

# Digital Accessibility and Compliance: Essential for Users Good for SEO







# @LeaScudamore SEO Lead, at

AIMCLEAR®

#accessibleSEO

#HCAustin2022



## HEROCONF is the perfect place to become a HERO.

\*That is ALL I ask of you.\*





#### Objective #2

Help you build a data-packed business case for investing in #accessibleSEO to become a #AccessibilityHero.

#### **Objective** #3

Provide you with 5 steps to accessible content and share tools, resources, and who-to-follow recommendations.



"We need to change the perception so marketers including SEOs, developers, designers, ad and content creators start thinking accessibility is about people, not just process."





education, language, age, gender, and more.







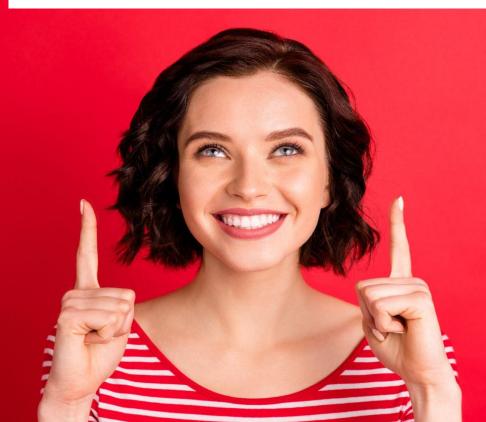
We design for mobile-first indexing and Core Web Vitals, because we don't want to miss out on those potential sales... Same applies here.



# What does accessibility heroics have to do with SEO?



### **EVERYTHING**





5 Steps to Accessibility & a Better UX



STEP 1: Digital

# Accessibility

Statement





#### Aimclear Accessibility Statement

#### Website Accessibility Statement

Aimclear has an ongoing commitment to achieving the highest levels of satisfaction for all aspects of our visitor's online experiences. As part of these efforts, Aimclear is dedicated to offering a quality online experience at its website <a href="https://www.aimclear.com">www.aimclear.com</a> to visitors with disabilities that is full and equal to that provided to visitors without disabilities.

To assist in achieving our accessibility goals, Aimclear has committed to our website being operated in substantial conformance with generally-recognized and accepted guidelines and standards for website accessibility (the "Standards"). While these Standards may change and evolve over time, they are currently the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 at Levels A and AA ("WCAG 2.0"). Aimclear continues to take the steps necessary to achieve substantial conformance with WCAG 2.0. We will continue to assess our website, including the use of assistive technology.

Please be aware that our efforts are ongoing. If at any time, you have any specific questions, feedback, or concerns about the accessibility of any particular Web pages on www.aimclear.com, please contact us at <a href="mailto:tech@aimclear.com">tech@aimclear.com</a>. encounter an accessibility issue, please be sure to specify the Web page/URL in your email, and we will make all reasonable efforts to address your concerns.

Home Blog Company Services Events Jobs Our Team Site Map Privacy Policy Accessibility Statement Contact Us



STEP 2: Preliminary

## WCAG

**Tests and Checks** 

Is everything focusable and actionable using only a keyboard?







#### While testing, make note of the following

- Page elements or content areas that are skipped
- Ability to focus on and use elements like links, search bars, calendar widgets, etc.
- Navigation elements
  - Are you forced to go through every drop down in the navigation before getting to the page content?

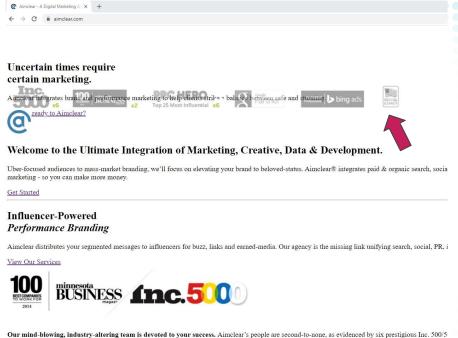


#### While testing, make note of the following

- Logical focus order
  - Does visual order = focus order
    - Issues can arise after adding page to drop down
    - Does focus go to a popup or modal element ASAP
- Complete an order
- Complete a Contact Us form

#### My favorite tip

Tip: use a dev tool to turn off all images, CSS styles, etc. to ensure the site appears in the right order.



Our mind-blowing, industry-attering team is devoted to your success. Aimclear's people are second-to-none, as evidenced by six prestigious inc. 300/3 workplace 4X by Minnesota Business Magazine.





STEP 3:

# Going Mobile

#### **STEP 3: Going Mobile**

Grab your tablet or phone, it's time to go for a walk.

- Rotate the screen.
- Review navigation elements.
- Pinch and zoom.
- Go Outside!
  - Can you see everything it in the bright sunlight?



