



# Accessibility Testing Symposium

## Provisional Program

Updated 17 September, 2020

The 5th Annual  
ICT Accessibility Testing Symposium:  
Time for Testing in Testing Times  
(Remote Work, Commerce,  
Education, Support...)

[2020ict.org](http://2020ict.org)

**Wednesday 21 – Friday 23 October, 2020**

Keynote: Mike Paciello

Preconference week activities 14-16 October:

Introductory / Preparatory Information Session (Wednesday)

Mobile Testing Evening Seminar (Wednesday)

Workshops (Wednesday & Thursday)

Product Demo Day (Friday)

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*All times Eastern Standard Time (Us)*

Pre-Conference			
	Wednesday 14th	Thursday 15th	Friday 16th
10a			<b>Product Demo Day</b>
11a	The Intro Hour	ATAG Workshop (3 hrs + 30mins breaks)	
12p	Table Issues Video introductions		
1p		ARIA 'Homework Assignments'	
2p	ARIA Workshop 1/2 (1.5 hours)	ARIA Workshop 2/2 (1.5 hours)	
3p			
4p	ARIA 'Homework Assignments'		
5p			
6p	Special Evening Seminar: Mobile Site & Native App Testing		
7p			
8p			

Main Symposium: 2 ½ Days			
	Wednesday 21st	Thursday 22nd	Friday 23rd
10a	Morning Coffee	Morning Coffee	Morning Coffee
11a	Opening Remarks	Best Paper Presentation	Special Panel – Overlays
	Opening Keynote (Mike Paciello)	'Table' Discussions (Lunch Session)	
12p	Lunch with the Keynote		Awards Lunch
1p		Hardware Testing	
2p	PANEL: The Great Accelerator (Part 1)		PANEL: The Great Accelerator (Part 2)
3p		Papers (two tracks)	Closing Remarks
4p	Papers (two tracks)		
5p			
6p			
7p		'Table' Discussions (Evening Session)	
8p	Pub Quiz Night		

## Introduction from the Chairs

It goes without saying that these are testing times for everyone as society collectively deals with the Covid-19 global pandemic. Workers, retailers, restauranteurs, teachers, students, and customer support operators are finding themselves obliged to move to online as the primary means of collaboration with colleagues and customers. It also goes without saying that a considerable number of these systems featured no or poor accessibility development/testing.

Given this rapid transition of many who are new to such online tools, the amount of additional accessibility blockers is growing by the day. Do developers and administrators of new websites and other digital content have accessibility in mind? Most likely not. Do the tools they use to quickly implement new websites, Apps, and electronic documents automatically generate accessible code? Commonly, no.

As a profession, we have had to cope with our own business issues in the same ways as those in other industries. We've also had to step up to support those in other industries to help solve their accessibility problems, many of which have only emerged as a result of the massive switch to online operations. A lot has happened in a short time, and there is much that can be gained by sharing our positive (and perhaps, negative?) experiences in ICT Accessibility Testing research and practice. To play our part, we have to be here to provide support to those tackling their technology issues, so that we may help them ensure equitable access for all members of our society.

And, to play our part for our own profession, we are offering sponsored registrations with our Covid-19 Hardship Fund. If you or a colleague you know has lost their job or had a substantial reduction in income as a result of Covid-19, we want to help.

Our annual symposium has traditionally been a place for in-person knowledge sharing and for professional face-to-face networking. We're using this year's online symposium to continue sharing what works during the current situation and beyond, and we're continuing to network with our peers—but this time online—the same way that so many of us are getting used to while we go through this together.

New for this year, we are introducing a Product Demo Day. Those returning attendees will know that we have not traditionally had product exhibits, demos or promotions at our event. We recognize that this year is very different. With a lack of face-to-face conference events, it has been harder for testing companies to network and engage with audience. With a the gathering in one (virtual) place, we have a large number accessibility testers and accessibility program managers together. We are offering this sponsored Demo Day opportunity in the pre-conference week to help our colleagues network in these unusual times.

The event committee has been working hard this year to bring you a fairly regular program. We have kept the same level of quality with peer reviewed paper submissions, and added some very interesting panels too. We're looking forward to connecting with you again this October.

*Sincerely, Dr. Chris M. Law, Chair,  
& Matt Feldman, Co Chair, 2020 Symposium Committee*

## Getting There...



**I'm Switching off work!**

Hey boss, I'll be gone for two and a half days one week in October, and maybe a few sessions during the week before.

Think of it as I'm going to be away at a conference. *Which I am.*



**But I NEED you to work on that project...**

Okay, okay then. I'll attend half of it... the live plenary sessions.

Three lunchtimes. Extended lunchtimes... like 3 hours. And a bit.

For the other half, the papers are pre-recorded. I'll watch those with the recorded Q&As individually later on.



**SORRY, we REALLY need you here that week...**

That's okay. I can still catch a few live sessions in the day, and some fun networking sessions in the evening.

All the presentations are being recorded, so I'll have through December to watch them one at a time when I can.

