inspera

Empowering Inclusivity:

A progress report on Accessibility Enhancements

19th October 2023

Agenda

1. Inclusivity for Inspera
2. Inclusivity journey
3. Recent accessibility update with examples
4. Ongoing and going forward approach

What does Inclusivity means for us

Embracing Diversity

We wholeheartedly welcome and celebrate the differences in people's abilities and needs.

We believe that diverse perspectives enrich our design processes.

Fostering Equality

Everyone, has an equal opportunity to access and use our products and services.

We remove barriers through fair design practices, ensuring inclusivity and ongoing improvement."

Igniting Innovation

We're passionate about finding creative ways to make our products and services accessible to everyone, regardless of their abilities.

Igniting Innovation

And last but not least

Inclusivity Journey so far

Gap Assessment
Milestone 1, March 2023

Started our journey by identifying the gaps

Assessment Concluded
Milestone 2, May 2023

We completed our assessment of our portal on both side.

Consultant Engagement
Milestone 3, June 2023

Inspera engaged the services of a third-party consultant to devise solutions for the identified issues.

First Round of Updates Delivered
Milestone 4, Aug 2023

We successfully completed the round of bug updates and delivered them to our users.

Accessibility Team Training
Milestone 5, Jun 2023

We conducted an 8-day workshop to provide Accessibility training for engineers, product managers, and designers

September Release
Milestone6, Sep 2023

Another chunk of Accessibility updates went in september release

Major Accessibility Update
Milestone 7, Oct 2023

The biggest update on Accessibility fixes went with our October release

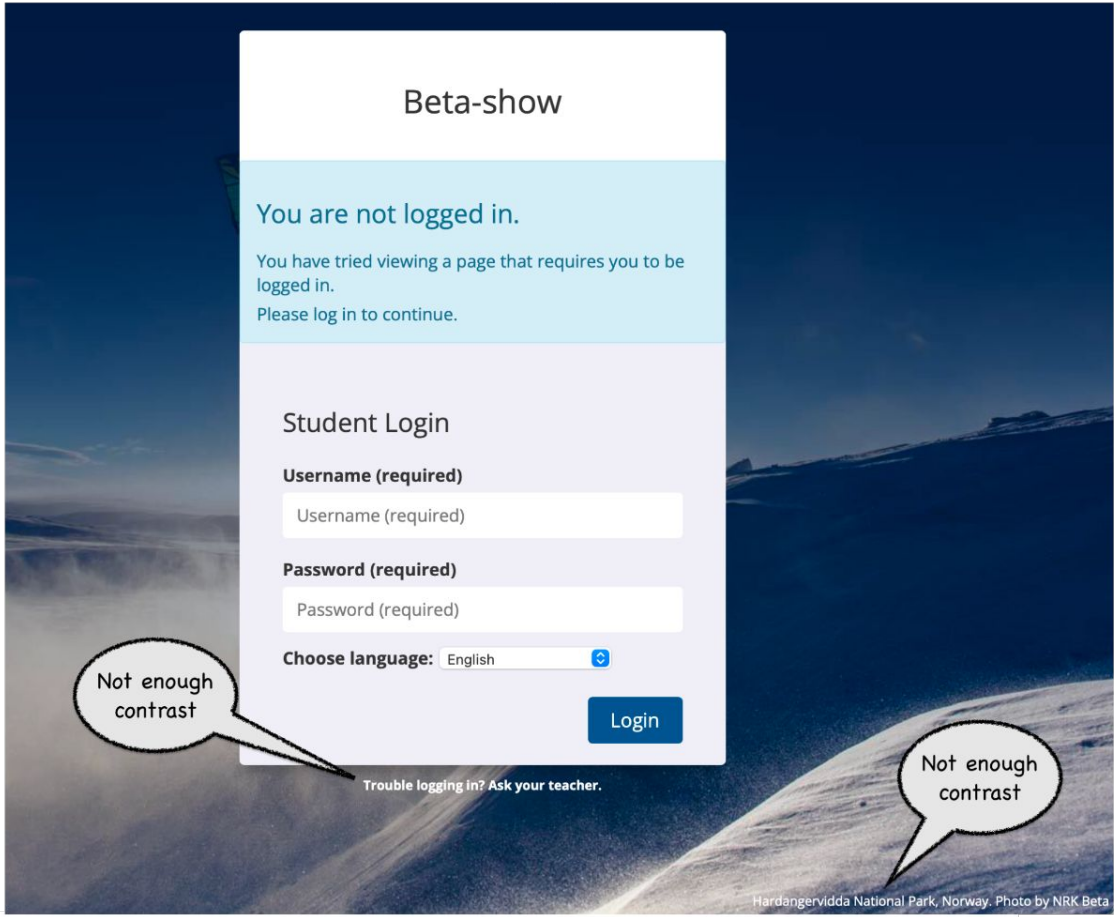
Several upcoming updates in our pipeline, including a VPAT report and additional accessibility enhancements

Integrating Accessibility: A Holistic Approach

- Hosted an **8-Day workshop** to curate captivating training sessions.
- Infused these sessions into our new member **onboarding process**.
- Organize **monthly sessions** with industry experts for accessibility guidance.