# STEP 4: Accessible Off and On-Page Elements



#### Design

- Meta titles and descriptions
- Alt text (decorative, functional, images of text, navigation complex images like graphs, groups of images, image maps; all have different purposes)
- Proper Headlines order H1, H2, H3
- Text links avoid repeating (Learn more, read more)

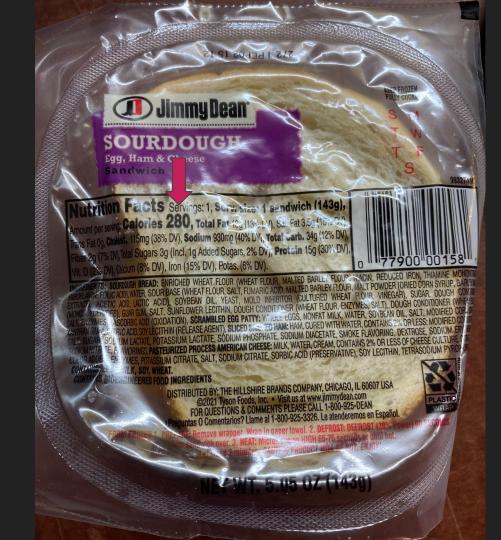


### **Contrast Detour**

<Rant>

Grey and red fonts rarely pass. They are a COLOR CONTRAST #fail. Even on Packaging.

Can ANYONE read the cooking instructions?
Did anyone notice them until we started talking about it?



Stop using light grey and red fonts. They are a COLOR CONTRAST #fail. Even on Packaging.

Can ANYONE read the cooking instructions?
Did anyone notice them until we started talking about it?

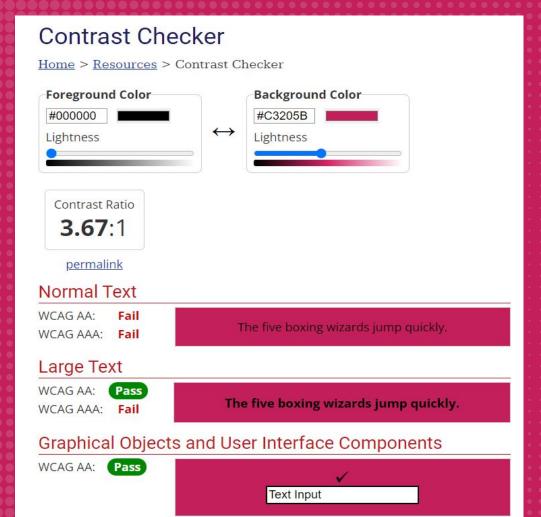




#### Contrast Checker Home > Resources > Contrast Checker **Background Color Foreground Color** #FFFFFF #C3205B Lightness Lightness Contrast Ratio **5.7**:1 permalink **Normal Text** WCAG AA: Pass The five boxing wizards jump quickly. WCAG AAA: Fail Large Text WCAG AA: The five boxing wizards jump quickly. WCAG AAA: Pass **Graphical Objects and User Interface Components** WCAG AA: Pass Text Input

#C32058

webaim.org/resources /contrastchecker/





### Does NOT work on with black font

webaim.org/resources/contrastchecker/



### Create a Spreadsheet Font Vs Background Colors

- Brand Hex Numbers
- Black
- White

Use Contrast Checker to Fill In The

**AAA Scores** 

#### **Font Colors vs Background Colors**

Font Colors (across)>>>						
Background Colors (below)						
	Color on Same Color	2.13:1	3.6:1	3.52:1	2.95:1	5.58:1
	2.28:1		7.68:1	1.64:1	1.38:1	2.61:1
	3.36:1	7.68:1		12.67:1	10.64:1	20.11:1
	3.77:1	1.64:1	12.67:1		1.19:1	1.58:1
	3.16:1	1.38:1	10.64:1	1.19:1		1.88:1
	5.98:1	2.16:1	20.11:1	1.58:1	1.88:1	

Ratio should be 4.5:1 for normal text

3:1 for large text





#### STEP 5: Design, Audio, Video, and Forms

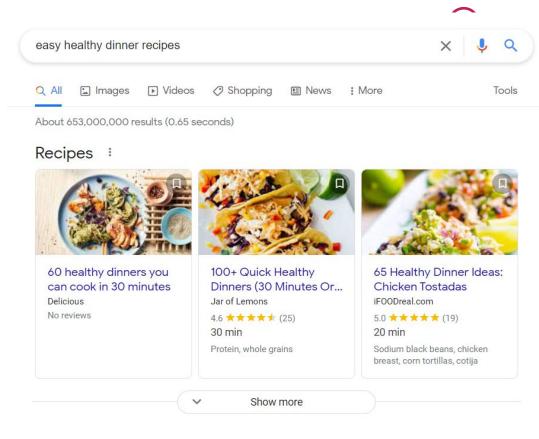
#### Design



- Fast to load
- Color contrast
- Button spacing
- Font too small
- Pinch and zoom
- It all applies to apps, docs, infographics, PDFs, packaging and Images.

## 4 Ways Image Search:

- Directly in Google Images
- As relevant results
- In Google Discover Previews
- Additional context to searches



https://www.delicious.com.au > ... > Recipe Collections

#### 60 healthy dinners you can cook in 30 minutes - Delicious

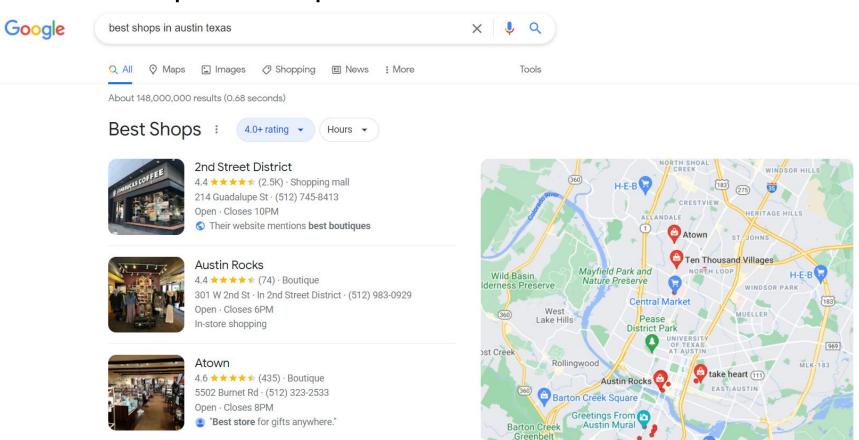
60 **healthy dinners** you can cook in 30 minutes · Green tea noodles with sticky sweet chilli salmon · Sesame beef with gochujang udon noodles · Silverbeet fatteh ...



