# Accessible User Experience Framework

# Sarah Horton and Whitney Quesenbery

A Web for Everyone

# People First

# Designing for Differences

People are the first consideration, and sites are designed with the needs of everyone in the audience in mind.

## Clear Purpose

# Well-Defined Goals

People enjoy products that are designed for the audience and guided by a defined purpose and goals.

#### Solid Structure

#### Built to Standards

# People feel confident using the design because it is stable, robust, and secure.

### Easy Interaction

# Everything Works

# People can use the product across all modes of interaction and operating with a broad range of devices.

# Helpful Wayfinding

#### Guides Users

# People can navigate a site, feature, or page following self-explanatory signposts.

#### Clean Presentation

# Supports Meaning

# People can perceive and understand elements in the design.

# Plain Language

#### Creates a Conversation

# People can read, understand, and use the information.

#### Accessible Media

## Supports All Senses

People can understand and use information contained in media, such as images, audio, video, animation, and presentations.

# Universal Usability

## Creates Delight

People can focus on the experience and their own goals because the product anticipates their needs.