

ISO/IEC JTC 1 Special Working Group on Accessibility (SWG-A)

JTC 1 SWG-A N 302

2008-03-04

**Document
Type:**

Summary of Voting

Title:

**Summary of Voting on JTC 1 N 8818 - Text for ISO/IEC
PDTR 29138-1, - Information Technology - Accessibility
Considerations for People with Disabilities - Part 1: User
Needs Summary**

Source:

JTC 1 Secretariat

**Requested
Action:**

For consideration at the June 2008 SWG-A meeting and
PDTR 29138 Parts 1-3 ballot resolution meeting.

JTC 1 SWG on Accessibility Secretariat
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ISO/IEC JTC 1 N 8977
ISO/IEC JTC 1
Information Technology

2008-03-03

Document Type: Summary of Voting/Table of Replies

Document Title: Summary of Voting on JTC 1 N 8818 – Text for ISO/IEC PDTR 29138-1, - Information Technology - Accessibility Considerations for People with Disabilities - Part 1: User Needs Summary

Document Source: JTC 1 Secretariat

Reference:

Document Status: This document is circulated to JTC 1 National Bodies for information. Based on the results of this ballot, this DTR has been approved. SWG-A is instructed to take the national body comments received into consideration and prepare the final text for submission to ITTF for publication.

Action ID: Information

Due Date:

No. of Pages: 14

Result of voting

Ballot Information:

Ballot reference:	JTC001-N-8818
Ballot type:	DTR
Ballot title:	Text for ISO/IEC PDTR 29138-1, - Information Technology - Accessibility Considerations for People with Disabilities - Part 1: User Needs Summary -
Opening date:	2007-10-31
Closing date:	2008-02-29
Note:	This document is circulated to JTC 1 National Bodies for PDTR ballot. National Bodies are asked to vote and submit their comments via the on-line balloting system by the due date indicated. In accordance with JTC 1 Gold Coast resolution 36, JTC 1 accepts the offer of the SWG-A to conduct the ballot resolution meeting, should one be necessary, tentatively scheduled for 16-20 June 2008 in Japan.

Member responses:

Votes cast (24)	Australia (SA) Canada (SCC) China (SAC) Czech Republic (CNI) Denmark (DS) Finland (SFS) France (AFNOR) Germany (DIN) India (BIS) Ireland (NSAI) Italy (UNI) Japan (JISC) Korea, Republic of (KATS) Malta (MSA) Netherlands (NEN) New Zealand (SNZ) Nigeria (SON) Norway (SN) Singapore (SPRING SG) South Africa (SABS) Spain (AENOR) Switzerland (SNV) United Kingdom (BSI)
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	USA (ANSI)
Comments submitted (0)	
Votes not cast (16)	Algeria (IANOR) Belgium (NBN) Côte-d'Ivoire (CODINORM) Ecuador (INEN) Iran, Islamic Republic of (ISIRI) Jamaica (BSJ) Kazakhstan (KAZMEMST) Kenya (KEBS) Malaysia (DSM) Pakistan (PSQCA) Philippines (BPS) Saudi Arabia (SASO) Slovenia (SIST) Turkey (TSE) Uruguay (UNIT) Venezuela (FONDONORMA)

Questions:	
Q.1	"Does your National Body approve the attached DTR to go forward to publication?"
Q.2	"If you approve the DTR Text with comments, would you please indicate which type ? (General, Technical or Editorial)"
Q.3	"If you Disapprove the Draft, would you please indicate if you accept to change your vote to Approval if the reasons and appropriate changes will be accepted?"

Answers to Q.1: "Does your National Body approve the attached DTR to go forward to publication?"		
13 x	Approval as presented	Australia (SA) China (SAC) Czech Republic (CNI) France (AFNOR) India (BIS) Ireland (NSAI) Italy (UNI) Japan (JISC) Korea, Republic of (KATS) Netherlands (NEN) New Zealand (SNZ) Nigeria (SON) United Kingdom (BSI)
6 x	Abstention	Finland (SFS) Malta (MSA) Singapore (SPRING SG) South Africa (SABS) Spain (AENOR) Switzerland (SNV)

5 x	Approval with comments	Canada (SCC) Denmark (DS) Germany (DIN) Norway (SN) USA (ANSI)
0 x	Disapproval of the draft	

