design and development team make the most of the results.

The preparations section emphasizes the importance of ensuring the research includes a variety of participants to reflect a wide range of user needs. In this context, the researchers need to be prepared to accommodate a variety of needs among the participants, for example by providing alternative formats for the information.

The section on how to conduct a user test session starts with a list of key points of disability etiquette. The tips focus on inclusive communication and emphasizes that it is important to have a direct dialogue and avoiding making assumptions. The article goes on

to describe how to make sure the participants fully understand and are in control throughout the session.

What methods are used:

The resource does not detail any particular methods used, but the context of the user test is classical one-to-one tests on-site, for example at an accessibility laboratory.

What material/equipment is used, if any:

The best practice briefly mentions different material that can be used in the reporting, without going into the detail of any specific equipment needed.

Prerequisites for the implementation of the method:

The guidance in this resource has been developed for user tests on-site. The prerequisites involved concern availability of software, location and general knowledge about methods for user testing on usability.

7 Tetralogical

Moderating usability testing with people with disabilities

Best practice type:

Guidance resource

User groups:

Persons with disabilities

Webpage/source:

<https://tetralogical.com/blog/2022/01/04/moderating-usability-testing-sessions-with-people-with-disabilities/>

Objectives of the user testing:

This resource is a blog post from a UK company specialized in accessibility and usability. The objective of the post is to provide guidance and tips on how to moderate usability testing sessions in cases where participants have a disability.

The information in the post is focusing on the moderation of the session as such and does not discuss the planning of the sessions or professional prerequisites such as skills involved in accessibility or user testing, or training on the use of assistive technology.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The blog post has four main sessions dealing with the following aspects of how to run a usability testing:

- Time management
- Flexibility
- Problem-solving
- Etiquette and respect

The section of time management underlines that it is important to give the participants the time they need to process information both in the welcoming and introduction of the session, as well as during the session.

The sections on flexibility and problem-solving provides practical examples of situations where adjustments may need to be made during the user research, to make sure that the

set-up accommodates the needs of the users in the best way possible. These examples describe issues that have been experienced by the Tetralogical research team earlier and how they solved it. Examples include adjusting the scenarios or questions to simplify the task or the language used to help participants better understand the test.

In this context, the blog post gives the advice that it is good to prepare several different communication methods in advance to be able to offer alternatives to the participants.

The section on etiquette and respect is section primarily deals with communication and information. The article emphasises the importance of inclusive language such as avoiding negative phrases and generalisations. It also discusses what kind of information can be asked from participants and how to handle any eventual sensitive information shared in connection with the session.

The blog post makes an important point that is seldom raised in literature on user testing with persons with disabilities, that is that all people are unique and that the experience of one person with a particular user need may is not representative of all users with the same need.

What methods are used:

The resource briefly mentions a few techniques in passing, such as think aloud methodology or asking participants to complete rating scales. The post explains that methodologies may not work for all users, underlining the need for providing flexibility and options.

What material/equipment is used, if any:

The best practice does not go into detail on the set-up of the tests in terms of material or equipment.

Prerequisites for the implementation of the method:

The guidance in this resource are developed for user tests on-site. The prerequisites involved concern availability of software, location and general knowledge about methods for user testing on usability.

8 UK Government

Running research sessions with people with disabilities

Best practice type:

Guidelines

User groups:

Persons with disabilities

Webpage/source:

<https://www.gov.uk/service-manual/user-research/running-research-sessions-with-people-with-disabilities>

Objective of the best practice:

This best practice case describes guidelines that are available as part of the Gov.UK service manual, in the section on user research. The online service manual provides guidance to people and teams working in public service in the UK on how they can meet the Service Standard. The service manual includes sections on accessibility, design, technology, user research, team management, agile delivery and measuring success.

The objective of the section on user research is to provide information and instructions on key aspects to consider when conducting user research with people with disabilities.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The guidance document is structured as a checklist of steps to follow in the preparation of and during the conduct of user research sessions, directly on-site.

It mainly contains advice and instructions on disability etiquette, that is how to ensure that the participants in the user research are treated with respect and that accommodations are made to meet their needs.

Areas included in the guidance material include:

- How to meet and greet
- Remembering to provide practical information about the location and set-up as
- How to behave around service dogs

- How to speak to participants (speak directly to a person, not to the interpreter / helper, ask direct questions instead of making assumptions)
- How to ensure that the participants understand the objectives and can provide informed consent.

The step-by-step guidance is accompanied by related guides on user research as well as poster information on how to research accessibility needs to ensure that services are compliant with accessibility standards.

Although the guidance material is rather succinct, it manages to cover the basic points in disability etiquette in a concrete situation of user research / user testing. It clearly details key points in the interpersonal relations that are useful for anyone who is new to working with persons with disabilities, whether in user testing or in other meetings or work situations.

What methods are used:

The guidelines do not specify any given research method, but are meant as general guidance for in-person user research sessions.

