

Web pages for AAC users

Challenges for the user interface and the content

www.papunet.net/kuva

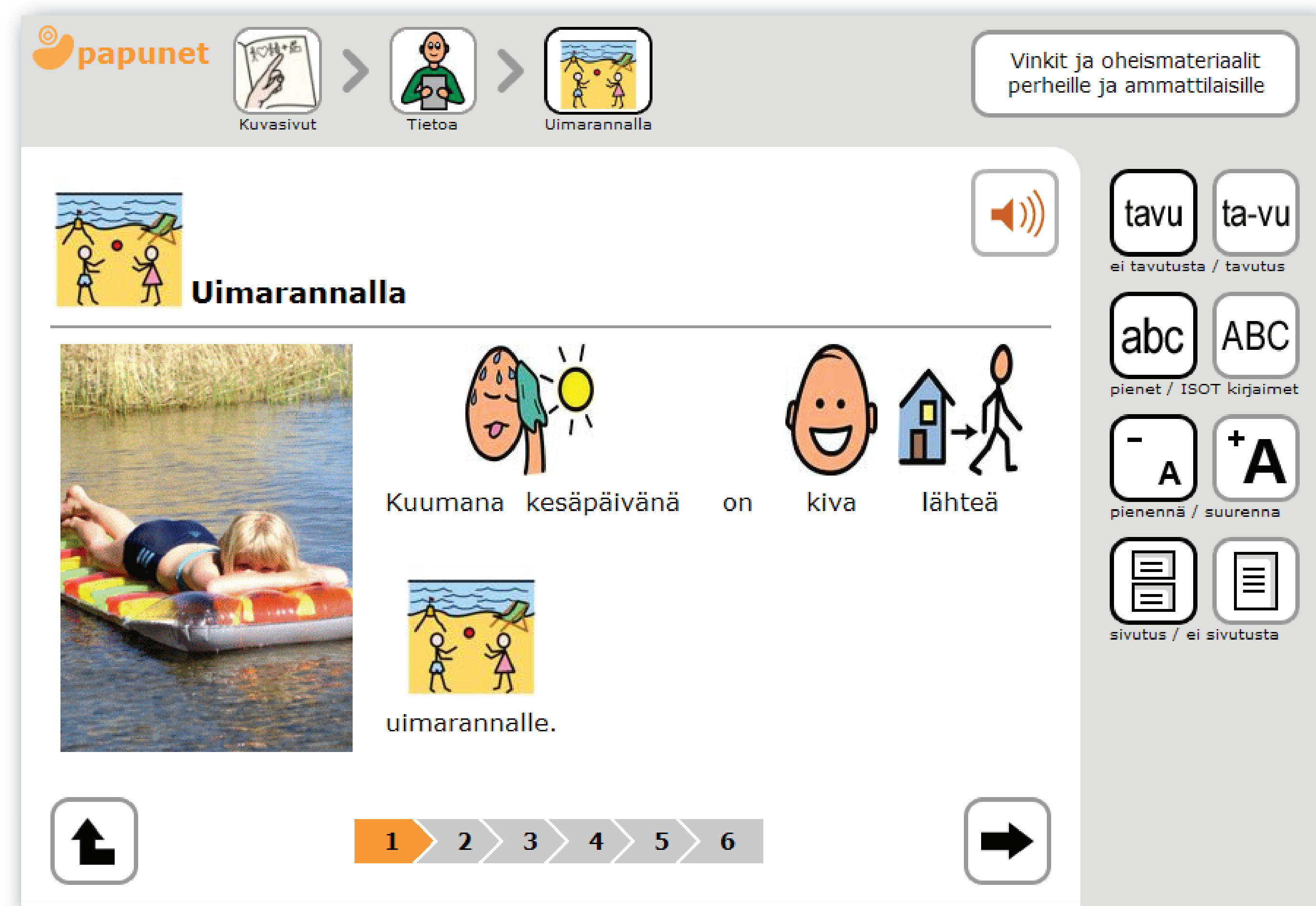
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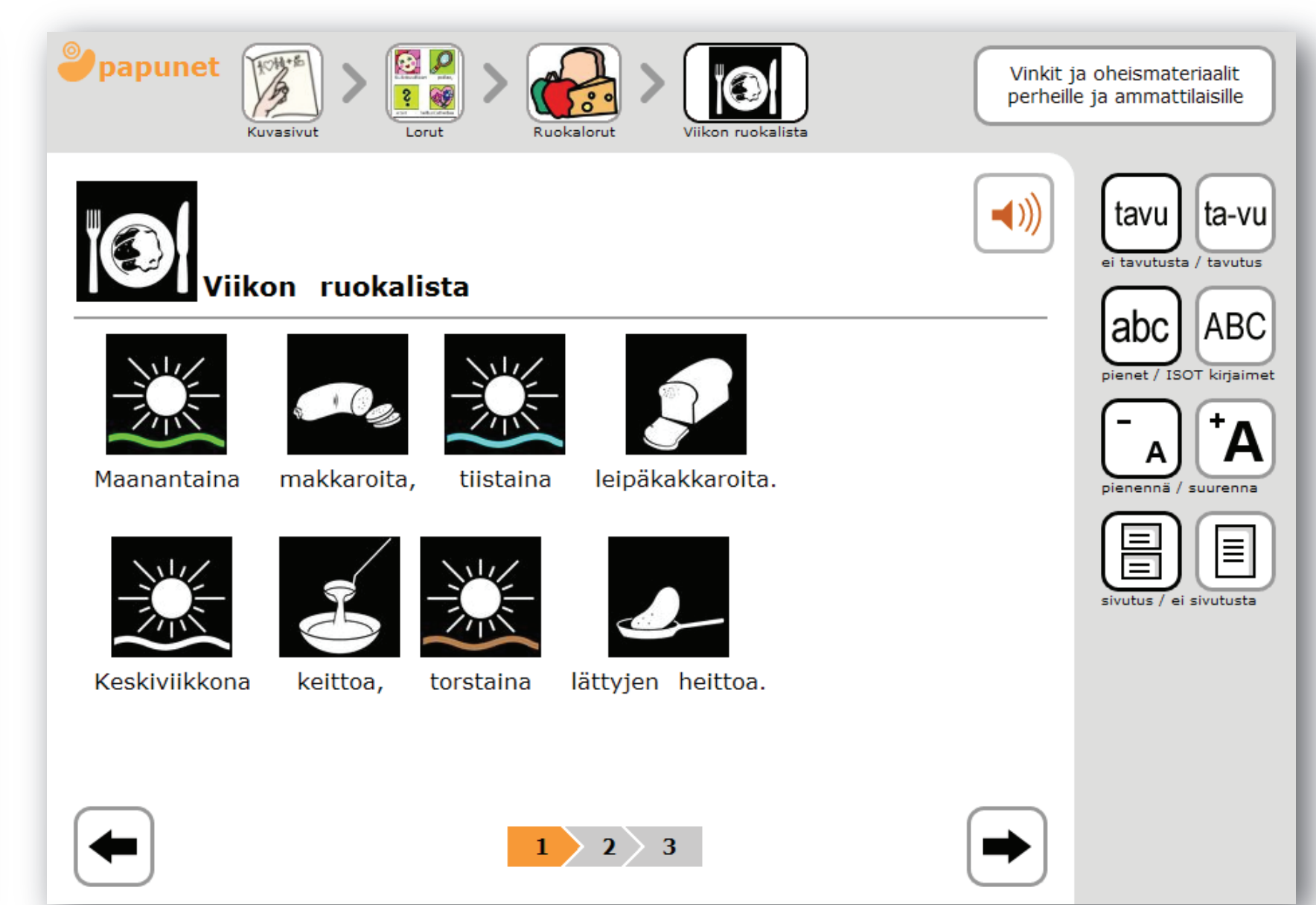