Answers to Q.2: "If you approve the DTR Text with comments, would you please indicate which type ? (General, Technical or Editorial)"

20 x	Ignore	Australia (SA) China (SAC) Czech Republic (CNI) Finland (SFS) France (AFNOR) India (BIS) Ireland (NSAI) Italy (UNI) Japan (JISC) Korea, Republic of (KATS) Malta (MSA) Netherlands (NEN) New Zealand (SNZ) Nigeria (SON) Singapore (SPRING SG) South Africa (SABS) Spain (AENOR) Switzerland (SNV) United Kingdom (BSI) USA (ANSI)
3 x	All	Canada (SCC) Denmark (DS) Norway (SN)
1 x	Editorial	Germany (DIN)
0 x	General	
0 x	Technical	

Answers to Q.3: "If you Disapprove the Draft, would you please indicate if you accept to change your vote to Approval if the reasons and appropriate changes will be accepted?"

23 x	Ignore	Australia (SA) China (SAC) Czech Republic (CNI) Denmark (DS) Finland (SFS) France (AFNOR) Germany (DIN) India (BIS) Ireland (NSAI)
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		Italy (UNI) Japan (JISC) Korea, Republic of (KATS) Malta (MSA) Netherlands (NEN) New Zealand (SNZ) Nigeria (SON) Norway (SN) Singapore (SPRING SG) South Africa (SABS) Spain (AENOR) Switzerland (SNV) United Kingdom (BSI) USA (ANSI)
1 x	Yes	Canada (SCC)
0 x	No	

Comments from Voters		
Member:	Comment:	Date:
Canada (SCC)	<i>Comment File</i>	2008-02-13 00:17:56
CommentFiles/Canada(SCC).doc		
Denmark (DS)	<i>Comment File</i>	2008-02-25 12:15:07
CommentFiles/Denmark(DS).doc		
Germany (DIN)	<i>Comment File</i>	2008-02-22 09:18:44
CommentFiles/Germany(DIN).doc		
Norway (SN)	<i>Comment File</i>	2008-02-22 13:42:00
CommentFiles/Norway(SN).doc		
USA (ANSI)	<i>Comment</i>	2008-01-23 16:20:34
see attachment		
USA (ANSI)	<i>Comment File</i>	2008-01-23 16:20:34
CommentFiles/USA(ANSI).doc		

Comments from Commenters		
Member:	Comment:	Date:

Template for comments and secretariat observations

Date: 11 February 08

Document: ISO/IEC 29138-1 User Needs

1	2	(3)	4	5	(6)	(7)
MB ¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/ Note (e.g. Table 1)	Type of comment ²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
CA	"User problems" sub-sections in section 5.1 "User Needs"	Sub-sections 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 5.6.1, 5.7.1, 5.8.1, 5.9.1, 5.10.1, 5.11.1, 5.12.1, 5.13.1, 5.14.1, 5.15.1, 5.16.1	ed	The listing of the different scenarios in a bulleted list seems to imply that the examples are exhaustive or definitive. The purpose of these sections is unclear without more specific guidance for the users of the document.	Consider adding a NOTE at the very end of Clause 4: "Within each category of user need, the discussion of user problems related to that need lists scenarios that highlight examples of some of the accessibility barriers which people with disabilities may encounter when interacting with ICT systems. These lists are not exhaustive, and are intended to illustrate some of the use cases for the user needs provisions in the related table of user needs."	
CA	Section 5.1.1	5.1.1.5 (proposed new sub-section)	te	Some users with cognitive disabilities, such as dyslexia, may also require simultaneous alternatives to visual information in order to better understand the information; for example to see and hear text at the same time.	Consider adding a category for "People with cognitive disabilities" and add the bullet "might require simultaneous alternatives to visual information, for example to see and hear text at the same time".	
CA	Section 5.1.2	Provision 1-12	te	This provision seems to duplicate provision 1-4, or the difference between these two provisions may not be sufficiently clear to all users of the document.	Consider dropping this provision if it is indeed a differently worded duplication of provision 1-4, or better clarify the difference.	
CA	Sections 5.2.1.1, 5.4.1.1	First bullet	ed	The phrase "cannot tell state if the same alternative is provided for different signals" is difficult to understand.	Consider the phrasing "might not be able to identify the state if the same alternative is provided for different signals".	
CA	Section 5.3.1.1	Fourth bullet	ed	The phrase "might not be discover a switch or control in an obscure location even if it is visible" is grammatically incorrect and thus confusing.	Consider the phrasing "might not discover a switch or control in an obscure location even if it is visible".	
CA	5.3.1.1	Seventh bullet	ed	The phrase "can be fooled by..." has negative connotations.	Consider using the phrase "can be misled by..."	
CA	Section 5.3.1.4	First bullet	ed	As currently phrased, the example seems to imply all users with cognitive, language, and learning disabilities.	Consider the phrasing "might not recognize stylized control as a control" (as opposed to "do not...").	