### What we expect = Map

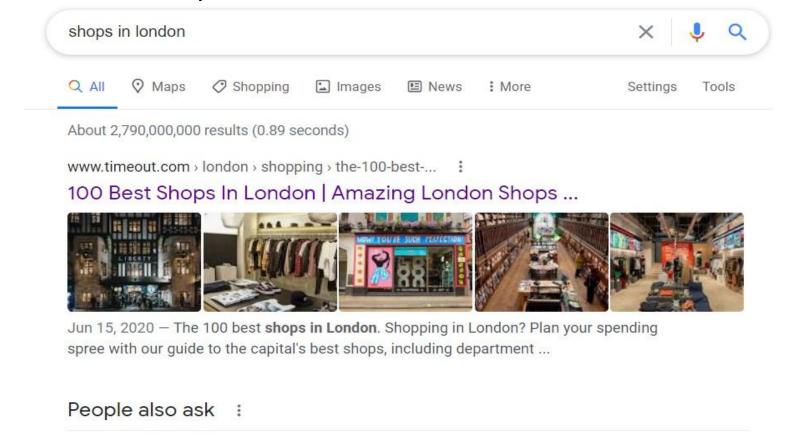


H-E-B plus!



#### What we've seen = Opinion Pieces





#HEROCONF

What is the most popular shop in London?

What is famous in London for shopping?

#### Before starting, consider ...

- Do users search visually for your content?
- If so, how might they be searching?
- What preview of your site's content would they find compelling?
- Do your pages have an image that's particularly relevant for that page?



https://www.youtube.com/watch?v=SfC27XgelgE&vl=es-419



#### **Forms**

- Fields label clearly (No disappearing requirements or color-only indicators)
- No grey font spam.
- Time limits: extended or turned off
- Break long forms up
- Make sure users know when a form is completed.



#### **Audio**

- Record high quality audio in a quiet place
- Keep background sounds like music or people talking to a minimum
- Speak clearly and slowly.
- Include describing what you are demonstrating



#### **Video**

- Avoid causing seizures with flashes
- Ensure speaker's face is visible
- Consider the font family, size, and contrast between the text and the background
- Provide audio description of visual information

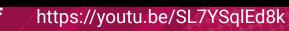
# **Brain Break**

Plain

**Audio Description** 







https://youtu.be/XB4cjbYywqg



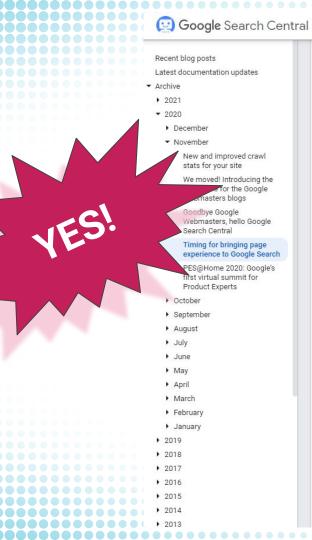


# Everything can be found on w3.org



## Has Google rolled accessibility into the algorithm?





# Timing for bringing page experience to Google Search

Case studies

What's new •

Send feedback

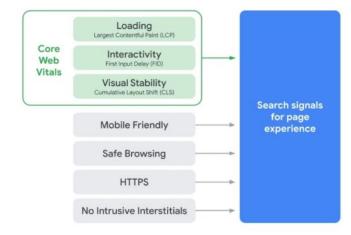
Q Search

Tuesday, November 10, 2020

Documentation -

This past May, we announced that page experience signals would be included in Google Search ranking. These signals measure how users perceive the experience of interacting with a web page and contribute to our ongoing work to ensure people get the most helpful and enjoyable experiences from the web. In the past several months, we've seen a median 70% increase in the number of users engaging with Lighthouse and PageSpeed Insights, and many site owners using Search Console's Core Web Vitals report to identify opportunities for improvement.

Today we're announcing that the page experience signals in ranking will roll out in May 2021. The new page experience signals combine Core Web Vitals with our existing search signals including mobile-friendliness, safe-browsing, HTTPS-security, and intrusive interstitial guidelines.



If we look at Page Experience requirements today, Digital Accessibility is the next logical step in Google's evolution.

bsite Accessibility: Do The Right Thing or Risk Big \$\$\$\$\$

d in Web Developmen

ı Scudamor

"As brands recover from Google's Page Experience and Core Web Vitals updates, it's the perfect time to start with Accessibility at the foundation. You'll avoid the risk of costly development to try to retrofit your website or even worse, scrap it to start over again."



