STATEWIDE HR LUNCH & LEARN

Stepping into Digital Accessibility with a Human-Centered Approach

OCTOBER 2024

anthrotech

Topics

- Introductions
- What is digital accessibility?
- How we can improve the experience
- Lessons from Human-Centered Design (HCD)

Hello! Nice to meet you!

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ANTHRO-TECH

We’re a human-centered design consultancy focused on government agencies, nonprofits, and enterprises with a social-impact mission.

Your turn!

What types of digital products or communications do you create on your job that go out to the public?

- ❑ Webpage
- ❑ Document or pdf
- ❑ Newsletter or email
- ❑ Video
- ❑ Form
- ❑ Social media post
- ❑ Other

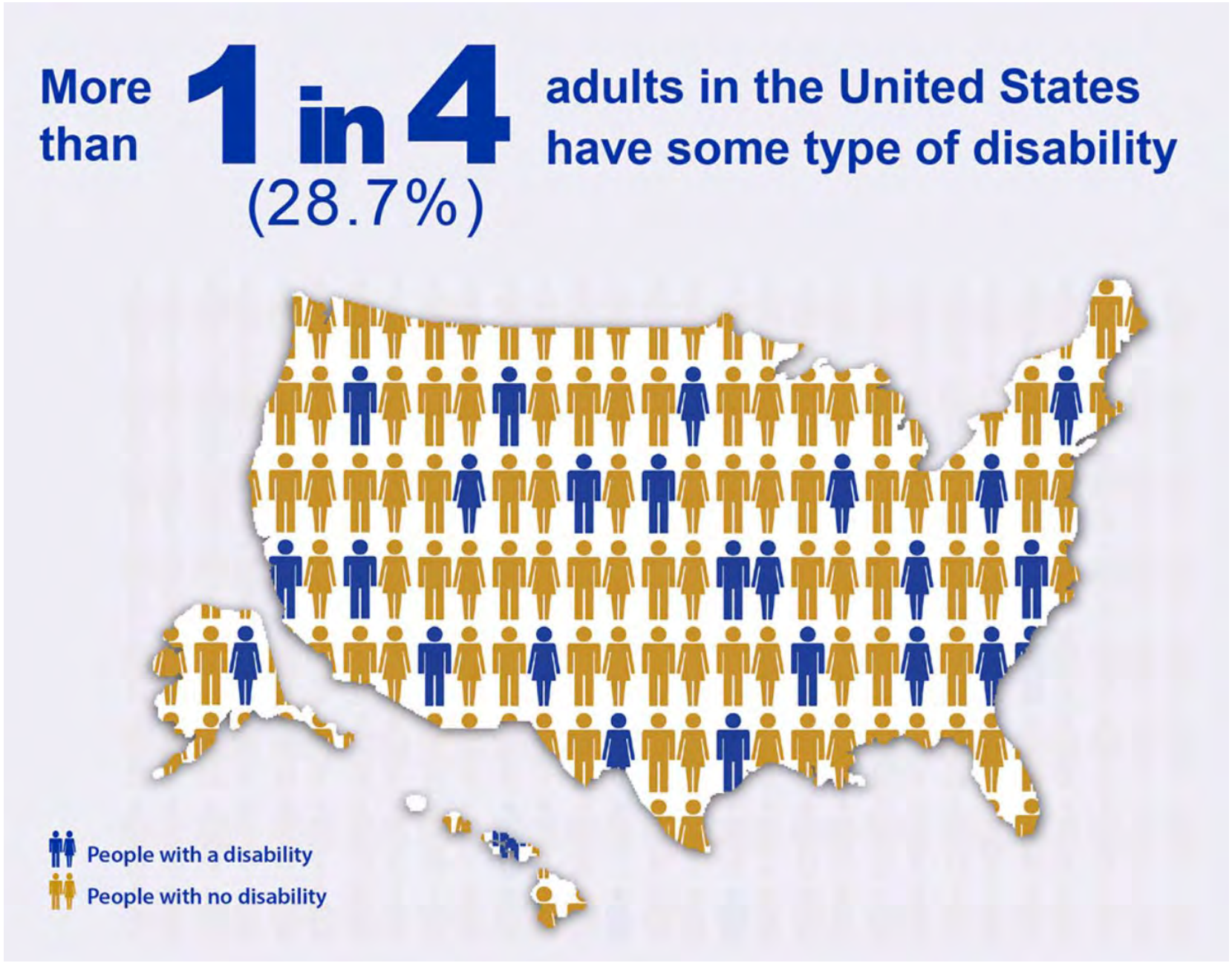
Your turn!

