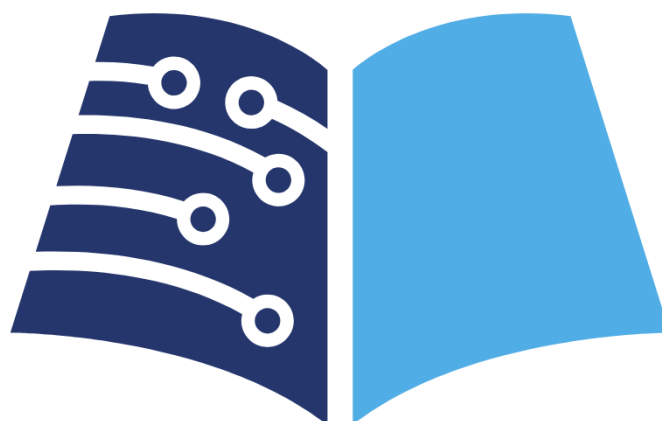




DIGITABILITY

**PROMOTING PEOPLE WITH DISABILITIES' EMPLOYMENT
BY ENHANCING THEIR DIGITAL SKILLS AND COMPETENCES TO SUPPORT
A REMOTE WORKING SCHEME**

Module on: Accessing information online



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A. Accessing information online

Introduction

The development of digital literacy involves as much knowledge of the logic of how the Web works - such as the use of search engines and links - as it does the use of a cognitive component that disregards the fact that one is using an online channel to satisfy one's information need, but at the same time cannot disregard the fact that the abundance of information found online makes the cognitive process itself more complex.

That is why a person mastering a skill such as digital literacy should:

- be familiar with the places online where information can be found;
- be able to use the right keywords to pursue their research;

- make use of tools that deal with the collection of materials from different sources;
- be able to assess the validity of a source, paying particular attention to the phenomenon known as "fake news."

Knowing the main dynamics typical of the web is therefore fundamental, and the functioning of search engines is certainly among them. A user, in fact, cannot consider himself "digitally literate" if he does not know, even at a minimal level, the mechanism behind the generation of search results of a tool such as Google, since the information he can access (based on the keywords entered) depends precisely on the logic behind the so-called "online indexing."

Search engines, therefore, can certainly be considered as the primary online environment in which information can be found. But they are certainly not the only one: from the various wikis, to Quora, passing through Google Scholar, ResearchGate, ScienceDirect without forgetting the TED repository, the tools available to users are really many.

Just as many are also the solutions that allow users not to go in search of content, but to make sure that content reaches users directly: tools such as Feedly, thanks to the ability of users to identify the most authoritative and interesting information sources, facilitate, and not a little, those who are never satiated with learning about and delving into new topics.

Finally, it is interesting to note that today we find ourselves in the same situation as the first generations who had to learn how to apply grammar and syntax appropriately: just as today this is no longer considered a complex task to complete, neither will "using the Internet and information technologies to access, manage, integrate and evaluate information from a wide range of sources accessible through a variety of technological devices" be so in a few years.

In other words, digital literacy is a digital soft skill (for a more in-depth discussion of (digital) skills, please refer to the article *The (digital) skills in the context of digital transformation*) that has now been assimilated into a real basic skill as inescapable as writing, reading and counting: so much so that it is now a curricular skill even in schools. Digital literacy is now also a skill of great importance in the life of organizations. To succeed in bringing innovation, it is increasingly common to make use of projects aimed at generating Open Innovation, a process through which sources, partners and opportunities for external "contamination" are sought that can inspire and innovate the

activities that the organization carries out. With this in mind, knowing how to act a critical and structured reading of information and sources is a basic requirement for each of us.

What is Web Accessibility

Web accessibility means that websites, tools, and technologies are designed and developed so that people with disabilities can use them. More specifically, people can: perceive, understand, navigate, and interact with the Web contribute to the Web

Web accessibility encompasses all disabilities that affect access to the Web, including:

- auditory
- cognitive
- neurological
- physical
- speech
- visual

Web accessibility also benefits people without disabilities, for example:

people using mobile phones, smart watches, smart TVs, and other devices with small screens, different input modes, etc.

older people with changing abilities due to ageing people with “temporary disabilities” such as a broken arm or lost glasses;

people with “situational limitations” such as in bright sunlight or in an environment where they cannot listen to audio;

people using a slow Internet connection, or who have limited or expensive bandwidth.

