Exploring the application of **Widgit symbolic language**
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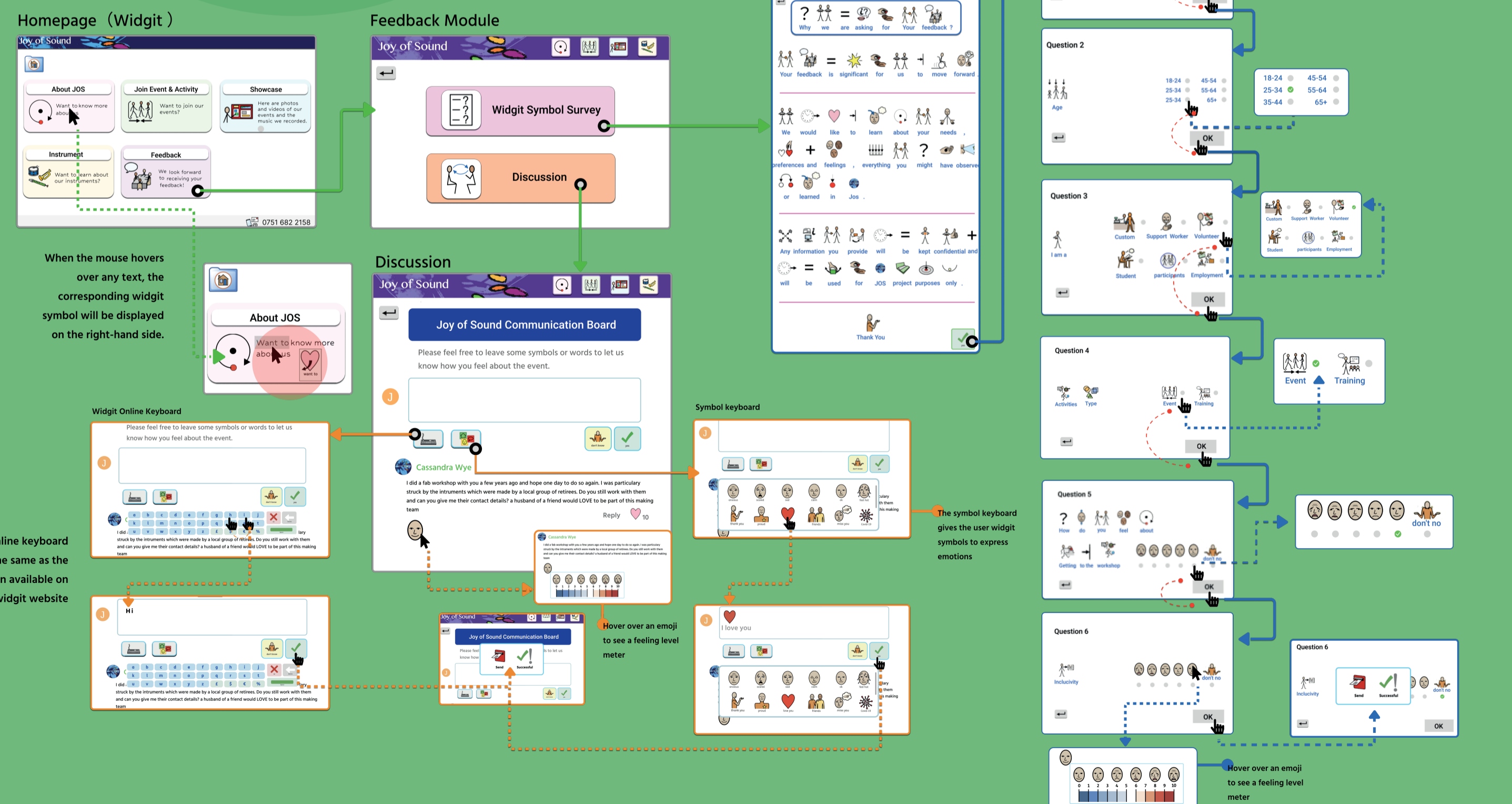## **Feedback module** for **Joy of Sound** website
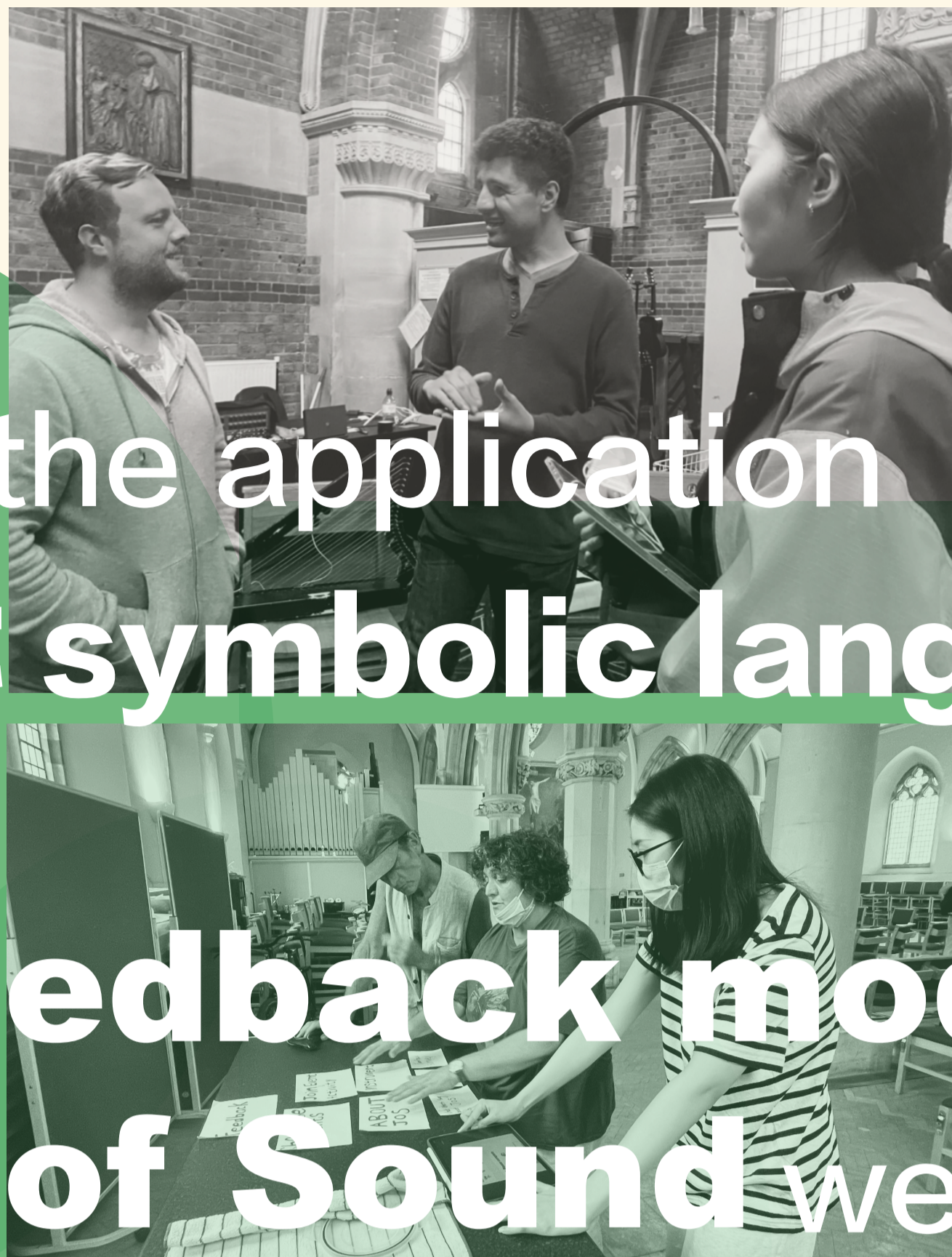
Abstract:

The Widgit web page of symbol version and questionnaire design is a project to address the difficulties of text reading and communication for disabled users, and an opportunity for Joy of Sound to promote inclusiveness and gain feedback from disabled users. Its characteristic is that users can obtain website information by reading Widgit symbols, and express their thoughts or feelings by using Widgit symbols, thereby minimize the time for disabled users to read text and obtain and use information equally.

Study Methodology:

During the various phases of the project, different research methods were chosen for different purposes. In the user research stage, a qualitative research method is adopted due to the particularity of the target user group. Conduct user research through personal interviews and focus groups; reveal the target user's experiences, feelings, attitudes, and desires in a structured way and objectively present the reasons behind it. A simple symbol test（usability test） in the middle of the project supports the hypotheses and preliminary conclusions of the literature research, and then a closed card ranking test is used to help design and evaluate the method of feedback module information architecture. The project's final testing phase used various research methods, including click testing, scenario testing and user interviews, to iterate on new versions of the product.

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Aug 21 2022

Testing & Evaluation

• Closed card sorting test was used to gain insight into how disabled users find feedback surveys and discussion areas, and then redevelopment an information architecture for the Joy of Sound website that is more suitable for disabled users.
• First Click Testing checks what test participants would click on first on the widgit version of the home page interface to verify the results of the card sorting test and the reasonableness of the current design solution.
• Scenario testing is used to identify problems in high fidelity prototype and system processes; the results are easy to evaluate.
• The feedback questionnaire test requires the tester to simulate the questionnaire completion process using a high-fidelity prototype and to identify problems with the questionnaire during the test.

Conclusions & Future Work

Through the communication and getting along with the disabled people in these months, I can better understand and realize their difficulties in life. My idea from I want to do the design for the disabled group transformation to I want to help them solve practical difficulties.
The test data shows that the widgit symbol effectively solves the problem of text comprehension and not fluent uses of text for disabled users, especially with learning disabilities and associated communications difficulties.
Based on the final test results and suggestions from Joy of Sound, there are several aspects that need to be adjusted and improved, such as the size of the Widgit online keyboard, the design of the designated buttons, the placement of the discussion area and the inclusiveness of the feedback questionnaire options.

Design