On a scale of 1 to 5, what is your level of experience with making digital products and communications accessible?

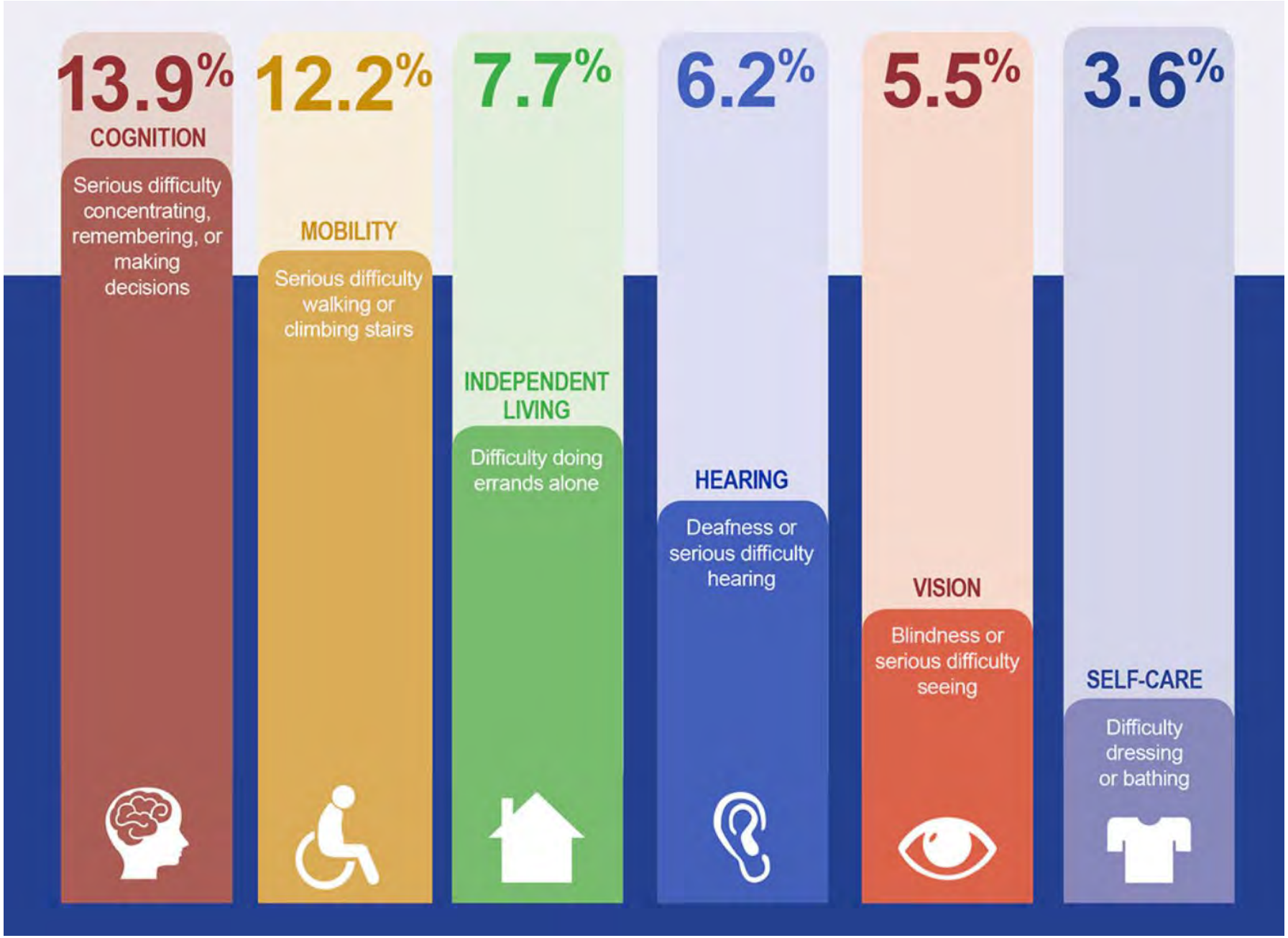
1) No experience
2) Very little experience
3) Some experience
4) A lot of experience
5) People often consider me an expert