# **Heroes and Not So Heroes**



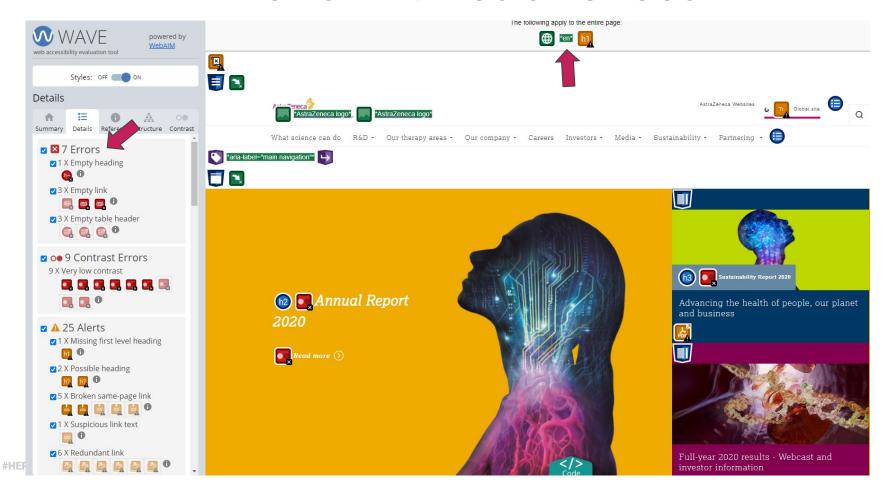


# Heroes work really hard at accessibility



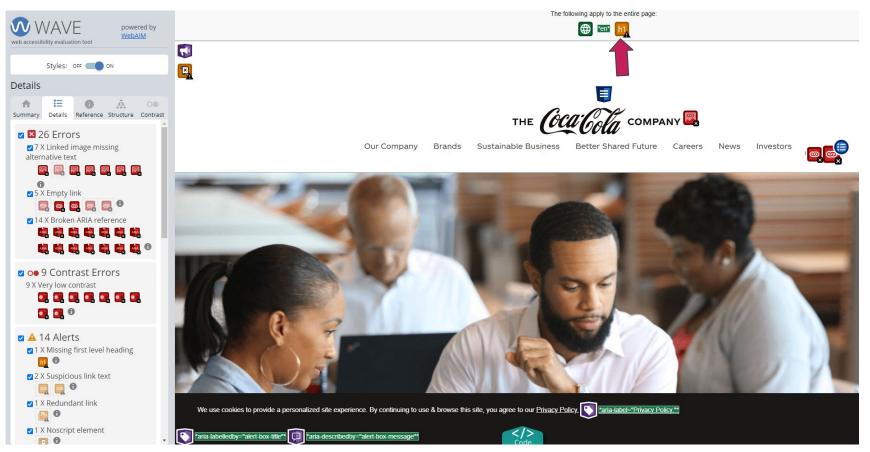
## Brand #2: AstraZeneca





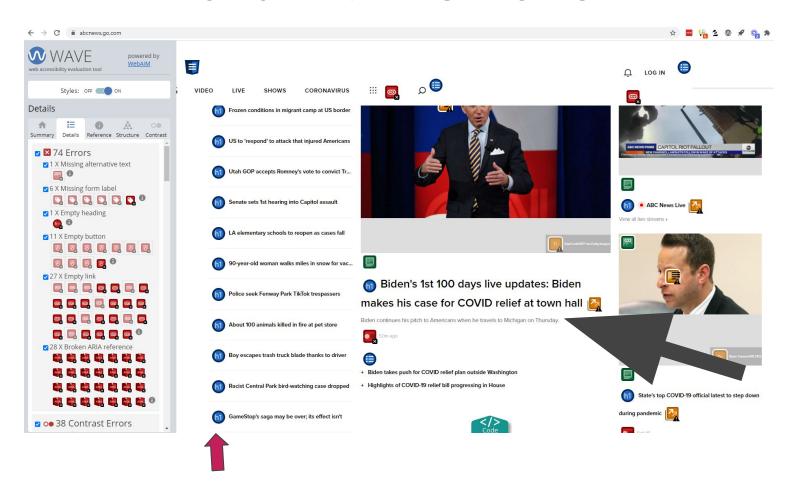
## Brand #3: Coca-Cola





## **Brand #4: ABC News**







"If a person with disabilities visits and leaves your site, app, PDF, etc. because it's a garbage UX, there is only a 12% chance they will ever return."

That's an 88% failure.

The Global Data



# Old news - Globally

One billion people, or 15% of the world's population, experience some form of disability, and disability prevalence is higher for developing countries.

Source: worldbank.org



# **Globally - Updated**

There are 2 billion people with disabilities (PWD), an emerging market the size of China.

Source: giftabled.org/what-is-accessibility/



# **Globally - Updated**

Add the friends and family

 2.3 billion potential consumers who act on their emotional connection to a PWD.

Source: giftabled.org/what-is-accessibility/



# **Globally - Updated**

## **Totalled**

Constitutes of 37.5% of the world population.
 Out of that population, 1.75 billion people suffer a disability that concerns vision.

Source: giftabled.org/what-is-accessibility/





The spending power of disabled people and their household worldwide is currently estimated to be worth \$8 trillion, increasing by 14% per annum. Only 10% of businesses have a targeted strategy for this huge market.





