



Treasury Board of Canada
Secrétariat

Secrétariat du Conseil du Trésor
du Canada

Canada

Usability tests with assistive technology users

May 28, 2020

Digital Transformation Office
Treasury Board of Canada Secretariat

Test details

- Focus on COVID financial support - Canada.ca home to “subway” service initiation template (CERB/CESB)
- Run May 12-18, 2020
- 6 participants - all desktop
 - 3 JAWS (1 used braille display as well)
 - 2 NVDA
 - 1 Windows Magnifier
- Recruited from 3rd-party pool (Neoinsight)



Tasks: CERB + CESB

ID	Scenario	Correct answer	Findability pass pages	Focus	Success
T1 CERB - What's offered	<p>Tom was laid off from his part-time job because of COVID-19. He has been working for less than half a year.</p> <p>How much can he get from the government to cover his loss of income?</p>	\$2000/month or \$500/week	ERP page, Main CERB page	Get to CERB from home	5/6
T2 CERB - Reapply	Tom applied for the CERB through his CRA account last week, and already got his first payment. How can he ensure he'll get the next payment as quickly as possible?	He needs to reapply every period.	CERB - Keep getting your payments, CERB - How to apply	Get past main CERB page, navigate subway service initiation	4/5
T2-B CERB - Reapply date	(If successful) - Can you tell what date he should apply?	Tuesday, May 12	CERB - How to apply	When to apply form	3/4
T3 CERB - Contact	Suppose Tom had questions about his CERB payment, and needed to call someone for help. What number should he call?	1-800-959-8281	CERB - Contact	Navigate within subway pattern, nested expand/collapses	2/5
T4 CESB - What's offered	Maya is in university and had a job lined up for the summer. Because of COVID-19, that job is no longer available. She's not eligible for CERB because she wasn't working when the pandemic hit. Is there any money available for her?	Yes, \$1250/month or \$2000 if disabled/with dependents	ERP page, Main CESB page	ERP	4/4
T4-B CESB - Eligibility	Is Maya eligible for the CESB if she's going to university in France?	Yes, overseas schools are eligible	CESB - Who can apply	Navigation within subway pattern, eligibility checkboxes	1/1
T4-C CESB - Get ready to apply	What will Maya have to do to apply for CESB?	Sign up for a CRA account	CESB - How to apply	Question/answer fieldflow	1/1
T5 General comments follow-up	Finally, do you have any other comments about the overall usability of the pages you visited in this test?	na	na	Feedback we might not have gotten in the course of the test	na

Participant	Assistive tech	T1 CERB - What's offered	T2 CERB - Reapply	T2-B CERB - Reapply date	T3 CERB - Contact	T4 CESB - What's offered	T4-B CESB - Eligibility	T4-C CESB - Get ready to apply
ARCA-01ED	NVDA	455	GU		WR			
ARCA-02ED	JAWS 2020	543	463	297	WM	312		
ARCA-03ED	JAWS + Braille display	413	900	WR	WR			
ARCA-04ED	NVDA	165	161	122	121	128		
ARCA-05ED	Windows magnifier	246	118	157	157	208		
ARCA-06ED	JAWS	WM				758	282	413

Legend:

WR	Wrong: Got the wrong answer
WM	Wrong (minor): Wrong answer, but less impact
GU	Gave up: Didn't think they could solve the task
TL	Too long: Went over established time limit
300	Correct, with the number indicating the time in seconds to complete
	Task wasn't attempted