# Pre-Conference Week

## Intro Session for All Attendees (Wednesday October 14)

*All Times are Eastern Standard Time (US)*

### The Introductory Hour (11:00 to Noon)

#### Social Virtual Meet and Greet

It's been a while and we've all missed each other. We start with some informal time to meet online, say Hi, and share some stories

#### Program Preview

Meet the Chair and Co-Chair for an overview of the upcoming program that will take place the following week, including the Keynote, Panels, and Networking Opportunities.

The Content Chair will give a brief overview of the new ICT Body Of Knowledge (BOK) site for past and current ICT papers.

#### Tips and Tricks for a better Zoom experience

It's okay to just know the basics... but there's more you can do with Zoom.

#### Intro, Tips and Tricks for Slack

Slack is where the Q&A starts for each presentation. Learn how we'll use Slack, and how to make the most of your experience.

### 'Table' Discussions: Video Introductions of Topics (12:20pm to 1:20pm)

In past (face to face) conferences we have held lunch events where each table is dedicated to a topic with a discussion leader. This year, we are doing a similar lunch and evening session on Thursday October 22, with small groups gathering in separate Zoom Rooms.

In this intro session, we will play a prerecorded video introduction from each table leader. During this session all table leaders will be available throughout the whole hour on Slack to answer questions on their topic.

At the end of the session, online table sign-up will open, and remain open until the lunch event the following week. Table sizes will be limited to allow for engaging discussions. Join up to two tables (lunch session and evening session). Individual table video introductions will be made available to attendees in case you miss this intro session. *See page 17 for further details.*

## Pre-Conference Special Evening Seminar (Wednesday October 14)

*Registration is included for all Symposium attendees.*

Mobile Site and Native App Testing (5:30pm to 7:30pm)

Gian Wild, AccessibilityOz (*Live from Australia, where it's actually Thursday morning!*)

**This seminar introduces you to accessibility testing of mobile web sites and native app accessibility.** As Co-Chair for the ICT 2018 and 2019 Mobile Committees, Gian Wild will cover the finalized testing guidelines. Learn what you can test on your laptop and what needs to be tested on a device. The testing topics will include handling traps, keyboard use, standard user interface controls, JavaScript events, touch targets and interactive space, links, images, forms, and navigation aids. Participants will receive an electronic copy of the latest test processes.

## Pre-Conference Week Workshops (Wednesday 14, Thursday 15 October)

*Registration information and fees, including workshop fees, begin on page 20.*

*All Times are Eastern Standard Time (US)*

Workshop 1: ARIA (Weds, Thurs)

### **Understanding ARIA 1.2 and the ARIA Authoring Practices Guide**

Jon Gunderson, University of Illinois

3 Hours Online Course + 3 Hours 'Homework' Assignments

Online Course Wednesday 1:30 to 3:00 & Thursday 3:00 to 4:30

Assignments: On your own schedule between Online Course Sessions

***Intermediate & Advanced Level***

Workshop 2: ATAG (Thursday)

### **ATAG: WCAG's Forgotten Sibling**

**Cancelled**

## Pre-Conference Workshop Descriptions

### Workshop 1: ARIA (Weds, Thurs)

#### Understanding ARIA 1.2 and the ARIA Authoring Practices Guide

Jon Gunderson, University of Illinois

3 Hours Online Course + 3 Hours 'Homework' Assignments

Online Course Wednesday 1:30 to 3:00 & Thursday 3:00 to 4:30

Assignments: On your own schedule between Online Course Sessions

#### *Intermediate & Advanced Level*

##### Meeting New Needs in ARIA

Understanding the how the roles, properties and states defined in the W3C Accessible Rich Internet Accessibility (ARIA) 1.2 specifications are used by assistive technologies (e.g. screen readers) is critical for accessibility professionals to evaluate and provide guidance on how to identify and remediate web accessibility issues of online resources. ARIA technology is often not well understood by designers and developers as evidenced by high percentage of misused ARIA on the web.

The first principle of using ARIA is no ARIA is better than bad ARIA. Misused or incomplete use of ARIA diminishes, rather than enhances the accessibility of a web resource. The purpose of this workshop is to help participants understand how ARIA is designed to support the creation of accessible web resources that are work with a wide range of browsers and assistive technologies.

##### Communicating Accessible Design Patterns

When accessibility issues are identified, or inappropriate use ARIA markup is found the person making the evaluation

needs a way to communicate the correct information to the designers and developers. An important resource in communicating proper accessibility techniques to designers and developers is the W3C ARIA Authoring Practices Guide (APG). The APG is a reviewed reference for supporting the requirements of the W3C Accessible Rich Internet Application 1.2 specification and the use of HTML5 native semantics to meet W3C WCAG requirements. The APG provides the technical information need by interaction designers, developers and quality assurance personnel to design and test compliance with for WCAG requirements using the ARIA and HTML5 standards. The APG provides detailed information on the proper use of ARIA properties, states and roles to represent the interactive web resources to users of assistive technologies. The APG includes examples for landmarks and widget roles, and design information to support keyboard navigation between and within widgets, and how to describe relationships between content in web resources using HTML5 tags and ARIA markup. The APG examples have been extensively reviewed and tested with assistive technologies to help people understand and test the accessibility of ARIA enabled widgets.