1 **MB** = Member body (enter the ISO 3166 two-letter country code, e.g. CA for Canada; comments from the ISO/CS editing unit are identified by **)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial

NOTE Columns 1, 2, 4, 5 are compulsory.

Template for comments and secretariat observations

Date: 11 February 08

Document: ISO/IEC 29138-1 User Needs

1	2	(3)	4	5	(6)	(7)
MB ¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/ Note (e.g. Table 1)	Type of com- ment ²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
CA	Sections 5.3.2, 5.5.2, 5.16.2	All	ed	These sections are empty and repeat the heading of the following sections.	Remove these empty sections.	
CA	Section 5.3.3	Provision 3-3	ed	As currently phrased, this provision seems to only apply to hardware (such as keypads & keyboards etc) but it could be reformulated to apply to software too (to quickly re-find form controls for example).	Consider the phrasing "sufficient landmarks and cues to be able to quickly re-find all keys and controls during use".	
CA	Section 5.4.1.3, 5.16.1.1, others	All bullets	ed	The usage of the word "cannot" implies that the examples apply to all users with low vision.	Consider the phrasing "might not..." to better clarify the intention.	
CA	Section 5.6.1.3	Heading	ed	The current phrasing is ambiguous as it could mean people with blindness and high level paralysis, or people with blindness or with high level paralysis.	Consider the phrasing "People who are blind and/or who have high level paralysis".	
CA	Section 5.6.1.9	Proposed new bullet	te	Currently this section focuses on the physical operation of a system, but it may also need to better address information that people with physical disabilities need from the system.	Consider adding a scenario such as "some people with physical disabilities might need visual indication of keyboard shortcuts in order to be able to activate commands without a pointing device".	
CA	Section 5.6.2	Provision 6-3	ed	The phrase "to fully operate the product that does not require a pointing device" is difficult to understand.	Consider the phrasing "to fully operate the product without requiring a pointing device".	
CA	Section 5.6.2	Provision 6-4	te	As currently phrased, this provision only addresses the visual feedback which would occur after an action or event. It is however necessary to also address the visual information that is provided to help identify the computer software functionality before any action or event.	Consider the phrasing "to access all computer software functionality, including information on all available commands, from the keyboard (or keyboard emulator) with only visual feedback".	
CA	Section 5.8.2	Provision 8-1	te	As currently phrased, this provision seems to only apply to hardware but it could be reformulated to apply to software too (for example software controls).	Consider the phrasing "products and controls designed so they can be explored without activation, for example tactilely or on focus".	
CA	Section 5.8.2	Provision 8-3	te	As currently phrased, this provision seems to only apply to hardware but it could be reformulated to apply to software too (for example software controls).	Consider the phrasing "controls that are not so easy to activate that they are activated by a slight brush of hand or when they receive focus".	

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2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial

NOTE Columns 1, 2, 4, 5 are compulsory.

Template for comments and secretariat observations

Date: 11 February 08 Document: **ISO/IEC 29138-1 User Needs**

1	2	(3)	4	5	(6)	(7)
MB¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/ Note (e.g. Table 1)	Type of com- ment²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
CA	Section 5.9.1	5.9.1.3 (proposed new sub- section)	te	Many users with cognitive disabilities may also benefit from error recovery provisions in an ICT system.	Consider adding a category "People with cognitive disabilities" and add the bullet "may be confused or overwhelmed by an unexpected response from an action or event".	
CA	Section 5.11.1.4	Heading	ed	The use case "people with photosensitive epilepsy" is too narrow, since visual stimuli can trigger seizures in a broader range of conditions.	Consider replacing with "people with photosensitive seizure disorders"	
CA	Section 5.12.2	Provision 12-2	ed	The phrase "cursor movement that is controlled by keyboard to follow data entry or control order" is hard to understand without further explanation or guidance.	Consider adding an example or re-phrasing this provision so that it is easier to understand by the users of this document.	

