

# City of St. Louis, MO

## Low Vision Usability Focus Group

### *Overview*

**What:** Low Vision focus group to test contrast and usability of new City of St. Louis website <http://stlouis-mo.gov>

**When:** Monday, August 16, 2010, 2 PM - 4 PM

**Where:** Harris-Stowe AT&T Library and Technology Resource Center, 3026 Laclede Ave, St. Louis, MO 63103

**Participants:** 6 – 10 individuals with diverse low vision conditions

**Facilitators:** Ben Durnell, Sonya Pelli, David Newburger

### *Getting Started*

#### **Materials:**

1. 3 styles sheets to test for optimum contrast: Option 1, Option 2, Option 3
2. Test pages to test contrast for: font color; links color, hover, background; forms; background, site customization
3. url: <http://stlouis-mo.gov/government/departments/information-technology/web-development/accessibility-test.html>
4. Measurement Tool to record results
5. Questions for participants to obtain direct feedback

#### **Process:**

- Three facilitators. 1:1 ratio facilitator to participant
- Overview of goal of test. Test contrast options, customization, experience site
- Sign release form
- Request not to share url until site is launched on October 1, 2010

#### **Measures:**

- Performance of option 1, 2, 3
- Verbal feedback

#### **Criteria for selection of style:**

- 25 % improved performance over default style

## ***Tasks***

### **Performance measures**

1. Use Web Development page at <http://stlouis-mo.gov/government/departments/information-technology/web-development/>
2. Participant to step through various contrast tests and provide feedback
3. Facilitator to record feedback
4. Ask participant to customize site using accessibility tools
5. Participant to navigate site as default and customized

### **Verbal feedback from participants**

1. Facilitator to record general feedback of participant experience with the site
2. Facilitator to ask and record answers to specific questions

### ***Evaluator Tasks to Complete***

- Ask users to perform each task in each style and determine best experience
- Record performance measures
- Record observations
- Administer and record verbal feedback