##### Workshop Elements

- Keyboard interaction models for role semantics
- Understand the concepts of role, properties and states
- Native semantics of HTML elements
- Removing HTML native semantics with role "none"
- Design patterns for widget roles
- Defining accessible names and descriptions
- Keyboard focus styling for high contrast support
- How screen readers use ARIA markup
- Mobile accessibility issues

## Online Experience

This workshop will take place over 2 days, with both online course and 'homework' sessions. During online course sessions the presenter will be available to answer questions through zoom. The 'homework' sessions allow people to go through the examples and test with assistive technologies at their own pace. During 'homework' assignments, the presenter will be available during the specified times to answer questions via the Slack channel. All the slides used in the course are in HTML and will be publicly available during and after the workshop.

### Workshop 2: ATAG (Thursday)

#### **ATAG: WCAG's Forgotten Sibling**

- **Cancelled**



# Product Demo Day (Friday October 16)

## Half-Hour and Full-Hour Product and Service demos from Sponsor Organizations

Friday, 10:00 to 5:30 Eastern Time (US)

New this year, in direct response to the ongoing pandemic and reduced opportunities for providers to share product and service news and demos. Proceeds from participating sponsor organizations go towards our Covid-19 Hardship Registration Fund (C19HRF), providing attendance for those in the testing community hit hardest by the global pandemic.

*See page 19 for details on how to participate as a Demo Day Sponsor.*

*See page 20 for how to register under the C19HRF.*

Demo Day Participants as of September 17 (more to be added)



# Symposium Week

## Symposium Schedule Day 1: Wednesday October 21

*All Times are Eastern Standard Time (US). Note: The following schedule is Provisional (subject to change).*

### Morning Coffee (10am to 10:30am)

Join your colleagues for a morning chat on one of three online venues. *See page 19 for details.*

### Single-Track Plenary Sessions (10:30am to 2pm)

#### Opening Remarks

Dr. Chris M. Law, Chair & Matt Feldman, Co-Chair

#### Keynote Speaker:

### Mike Paciello



The Agilization of A11Y: Why Continuous Change is Good! (11:00am to Noon)

We live in unparalleled times in which societal norms have seemingly polarized how we live, work and interact. Advances in accessibility and usability of technology for people with disabilities and older adults is cyclical, if not frozen in time. We continue to fight for the same goals, herald the same message and recommend the same solutions.

The purpose of this presentation is to provoke new thinking, to incite visionary innovation and to suggest that the paradigm shift we all desire requires the agilization of accessibility.

*Mike Paciello* has been a pioneer and influential figure in the accessibility industry for more than three decades. He wrote the first book on web accessibility and usability (*Web Accessibility for People with Disabilities*), and has since achieved many notable milestones. He is the founder of [WebABLE.Com](http://WebABLE.Com) and co-founder of [WebABLE.TV](http://WebABLE.TV).

Mike served as co-chair of the United States Federal Access Board's Telecommunications and Electronic and Information Technology Advisory Committee (TEITAC), co-founder of the International Committee for Accessible Document Design (ICADD), and was recognized by President Bill Clinton for his contribution to the W3C Web Accessibility Initiative (WAI). He was the recipient of the 2016 Knowbility Lifetime Achievement award.

Mike is currently retired but remains active as a mentor and contributor to the accessibility industry.

**Lunch with the Keynote** (Noon to 1:00pm)

Take 20 minutes to go grab your lunch, and then Mike Paciello will answer your questions in an informal lunchtime chat.

**Panel: COVID-19: The Great Accelerator (Part 1),  
Presented by The Paciello Group** (1:00pm to 2:30pm)

*A panel on COVID's acceleration and forced adoption of digital communication channels for different roles and industries.*

In future years, COVID-19 may be known as the “Great Accelerator” as a result of its tremendous impact on everything from remote working to global supply chains. You would be hard-pressed to find an industry or an organization that has not experienced significant shock and forced into adopting new operational procedures that may have never been previously considered. This panel will discuss the experiences from a variety of roles—at the Paciello Group—on how COVID-19 has forced them to modify their normal routines and embrace digital technology as a replacement for in-person communication.

Paciello Group Panelists:

- *Panel Chair:* Mark Miller, Director Sales, Emerging Accounts & Platform
- *Legal perspective:* Kathy Wahlbin, General Manager & VP Enterprise Compliance
- *Business Development:* Todd Waites, Director, Business Development
- *Healthcare/Hospitality Kiosk Accessibility:* Laura Miller, Corporate Business Development Manager
- *UX Research:* David Sloan, UX Research Lead

**Note:** This Part 1 Panel focuses on what has happened to date, and the Part 2 Panel (see page 16) looks to the future with respect to Covid-19.