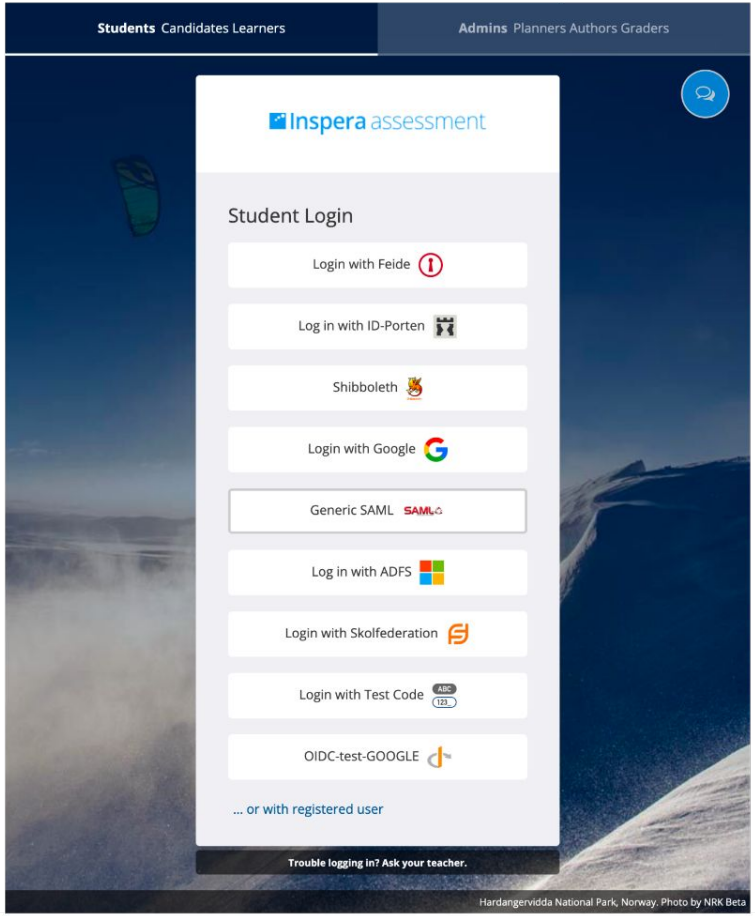
Example of few updates on Login screen

OLD IMPLEMENTATION



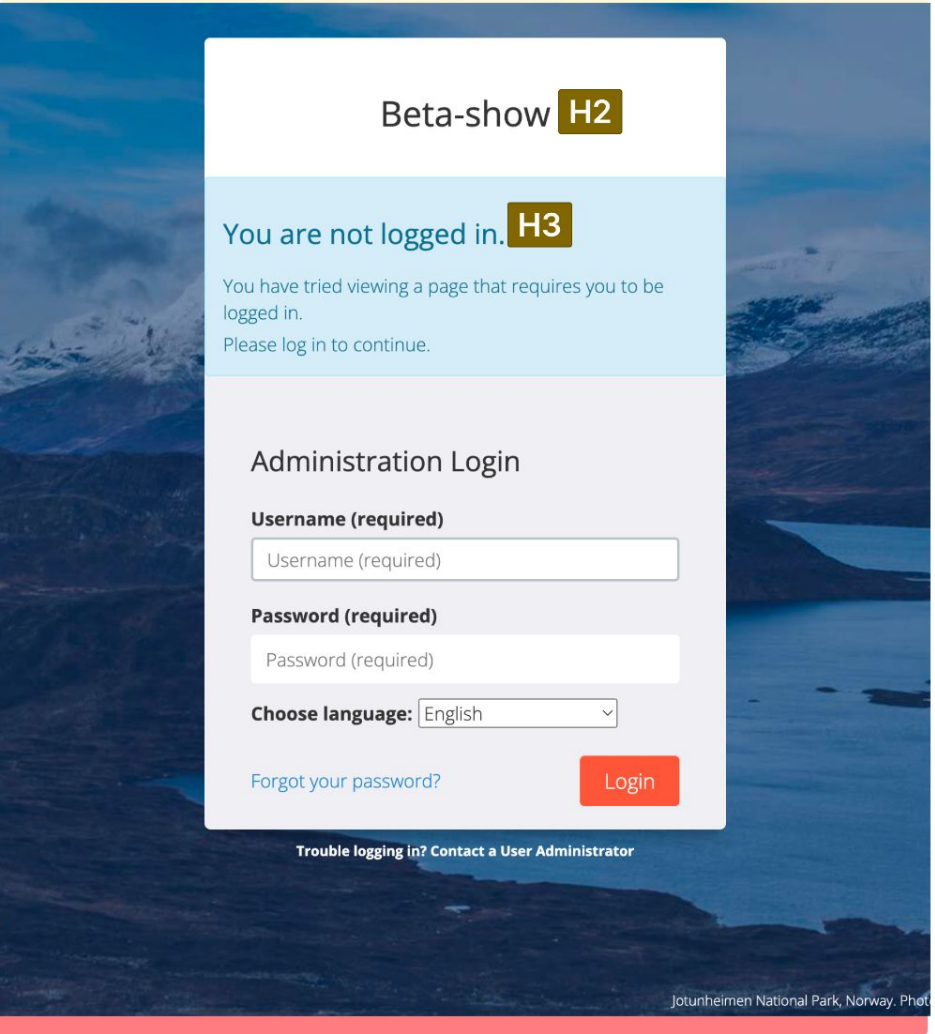
Current ratio - 2:47:1 - 15:34:1 | AAA ❌ | AA ❌