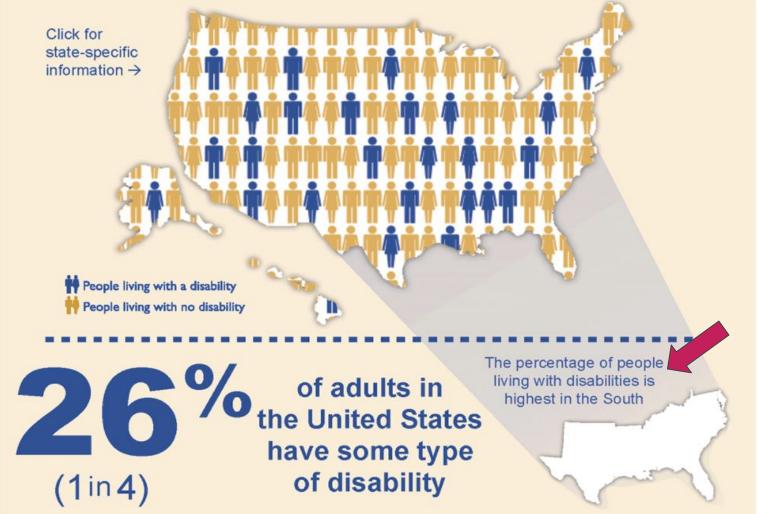


# What we know

61 million adults in the United States live with a disability

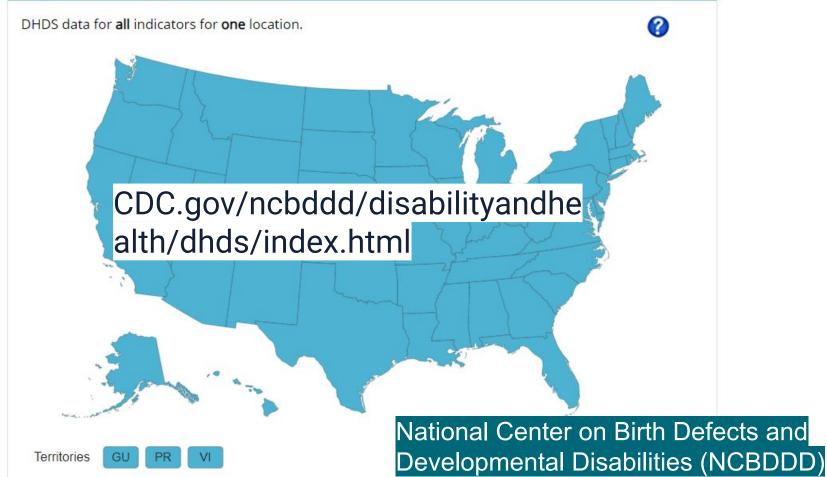






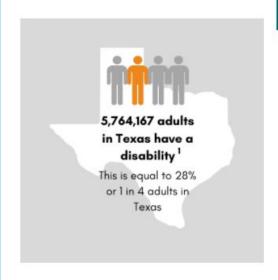
#### Disability and Health Data System (DHDS)