## Paper Presentations (3pm to 6pm)

*For a description of the Online Paper Presentation Format, see page 17. Paper abstracts are provided starting on page 22.*

### Track: Testing Times (Part 1 of 2)

#### **How to evaluate video conferencing tools for accessibility**

Claudio Luis Vera

#### **Finding the needle in a haystack: Can virtual messaging tools be used by all?**

Kristina England, University of Massachusetts President's Office & Kelsey Hall, Accessibility Consultant

#### **Broadening the definition of 'interaction' for accessibility testing**

Chris M. Law, Accessibility Track & Anil Lewis, National Federation of the Blind

### Track: Testing Approaches (Part 1 of 2)

#### **Introducing The Section 508 ICT Testing Baseline Alignment Framework**

Andrew Nielson & Michael Horton, United States General Services Administration

#### **Leveraging Trusted Tester with Test Automation**

Ann Marie Davis, Halima Diallo, Alan King, Vince Prentice, Kristen Smith-O'Connor, & Dominique Wheeler, New Editions Consulting, Inc

#### **Creating an Evaluation Checklist for Microsoft Office Users**

Jonathan Whiting, WebAIM

## Evening Social (6:30pm to 8:30pm)

### **Pub Quiz Night**

In his other life the Symposium Chair, Chris Law, has been a creator and host of charity pub quiz nights. Chris was actually joking when he suggested a trivia/quiz night at the end of last year's symposium. And then the pandemic happened. So okay, okay, here we are now, and it actually seems like a good idea. So, let's have a beer together over Zoom, and let's have a fun social (and accessible) quiz. General knowledge, plus a few accessibility questions thrown in here and there. *Everyone competes as individuals.*

**Grand Prize: \$200, kindly sponsored by**



## Symposium Schedule Day 2: Thursday October 22

*All Times are Eastern Standard Time (US). Note: The following schedule is Preliminary (subject to change).*

### Morning Coffee (10am to 10:30am)

Join your colleagues for a morning chat on one of three online venues. *See page 19 for details.*

### Single-Track Plenary Sessions (10:30am to 2pm)

#### **Best paper Presentation** (10:30am to 11:30am)

Each year we award \$500 to the best paper as scored by the Peer Review Committee. The Best paper will be presented in this session. The following morning we'll have the best paper winning author(s) available during morning coffee for 'ask me anything' (see page 18).

## 'Table' Discussions (Lunch Session)



Take 20 minutes to go grab your lunch, and then join your colleagues for networking and information sharing in a Zoom Room 'Table' discussion. Table topics can be suggested by any attendee in the weeks leading up to the event (*see page 17 for details on how to suggest a topic*).

You can pick a lunchtime topic and an evening topic. To help choose which to attend, each table leader will produce a short video introduction of discussion issues, to be presented during the 'Intro' session the week prior to the Symposium (*see page 5 for details*). Table group sizes will be limited to allow for engaging discussions. Advance sign-ups for tables will take place between the intro session and the first lunch session.

In this intro session, we will play a prerecorded video introduction from each table leader. During this session all table leaders will be available throughout the whole hour on Slack to answer questions on their topic.

#### **A Newly Developed Hardware Testing Guide** (1:00pm to 2:00pm)

Laura Renfro, Renfro Consulting & Sam Ogami, HP

HP have developed an in-depth hardware accessibility testing guide and checklist, and they are generously sharing it with the community as a new, freely available resource. *Join Laura and Sam for the public launch of their new guide.*

## Paper Presentations (2pm to 6pm)

*For a description of the Online Paper Presentation Format, see page 17. Paper abstracts are provided starting on page 22.*

### Track: Testing Times (Part 2 of 2)

#### **Demodocus: Where is Accessibility Hiding?**

Trevor Bostic, Jeff Stanley, Daniel Chudnov, John Higgins & Justin F. Brunelle, The MITRE Corporation

#### **Approaches to Remote Testing Using People With Disabilities to Achieve Inclusion**

Sue Ann Rodriguez & Kelli Ryan, WeCo Accessibility Services

#### **Developing and Testing Accessible eLearning Courses**

Lisa Mayo, Aruna Kedarshetty & Jolie Dobre, ICF NEXT

### Track: Testing Approaches (Part 2 of 2)

#### **Focus first: a new front-end approach**

Claudio Luis Vera & Marcelo Paiva, Cross.team

#### **The Importance of Switch Testing**

Daman Wandke, Wandke Consulting

#### **Using Personas for Accessible Design**

Kathryn Weber-Hottleman, University of Connecticut

#### **Social media accessibility testing**

Gian Wild, AccessibilityOz

## Evening Social (6:30pm to 8:30pm)

### **'Table' Discussions (Evening Session)**

*For details, see earlier description for the lunch session.*

## Symposium Schedule Day 3: Friday October 23 (Half Day)

All Times are Eastern Standard Time (US). Note: The following schedule is Preliminary (subject to change).

### Morning Coffee (10am to 10:30am)

Join your colleagues for a morning chat on one of three online venues. See page 19 for details.