What material/equipment is used, if any:

Since the best practice deals with disability etiquette in general, it does not go into detail on the set-up of the tests in terms of material or equipment.

Prerequisites for the implementation of the method:

The best practice described is independent of particular research methods and contains tips that can be applied by any researcher without previous experience in working with persons with disabilities.

9 UI Access

Just Ask: Integrating Accessibility Throughout Design

Best practice type:

Guidance resource

User groups:

Persons with disabilities

Webpage/source:

<http://www.uiaccess.com/accessucd/ut.html>

Objectives of the user testing:

The information described in this practice comes from a section in an online book on accessibility called “Just Ask: Integrating Accessibility Throughout Design”. The objective of the book is to provide guidance for designers, developers and managers to ensure that websites, services and products are accessible and provide a better user experience for all users. The resource was developed 2013-2015 and is provided free online with the support of corporate sponsors.

The book has two main sections. The first section deals with management aspect of accessibility and inclusion, that is how to incorporate accessibility in the design and development process, how to involve and interact with people with disabilities.

The second section focuses on methods and principles of working with accessibility in user-centred design. Within this section there is a chapter on how to conduct usability testing.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- Before (preparations, invites, communication etc)
- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The chapter on usability testing is divided into sub-sections dealing with all stages of the testing: planning, preparing, conduction and reporting. It also includes a checklist for all stages and a screener to use in the recruitment of participants.

The planning section deals with methodological issues such as how to take into account variability within groups with similar or the same disability in the set-up of the research methodology. It also includes in-depth tips for ensuring that the group of participants selected and the set-up of the testing including the assignment and questions are

customized to achieve the highest impact for the end-user group of the particular website or product that is tested. The information provided in this respect is more advanced than most other guides on user testing for accessibility.

The preparation section details information on how to ensure that the facility for user testing as well as the test material is accessible, and how to set up and configure assistive technology.

The section on the conduct of the user test includes tips on both how to make the participants comfortable, in the room and in the test situation, and to also ensure the researcher can easily capture the information they need. The section contains in-depth information on how to communicate in general with the user during the test in a considerate way, as well as specific tips on communication with persons with different user needs.

The resource ends with a checklist recapitulating the main tips for each of the stages.

What methods are used:

The resource does not detail any particular methods used, but the context of the user test is classical one-to-one tests on-site, for example at an accessibility laboratory.

What material/equipment is used, if any:

The best practice does not go into detail on the set-up of the tests in terms of material or equipment.

Prerequisites for the implementation of the method:

The guidance in this resource is developed for user tests on-site. The prerequisites involved concern availability of software, location and general knowledge about methods for user testing on usability.

10 Xperienz

Conducting usability testing with people with disabilities

Best practice type:

Guidance resource

User groups:

Persons with disabilities

Webpage/source:

<https://medium.com/@xperienzRD/conducting-usability-testing-with-people-with-disabilities-334181515905>

Objectives of the user testing:

This resource is a web article written by a Portuguese company specialized in UX consultancy. The objective of the article is to raise awareness of the importance of including persons with disabilities in usability tests and to provide tips on how to plan and run usability test sessions in an inclusive way.

The article covers the planning and running of a usability test on a website. It summarizes some of the main points for user researchers to consider in this process. It also provides links to more in-depth resources on web accessibility.

Aspect of user testing highlighted by the best practice:

Categorisation/grouping of the best practices using the following groups:

- Preparations
- During (guiding, approach, set-up of devices and AT etc)

Description of best practice:

The article begins by providing the case for conducting usability tests with persons with disabilities, and in general for working with accessibility in the design and development of websites.

The planning part of the article begins with discussing the recruitment of participants. One of the main points the article makes here is that the researcher should not assume that one participant with a particular user need represents everyone with the same need. Persons should be treated as individuals and only be asked to describe their own experience. In the same vein, researchers should not assume that a certain product or service is not relevant for a certain user group and thereby exclude potential users from the testing.

The next sections on planning provide tips on the accessibility of the location for the usability testing and how to provide assistance to participants with disabilities in connection with getting to the test location. The article includes links to external resource on disability sensitivity and rules of etiquette for interacting with persons with disabilities.

One important factor raised by the article is one that is often assumed in the context of usability tests but rarely spelled out: for usability tests it is important to have verified on beforehand that the website is accessible to the participants so that they can complete the usability tests in equal conditions as persons without disabilities.

The section on the moderation of the sessions highlights the importance of being able to adjust each session to accommodate to the needs of the individual users. It also stresses that it is extra important to impress on the participants that it is not they but the website that is being tested.

What methods are used:

The resource does not describe any particular methods used in the usability testing. However, the case described is individual tests rather than focus groups or similar sessions.

What material/equipment is used, if any:

The resource briefly discusses different assistive technology but does not go into detail on the set-up of the tests in terms of material or equipment.

Prerequisites for the implementation of the method:

The guidance in this resource is developed for user tests on-site. The prerequisites involved concern availability of software, location, and general knowledge about methods for user testing on usability.