

# User studies for accessibility & usability

A good user experience is crucial for the success of your digital products and services. User studies and evaluations as well as the application of the latest research results give your solutions the best market position.

In more and more countries, universal design – sometimes referred to as design for all – has become mandatory by law for digital solutions, both on the private and public sector. While legislation requires us to follow known accessibility standards, the choice of proper tools for testing and measuring is not straight forward. Moreover, a number of scientific studies have shown that simply honoring technical standards is not enough to achieve a high degree of accessibility and usability.

## Added value

So regardless of if you need to satisfy the law, if you would like to reach more user groups, if you want more satisfied users and customers, or if you desire to show that you are serious about your re-



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sponsibility in the digital society, you want to have your solution tested by real people to reveal potential flaws and misconceptions.

## Your target groups – our users

In our projects, we always involve a wide range of users. We work closely together with many user organizations and individuals with widely varying background and abilities. Our users can have different motor, sensor, and cognition difficulties, or a combination, as elderly individuals sometimes may encounter. We also have our own panel of test users to speed up testing. We test both in our lab and

out in the field.

## Expert advice and development

To ensure added return on investment from testing, we typically complement users by our experts who are experienced in simulating various difficulties, use scenarios, and end users with different needs and demands.

Our technical skills enable us to give you concrete improvement suggestions. We can also implement modifications ourselves, if desired. This applies to the technical platforms PC, tablet, mobile, TV, and other devices.

## Selected projects

- Inclusive design of ICT-based solutions for registration and authentication
- Accessibility and usability evaluation of the upcoming Norwegian electronic voting solution
- Usable trust in the Internet of Things
- Universal design of multi-modal user interfaces
- Situated Adaptive Guidance for the Mobile Elderly

# eInclusion Group at NR

## About our Group

The eInclusion Group works in the area universal design of Information and Communication Technology (ICT), eAccessibility, and Usability.

The Group is part of Norwegian Computing Center (Norsk Regnesentral, NR), a non-profit research institute established in 1952 and located near Oslo Innovation Center. NR's vision is «Useful research results that make a difference».

## Our mission

The objective of our work is to let as many as possible participate in the information and communication society, and to give users great digital experiences. To accomplish this, we address the topics universal design, accessibility, and usability in all our projects. We are particularly interested in how solutions work on a variety of devices, in different contexts and situations, and with a wide diversity of users.

## Target groups

Often, our target groups contain elderly and individuals with different needs, abilities, and impairments. This includes sensor, motor, and cognition deficiencies, such as reading and writing difficulties.

## Collaboration

Our Group cooperates closely with other expert groups, such as NR's Smart Information Systems Group

## Key personnel



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regarding for instance the application of multimodality techniques and multimedia content, and with NR's Security Group with regard to, for example, inclusive identity management. We also participate with both small and large national and international research group consortia.

## Funding

While one part of our work is funded by the public, such as Norwegian Research Council and EU, we are also engaging in applied small-scale research and innovation projects for the private sector, organizations, and authorities.

## Opportunities

We are constantly looking for new research opportunities; please contact our staff with your inquiry!

## Selected customers:

- Ministry of Local Government and Regional Development
- Directorate of Health
- Agency for Public Management and eGovernment
- Labor and Welfare Service

## Among our partners:

- Center for Usability Research & Engineering (Austria)
- Telefonica (Spain)
- Chemnitz University of Technology (Germany)
- Teamnet (Romania)

## Services

- Accessibility and usability evaluations
- Technical, expert, and user studies and testing, tools, and methods
- ICT solutions from concept to prototype, re-/design, implementation, integration, testing
- Technical consulting and assistance
- Monitoring, reporting
- R&D leadership and innovation support
- Project proposals, tenders, and R&D funding
- PhD and student supervision
- Seminars, workshops, conferences, talks and presentations, training, teaching