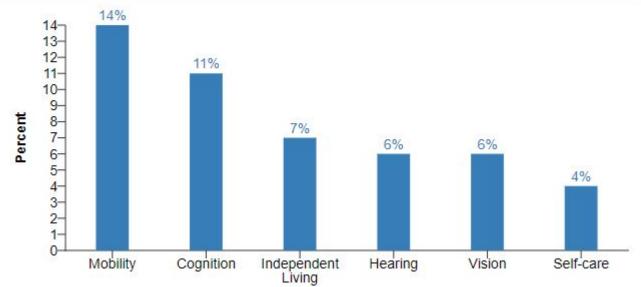




#### **Texas**



# Percentage of adults in Texas with select functional disability types



#### Percentage of adults with functional disability types



**13.7% 10.8% 6.8% 5.9%** 

4.6%

3.7%

MOBILITY

COGNITION

Serious difficulty concentrating, remembering, or making decisions

INDEPENDENT LIVING

Difficulty doing errands alone

HEARING

Deafness or serious difficulty hearing



VISION

Blindness or serious difficulty seeing



SELF-CARE

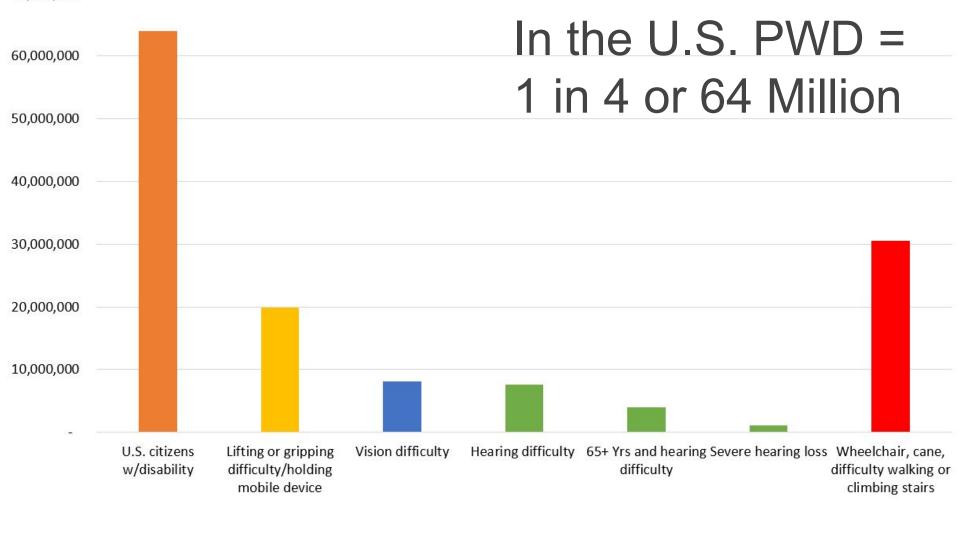
Difficulty dressing or bathing









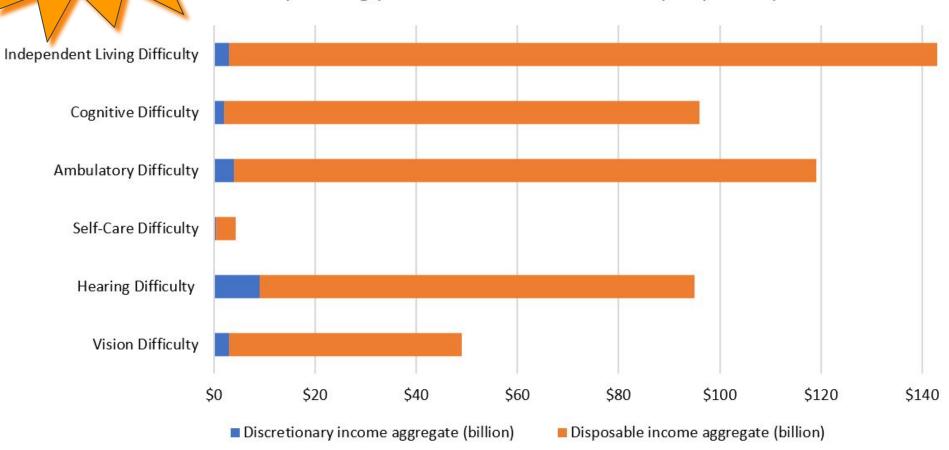




"PWD have nearly half a trillion dollars (\$490B) in disposable income—the after-tax dollars for basic necessities such as housing, food, and clothing. In the marketplace, PWD-as well as their families, friends, and advocates—wield considerable spending power."



Spending power of Disabled U.S. People (billion)





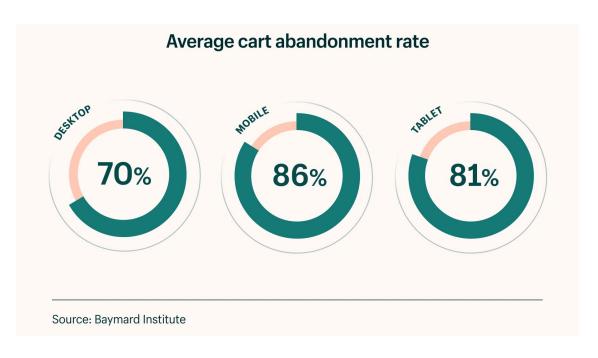
Show of hands...

How many of you track the revenue left in abandoned shopping carts?



#### **Cart Abandonment in the US**

According to Baymard Institute, 69.57% of desktop online shopping carts are abandoned.



• \$18 Billion in yearly sales revenue, according to Forrester research.







# We Are Purple. Who's Purple?

Purple Tuesday is a group of people in the UK fighting the good fight, through Purple Tuesday.



WeArePurple.org.uk/







https://purpletuesday.org.uk/

#### The Purple Pound

The Purple Pound refers to the spending power of disabled households. A disabled household, is a household in which at least one of the members has a disability. Organisations are missing out on the business of disabled consumers due to poor accessibility (both physical and digital) and not being disability confident in their customer services approach.



#### 1 in 5

More than 1 in 5 potential UK consumers have a disability

#### £2 billion

Businesses lose approximately £2 billion a month by ignoring the needs of disabled people

#### 73%

of potential disabled customers experienced barriers on more than a quarter of websites they visited



#### £16 billion

Taking averages per head, the online spending power of disabled people is estimated at over £16 billion

# Loss of money for business per month

High street shop

Restaurant / pub / club

Supermarket

Energy company

Phone / internet provider

Transport provider

Bank or building society

£267 million

£163 million

£501 million

£44 million

£49 million

£42 million

£935 million

Loss of income



#### £17.1 billion

Estimates show that the 4.3 million disabled online shoppers, who click away from inaccessible websites, have a combined spending power of £17.1 billion in the UK



#### 14.1 million

The number of disabled people is increasing: From 11.9 million (2014) to 14.1 million (2019)



#### 75%

75% of disabled people and their families have walked away from a UK business because of poor accessibility or customer service



#### 1 in 5

Nearly 1 in 5 working adults have a disability



#### £274 billion

and their household continues to increase
and is currently estimated to be worth
£274 billion per year to UK businesses



## What we know

- 1 in 4 or 26% UK Consumers
  - 80% of disabled people have hidden impairments
- £2 Billion Lost/Month
- 4.3 Million Disabled Shoppers
- £11.75 Billion Lost Online Shoppers
- £274 Billion Spending Power





31% of the UK workforce have been formally diagnosed with a mental health issue. Yet only 13% of staff felt able to disclose a mental health issue to their workplace.



### What we know

75% of potential disabled customers experience barriers like poor accessibility or customer service according to Purple.



# What we know (UK)



- In 2016, a survey found that more than 4 million people abandoned a retail website because of the barriers they found, taking with them an estimated spend or 'Click-Away-Pound' of £11.75 billion.
- In 2019 the 'Click-Away Pound' has grown to £17.1 billion.