Some navigation strategies

Participant ARCA-05

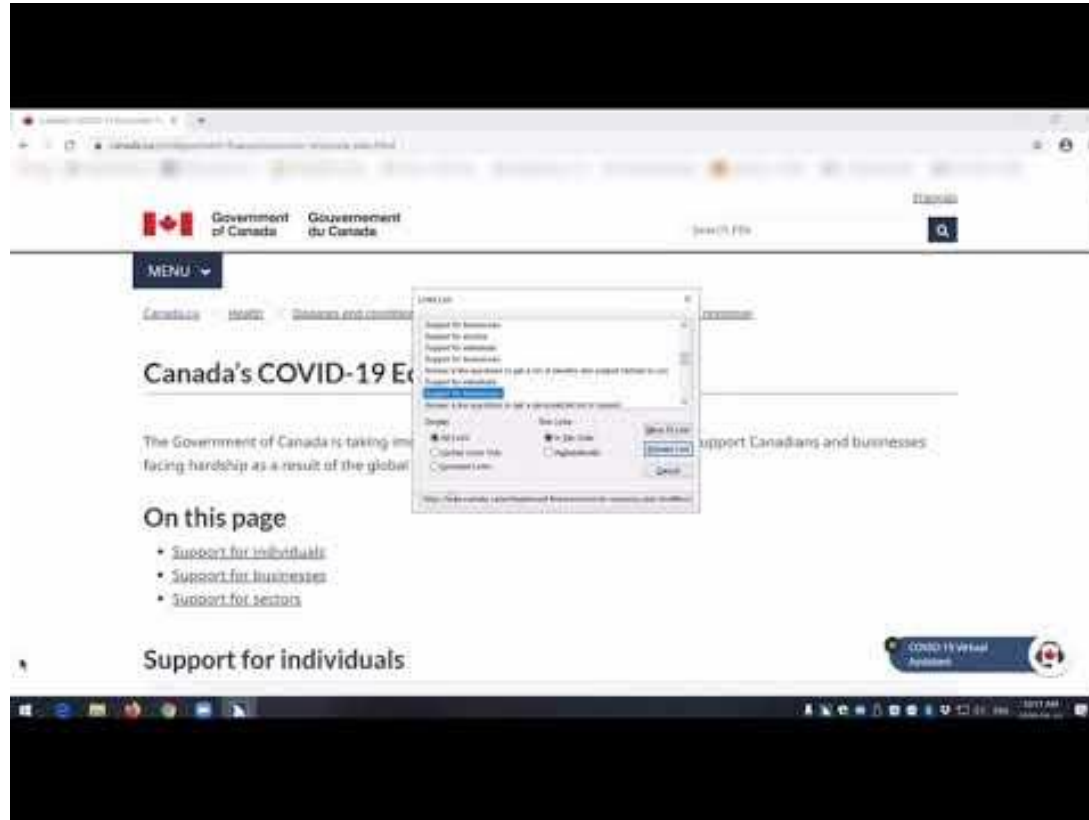
Windows Magnifier user

When to re-apply for CERB



Some problems

Many identical links on the ERP page



One person didn't enter the nested expand/collapse

The CERB is delivered by both Service Canada (using EI) and the CRA.

You **must** contact the department you applied with.

▶ If you are not sure who you applied with

▼ If you applied for the CERB with CRA

▶ Ask about the status of your CERB payment

▶ Update your address or direct deposit information

▶ Questions about reapplying for the CERB

▶ If you applied using Employment Insurance (Service Canada)

“I thought I'd find what I need but I don't see the phone number.”

- participant ARCA-03

Table and expand/collapse formatting

▼ [Alternative format: When to \(re\)apply.](#)

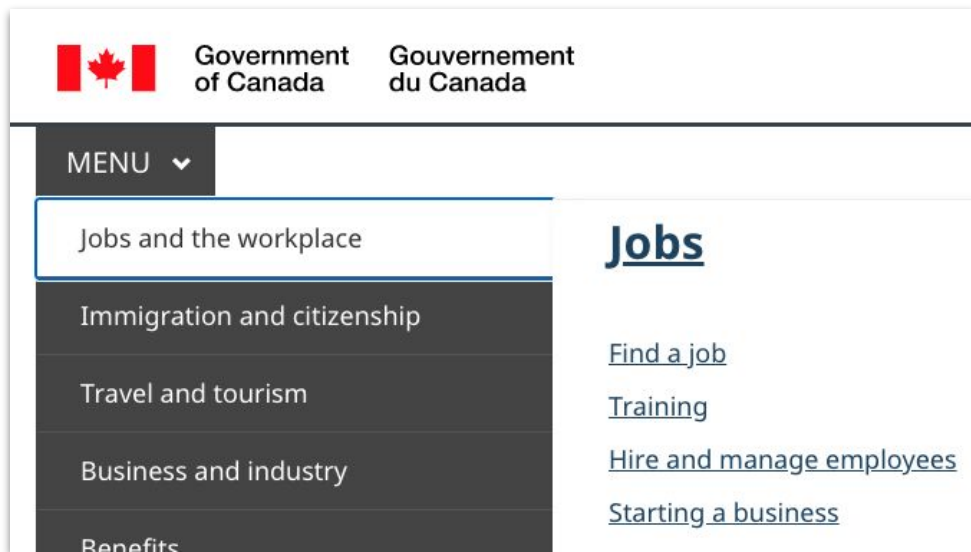
March 15 to April 11 eligibility period and days to apply for the CERB

If you were born in the month of	Apply for CERB on	Your first day to apply
January, February or March	Mondays	April 6
April, May, or June	Tuesdays	April 7
July, August, or September	Wednesdays	April 8

“If you’re going to do a table for visual cues, the column dividers help.”

- Participant ARCA-05

Verbose menu use description



“Press the SPACEBAR to expand or the escape key to collapse this menu.

Use the Up and Down arrow keys to choose a submenu item. Press the Enter or Right arrow key to expand it, or the Left arrow or Escape key to collapse it.

Use the Up and Down arrow keys to choose an item on that level and the Enter key to access it.”

“This menu has so much background telling me what to do that I don’t know what the menu is for.”

- participant ARCA-04

Unselected field flow radio button

Get started

* Thinking about your main source of income in the last year - we

☐ I was self-employed

☒ I was an employee

* Were you a full-time employee for at least four months last year

☐ Yes

☒ No

* Were you a part-time employee for at least eight months last year

☐ Yes

☐ No

“I see checkmarks by the ones I answered.”

- participant ARCA-03

(Thought they had selected “No” for the last question)

Nothing happens after clicking field flow button

Whether you apply online or by phone, we want to provide the best service possible to everyone. To help manage this, we have set up specific days when you may apply. To find out when you can apply:

* Select your birth month **(required)**

June ▼

* Select your eligibility period **(required)**

May 10, 2020 to June 6, 2020 ▼

Show when to apply

For the eligibility period you selected, the earliest you can apply is:
Tuesday May 12

You may also apply on:

“When I hit the button, there’s no audible cue because the page doesn’t change.”