Digital Accessibility

Making digital spaces and products usable by people with disabilities.



Center for Disease Control and Prevention - https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html



Center for Disease Control and Prevention - https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html

Accessibility: making spaces and products usable by people with disabilities

	Physical accessibility	Digital accessibility
Focus	Design of buildings, outdoor spaces, and products	Design of websites, tools, and technologies
Examples	Ramps, elevators, accessible bathrooms, clear signs with Braille	Keyboard navigation, content structure, plain language
Benefits	Anybody, regardless of ability, can have equal access to physical environments	Allows people with disabilities to access the same information and content
Relevant Law	Americans with Disabilities Act (ADA)	Section 508, WaTech Policy

How we can improve the experience

How we can improve the experience for:

- Vision

- Cognition

- Motor

Vision

- **Blind and low vision**
  - May rely on software (screen reader) to navigate and interpret content like checkboxes, form fields, and tables
  - Could have difficulty seeing small or low contrast elements
  - May use screen magnifiers to enlarge elements
- **Color blind**
  - Has difficulty discerning some colors (most common is red and green)
  - Might rely on position to interpret meaning (like a stoplight)

HR form example - before

HRMS Role Request

The HRMS Role Request form is required **only** when role(s) need to be updated on positions in HRMS. Changes are referenced by checking boxes located in the add/remove columns. It is the agency's responsibility to review roles on positions **prior** to sending this form. To review roles on positions in HRMS:

- Enter transaction PO13D and enter 8-digit HRMS position number in position field
- In Time Period box click the "Today" radio button
- Under Infotype Name highlight "Relationships"
- Click Overview (mountain icon) to review roles currently assigned to position

This form must be submitted by an agency HRMS Security Requestor or Security Authorizer and sent to HereToHelp@ofm.wa.gov. More information on security processes and access to HRMS can be found on HRMS Support Hub.

If no role changes are needed to a position and the only need is to have the employee's user account setup to access HRMS this form is not needed. Please send email to HereToHelp@ofm.wa.gov requesting the account be updated and provide the below information:

- Employee name and 8-digit personnel number
- HRMS 8-digit position number
- Single sign-on (SSO) agencies provide the employee's SNC **or** non-SSO agencies request a password

What is SNC? SNC provides single sign-on (SSO) access to HRMS without having the employee enter a User ID or password. The SNC is the agency domain and employee's network logon ID (Example: dshs\johnd).

How to find SNC:

- Go to Global Address Book and search for employee name
- Right click on name and select properties
- Find Logon Alias field and this is the employee's network logon ID
- If you do not know your agency domain please contact your agency IT staff

HRMS Access Information	
Agency Name:	Start Date:
Position Number (HRMS 8-digit):	End Date: (use 12/31/9999 if permanent)
Name (First & Last):	8 Digit Personnel Number:
Notify Employee: No ☐ Yes ☐ If Yes, provide Work Email:	SNC (SSO Agencies Only) -
Comment:	
It is agency responsibility to ensure HRMS professional users are registered for Gov Delivery	
Approvals - Agency Use Only	
Requested By: Date:	Approved By: Date:
Decentralized Roles - For role details, review the Decentralized Role Definition Handbook.	
To add or remove Centralized Roles - Please contact OFM HRMS Security	
Agency Data Profile Role(s) – *Required role on each position*	