Accessibility is Important for Individuals, Businesses, Society

The Web is an increasingly important resource in many aspects of life: education, employment, government, commerce, health care, recreation, and more. It is essential that the Web be accessible in order to provide equal access and equal opportunity to people with diverse abilities. Access to information and communications technologies, including the Web, is defined as a basic human right in the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD).

The Web offers the possibility of unprecedented access to information and interaction for many people with disabilities. That is, the accessibility barriers to print, audio, and visual media can be much more easily overcome through web technologies.

Accessibility supports social inclusion for people with disabilities as well as others, such as:

- older people
- people in rural areas
- people in developing countries

There is also a strong business case for accessibility. As shown in the previous section, accessible design improves overall user experience and satisfaction, especially in a variety of situations, across different devices, and for older users. Accessibility can enhance your brand, drive innovation, and extend your market reach.

1.1 The Learning Objectives Covered by Topic

In completing this Topic, the learner will be able to:

Learn how to access information online:

MS Edge

Google chrome

Safari

Firefox

Opera

Search Engines Accessibility Management:

Google

Activate and enable accessibility features related to each specific impairment

2. Accessibility for People with Physical Disabilities

Web accessibility has become a critical priority, especially for those who face challenges related to physical disabilities. Microsoft Edge, the web browser developed by Microsoft, is committed to ensuring an inclusive and accessible browsing experience for all people, regardless of their physical abilities. In this chapter, we will examine the key accessibility features of Microsoft Edge, focusing specifically on people with physical disabilities.

Keyboard Navigation and Alternative Input Tools.

For those who have mobility impairments and may have challenges using a mouse, Microsoft Edge offers full support for keyboard navigation. Users can move through page elements using the arrow keys, interact with links and interactive elements with the Enter key, and customize commands to suit their needs. In addition, the browser is fully compatible with alternative input devices such as joysticks and custom interfaces, ensuring a smooth browsing experience for anyone.

Voice Reading and Speech Synthesis

For people with reading difficulties or visual impairments, Microsoft Edge integrates advanced voice reading and speech synthesis features. These tools allow users to listen to the content of the page, selecting the desired text and customizing the speed and timbre of the voice. This feature is a valuable support for anyone who may find reading online text difficult.

Customizing the Interface and Colors.

Microsoft Edge offers a wide range of interface customization options to suit the specific needs of users with physical disabilities. Users can adjust text size, change colors to improve readability, and configure custom gestures and voice commands. These options enable a smoother web experience, ensuring that the interface is optimized for individual needs.

Collaboration with Assistive Devices

Microsoft Edge is designed to collaborate seamlessly with a wide range of assistive devices. From full compatibility with screen readers to ease of use with adaptive mice

and specialized keyboards, the browser strives for optimal synergy with the assistive tools preferred by users with physical disabilities.

2.1 Exercises

Keyboard Navigation:

Press the right arrow to navigate through page elements.

Press the down arrow to scroll down the page.

Use the "Enter" key to interact with links and interactive elements.

Alternative Input Tools:

Simulate mouse usage with the arrow keys and the "Enter" key.

Try using a joystick or a custom interface for navigation.

Voice Reading and Speech Synthesis:

Select a text passage.

Utilize the voice reading and speech synthesis function to listen to it.

Customize the speed and tone of the voice.

Customizing the Interface and Colors:

Adjust the text size on this page.

Change the text or background color to enhance readability.

Configure a custom gesture or voice command.

Collaboration with Assistive Devices:

Simulate the use of a screen reader to navigate the page.

Try using an adaptive mouse or a specialized keyboard with Microsoft Edge.

3. Safari accessibility for People with Physical Disabilities

Apple's Safari browser is designed with a commitment to inclusivity, ensuring that individuals with physical disabilities can navigate the digital landscape seamlessly. This chapter explores various features and functionalities within Safari that cater specifically to the needs of users facing physical challenges.

1. Voice Control

Voice Control is a powerful feature that allows users to operate Safari using spoken commands. It enables individuals with limited mobility to navigate websites, open links, and interact with web content entirely through voice commands. By providing a hands-free experience, Voice Control enhances accessibility for those with physical disabilities.