### Single-Track Plenary Sessions (10:30am to 3pm)

#### Special Panel: **Accessibility Overlays**

*Wild conformance claims. Testing tool interference tactics.*

*A sub-par band-aid or a reasonable fix?*

The world of Accessibility Overlays has long been a source of contention in the accessibility testing field. *This year, the discussion is heating up...* (1) There has been a proliferation in claims of ‘full’ or 100% conformance with accessibility standards; and (2) Overlays are now ‘spoofing’ automated accessibility checkers.

For decades, accessibility testing professionals have been advocating that to get to an accessible website, you need to fix the underlying code. If you want to make change lasting, you need to fix coding practices that lead to inaccessible code, through training and implementation of governance procedures in development. Those who promote and sell accessibility overlay technologies have espoused an alternative approach, whereby you can “use just one line of code” to pull in their tool, effectively absolving the customer of the need to fix their code and their programming practices.

In this panel, we will first briefly introduce the concept of overlays, what they do and how they generally work. We will then be discussion questions at the intersection of overlays and accessibility testing.

- *Panel Chair:* Chris M. Law, Accessibility Track
- Karl Groves, Tenon.io,
- Al Hoffman, Deque Systems, Inc.
- Anil Lewis, National Federation of the Blind
- David O’Neill, The Paciello Group
- Cyndi Rowland, WebAIM

**Awards Lunch** (Noon to 1:00pm)

Take 20 minutes to go grab your lunch, and then join us for a fun and informal lunch and presentation of this year's awards:

Best Paper, Best Presentation,  
Social Impact Award,  
*and much more!*

**Closing Panel: COVID-19: The Great Accelerator (Part 2)**

(1:00pm to 2:30pm)

What is the future of remote work, commerce, education, customer support, etc., and how will it affect accessibility testing programs? We are dedicating this year's closing panel to a discussion of the near future. What can we do as a professional field? Where should we be focusing our energies?

- *Panel Chair:* Matt Feldman, Director of Customer Success, The Paciello Group, A Vispero Company
- Corbb O'Connor, Accessibility Testing Operations Manager, Siteimprove
- Markku Häkkinen, Director, Accessibility Standards & Inclusive Technology at Educational Testing Service (ETS)
- Mike Paciello, ICT 2020 Keynote Speaker
- Madeleine Rothberg, Senior Subject Matter Expert, WGBH National Center for Accessible Media

**Note:** This Part 2 Panel focuses on the future with respect to Covid-19. This Panel will build on the Part 1 panel (see page 11) and the 'Testing Times' paper tracks.

**Closing Remarks and Thanks** (2:30pm to 3:00pm)

Dr. Chris M. Law, Chair & Matt Feldman, Co-Chair



## Additional Symposium Details

### An Online Event

The symposium will take place online this year.

To access presentations, participants will need to use the Zoom platform, and run the Zoom software on their own computer/device.

To access the live 'chat' discussions during paper and panel presentations, participants will need to use the Slack platform.

Full instructions on the above will be emailed to those who are registered.

### Online Paper Presentation Format

Accepted 8-page peer reviewed papers will appear in the published proceedings.

Each paper presentation will consist of a pre-recorded section of up to 40 minutes that will be shown in Zoom.

During the presentation, the session chair (a Peer Review Committee Member) will host the authors in a live Slack chat session for questions. Those questions may be answered in Slack, or held until the live Q&A.

For each paper, the subsequent Q&A will take place live in Zoom with live audio and video, and will last up to 15 minutes. Participant questions from the Slack discussions will be conveyed to the authors by the session chair. Live questions can also be taken from attendees via the Zoom meeting (with attendee video as an option).

### Published proceedings

The proceedings for this event will be published online at the start of the event. A hard copy of the proceedings will be mailed to attendees in advance of the symposium, using the mailing address you provide during registration. For those needing electronic copies, these will be emailed in advance of the event.

For reference, previous proceedings can be downloaded at the conference website:

[Prior Proceedings of the ICT Accessibility Testing Symposium](#)

### Recordings

For those who cannot attend a particular paper live, all pre-recorded papers and their related Q&A sessions will be posted for symposium attendee access approximately one hour after the end of that presentation session.

Each session (panel/presentation and Q&A) will be recorded, and access to recordings will be provided only to registered participants through to December 31, 2020.

Workshops, the Awards Lunch, 'Table' discussions and other networking sessions will not be recorded.

On or after January 1, 2021, recordings of panels and presentations may be made publicly available on the event website.

## Accessibility

Papers in the proceedings will be in accessible electronic format (PDF & ePub formats)

In presentations all authors are reminded to describe visuals.

In general, the recorded sessions will be captioned. This includes:

- Opening and closing remarks.
- Keynote and lunch with the Keynote sessions.
- Plenary Panels and Q&A.
- Pre-recorded papers, and Zoom Q&A sessions after each paper presentation.

Other non-recorded sessions will only be captioned if requested by a participant requiring a disability accommodation. This includes workshops, coffee, the quiz, and 'Table' discussions.

