Designing for accessibility
### Designing for users on the autistic spectrum

**Do...**

- Use simple colours
- Write in plain language
- Use simple sentences and bullets
- Make buttons descriptive
- Build simple and consistent layouts

**Do this**

- Use bright contrasting colours
- Use figures of speech and idioms
- Create a wall of text
- Make buttons vague and unpredictable
- Build complex and cluttered layouts

**Don’t...**

- Use bright contrasting colours
- Use figures of speech and idioms
- Create a wall of text
- Make buttons vague and unpredictable
- Build complex and cluttered layouts
## Designing for users of screen readers

<table>
<thead>
<tr>
<th><strong>Do...</strong></th>
<th><strong>Don’t...</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>describe images and provide transcripts for video</td>
<td>only show information in an image or video</td>
</tr>
<tr>
<td>follow a linear logical layout</td>
<td>spread content all over a page</td>
</tr>
<tr>
<td>structure content using HTML5</td>
<td>rely on text size and placement for structure</td>
</tr>
<tr>
<td>build for keyboard use only</td>
<td>force mouse or screen use</td>
</tr>
<tr>
<td>write descriptive links and headings</td>
<td>write uninformative links and headings</td>
</tr>
</tbody>
</table>

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Contact us

Click here

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Thank you to the UK Digital Home Office Digital, Data and Technology for the inspiration, support and template.

Please contact: drc.questions@ubc.ca for more information.

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Designing for users with low vision

**Do...**

- Use good colour contrasts and a readable font size
- Publish all information on web pages
- Use a combination of colour, shapes and text
- Follow a linear, logical layout
- Put buttons and notifications in context

**Don’t...**

- Use low colour contrasts and small font size
- Bury information in downloads
- Only use colour to convey meaning
- Spread content all over a page
- Separate actions from their context
Designing for users with dyslexia

**Do...**

- Use images and diagrams to support text
- Align text to the left and keep a consistent layout
- Consider producing materials in other formats (for example audio or video)
- Keep content short, clear and simple
- Let users change the contrast between background and text

**Don’t...**

- Use large blocks of heavy text
- Underline words, use italics or write in capitals
- Force users to remember things from previous pages - give reminders and prompts
- Rely on accurate spelling - use autocorrect or provide suggestions
- Put too much information in one place

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**Designing for users with physical or motor disabilities**

### Do...

- **make large clickable actions**
  - Yes
- **give clickable elements space**
- **design for keyboard or speech only use**
- **design with mobile and touchscreen in mind**
- **provide shortcuts**
  - Postcode
  - Address

### Don’t...

- **demand precision**
  - No
- **bunch interactions together**
- **make dynamic content that requires a lot of mouse movement**
  - 1
  - 2
  - 2a
  - 3
  - 2b
  - 2c
- **have short time out windows**
  - Your session has timed out

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Designing for users who are deaf or hard of hearing

<table>
<thead>
<tr>
<th>Do...</th>
<th>Don’t...</th>
</tr>
</thead>
<tbody>
<tr>
<td>write in plain language</td>
<td>use complicated words or figures of speech</td>
</tr>
<tr>
<td>use subtitles or provide transcripts for videos</td>
<td>put content in audio or video only</td>
</tr>
<tr>
<td>use a linear, logical layout</td>
<td>make complex layouts and menus</td>
</tr>
<tr>
<td>break up content with sub-headings, images and videos</td>
<td>make users read long blocks of content</td>
</tr>
<tr>
<td>let users ask for their preferred communication support when booking appointments</td>
<td>make telephone the only means of contact for users</td>
</tr>
</tbody>
</table>

Do this

- CC

Don’t...

- Put content in audio or video only
- Make complex layouts and menus
- Make users read long blocks of content
- Make telephone the only means of contact for users

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## Designing for users with anxiety

### Do...
- Give users enough time to complete an action
- Explain what will happen after completing a service
- Make important information clear
- Give users the support they need to complete a service
- Let users check their answers before they submit them

### Don’t...
- Rush users or set impractical time limits
- Leave users confused about next steps or timeframes
- Leave users uncertain about the consequences of their actions
- Make support or help hard to access
- Leave users questioning what answers they gave