Available on: iPhone, iPad, Mac

2. Gesture Controls

Safari on Apple devices supports gesture controls, allowing users to navigate the web with simple hand gestures. This feature is particularly beneficial for individuals with limited dexterity or those who may find traditional touch navigation challenging. Gesture controls provide an alternative and intuitive way to interact with web content.

Available on: iPhone, iPad

3. Switch Control

Switch Control is a comprehensive accessibility feature that enables users to control their devices using adaptive switches or external devices. In Safari, Switch Control allows individuals with limited physical movement to interact with the browser by activating switches, providing a customizable and efficient browsing experience.

Available on: iPhone, iPad, Mac

4. Customizable Keyboard Shortcuts

Safari supports customizable keyboard shortcuts, empowering users with physical disabilities to navigate the browser using keyboard commands. This feature is invaluable for individuals who may find it easier to use a keyboard for navigation rather than traditional touch or mouse input.

Available on: Mac

5. Safari Reader

Safari Reader provides a distraction-free reading experience by removing ads, pop-ups, and other unnecessary elements from web pages. For individuals with physical disabilities who may face challenges with visual clutter or distractions, Safari Reader ensures a cleaner and more focused browsing experience.

Available on: iPhone, iPad, Mac

6. Dictation

The Dictation feature in Safari allows users to input text using their voice rather than typing. This functionality is particularly helpful for individuals with motor impairments who may find it challenging to use a keyboard. Dictation ensures that users can input text effortlessly and efficiently.

Available on: iPhone, iPad, Mac

7. Zoom and Magnification

Safari incorporates robust zoom and magnification features, enabling users to enlarge content for better visibility. This functionality is crucial for individuals with visual and physical impairments, providing the flexibility to adjust the size of text and images according to their needs.

Available on: iPhone, iPad, Mac

8. Autofill for Forms

Autofill simplifies the process of filling out online forms. For individuals with physical disabilities who may face challenges with repetitive typing, Safari's Autofill feature allows

them to save and automatically input personal information, streamlining the online form-filling process.

Available on: iPhone, iPad, Mac

9. Touch Accommodations

Touch Accommodations in Safari allows users to customize touch input settings, making it easier for individuals with physical disabilities to interact with touchscreens. This feature includes options for adjusting touch sensitivity and touch duration, catering to diverse user needs.

Available on: iPhone, iPad

10. AssistiveTouch

AssistiveTouch is a feature that provides an on-screen touch interface, offering a range of functions, including gesture support, device control, and accessibility shortcuts. It is particularly beneficial for users with motor challenges, providing an alternative and customizable way to interact with Safari and other applications.

Available on: iPhone, iPad

3.1 Exercises

Exercise 1: Voice Control Mastery

Activate Voice Control:

On your iPhone, iPad, or Mac, navigate to Settings > Accessibility > Voice Control and activate the feature.

Navigate Safari with Voice Commands:

Open Safari and explore various websites using only voice commands.

Try opening links, scrolling, and interacting with different elements hands-free.

Exercise 2: Mastering Gesture Controls on Safari

Enable Gesture Controls:

On your iPhone or iPad, go to Settings > Accessibility > Touch > AssistiveTouch, and enable Gesture Controls.

Navigate Safari with Gestures:

Open Safari and use gestures to navigate between web pages and interact with content.

Practice simple gestures like swiping and tapping to experience a touch-free browsing experience.

Exercise 3: Switch Control Exploration

Activate Switch Control:

On your iPhone, iPad, or Mac, go to Settings > Accessibility > Switch Control and turn it on.

Customize Switches for Safari:

Set up adaptive switches or external devices to control Safari.

Experiment with different switch configurations to find a setup that suits your preferences.

Exercise 4: Keyboard Shortcut Proficiency

Access Keyboard Shortcuts in Safari:

On your Mac, open Safari and go to Preferences > Shortcuts to customize keyboard shortcuts.

Navigate Safari with Customized Shortcuts:

Create personalized keyboard shortcuts for common tasks in Safari.

Use these shortcuts to efficiently browse through websites.

Exercise 5: Distraction-Free Reading with Safari Reader

Activate Safari Reader:

Open Safari on your iPhone, iPad, or Mac and navigate to a web page with articles.

Experience Distraction-Free Reading:

Click on the Reader icon in the address bar to activate Safari Reader.