Accessibility accommodations can be requested when registering. Requests must be received by Wednesday, October 7.

## Meeting Policy on Product Demonstrations

Normally, the Symposium does not feature exhibitors or commercial product demonstrations. Instead, our focus is on the cordial exchange of scientific and practice-based knowledge for our field. Beyond the Product Demo Day (*page 7*), we ask that participants please refrain from any urges to 'corral' groups of attendees to provide online demos during the hours that the symposium and workshops are on. One-on-one product demos are permissible as needed as part

of networking, but we do not want attendees to feel pressured to miss the live symposium content.

## Sponsorship opportunities

We welcome various types of sponsorship opportunity:

- Sponsor of awards;
- General sponsorship of the symposium (helps with the running of the event and the many costs involved)
- Many sponsor levels include registration(s) in the fees, and sponsors can participate in our company spotlight series on social media;
- Sponsorship can also cover the attendance of professionals hard-hit by Covid-19. Participation in the Product Demo Day covers registration, and additional costs contribute exclusively to the Hardship Fund;
- Sponsorship of the social Quiz Night (e.g., prizes)

**For further details on sponsorship, see the main symposium website: [2020ict.org](https://2020ict.org).** Please contact the Sponsorship Chair to inquire about sponsorship opportunities.

## Important dates for your diary

*Wednesday, October 7*

- Last day to request disability accommodations
- Last day to guarantee spots in workshops (unless previously filled)
- Final Program available

Pre-conference week activities: *October 14-16*

Main Symposium week: *October 21-23*

# Networking Opportunities

## Morning Coffee Sessions

We are all going to miss in-person coffee breaks this year! But, we can still get together for a chat over a hot beverage and a snack. You provide the food and drink, and we'll provide the connections.

Each morning there are three options to choose from. Each session will begin at 10am and last for 30 minutes. An event committee member will be present at each session to lead the way!

- Option 1: Slack discussion (online chat via your keyboard)
- Option 2: Open Zoom Meeting space
- Option 3: 'Ask Me Anything!' — This is your chance to get to know someone, and ask them literally anything.
  - **Wednesday 21st:** To Be Named
  - **Thursday 22nd:** Chair & Co-Chair, Chris Law & Matt Feldman
  - **Friday 23rd:** Best Paper award recipient(s)

## 'Table' Networking Discussions

**Lunch and Evening sessions on Thursday 22nd** (Intro session on Wednesday 14th)

In past (face to face) conferences we have held lunch events where each table is dedicated to a topic with a discussion leader. This year, we are doing a similar lunch and evening sessions, with small groups gathering in separate Zoom Rooms.

**To sign up to attend discussion tables:** At the end of the intro session during the pre-conference, the online table sign-up will open, and remain open until the first discussion event the following week. Table sizes will be limited to allow for engaging discussions. Join up to two tables (lunch session and evening session).

**How to propose a discussion topic:** Contact the symposium chair any time leading up to the event. Up to 12 discussion topics will be taken, so don't delay!

## Product Demo Day

This year, because of the ongoing situation there has been a consequent lack of face to face conferences. This is usually where exhibits and product demonstrations would normally take place. Although the ICT Accessibility Testing Symposium has not traditionally featured exhibits or product demos, the committee has recognized that there is still a need for opportunities for companies to engage with potential customers. As we are one of (if not *the*) largest annual gatherings of accessibility testers and managers, we are offering sponsoring organizations the opportunity to provide product and service demos on the Friday before the Symposium.

All Demos support our Covid-19 Hardship Registration Fund. Sessions will be in half hour increments. For details on sponsor fees, including Demo Day, see the Sponsorship link on the main website: [2020ict.org](https://2020ict.org).

# Registration

## Fees

### **Main Symposium: \$400**

Optional Workshops: \$140 each

Students: 50% discount

Academia and Non-Profits: 20% discount

Government: 10% discount

COVID-19 Hardship: Up to 100% discount

The main symposium registration fee includes a mailed print copy of the proceedings, and access to all sessions during the main symposium (October 21-23) and preconference (October 14 & 16). To attend workshops, attendees must also register for the symposium.

Most attendees will see a reduction from the previous year, as we are taking out the cost of covering lunch and breaks.

The symposium will still feature the same level of quality peer-reviewed content, presentations and panels as all other aspects of the planning and preparation work have taken place to bring you this year's event. We have also included fun online networking events throughout.

## **Discounts**

### COVID-19 Hardship discount

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Gian Wild  
CEO, Founder and  
President, AccessibilityOz

# Paper Presentation Abstracts

Full papers will appear in the proceedings.

*Papers are listed alphabetically by title.*

## **Approaches to Remote Testing Using People With Disabilities to Achieve Inclusion**

Sue Ann Rodriguez & Kelli Ryan,  
WeCo Accessibility Services

Due to COVID-19, people around the world have transitioned to conducting their lives through online venues and remote digital systems. With the dramatic and quick digital shift, non-profits, government entities, educational institutions, and companies are facing challenges when it comes to achieving inclusion for all. Usability testing performed by people with disabilities can be beneficial to those who want to create an accessible and optimal user experience for all. Conducting remote usability testing can easily be done without the additional considerations and challenges that come with conducting in-person testing. Sue Ann Rodriguez, the author of this paper who lives with a disability and is the Director

of Accessibility Services at WeCo (a consulting firm made up of digital technologists and testers who are required to live with disabilities as part of their remote usability testing work) will discuss the approaches to consider for training, testing, and managing test teams.