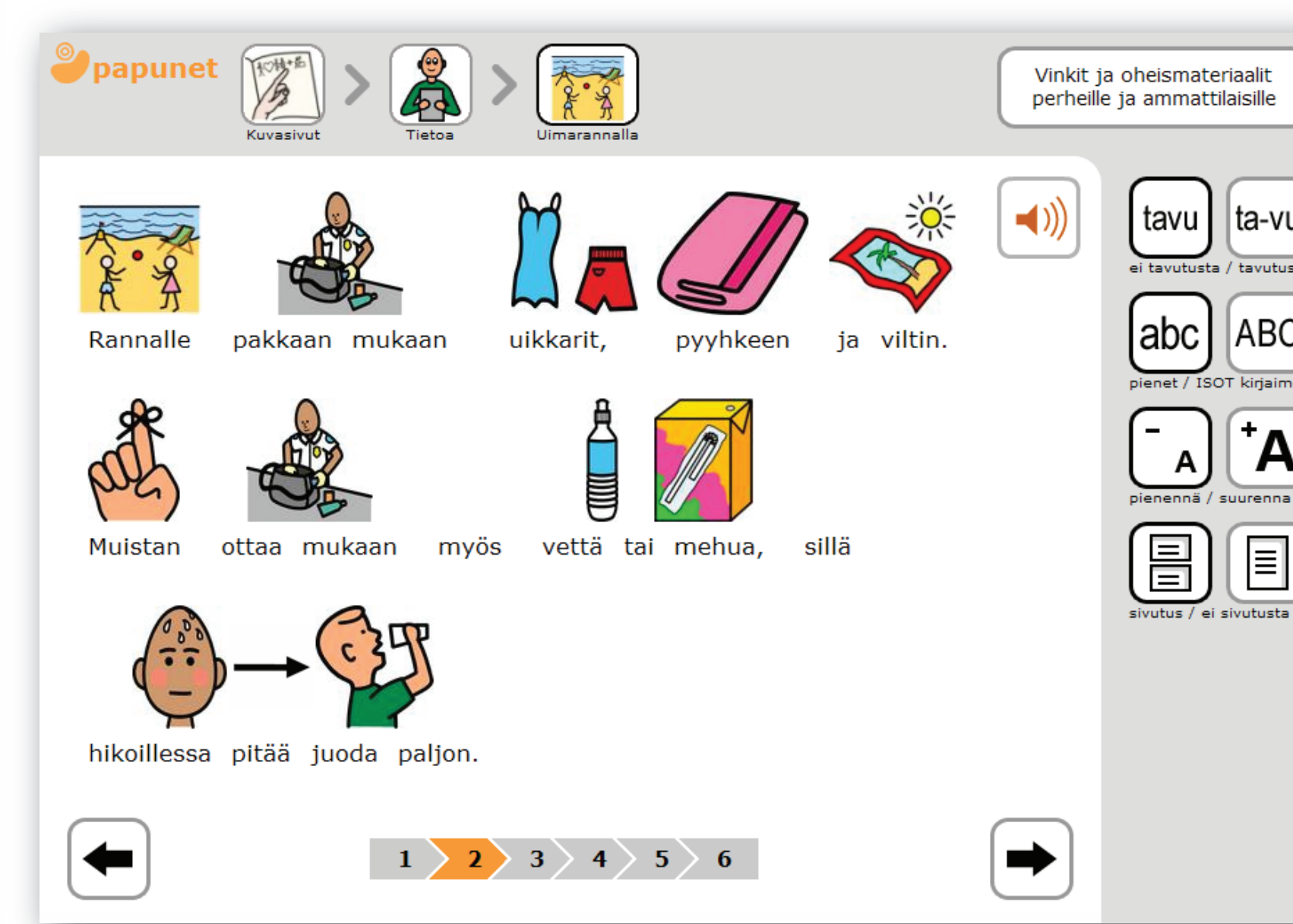
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The Papunet Symbol site