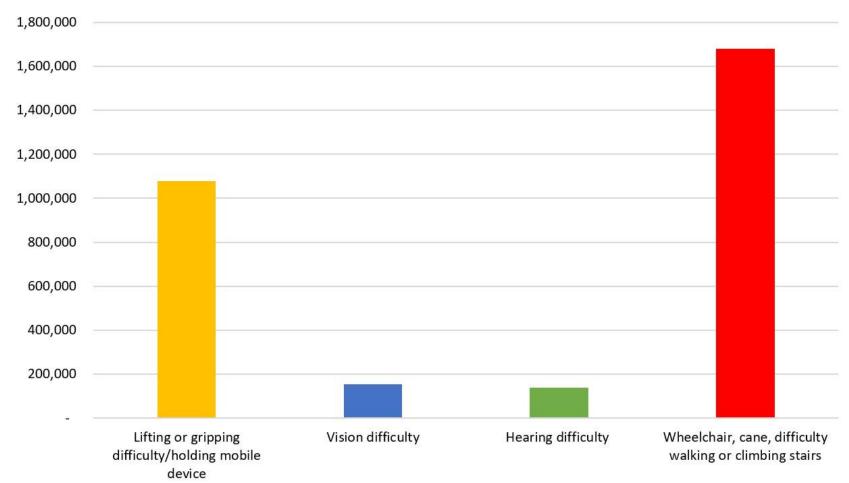


# Millions Lost Each Month Due to Inaccessibility

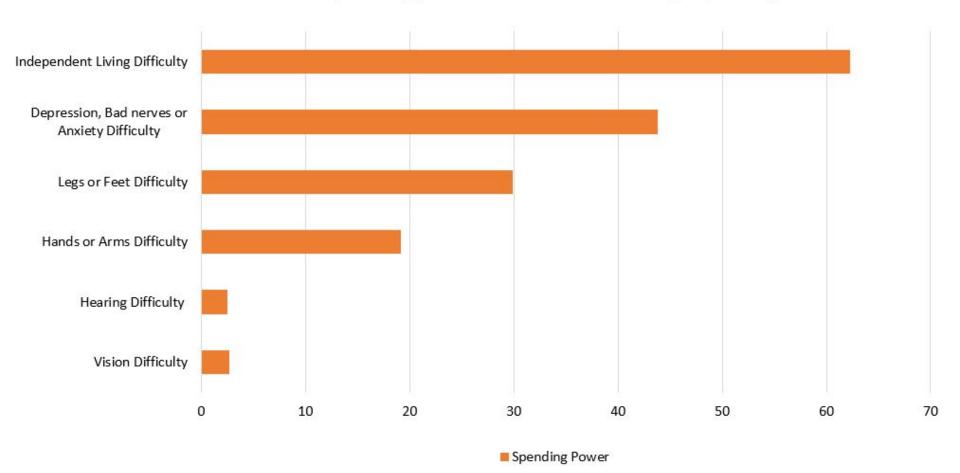
High Street Shops – £267M
Restaurants/Pubs/Clubs – £163M
Supermarkets – £501M
Banks or Building Societies – £935M