## **Broadening the definition of 'interaction' for accessibility testing**

Chris M. Law, Accessibility Track & Anil Lewis, National Federation of the Blind

A study was conducted as part of the Accessibility Switchboard project, on the use of consumer products by people who are blind. The usefulness of related guidance for consumers with disabilities—from the Accessibility Switchboard—was also studied. The aim of the study was to assess the suitability and utility of the current Accessibility Switchboard content for consumers. Two key findings from the study are that (1) the accessibility testing field's traditional concept of 'interaction' between user and device should be broadened in scope to account for new forms of interaction; and (2) that 'interaction' testing should also include the role of support provided to users by other people, such as customer support, friends, family, co-workers and even helpful strangers/bystanders. During 2020, the ongoing global pandemic has

forced a switch to home working, education, and forced (to many) new forms of interaction on almost everyone, including people with disabilities. The future implications of the pandemic—on how we might think about and approach accessibility testing of interactions with technology—are considered.

## **Creating an Evaluation Checklist for Microsoft Office Users**

Jonathan Whiting, WebAIM

Microsoft Office contains a capable Accessibility Checker. However, like all automated accessibility evaluation tools, it offers an incomplete accessibility picture. Manual evaluation is still a necessary part of a complete accessibility evaluation. WebAIM has created a checklist that combines the automated reporting of the Microsoft Accessibility checker with manual testing required for a complete evaluation.

## **Demodocus: Where is Accessibility Hiding?**

Trevor Bostic, Jeff Stanley, Daniel Chudnov, John Higgins & Justin F. Brunelle, The MITRE Corporation

Government services are increasingly moving online. The need for accessible government web services was made glaringly apparent during the COVID-19 pandemic. While the adoption of JavaScript and other dynamic web

technologies to develop web applications increases, the testing of web application accessibility remains reliant on manual efforts. We present *Demodocus*, a framework for automated evaluation of web applications without *a priori* training of evaluation tools. We evaluate the software prototype of Demodocus, showing that it evaluates accessibility 223% slower than a human evaluator but can run continuously. Demodocus discovered 1.7 times more violations with 68% precision compared to the human evaluator (and performed well on WCAG SC 2.5.5). We designed Demodocus to complement other accessibility tools to improve web application accessibility evaluation coverage. Demodocus is useful for initial triage of accessibility issues by experts and non experts, alike, and can help ensure consistent evaluations are performed by human evaluators.

### **Developing and Testing Accessible eLearning Courses**

Lisa Mayo, Aruna Kedarshetty & Jolie Dobre, ICF NEXT

The term eLearning refers to using electronic technologies to access educational curriculum outside a traditional classroom. Organizations create and publish eLearning content using sophisticated authoring software, Learning Management Systems, and a

network. This type of remote learning is becoming even more popular in the age of COVID-19; however, it can be challenging for instructional designers to know how to make eLearning content accessible. Proprietary players, multimedia, animation, and interactive quizzes all provide engaging content but present a variety of accessibility difficulties. This paper will provide an overview of key accessibility considerations and technical solutions for both eLearning designers and accessibility testers. In addition, the paper will offer guidance on incorporating the accessibility testing team into the designing process and capturing remediation guidance for future eLearning projects.

### **Finding the needle in a haystack: Can virtual messaging tools be used by all?**

Kristina England, University of Massachusetts President's Office & Kelsey Hall, Accessibility Consultant

We have all been using real-time messaging tools such as Microsoft Teams or Slack to some degree over the last couple of years. However, when the pandemic hit, they quickly became the everyday way to communicate with colleagues. Several organizations scrambled to move their staff to these tools to provide a more immediate way to alert staff of updates and to provide a productive virtual experience for

communicating with colleagues. However, as with many decisions made during the pandemic, organizations forgot to consider whether these products met both the WCAG and ATAG success criteria. In addition, in the rush to get everyone on, another huge component was missed – training on how to communicate inclusively.

### **Focus first: a new front-end approach**

Claudio Luis Vera & Marcelo Paiva, Cross.team

Shouldn't the element in focus be the first thing you see when looking at a screen? When we interact with websites, mobile apps, or desktop applications there is always an element that is waiting to receive input from us. This is what is referred to as **focus** in programming and user experience (UX) design. Focus can be as simple as a blinking cursor in a document — or more complex, as with a custom control. No matter what the component is, users need to be aware at all times of where focus lies. For people who can't use a pointing device, it's critically important to have a focus indicator that's always visible. If there's any gap in that continuity, then the user is left with no idea what interaction is expected of them. In software that manages heavy machinery or aircraft, for example, a gap in focus continuity could have

catastrophic results. For all users, focus should be the one of most visible elements on the screen at any given moment. This is particularly true in a high-distraction environment where the user may have to look or step away from a task and then start up later where they left off. It's a perceptual task that is like finding a needle in a visual haystack. To cope with this challenge, most of us use hacks like wiggling the cursor or typing Tab / Shift-Tab to find the element in focus. But this adaptive behavior is hardly a desirable feature.