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Template for comments and secretariat observations

Date: 18 February 08

Document: ISO/IEC 29138-1 – N 8819 - SWGA
290 PDTR Part 1 User Needs

1	2	(3)	4	5	(6)	(7)
MB ¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/ Note (e.g. Table 1)	Type of com- ment ²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
DK	"User problems" sub-sections in all sections	Sub-sections 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 5.6.1, 5.7.1, 5.8.1, 5.9.1, 5.10.1, 5.11.1, 5.12.1, 5.13.1, 5.14.1, 5.15.1, 5.16.1	ge	In some of the sub-sections people who are deafblind are specifically mentioned whereas in other subsections they are not.	Consider mentioning people who are deafblind in all sub-sections. Alternatively add a note to sub-sections describing people who are blind, deaf, hard of hearing or people with low vision. Explaining that these user needs also are relevant to people who are deafblind or have low vision and are hard of hearing.	
DK	Section 5.1.1	Sub-section 5.1.1.3 (ad a note)	te	People who are deafblind are described as people who are blind and deaf. This group of people should also include people who have low vision and are hard of hearing.	Add a note: many people who are deafblind are actually people with low vision and which also are hard of hearing or any degree of either a visual or a hearing disability. Many of the problems with Blindness, low vision, deafness, and hard of hearing are also relevant to people who are categorized as deafblind.	
DK	Section 5.1.1.3, 5.2.1.4	Heading	ed	People who are deafblind who have low vision and are hard of hearing are able use AT to enlarge text or to use AT to provide voice output.	Consider adding a bullet saying that (some) can use AT to enlarge text or to use AT to provide voice output.	
DK	Section 5.1.1, 5.2.1	Sub-sections 5.1.1.3, 5.2.1.4	ed	Some people who are deafblind cannot read Braille (late in life...)	Consider adding a bullet saying the same thing as the last bullet in 5.1.1.1	
DK	Section 5.4.1	Sub-section 5.4.1.8 (proposed new sub- section)	ed	People who are deafblind cannot hear or see. Here it is important to mention this group because they can neither see nor hear the signals	Consider adding a category for people who are deafblind or have low vision and are hard of hearing and add a bullet explaining that this group needs a combination of the visual and audio signals. E.g. it can be hard to determine if a switch is turned on or off as there is no tactile indication and also there is no auditory indication of it being	

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Template for comments and secretariat observations

Date: 18 February 08	Document: ISO/IEC 29138-1 – N 8819 - SWGA 290 PDTR Part 1 User Needs
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1	2	(3)	4	5	(6)	(7)
MB ¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/ Note (e.g. Table 1)	Type of com- ment ²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
					turned on or off.	
DK	Section 5.8.1.1	Heading	ed	This heading is too narrow it should also include people with low vision and persons who are deafblind	Consider adding people with low vision and persons who are deafblind to this category	

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Template for comments and secretariat observations

Date:	Document: ISO/IEC PDTR 29138-1
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1	2	(3)	4	5	(6)	(7)
MB¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/ Note (e.g. Table 1)	Type of com- ment²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
DE	5.3.2		ed	This subclause is a duplicate with 5.3.3 (though without content).	Delete 5.3.2.	
DE	3		ed	A hint should be given to the user that the latest version of the User Needs Summary and the User Needs Mapping Template can be obtained from the ISO/IOC JTC1 / SWG-A Website at http://www.jtc1access.org/base.htm . (Cf. section 4 of PDTR 29138-3)	Add a note at the end of section 3: "The latest version of the User Needs Summary and the User Needs Mapping Template can be obtained from the ISO/IOC JTC1 / SWG-A Website at http://www.jtc1access.org/base.htm ."	