NEW IMPLEMENTATION

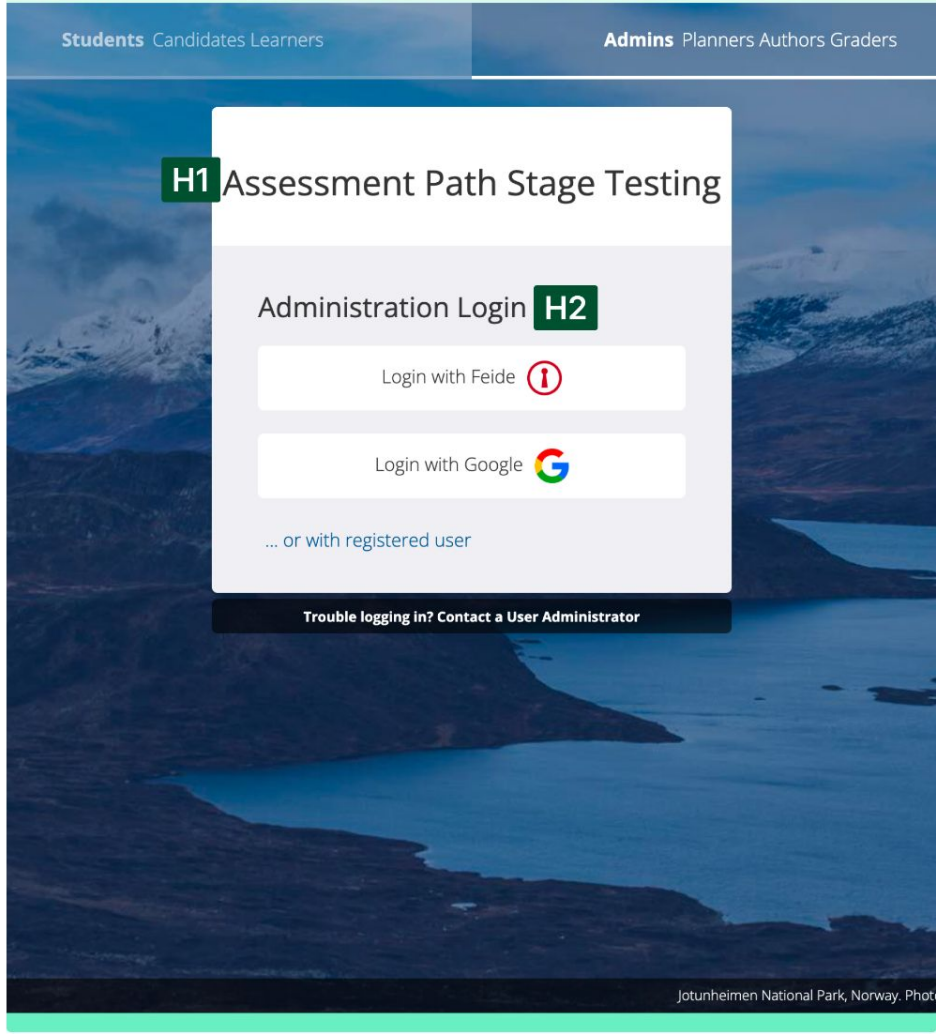


Current ratio - 11:03:1 | AAA ✅ | AA ✅

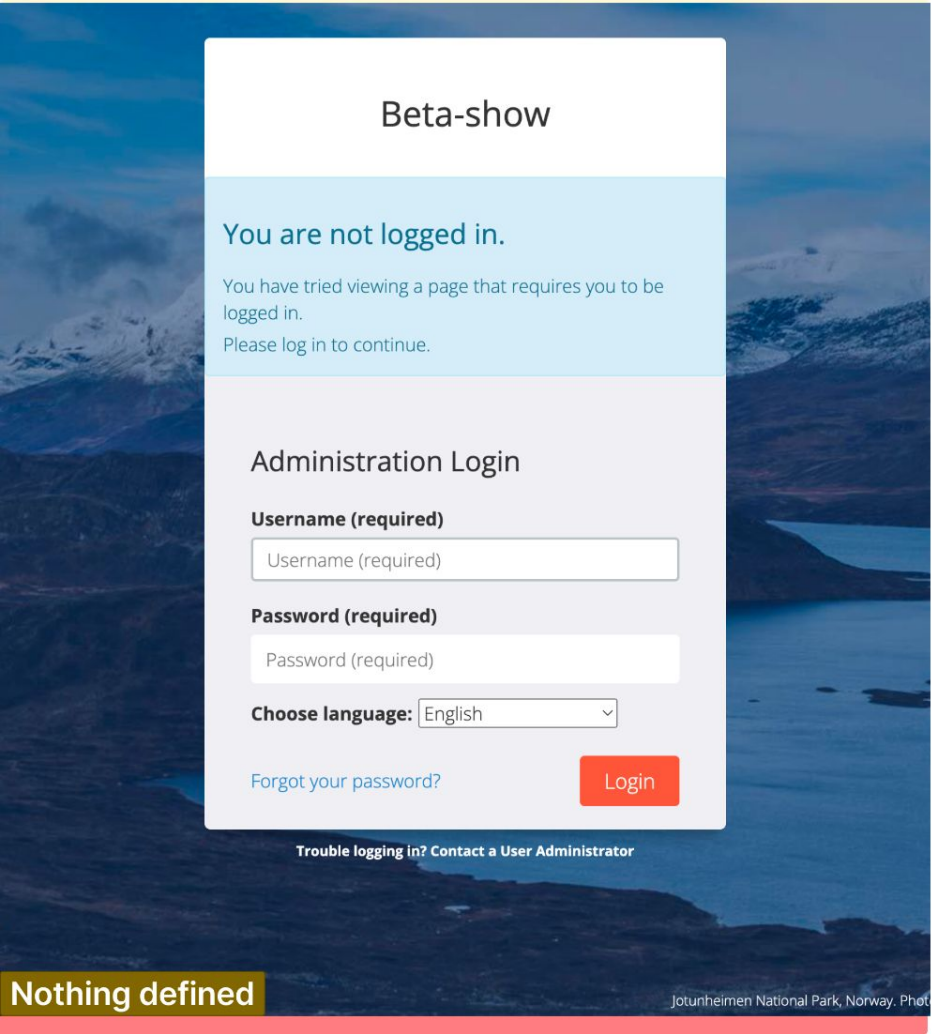
OLD IMPLEMENTATION



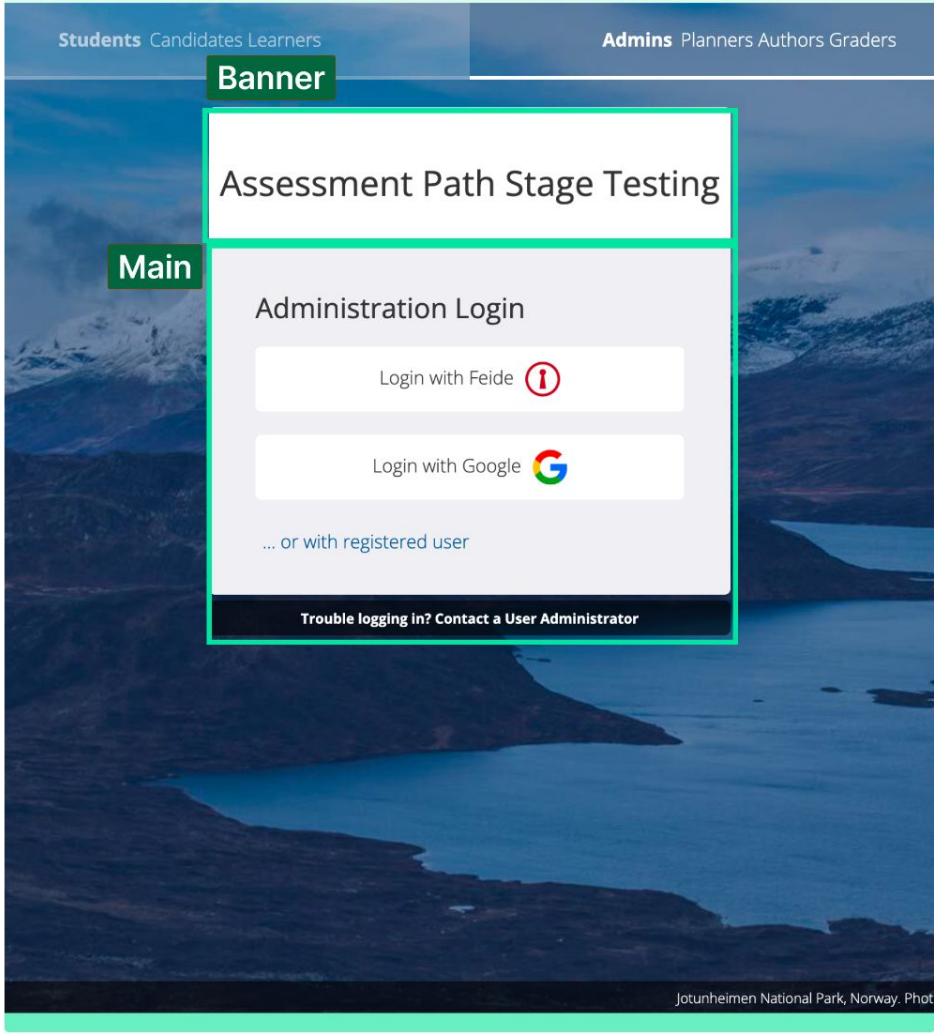
NEW IMPLEMENTATION



OLD IMPLEMENTATION

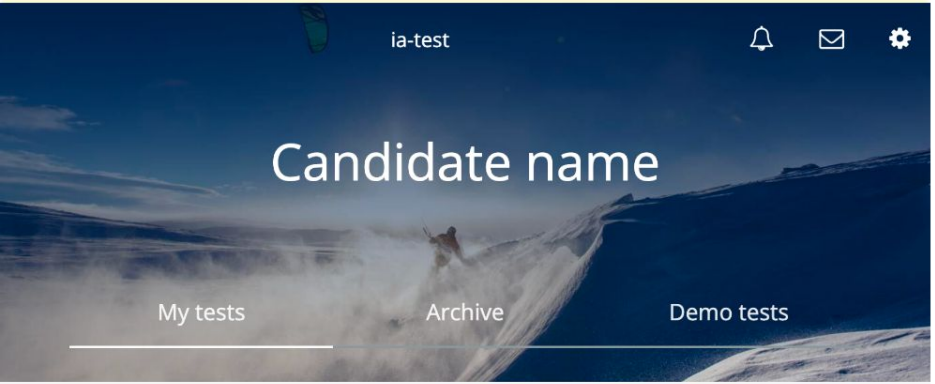


NEW IMPLEMENTATION



Example of few updates on Candidate Dashboard

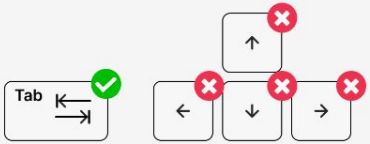
OLD IMPLEMENTATION



No tests

Do you have a Test Code?

Register



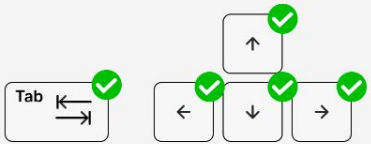
Only Tab key working