List the 4-digit Business Area(s) (Example: 1050):

Decentralized Roles	Add	Remove	Decentralized Roles (Cont.)	Add	Remove
				☐	☐
Benefits Processor (Payroll)	☐	☐	Employee Inquirer (statewide access)	☐	☐
Financial Reporting Processor	☐	☐	Personnel Administration Inquirer	☐	☐
Garnishment Administrator	☐	☐	Personnel Administration Processor	☐	☐
Grievance Administrator	☐	☐	Personnel Administration Supervisor	☐	☐
Grievance Inquirer	☐	☐	Security Reporting	☐	☐
Leave Correction Processor	☐	☐	Tax Reporter	☐	☐
Organization Management Inquirer	☐	☐	Time & Attendance Inquirer	☐	☐
Organization Management Processor	☐	☐	Time & Attendance Processor	☐	☐
Payroll Analyst	☐	☐	* Online Leave Request Administrator	☐	☐
Payroll Inquirer	☐	☐	*requires T&A Processor role		
Payroll Processor	☐	☐	Time & Attendance Supervisor	☐	☐
Payroll Supervisor	☐	☐			

HRMS Security Team Use Only		
Ticket #:	Completed By:	Date:

Revised

12/21/2022

HR form example - after

HRMS Professional Access Request

The HRMS Role Request form is required only when role(s) need to be updated on positions in HRMS. Changes are referenced by checking boxes located in the add/remove columns. It is the agency's responsibility to review roles on positions prior to sending this form. To review roles on positions in HRMS:

- Enter transaction PO13D and enter 8-digit HRMS position number in position field
- In Time Period box click the "Today" radio button
- Under Infotype Name highlight "Relationships"
- Click Overview (mountain icon) to review roles currently assigned to position

This form must be submitted by an agency HRMS Security Requestor or Security Authorizer and sent to HereToHelp@ofm.wa.gov. More information on security processes and access to HRMS can be found on HRMS Support Hub.

If no role changes are needed to a position and the only need is to have the employee's user account setup to access HRMS this form is not needed. Please send email to HereToHelp@ofm.wa.gov requesting the account be updated and provide the below information:

- Employee name and 8-digit personnel number
- HRMS 8-digit position number
- Single sign-on (SSO) agencies provide the employee's SNC or non-SSO agencies request a password

What is SNC?

SNC provides single sign-on (SSO) access to HRMS without having the employee enter a User ID or password. The SNC is the agency domain and employee's network logon ID (Example: dshs\johnd).

How to find SNC:

- Go to Global Address Book and search for employee name
- Right click on name and select properties
- Find Logon Alias field and this is the employee's network logon ID
- If you do not know your agency domain please contact your agency IT staff

HRMS Access Information

Agency Name: Start Date:

Position Number (HRMS 8-digit): End Date (use 12/31/9999 if permanent):

Name (First & Last): 8 Digit Personnel Number:

Notify Employee:

◯ No ◯ Yes

If Yes, provide Work Email: SNC (SSO Agencies only):

Comment:

Important: It is agency responsibility to ensure HRMS professional users are registered for Gov Delivery

Approvals – Agency Use Only

Requested By: Date:

Approved By: Date:

Decentralized Roles – For role details, review the Decentralized Role Definition

To add or remove Centralized Roles - Please contact OFM HRMS Security

Agency Data Profile Role(s) – Required role on each position

List the 4-digit Business Area(s) to be added (Example: 1050):

List the 4-digit Business Area(s) to be removed (Example: 1050):

Best practices for creating accessible PDF's

- **Start with the source document**
  - Utilize built-in styling options like headings, lists, and line spacing
  - Run an accessibility check, every software in the Office suite has one
  - Don't forget to update document properties
  - Style form inputs in Word
- **Export as "Adobe PDF"**
  - Double check with the Adobe Accessibility checker in Acrobat

What might not work well for a user with a cognitive disability?

