

# Empower Occupational Therapy Usability Testing Findings

**Testers:** 4 with screen readers, one visual testing only

**Reasons for screen reader usage:** Low-vision, color blindness, dyslexia

**Positives:** Liked the color scheme, found the colors comforting, great use of alt text to describe the photos that were important, screen readers navigated well through the pages

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## Positive Findings

- Visual review found the color scheme comforting and engaging
- Screen reader users were pleased with the copy for the image alt. texts
- With only a few exceptions, testers using screen readers were able to navigate through the site with ease

*\* Many of the challenges revolved around difficulty using the screen reader technology. The majority of the testers were not “tech natives” and were new not fully comfortable using this service. However, this leads one to consider the inherent usability of this voice over service.*

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## Areas of improvement and actions taken to resolve challenges:

### Area of improvement

- Both the forms page and the “moments and memories” page were not easily explained through the screen reader.

### Actions taken

- Added text description at the top of each page to verbally explain the purpose of the page

### **Area of improvement**

- The captcha system that required the user to complete a simple addition problem was unclear on the screen reader.\*

*\* It is my understanding that this captcha style was developed as an assistive adaptation in order to avoid the visual need for identifying an image. However, the users I worked with, had not seen this type of captcha before and did not know what to do.*

### **Actions taken**

- Given that this is a small webpage and we're not expecting extensive traffic, I removed the captcha requirement in order to streamline the ease of flow for contacting the business
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### **Area of Improvement**

- In the footer the phone number was designated with "Ph". When the user tried to search for the phone number on her screen reader it did not identify the Ph as "phone"

### **Actions taken**

- Changed to the full word "Phone" for ease of location
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### **Area of improvement**

- Color scheme concern for users experiencing color blindness: One of the testers was unable to identify the letters in the header due to the soft blue/white contrast. She was however easily able to navigate using her screen reader.

### **Actions taken**

At this time we will keep with the current colors and continue evaluating as the business grows. This decision was made for the following reasons:

- 1) The color contrast passed testing using the Accessibility Tester.
- 2) Color blindness is variable in intensity and type.
- 3) Most users will either be family members of the individual needing services, or have access to a screen reader.
- 4) We have received positive feedback on this color scheme from sighted users.
- 5) This was a sample with only one mention of concern for color. A larger research study is warranted before changing the color scheme.