NEW IMPLEMENTATION

No tests

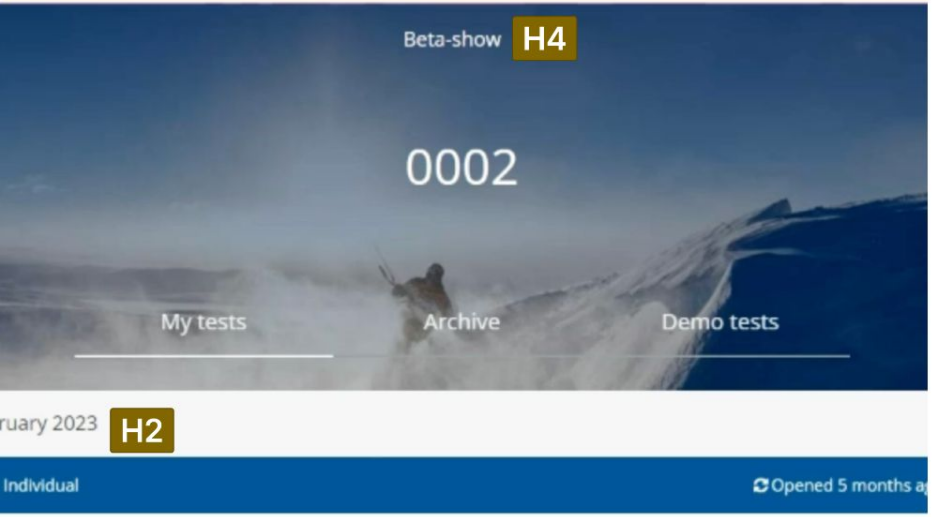
Do you have a Test Code?

Register



Tab & arrow key working

OLD IMPLEMENTATION

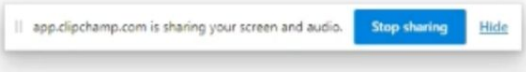


Student Experience H3

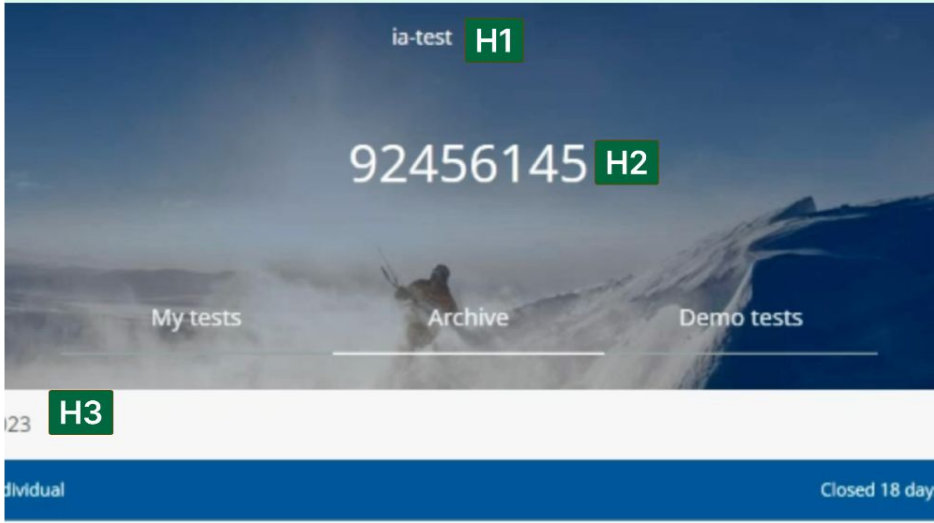
February 22, 2023 3:30 PM → December 31, 2023 5:30 PM

You have not submitted

Click here to get ready



NEW IMPLEMENTATION

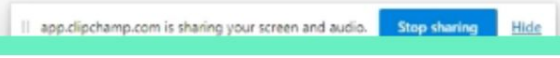


AS - Test 4 H4

July 14, 2023 8:00 AM → July 14, 2023 7:08 PM

You have submitted. You can no longer edit your submission.

