

## Focus Group Feedback

- BSL Users and Interpreters need a camera to be using, meaning they need to have multiple screens open at once, but it means BSL users are either concentrating on their interpreter, or concentrating on the task, cannot do both at once. When looking at the Axis screen, they are excluded from the conversation when going on if they cannot see their BSL interpreters. Split screen does not work at all for BSL users.
- Screen readers do not pick up screenshare therefore screen reader users do not get the information from the host's screen.
- Would be helpful if host could export the workshop prior to the event so people can be prepared on what the workshop is going to be on.
  - o It would help visually impaired people to have it in advance so they can use it with their screen readers ahead of time so that they're prepared.
  - o It would help neurodiverse people to prepare, if they have a form of dyslexia or struggle with processing information as they can take time to read it and not feel anxious about reading it quickly.
  - o It would help BSL interpreters so they can get used to jargon, specific terminology, finger spelling of names – if this is not possible then they are at a disadvantage because they have to hope they get it right for the BSL user. Then the BSL user is at an even bigger advantage if the BSL interpreter gets it wrong.
- It would help if the facilitator could see the participant's screen also so if someone is not sure they're on the right page, the facilitator can easily see if they are or not.
- For visually impaired/blind people, using on two devices means having to have two sets of headphones in and two screen readers giving information – which is a lot of information to process as well as processing the general conversation and the host's instructions. Being able to see the mirror image of the host's screen in the browser, or have the information in advance would help this.
- For chronically ill participants flicking back and forth between two screens may be too much, so it's good there is an option to use it on your phone.
- Have a button on the screen to be able to discretely ask for more time if it is needed for an activity – encourage people to minimise the part of the screen that shows when people are finished if this happens.

- For BSL users, if you are going to give 5 minutes you actually need to give 10 minutes, so they have time to check things with their BSL interpreter and then do the activity.

We were unable to finish the workshop due to time restraints and the interpreter needing a break. However, this highlights why full accessibility is so important. If I had been able to download the workshop and send it in advance, there would have been less access issues and less time spent explaining things – it would have saved about 20minutes. It also demonstrates how important time keeping is to access.