- Participant ARCA-04



Things that worked well

Table screen reader interaction

▼ [Alternative format: When to \(re\)apply.](#)

March 15 to April 11 eligibility period and days to apply for the CERB






If you were born in the month of	Apply for CERB on	Your first day to apply
January, February or March	Mondays	April 6
April, May, or June	Tuesdays	April 7
July, August, or September	Wednesdays	April 8

“Totally readable, love the table”

- Participant ARCA-02

Clear headings, clear links, clear language

Sections

-  [Who can apply.](#)
Who can get the CERB
-  [How to apply.](#)
When and how to apply for the CERB
-  [Keep getting your payments](#)
How to re-apply for the CERB and when you can expect it
-  [Return or repay a payment](#)
Why and how to return or repay the CERB
-  [Contact us about CERB](#)
How to contact the CRA with your questions about the CERB

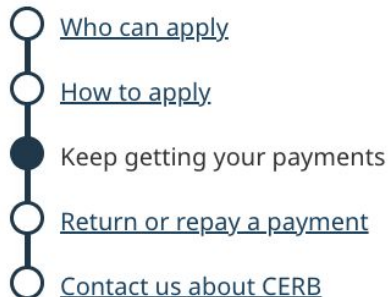
Even more important
when relying on having
things read to you.

“Keep getting your
payments’, that’s a
good title!”

- Participant ARCA-04

Subway pattern navigation

Applying for CERB with CRA

- 
- A vertical line with five circles. The third circle from the top is filled black, while the others are white. To the right of each circle is a text item.
- [Who can apply.](#)
 - [How to apply.](#)
 - Keep getting your payments
 - [Return or repay a payment](#)
 - [Contact us about CERB](#)

Keep getting your payments

On this page

- [Re-apply for the CERB](#)
- [When and how to expect your payment](#)

Re-apply for the CERB

If your situation continues, you should apply for the CERB again for another

“I’m going to look through here, ok.”

- Participant ARCA-06

“I like the lines with the little circles there, that’s a nice visual.”

- Participant ARCA-05

Basic design and fonts

“They’re really plain looking pages. But for me, I just want to find things.”

“It’s a good font choice I find, very easy to read. Times New Roman or italics — that’s really confusing for me to process.”

- Participant ARCA-05

The screenshot shows the top of the Government of Canada website. The header includes the Canadian flag, the text 'Government of Canada' and 'Gouvernement du Canada', a search bar with the text 'Search FIN', and a 'MENU' button. Below the header, a breadcrumb trail reads: 'Canada.ca > Coronavirus disease (COVID-19) > Canada's response'. The main heading is 'Canada's COVID-19 Economic Response Plan'. Below this, a paragraph states: 'The Government of Canada is taking immediate, significant and decisive action to support Canadians and businesses facing hardship as a result of the global COVID-19 outbreak.' A section titled 'On this page' contains three bullet points: 'Support for individuals', 'Support for businesses', and 'Support for sectors'. At the bottom, a section titled 'Support for individuals' is shown, with a sub-section 'Individuals and families' and a link 'Temporary wage top-up for low-income essential'.

Government of Canada / Gouvernement du Canada

Search FIN

MENU

Canada.ca > Coronavirus disease (COVID-19) > Canada's response

Canada's COVID-19 Economic Response Plan

The Government of Canada is taking immediate, significant and decisive action to support Canadians and businesses facing hardship as a result of the global COVID-19 outbreak.

On this page

- [Support for individuals](#)
- [Support for businesses](#)
- [Support for sectors](#)

Support for individuals

Individuals and families

► Temporary wage top-up for low-income essential

Watch full videos

Session ID	Assistive tech used	Full video
ARCA-01ED	NVDA	https://youtu.be/OKPoHEgBeAc
ARCA-02ED	JAWS 2020	https://youtu.be/pne0TtQ178I
ARCA-03ED	JAWS + Braille display	https://youtu.be/YcMCS031k_Q
ARCA-04ED	NVDA	https://youtu.be/prdg9zTo5sg
ARCA-05ED	Windows magnifier	https://youtu.be/Us2mgUgoOeA
ARCA-06ED	JAWS	https://youtu.be/R6nZiFwRTTM

Watch key videos

Session ID	Video
Navigating the home page	https://youtu.be/gn3zSLDUPbQ
Magnifier - Moiré effect on the expand/collapses	https://youtu.be/-nvimxZfE94
Megamenu use	https://youtu.be/WilPQYHEYFU
Effectively navigating a table	https://youtu.be/ZE-Ykb1izCM
Expand/collapse use	https://youtu.be/vhNkBO9ihXc
Submit button doesn't go anywhere	https://youtu.be/TIEf3_MMkP0
Fieldflow radio button doesn't work	https://youtu.be/qXEstLTjseA
Too many identical links on ERP page	https://youtu.be/-2v_O-pV9Wc