- A website on which all the textual content is supported with symbols or pictures
- Symbol support executed using for example PCS- and WLS-symbols and photographs
- Currently in average 400 to 500 daily visitors
- Content updated regularly, new content added on a monthly basis



The redesign process

The goal

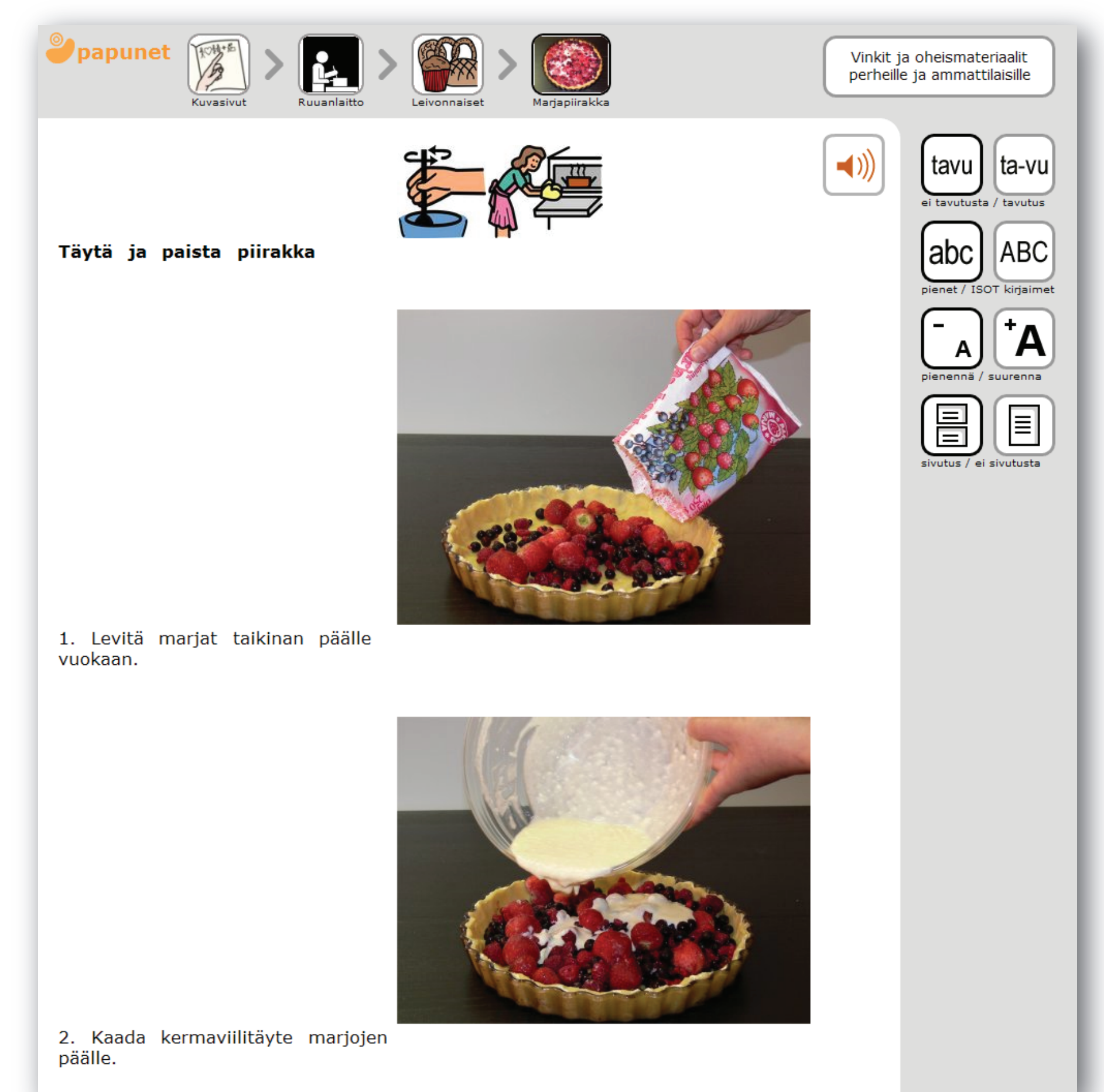
- to upgrade the contents and the user interface of the site to better reflect the users' needs, for example providing for users using different input devices.