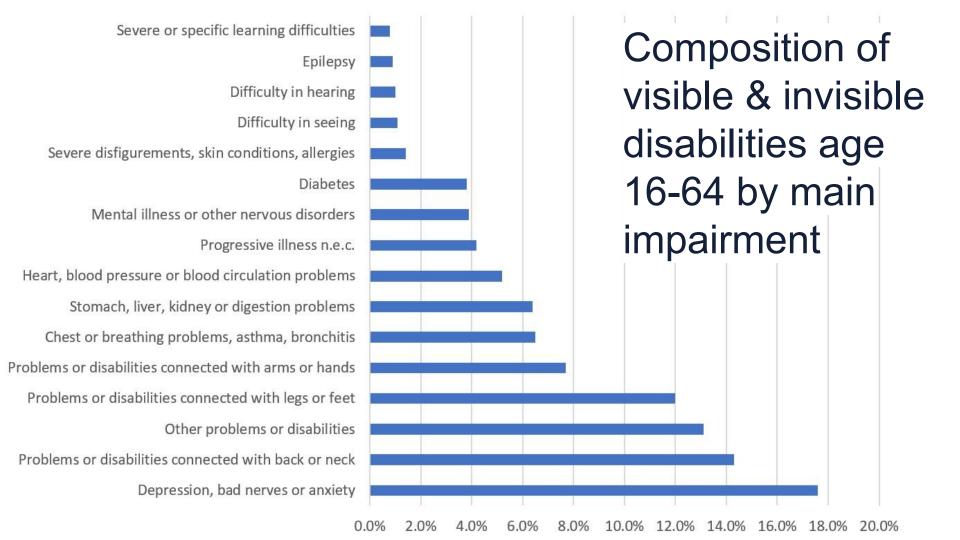
#### U.K. Citizens with a Disability





#### Spending power of Disabled U.K. People (billion)



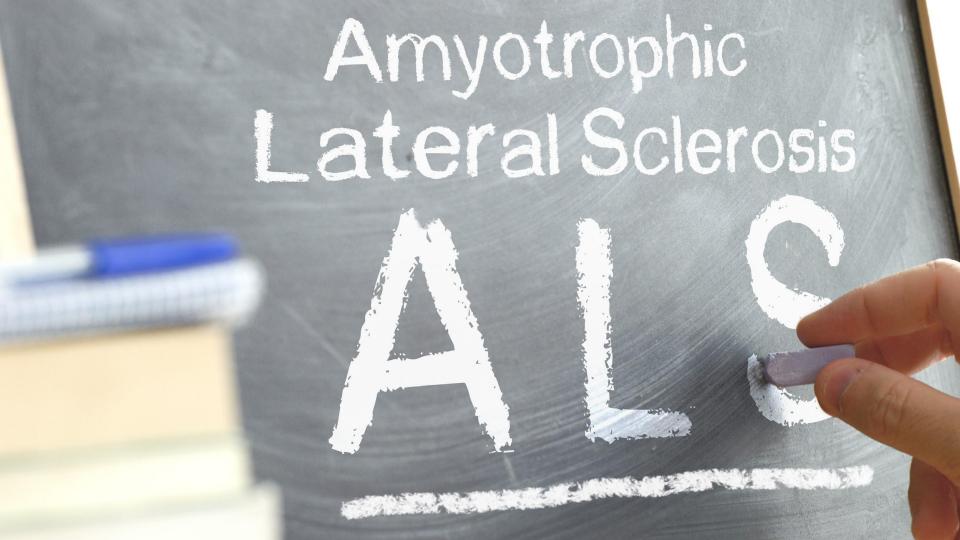














# This shouldn't be a thing.





# Search terms that **Shouldn't** be search terms

#### Facebook + horizontal

 873 keywords/ 145,000 Global Search Volume (GSV)

#### Snapchat + horizontal

• 87 kws / 160 GSV

#### Instagram

464 kws /3,620 GSV

#### Twitter + horizontal

78 kws / 80 GSV

#### Tiktok + horizontal

2 kws / 70 GSV

- **= 1,504 Keywords**
- = 148,930 Searches People Each Month







What do I do

# NEXI?



# Build your case.

Creating accessible content is good for disabled people but greatly benefits

# EVERYONE.





Accessibility is part of Google's

# EVOLUTION.



WE KNOW brands big and small are failing at disability inclusion and every brand is responsible for fixing this.

Accessibility is NOT a checklist it's about being an ambassador A HERO for people.







# bit.ly/Time-With-Lea

- No "h" -

Let's Talk

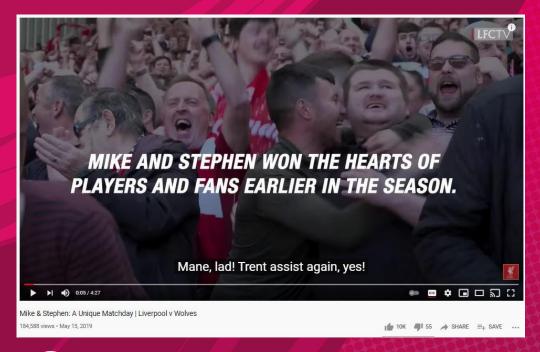
# Become a Digital Accessibility Hero

**Thank You** 



Be a HERO create a better UX for everyone.

https://www.youtube.com/watch?v=6HysSJr9-54





# **Resources: Who-to-Follows**

- @w3c
- @shawn\_slh
- @WeArePurple
- @PurpleTuesday
- @LeaScudamore
- @kmdk (Karen Mardahl)



### **Resources: Tools/Extensions**

- WCAG Color Contrast
- Color-pair Contrast Test
- Accessibilityinsights.io
- WeArePurple.org.uk/
- Accessibility Insights for Web
- WAVE Evaluation Tool Chrome Extension
- Web Developer Chrome Extension



# **Resources: CDC**

Get this data at:

https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html

Get it by state:

https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/index.html

### Links to data

- WeArePurple.org.uk/the-purple-pound-infographic/
- WeArePurple.org.uk/understanding-the-purple-pound-market/ adatitleiii.com/2019/01/number-of-federal-website-accessibility-lawsuits-nearlytriple-exceeding-2250-in-2018/
- adatitleiii.com/2020/07/ada-30-30-tips-for-30-years-seyfarth-marks-the-adas-an niversary-with-a-3-part-video-series/
- mk-sense.com/accessibility-lawsuits-on-the-rise/
- fedscoop.com/gsa-solicitations-accessibility-compliance/
- section508.gov/manage/laws-and-policies/update-agency-policies



### Links to data

- <u>akeaweb.com/learn-about-web-accessibility/resources/accessibility-statistics/</u>
- healthcareweekly.com/ada-compliance-healthcare-websites/
- 3playmedia.com/blog/quick-guide-section-508-504-lawsuits/
- 3playmedia.com/blog/quick-guide-section-508-504-lawsuits/
- justice.gov/crt/information-regarding-section-508-rehabilitation-act
- adatitleiii.com/2019/01/number-of-federal-website-accessibility-lawsuits-nearlytriple-exceeding-2250-in-2018/
- <u>adatitleiii.com/2020/07/ada-30-30-tips-for-30-years-seyfarth-marks-the-adas-an</u> <u>niversary-with-a-3-part-video-series/</u>





### **Secondary Slide**

Text here

#HEROCONF



**Subsection divider option** 



You could put a

BIG

statement here.



You could put a

BIG

statement here.



You could put a

BIG

statement here.