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1	2	(3)	4	5	(6)	(7)
MB ¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note (e.g. Table 1)	Type of comment ²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
NO	Introduction	3 rd paragraph	ED	The sentence: "It is essential to improve ICT accessibility so that people with such special needs can access to ICT products and services." Does not read well.	Change to: "It is essential to improve ICT accessibility, so that people with special needs can have access to ICT products and services."	
NO	5.5.1.6	Page 11	TE	Add new section after 5.5.1.6 with heading: "People with cognitive, language, & learning disabilities" To assist users with learning and cognitive challenges and to assist their use of ICT a more predictable behaviour and logic of ICT systems are required. Predictability covers areas such as location of information elements, sequencing of events, how feedback/errors/confirmation are presented, location of controls etc.	5 Add: 5.5.1.7 People with cognitive, language, & learning disabilities – might need to have the feedback presented in a consistent and predictable way regardless of the system used. Feedback for similar operations should be the same every time regardless system used.	
NO	5.6.1.10	Page 14	TE	Add new bullet point. To assist users with learning and cognitive challenges and to assist their use of ICT a more predictable behaviour and logic of ICT systems are required. Predictability covers areas such as location of information elements, sequencing of events, how feedback/errors/confirmation are presented, location of controls etc.	Add: – might need to have a predictable pattern to follow when carrying out the action. Similar actions on different systems, should follow the same pattern of action.	
NO	5.10.1.7	Page 19	TE	Add new bullet point. To assist users with learning and cognitive challenges and to assist their use of ICT a more predictable behaviour and logic of ICT systems are required. Predictability covers areas such as location of information elements, sequencing of events, how feedback/errors/confirmation are presented, location of controls etc.	Add: – might need to follow the same pattern of interaction when using security and privacy functionality to avoid unfortunate use	

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1	2	(3)	4	5	(6)	(7)
MB ¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note (e.g. Table 1)	Type of comment ²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
NO	5.12.1.4	Page 22	TE	<p>Add new section: "5.12.1.5 People with cognitive, language, & learning disabilities"</p> <p>To assist users with learning and cognitive challenges and to assist their use of ICT a more predictable behaviour and logic of ICT systems are required. Predictability covers areas such as location of information elements, sequencing of events, how feedback/errors/confirmation are presented, location of controls etc.</p>	<p>Add:</p> <p>5.12.1.5 People with cognitive, language, & learning disabilities"</p> <p>– might need to follow the same interaction pattern regardless of system. They need a predictable behaviour of the product to operate.</p>	
NO	5.13.1.4	Page 24	TE	<p>Add new pullet points</p> <p>To assist users with learning and cognitive challenges and to assist their use of ICT a more predictable behaviour and logic of ICT systems are required. Predictability covers areas such as location of information elements, sequencing of events, how feedback/errors/confirmation are presented, location of controls etc.</p>	<p>Add:</p> <p>– similar features should have the same location and follow the same interaction scheme regardless of system</p>	
NO	5.16.1.3	Page 29	TE	<p>Add new section: 5.16.1.4 People with cognitive, language, & learning disabilities</p> <p>To assist users with learning and cognitive challenges and to assist their use of ICT a more predictable behaviour and logic of ICT systems are required. Predictability covers areas such as location of information elements, sequencing of events, how feedback/errors/confirmation are presented, location of controls etc.</p>	<p>Add:</p> <p>5.16.1.4 People with cognitive, language, & learning disabilities</p> <p>might need to work in a predictable environment where tasks of the same nature follows the same interaction scheme regardless of systems</p> <p>systems of similar nature should provide feedback to the user in a predictable and consistent manner</p> <p>Input and interaction with a system should be consistent and predictable regardless of the system, this for systems that provide equal functionality</p>	

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Template for comments and secretariat observations

Date: [January 2, 2008](#)
(Document dated
[September 5, 2007](#))

Document: [Information Technology — Accessibility Considerations for People with Disabilities — Part 1: User Needs Summary](#)

1	2	(3)	4	5	(6)	(7)
MB ¹	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/Table/ Note (e.g. Table 1)	Type of com- ment ²	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
US	5.3.3		Ed	Heading is redundant with 5.3.2	Delete 5.3.3	
US	5.5.3		Ed	Heading is redundant with 5.5.2	Delete 5.5.3	
US	5.13		Ed	Incorrect category reference	Change 'Category 11' to 'Category 13'	
US	5.16.3		Ed	Heading is redundant with 5.16.2	Delete 5.16.3	

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