

:LIGHTHOUSE: FOR THE BLIND AND VISUALLY IMPAIRED

LIGHTHOUSE SF: ACCESSIBLE USER EXPERIENCE (AUX) - SERVICES OVERVIEW

AT LIGHTHOUSE SF, OUR ACCESSIBLE USER EXPERIENCE (AUX) TEAM DELIVERS CONSULTING SERVICES THAT GO BEYOND STANDARD ACCESSIBILITY TESTING AGAINST THE WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG) AND FOCUS ON THE USABILITY OF PRODUCTS/SERVICES BY BLIND AND LOW VISION USERS WHO TEST THE FUNCTIONALITY OF THE EXPERIENCE WITH THE ASSISTIVE TECH (AT) TOOLS & ACCESSIBILITY FEATURES THEY UTILIZE EVERY DAY. OUR AUX TEAM OFFERS ENTERPRISE, NONPROFIT, AND UNIVERSITY PARTNERS A WIDE RANGE OF ACCESSIBILITY-FOCUSED SERVICES THAT CAN BE ADAPTED TO FIT YOUR SPECIFIC ORGANIZATION'S NEEDS AS WELL AS THE NEEDS OF YOUR CLIENTS OR CUSTOMERS.

HERE'S AN OVERVIEW OF THE AUX CONSULTING SERVICES OUR TEAM PROVIDES FOR OUR PARTNERS:

USABILITY AND UX TESTING: IMPROVE THE ACCESSIBILITY AND UX OF WEBSITES AND APPS

- EXPERT-LEVEL USABILITY TESTING OF WEBSITES/PLATFORMS/APPS THAT'S CONDUCTED IN-HOUSE BY EXPERIENCED BLIND/LOW VISION LIGHTHOUSE STAFF USING AT TOOLS LIKE SCREEN READERS & ZOOM/MAGNIFICATION TOOLS ON COMPUTERS & MOBILE DEVICES.
 - OPTION TO INVOLVE OUR "TRUSTED TESTERS" DATABASE FROM THE BLV COMMUNITY FOR ADDITIONAL USER PERSPECTIVES.
 - THESE USERS GAIN VALUABLE USABILITY EXPERIENCE WITH OUR TEAM AND ARE PREPARED FOR QA/USABILITY TESTING ROLES.
- DELIVERY OF UX TESTING RESULTS, ISSUE REPORTING, AND ACCESSIBILITY REMEDIATION STRATEGIES FOR WEBSITE/APP DEVELOPERS.

ACCESSIBILITY UX WALK-THROUGHS: UNDERSTAND HOW BLIND/LOW VISION USERS NAVIGATE WEBSITES/APPS

- A VIRTUAL OR IN-PERSON MEETING TO PROVIDE A FIRST-HAND PERSPECTIVE ON HOW BLIND/LOW VISION USERS INTERACT WITH THE CURRENT VERSION OF YOUR WEBSITE OR APP WITH AT TOOLS ON COMPUTERS OR SMARTPHONES.
- LIVE DEMOS CONDUCTED BY TECH-SAVVY AUX TEAM MEMBERS THAT HIGHLIGHT ACCESSIBILITY ISSUES IN REAL-TIME FOR YOUR PRODUCT DESIGNERS AND DEVELOPERS, ALLOWING THEM TO GAIN AN UNDERSTANDING OF HOW TO MAKE THE WEBSITE OR APP'S UX MORE ACCESSIBLE.

UX RESEARCH STUDIES: CONDUCT ACCESSIBILITY-FOCUSED UX RESEARCH WITH BLIND/LOW VISION USERS

- RECRUITMENT SUPPORT TO FIND BLIND/LOW VISION USERS FROM OUR "TRUSTED TESTER" DATABASE AND GREATER COMMUNITY WHO ALIGN WITH TARGET PARTICIPANT PROFILES FOR UX RESEARCH.
- ADDITIONAL SUPPORT ON UX STUDY DESIGN, CONDUCTING STUDY PRE-SCREENS, SCHEDULING, AND PARTICIPANT COMPENSATION.

AUX AND AT TRAININGS: LEARN ABOUT AUX DESIGN PRINCIPLES AND HOW TO USE AT TOOLS/SETTINGS

- INFORMATIVE TRAININGS FOR YOUR LEADERSHIP TEAM ON HOW TO BUILD AN INCLUSIVE CULTURE, ALONG WITH TRAININGS FOR DESIGNERS/DEVELOPERS ON HOW TO IMPLEMENT ACCESSIBLE UX DESIGN PRINCIPLES AND HOW TO UTILIZE AT TOOLS/DEVICES.

What's the AUX team's process for working with client partners?

Our team will meet with you to understand your project goals and identify the AUX services that best fit your needs. We will work together through the contracting and vendor onboarding process to ensure we meet your data/security requirements. Our team will create the SOW with a timeline to execute the work and report on the results. Our team is also certified in IRB-level research participants' training for UX studies and is qualified to be a Co-Pi on research grants.

Interested to Learn More about AUX Services?

Contact Sean Dougherty, Director of AUX Services with your inquiries via email at AUX@lighthouse-sf.org or via phone at 415-694-7358.