



ADDRESSING ACCESSIBILITY ISSUES IN EMERGING APPS

Dr Omar Haggag, Professor John Grundy,
Professor Mohamed Abdelrazek and Dr Sherif Haggag

At a glance



Goals

Identify common accessibility issues in emerging apps from user reviews and version histories.

Provide clear guidance to help developers create highly-accessible emerging apps.



Main contributions

- Analyse nearly 220,000 user reviews of common COVID-19 (emerging) apps to identify accessibility issues.
- Conduct a detailed review of version history release notes for common COVID-19 apps.
- Develop a new tool to help developers address accessibility issues before deploying the apps to the public.

Key outcomes



EAAER TOOL

We created the Emerging Apps Accessibility Evaluator and Recommender (EAAER) that gives tailored recommendations to help developers ensure app accessibility for all user types.



Lack of user testing

Our investigation into several emerging apps showed they were not tested to be accessible by the elderly or people with disabilities.



No existing tools or guidelines

Our analysis revealed that there were no existing tools or guidelines to reduce or prevent accessibility issues while developing emerging apps.

More important information



Common accessibility issues identified among COVID-19 apps included:

- inability to register
- app registration only supporting national numbers and/or a national ID
- apps only feature the local country language
- apps cannot be downloaded by users from all age groups.



We evaluated the EAAER with 13 real-world app developers which yielded positive feedback and indicated the tool's potential in supporting more accessible app creation.

Scan the QR Code to access the EAAER Tool



The cycle of having new emerging apps will likely reoccur in every upcoming emergency.

COVID-19 apps could have played a very important role in curbing the global pandemic if 60% of the public was able to download and use them, emphasising the importance of accessibility in apps.

Enhance your app accessibility

Contact [Omar Haggag](#) or scan the QR code to collaborate with us and ensure your apps are accessible and user-friendly.



Acknowledgements

This work is partially supported by Australian Research Council Laureate Fellowship FL190100035, Discovery Project DP200100020 and Monash Faculty of Information Technology.