See more details



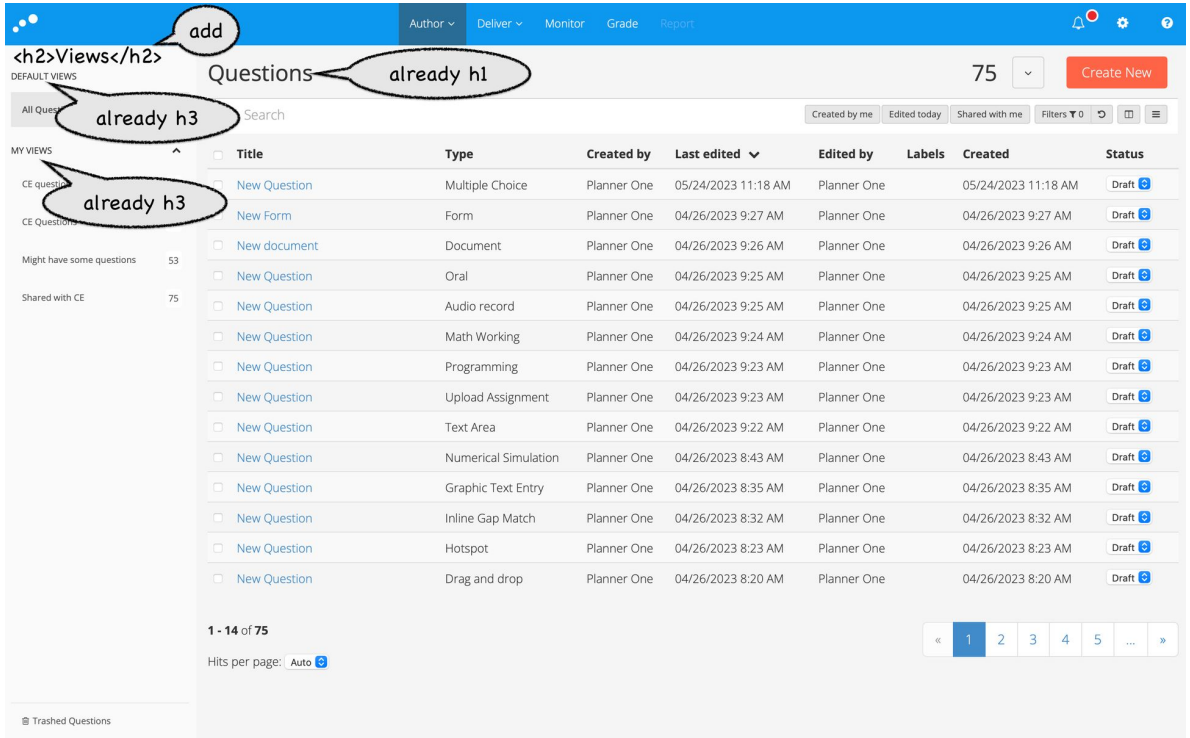
Example of few updates on Admin side of Inspera

Admin side: Updating Notification contrast ratios

CURRENT IMPLEMENTATION	NEW IMPLEMENTATION	CONTRAST RATIO
Info indicates a neutral informative change or action.	**Info** indicates a neutral informative change or action.	8.59:1
Success indicates a successful or positive action.	**Success** indicates a successful or positive action.	8.74:1
Warning indicates a warning that might need attention.	**Warning** indicates a warning that might need attention.	8.12:1
Danger indicates a dangerous or potentially negative action.	**Danger** indicates a dangerous or potentially negative action.	7.22:1

All above meets AAA Level of contrast ratios

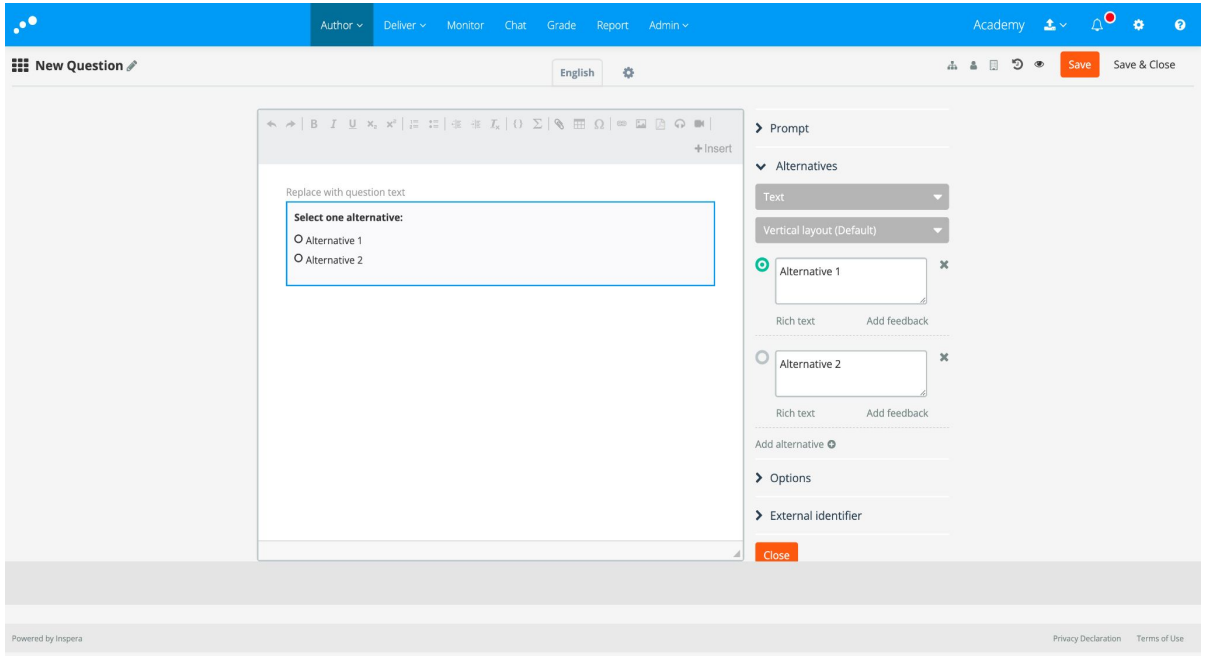
Improved heading structures



Screen Readers software, commonly used by individuals with visual impairments, relies heavily on heading tags (e.g., H1, H2, H3, etc.) to navigate

Cognitive Benefits: Heading structures can benefit users with cognitive disabilities by providing visual cues that help users understand the content's.