The basis on user information and experience

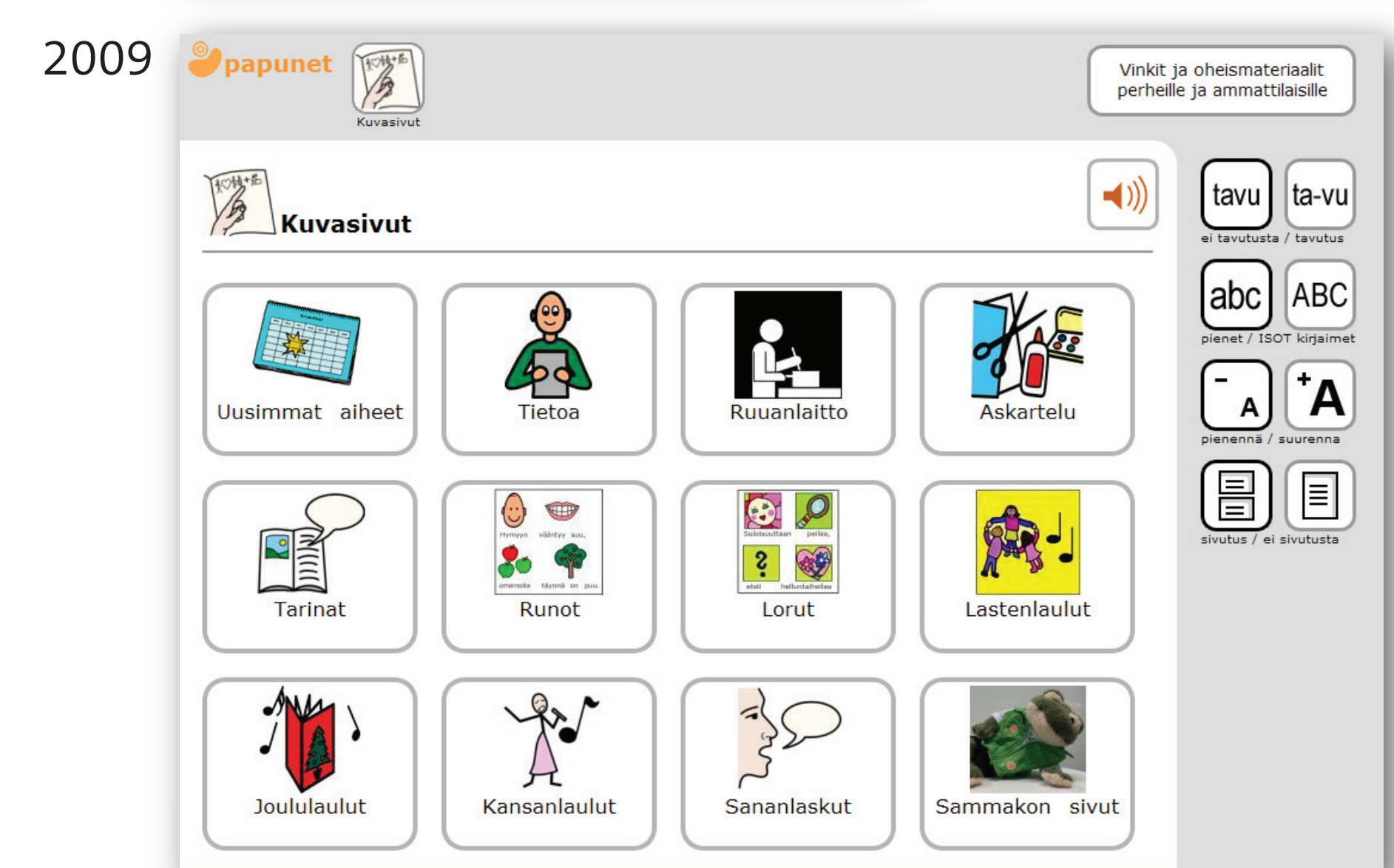
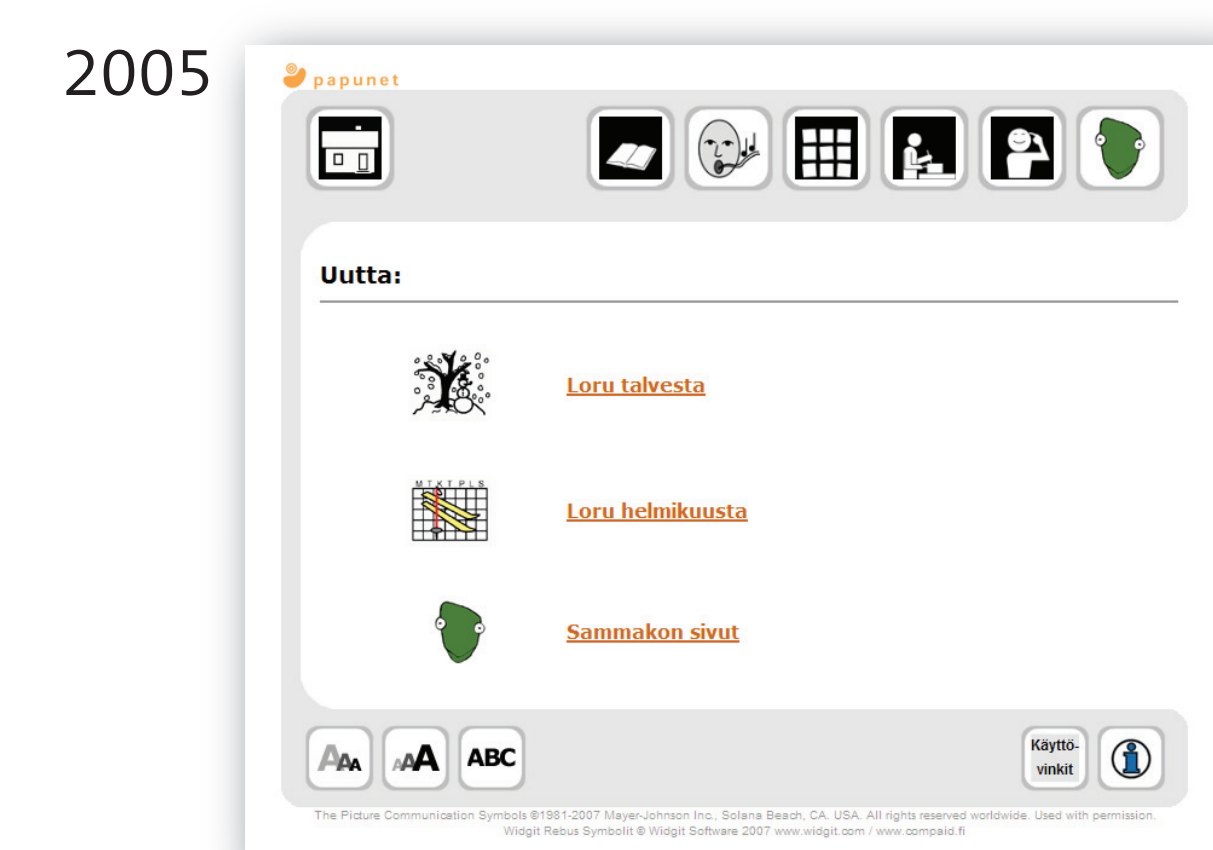
- gathered by a regular visitor questionnaire and a questionnaire with symbol and speech support (ca. 500 answers in total)
- user interviews and usability tests both before and after redesign
- other pages with symbol support were also examined and analyzed

The results

- improvements in speech support, for example highlighting it's progress in the text and extending speech support to cover navigation pages as well
- possibility to use the interface by scanning (with keyboard or switches)
- the symbol support was clarified by enlarging and renewing symbols, only the key words were symbolized
- some new functions were also provided for the users to configure the view and the way the text is presented to accommodate to users' individual needs
- separate information pages for professionals and families were established



Evolution of the Papunet Symbol site



Open questions

- How does a person using AAC use graphic illustration and symbol based information on internet?
- How do people who express themselves with AAC read symbols?
- How do they interpret text with symbol support or do they listen to the text instead?
- Could web pages with symbol support be used more as a tool in learning AAC?
- Would it be possible through international collaboration to create common accessibility guidelines for web design from the perspective of AAC users?
- Should there be open standards for implementing and enabling scanning interfaces on web pages?