Cognition

- **Dyslexia**
  - May struggle with complex words and long sentences
  - Could have difficulty with certain typefaces and fonts
- **ADHD**
  - Can be distracted by unnecessary or animated content
- **Second language**
  - Might have difficulty understanding colloquial terms and phrases

What is it like browsing with dyslexia?

Dtgiial Aicceslltbisiy Page

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Best practices for making communications accessible

- **Use clear topics and subject lines**
- **Strive for plain language**
  - Avoid jargon and complex terms
  - Explain an acronym the first time it's used and limit overall use
- **Provide alternative text for images**
- **Follow appropriate heading structures**
  - One level 1 heading and nested level 2-5 headings for content sections
- **Use clear visible link text**

A better experience

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2. Oleabrpe: Usres slhuod be able to ntviagae and iarnctet wtih dtaiigl ientarcefs elsiay. This idclenus pidorving karobeyd naagiotvin opitons, so all iatrticenve eneetmls can be aececssd whituot a muose.

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What might not work well for a user with a motor disability?

Motor difficulty

- **Alternative inputs**
  - Sip and puff devices
  - Switch inputs
  - Voice recognition software
  - Keyboards
- **Device types**
  - Mobile
  - Desktop
  - Tablet
  - Braille display

Creating accessible digital environments

- Design for different devices
  - Ask how your content looks on mobile, tablet, and desktop
- Look for clear and large interaction points
  - Buttons and links should be clearly identified
  - Touch points should be 24px by 24px at minimum
- Provide alternative formats
- Avoid mouse-heavy interactions
  - For example, drag and drop can be difficult to emulate

Lessons from Human-Centered Design (HCD)

Design in collaboration with your audience

- **Understand your audience and their needs**
  - Usability study, customer survey, questions/calls to customer service, analytics
- **Uncover unknown needs through testing and iteration**
  - Test designs with customers
  - Prioritize iteration, not perfection
  - Start with outlines and prototypes and progressively increase detail

Use best practices and add your own

- Result of real-world testing
- Documented to prevent the same mistakes and create consistency
- Living documents updated as we learn more
  - Design systems/specs, style guides, voice & tone guides, information architecture

Use data to identify priorities

- Do not rely on opinions, assumptions, or the loudest voice
- Gather data on how products are used and let that drive decisions
  - Showstoppers – prevent people from completing tasks or getting information
  - Number of people who complete the task and how often
- Measure how your design is performing and continue to improve

Wrap up

Recap

- It is our responsibility to create accessible products and communications
- Our range of users is a diverse spectrum
- You are not your audience
- Don’t wait until the end to check for accessibility
- Using an HCD approach keeps accessibility front and center every step of the way
- A small accessibility change can result in a large usability change

Want to learn more?

- Accessibility Matters Conference is next week!
- October 8th (in-person) and 9th (virtual)
- Hosted by IPMA
- Link to registration: https://ipma.eventsmart.com/events/ipma-pd-accessibility-matters-conference/
- Attendees will learn:
  - How the changes to Title II of the ADA will impact State and Local government agencies.
  - WaTech Accessibility Policy 188 Updates and strategies on how to become compliant.
  - Why accessibility should matter to you and how you can create a more accessible environment in your government agency.

Thank You

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Q&A

- What questions do you have about accessibility or human-centered design?
- What is one practical tip you learned today that you can start implementing right away?
- What barriers are you experiencing to making your digital services more accessible?
- What feedback do you have for us?

Other extensions and tools

- Axe DevTools
- TPGi Colour Contrast Analyzer
- Axe Code Linter
- Web Content Accessibility Guidelines Quick Reference
- Accessibility Tools for Microsoft 365