Made UI elements interactive

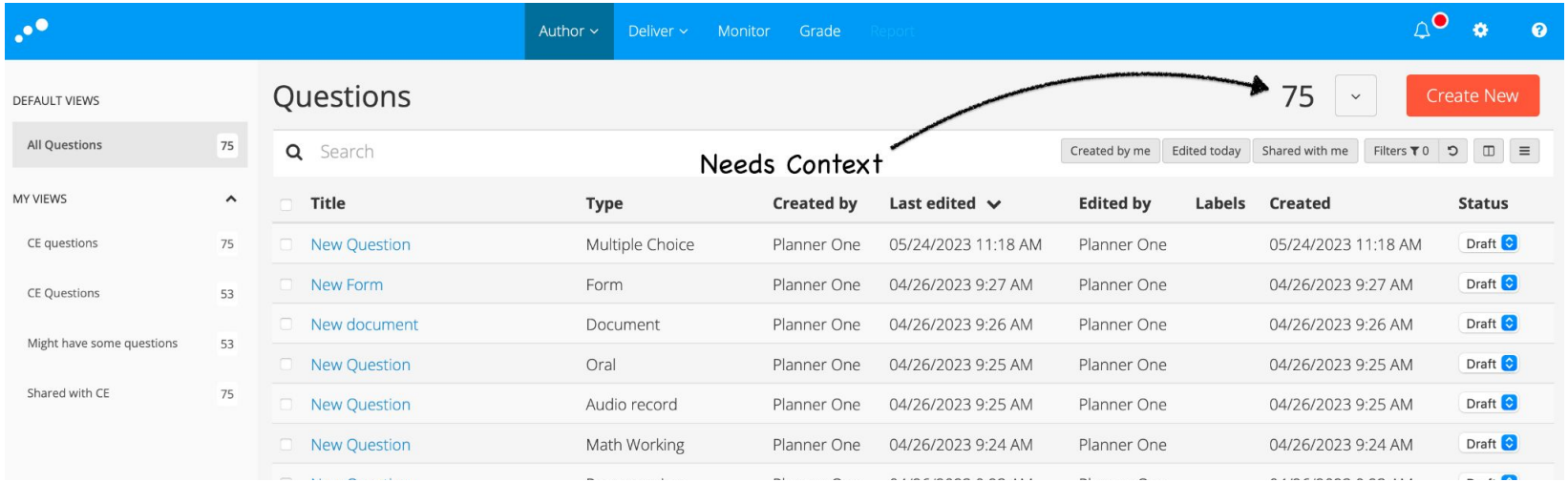


Screen Readers With this users with visual impairments can understand and use buttons, links, and forms.

Keyboard Accessibility: ensure that users can interact with a website or application effectively. This includes providing keyboard shortcuts & proper focus management.

Assistive Technology: voice recognition software, and switch devices rely on interactive elements to facilitate user interaction, and their effectiveness depends on well-implemented interactivity.

Context


Author
Deliver
Monitor
Grade
Report
DEFAULT VIEWS
All Questions 75
MY VIEWS
CE questions 75
CE Questions 53
Might have some questions 53
Shared with CE 75
Questions
75
Create New
Needs Context
Search
Created by me
Edited today
Shared with me
Filters 0
Title
Type
Created by
Last edited
Edited by
Labels
Created
Status
New Question
Multiple Choice
Planner One
05/24/2023 11:18 AM
Planner One
05/24/2023 11:18 AM
Draft
New Form
Form
Planner One
04/26/2023 9:27 AM
Planner One
04/26/2023 9:27 AM
Draft
New document
Document
Planner One
04/26/2023 9:26 AM
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New Question
Oral
Planner One
04/26/2023 9:25 AM
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Math Working
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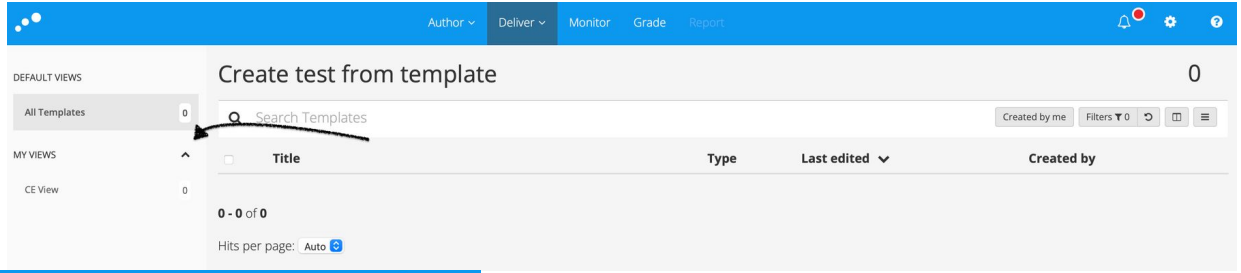
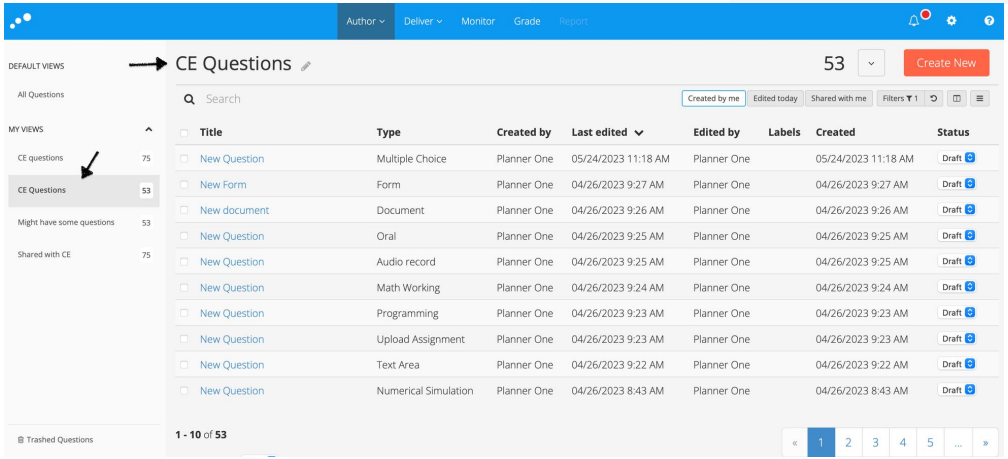
Planner One
04/26/2023 9:24 AM
Draft

