



## ISO/IEC JTC 1 Special Working Group on Accessibility (SWG-A)

### JTC 1 SWG-A N 570

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**Document Type:** Report

**Title:** Report of the 13 June 2014 Meeting of Ad Hoc 18 on User Needs Summary Refresh

**Source:** Jim Carter, Ad Hoc 18 Leader

**Due Date:** n/a

**Requested Action:** For consideration at the June 2014 teleconference.

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# Ad Hoc 18 Meeting June 13, 2014

1. Participants: Jim, Glenn, Andy, Mary Jo, Shadi
  - Notes from this meeting were sent out to ad hoc members immediately after the meeting.
  - Ad hoc members had until Monday Noon (MDT) to suggest comment to the e-mail list of people. Ad hoc members can also comment on these comments up to the cut off time.
  - Because of a late submission this discussion period was extended to 17:00 (MDT) on Monday.
  - Jim incorporated the results of discussions of these comments in a revised version of the notes.
  - The revised version of the notes was sent to the SWG-A secretary as a meeting report.
2. The meeting started with a discussion of the background regarding to the evolution to the User Needs Summary
3. The discussion moved to consider what do people need:
  - a. UNS should be structured to help the people that we want to effect,
    - i. WCAG is well used and known around the world. UNS is structured similar to WCAG – they started off identical, but the UNS moved from a direct correspondence over the time it was developed
    - ii. Guide 71 is new
  - b. The current user needs summary is useful but missing some new technologies and some particular needs
  - c. The new Guide 71 has all the WCAG categories plus additional categories
    - i. The new information from Guide 71 can be helpful
    - ii. The question is whether or not UNS should be structured like Guide 71.
  - d. People should not have to work with / reconcile both Guide 71 and the User Needs Summary.
    - i. They do not need to be structured the same to cover the topic and be effective – this also applies to structuring the UNS similar to WCAG
    - ii. Working with the User Needs Summary should be consistent with Guide 71 so that applying the UNS (alone) can also be considered as also applying Guide 71
    - iii. Guide 71 should work for all sectors, but recognizes that sectors might need more sector specific implementations of the information in the Guide e.g. the UNS
  - e. There was the question of who the User Needs Summary is for:
    - i. Standards developers (primary purpose)
    - ii. Product developers
    - iii. Training about accessibility (designers & developers)
    - iv. Checking that a system meets the needs of its intended users
  - f. There is a need to recognize the reasons for user needs and how meeting these needs can help accessibility, i.e. mapping of user needs to disabilities, in order to support policies that have requirements for different disability types
4. There was a discussion of differences of opinion of whether or not the structure should be changed or not
  - a. It was agreed that the current document needs updating regardless of its final structure
  - b. It was agreed that the new Guide 71 structure might help to identify gaps in the current document
  - c. There was considerable concern that changing the structure of the User Needs Summary could be a drastic change for users of the current User Needs Summary
  - d. Whatever structure is finally chosen needs to be chosen for its usability for all its intended users
5. There was a discussion of how the new Guide 71 was developed

- a. They went through many of the concerns that the ad hoc identified regarding the User Needs Summary
  - b. 5.2 of Guide 71 states:  
It is recognized that different sectors (i.e. products, services and built environments) and their various subsectors have more specialized user accessibility needs than are presented in this Guide. The committees responsible for developing standards for these sectors and subsectors are encouraged to produce more detailed sector-specific guidance to assist standards developers within their domains. One way of assisting standards developers is to create a collection of user accessibility needs that apply specifically to the particular sector (see e.g. ISO/IEC/TR 29138-1:2009[23] and IEC/TR 62678:2010[27]).
6. There are some needs missing, including:
    - a. the discussion of landmarks in the current UNS is hardware focused and should be expanded to include software landmarks
    - b. version 0.5 identifies some missing needs in the area of control
    - c. individualization needs
  7. It was recognized that the set of user needs will always be incomplete
    - a. We need to decide how far to take them and when to stop for this iteration
    - b. We need to express the needs in a form that will remain stable as well as possible
    - c. We need to look at the overall set for consistency
  8. We could survey people to find
    - a. what they need
    - b. what possible additional needs are missing
    - c. what structure they prefer
  9. We could send along with this survey
    - a. existing user needs survey
    - b. version 0.5
    - c. send both – to find which people prefer
  10. The issue of whether or not that the ad hoc should consider restructuring requires clarification from SWG-A
    - a. In either case, the reference to Guide 71 will need to be updated to point at the new Guide 71
  11. This meeting report represents the various thoughts discussed by the ad hoc at its meeting. The ad hoc requires further input from SWG-A on how to proceed.
  12. The ad hoc did not discuss the specifics of the version 0.5 draft. It felt that the larger issues in this meeting report need to be addressed before getting into these specifics.
  13. The meeting was closed 2 hours and 16 minutes after its start time.