### **How to evaluate video conferencing tools for accessibility**

Claudio Luis Vera

What should someone be looking for when evaluating different videoconferencing options for accessibility? Captions, screen reader and keyboard accessibility, and advanced features are just a few of the factors to consider. With us all suddenly working from home in the COVID era, most employers have had to make some quick choices from a huge variety of video conferencing and collaboration tools. Often, accessibility is an afterthought and the organization is bound to a solution that excludes people with disabilities. With the right solution, working from home is a blessing for those with a disability. It eliminates transportation issues and allows

employees to attend to medical needs in ways that might be disruptive in an office, like using a ventilator or an IV. With the *wrong* tools, a person with a severe disability may actually experience *new* barriers. They could be left out of meetings and other types of collaboration. and leave the employer vulnerable to a discrimination lawsuit. A common mistake when setting up online meetings or events is to assume that every attendee is fully able to participate: Unless the organizer knows everyone's ability level, they should ask if someone needs accommodations before setting up the meeting. Otherwise, they should assume that at least one of the attendees may have difficulty seeing, hearing, or working a mouse.

### **The Importance of Switch Testing**

Daman Wandke, Wandke Consulting

The importance of switch testing—people with limited manual dexterity fulfilling tasks while utilizing switch control—is often overlooked in the overall idea of usability testing. The Web Content Accessibility Guidelines (WCAG) focus on the operability of assistive technologies, where keyboard only accessibility is specifically mentioned, but WCAG does not include success criteria specific to switch technology use. This paper makes a case for incorporating switch technology

testing into usability testing to ensure accessibility to everyone.

### **Introducing The Section 508 ICT Testing Baseline Alignment Framework**

Andrew Nielson & Michael Horton,  
United States General Services  
Administration

Section 508 conformance of Information and Communication Technology (ICT) is currently subjective and dependent on who (or what) is doing the conformance testing. While the standards are defined, interpretation of the standards vary. The Section 508 ICT Testing Baseline Portfolio (aka “the Baseline” or “the Baseline Portfolio”) establishes the minimum requirements of accessibility testing to successfully validate conformance to Section 508. The Baseline Portfolio currently consists only of a testing Baseline for Web but will eventually include other testing Baselines for other ICT (e.g., software, hardware, etc.). The Baseline can be used to create Section 508 test processes as well as determine how well test processes cover Section 508 requirements. In addition to the Baseline document, a supporting framework of test cases, validation processes, change control procedures, and other governance mechanisms (the ICT Testing Baseline Alignment Framework) will assist existing test



processes and tools to demonstrate alignment to the Baseline.

### **Leveraging Trusted Tester with Test Automation**

Ann Marie Davis, Halima Diallo, Alan King, Vince Prentice, Kristen Smith-O'Connor, & Dominique Wheeler, New Editions Consulting, Inc

The Trusted Tester (TT) process for Web continues to evolve. Efforts have been made to streamline and clarify the test process for manual testing, improve the student training experience in the TT process, and meet the growing demands of test automation by incorporating viable test tools to support the integration of TT accessibility into the test automation process.

Historically, the TT program's overall mission was to create a manual, accurate, and repeatable Section 508 Web testing process that could be implemented by any group wanting to perform accessibility testing and remediation. New opportunities in the TT process focus our attention on key improvements that multilaterally provide guidance to students through a series of instructional resources, clarify and simplify the test process, and introduce a vetted ruleset process that consists of automated tool test results when using the manual Test Process for Web v5.0 (TTv5.0) criteria.

### **Social media accessibility testing**

Gian Wild, AccessibilityOz

Social media is an incredibly important tool in modern society. Social media testing should be part of any WCAG2 testing. Gian Wild covers why social media needs to be tested and what should be tested when evaluating the compliance of a site. Requirements include using social media accessibility features, such as alt attributes, captions etc., as well as providing alternatives for users who find social media impossible to use.

### **Using Personas for Accessible Design**

Kathryn Weber-Hottleman,  
University of Connecticut

There are a few steps that developers and designers can take to incorporate accessibility from the beginning of a solution's design. One way of doing this is to create additional personas that are users with disabilities. Also, having a primary persona with a disability means that disability will never be far from developers' and designers' minds. Another way to keep accessibility present is to include it in scenario design. There are multiple benefits to including characteristics of users with different disabilities and their needs in persona and scenario development. First, it saves time and money that

would otherwise be spent remediating accessibility issues. It makes the solution available to all demographics, not inadvertently losing the users with disabilities market. It also aligns with organizational values of diversity and inclusion. Finally, it minimizes legal risk.