ARIA Labels





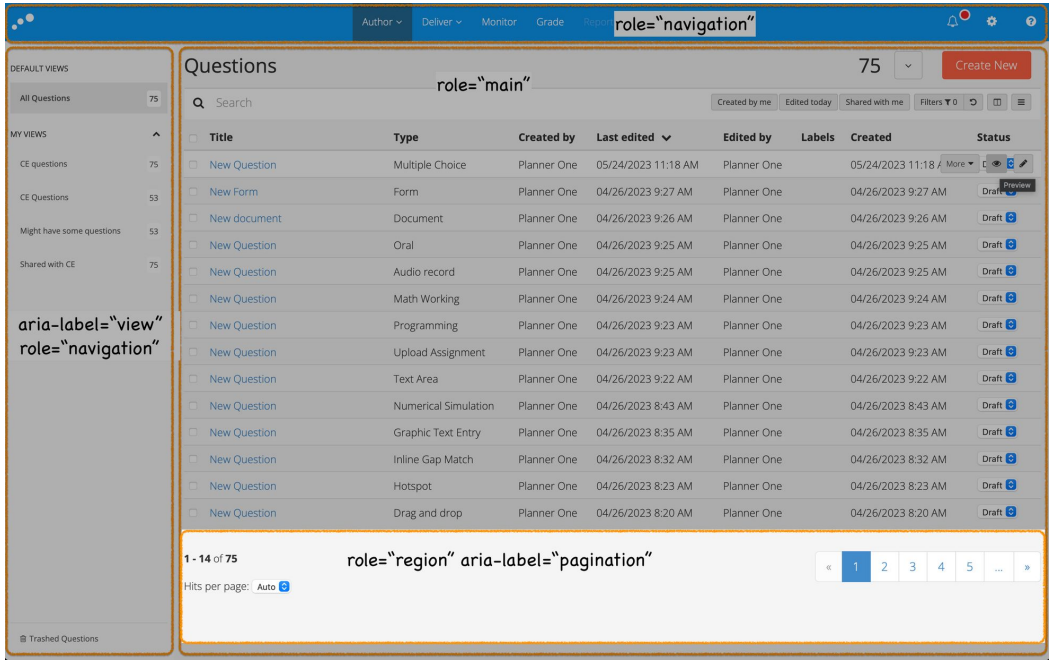
ARIA (Accessible Rich Internet Applications) labels are like labels for elements on a webpage that help people who use special tools, like screen readers, understand what's on the page.

Pictures and Icons: They provide a description for these non-text items.

Better Descriptions: They make it easier for special tools to describe elements like buttons and links.

Complex Stuff: When websites have fancy things like custom buttons or interactive elements, ARIA labels help explain how they work to people who use special tools.

Page landmarks



Landmarks are like road signs on a webpage. They show you different areas like the header, menu, main content, and footer.

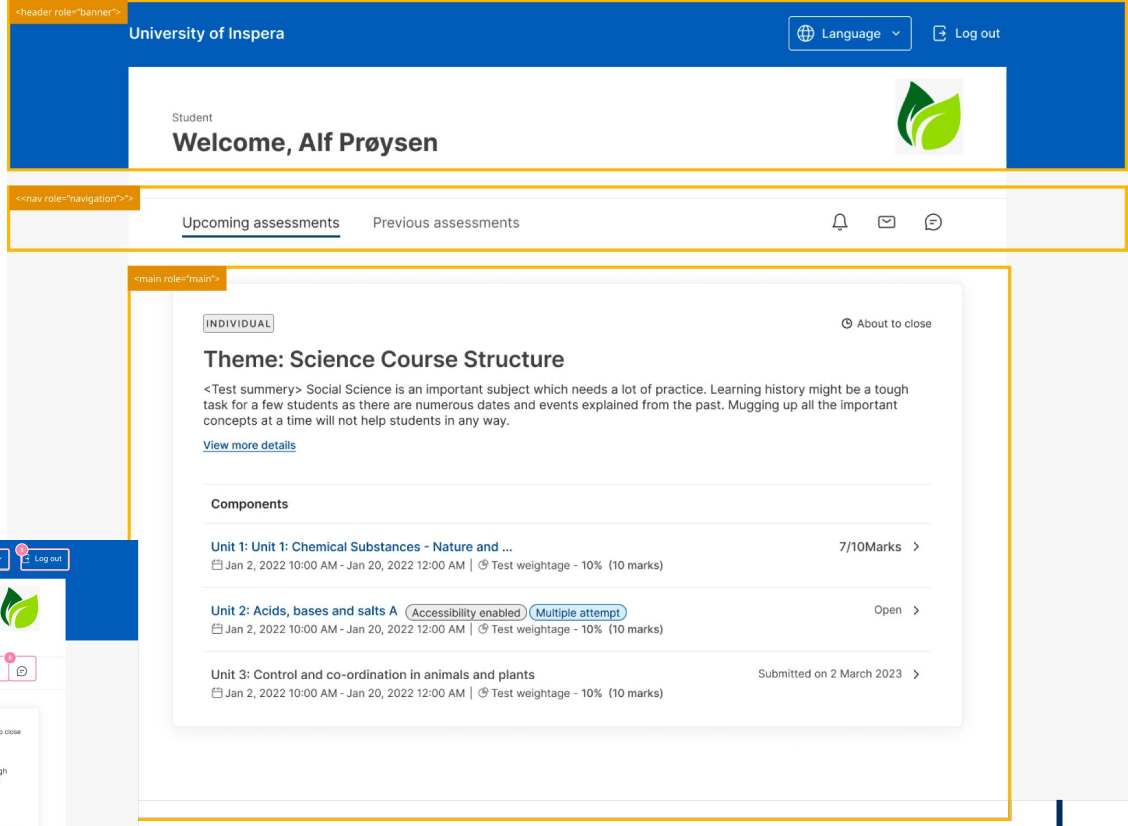
And many more..

