

USABILITY OF DIGITAL INFORMATION AND TECHNOLOGY WITH PEOPLE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (IDD)

Purpose:

The current standards and guidelines for addressing information and communication technology (ICT) for people with IDD is inadequate. The inadequacies create barriers which prevent this population from accessing and participating freely in the “digital world.”

LITERATURE REVIEW

Background

24

articles included in this review

Articles included are from

2007 to 2022

ALL

focus on people with IDD

Results:

There were 7 Common ICT Barriers Found for People with IDD :

Reliance on text-based content



Complex security features



Complexity of information



Unfamiliar technology



Need for manual dexterity to operate hardware



Lack of training and support



Task complexity



USABILITY OF DIGITAL INFORMATION AND TECHNOLOGY WITH PEOPLE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (IDD)

CONSULTATIONS

Participants:

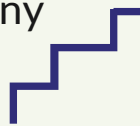
- 8 people acted as advisors.
- 6 of the advisors have mild IDD.
- 2 who do not have IDD supported 2 of the advisors with IDD.

Results: Advisors often faced barriers to ICT, for example:

Websites often contained too much text that advisors could not understand.



Some Task have too many steps



Website layouts can be too difficult to navigate



Entering words was a challenge because many of the advisors have trouble with spelling



- When software updated and there were changes, often advisors had difficulty adjusting to the new version of the software.
- Accessibility aids were not always effective.

Recommendations:

1. Consider the needs of people with IDD in current WCAG guidelines.
2. Establish guidelines on the development and updating of hardware and software technology (none currently exist).
3. Promote and support research using User Experience (UX) and co-design approaches to address gaps in accessibility solutions when it comes to barriers people with IDD face in accessing ICT and digital information.