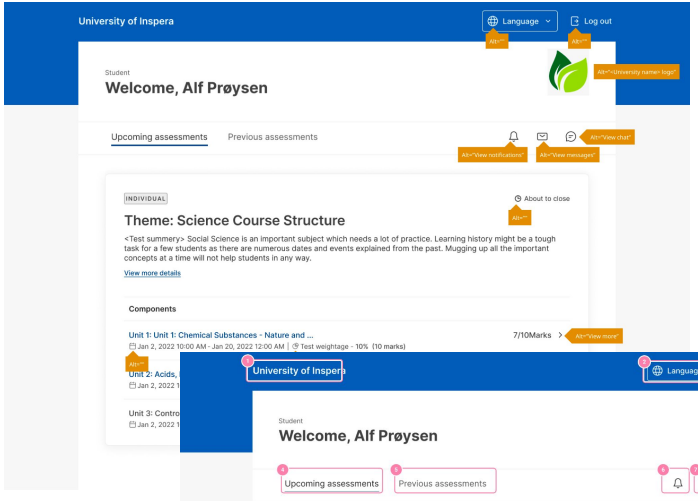
You can find specific details in our August, September and October releases

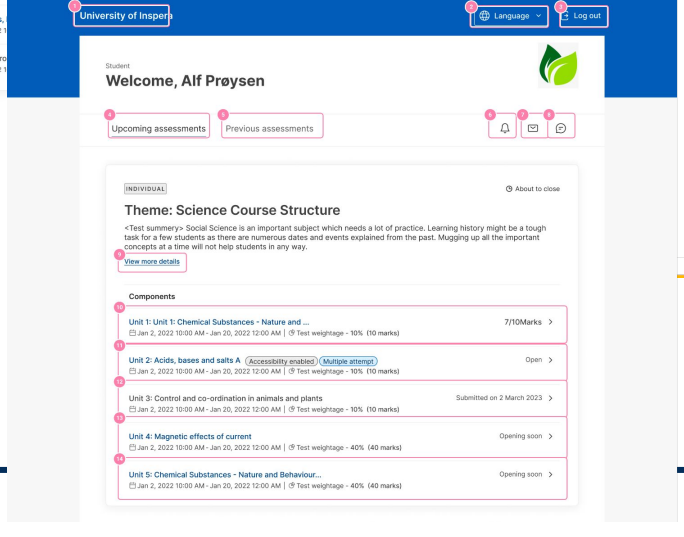
Ongoing work

So far we saw what we are doing to upgrade our current experience but going forward, our designs will be inclusive, as we are taking initiatives to make Accessibility specs as part of regular design specs and they get implemented at same time

New candidate Dashboard



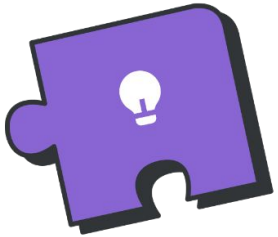




Our UX Design process

UNDERSTAND

- User Personas
- Competitive analysis
- User Interview
- Journey map
- Stakeholder interview
- Task analysis
- Empathy map
- Market research



IDEATE

- Wireframe
- Paper prototype
- Brainstorming
- User flow
- Interactive prototype
- Sketching
- References
- Moodboard

TEST

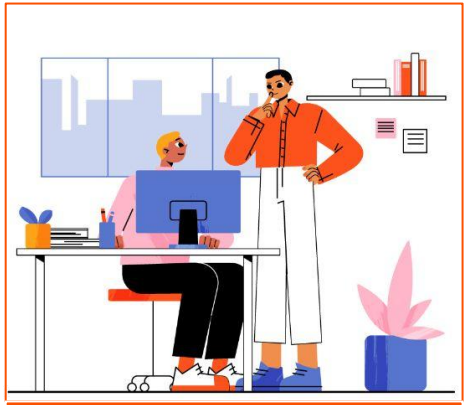
- Survey
- Usability test
- Dairy study
- Card sorting
- Heuristic evaluation
- Analytics
- Field study
- A/B test

IMPLEMENT

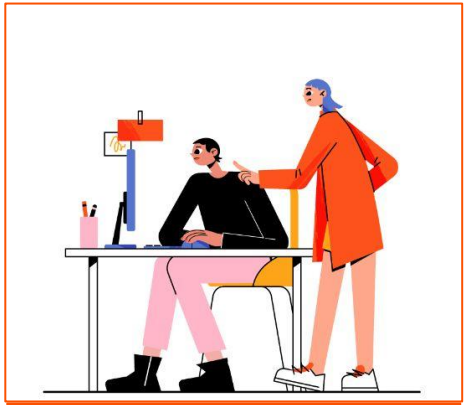
- UX writing
- Accessibility
- Navigation
- Onboarding
- Design system
- Forms
- UI Design
- Usability

That is not all...

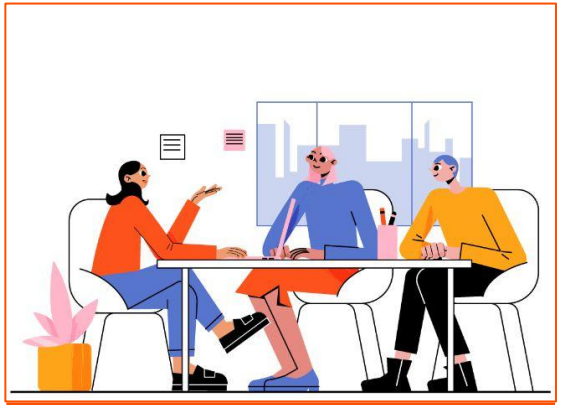
How do we keep improving



Accessibility inspection every year



Fixing our issues



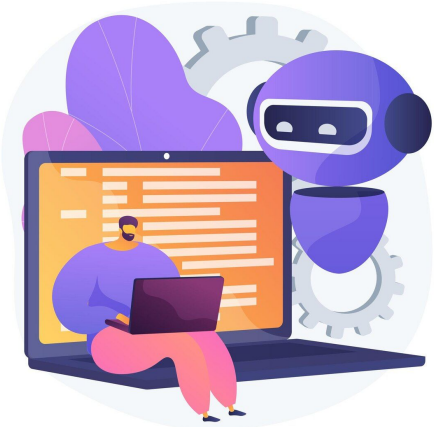
Accessibility review with real users

A glimpse of Future ..

We have plans to work with specific disability needs and understand its requirements to enhance the overall experience on Inspera.

Still initial research phase

Dyslexia friendly



Using AI to create more accessible content

Multi lingual assessments

Alt text suggestions for images

Accessibility is a human right!

Thank you!

Ashlesha
Design lead

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