Enjoy reading without distractions and experiment with adjusting text settings.

Exercise 6: Effortless Text Input with Dictation

Enable Dictation in Safari:

On your iPhone, iPad, or Mac, go to Settings > Accessibility > Dictation and turn it on.

Input Text in Safari using Dictation:

Open Safari and try composing emails or filling in text fields using voice commands.

Exercise 7: Precision with Zoom and Magnification

Activate Zoom in Safari:

On your iPhone, iPad, or Mac, go to Settings > Accessibility > Zoom and enable the feature.

Adjust Text and Image Size:

Open Safari and use zoom and magnification features to adjust the size of text and images.

Practice finding the most comfortable settings for better visibility.

Exercise 8: Streamlining Form-Filling with Autofill

Enable Autofill in Safari:

On your iPhone, iPad, or Mac, go to Settings > Safari > Autofill and make sure it is turned on.

Use Autofill for Online Forms:

Navigate to a website with a form and experiment with Safari's Autofill feature to streamline the input process.

Exercise 9: Customizing Touch Accommodations

Access Touch Accommodations:

On your iPhone or iPad, go to Settings > Accessibility > Touch > Touch Accommodations.

Customize Touch Sensitivity:

Adjust touch sensitivity and duration to find settings that make touchscreen interaction more comfortable.

Test the customized settings while navigating Safari.

Exercise 10: Mastering AssistiveTouch

Activate AssistiveTouch:

On your iPhone or iPad, go to Settings > Accessibility > Touch > AssistiveTouch, and enable the feature.

Explore On-Screen Touch Interface:

Familiarize yourself with the on-screen touch interface provided by AssistiveTouch.

Experiment with gestures, device control, and accessibility shortcuts while interacting with Safari.

4. FireFox Accessibility for People with Physical Disabilities

Accessibility is a fundamental concept in the design and development of software, aiming to ensure that digital technologies are accessible to all individuals, regardless of their physical abilities. Firefox, one of the most popular web browsers globally, actively commits to enhancing the browsing experience for people with physical disabilities, providing features and tools designed to make the web more inclusive.

The Importance of Accessibility

People with physical disabilities may face challenges in using standard computer hardware and software. Mozilla, the organization behind Firefox, recognizes the importance of creating an accessible web environment that accommodates diverse user needs. Firefox strives to empower individuals with physical disabilities to navigate the internet seamlessly, fostering inclusivity and equal access.

Customizable User Interface

Firefox offers a highly customizable user interface, allowing users to adapt the browser to their specific needs. People with physical disabilities may have unique requirements for navigation, such as larger buttons, simplified menus, or alternative input methods.

Firefox's flexibility empowers users to personalize their browsing experience, enhancing accessibility and usability.

Keyboard Shortcuts and Navigation

For individuals with limited dexterity or motor control, navigating a website using a traditional mouse may be challenging. Firefox recognizes this and provides extensive keyboard shortcuts, enabling users to perform various actions without relying on precise mouse movements. This feature enhances the browsing experience for those who may struggle with fine motor skills.

Screen Reader Compatibility

Screen readers are vital tools for individuals with visual impairments, but they are also crucial for people with physical disabilities. Firefox is designed to work seamlessly with popular screen readers, ensuring that users receive accurate and meaningful information while navigating web pages. This compatibility enhances the overall accessibility of the browser for those who rely on these assistive technologies.

Zoom and Magnification Options

Users with physical disabilities may benefit from enhanced zoom and magnification options. Firefox provides a range of features that allow users to adjust text size, zoom in on specific elements, and customize the display according to their preferences. This flexibility caters to individuals with visual and motor challenges, making web content more accessible and readable.

Collaborative Development and Feedback

Mozilla actively engages with the user community, including individuals with physical disabilities, to gather feedback and improve accessibility features. The open-source nature of Firefox encourages collaboration, allowing developers and users alike to contribute to the ongoing enhancement of accessibility features. This collaborative

approach ensures that Firefox remains at the forefront of providing a user-friendly experience for individuals with diverse needs.

Future Commitments to Accessibility

As technology evolves, so do the challenges and opportunities in accessibility. Firefox is committed to staying ahead of the curve by continuously improving its features and addressing emerging accessibility issues. Mozilla's dedication to inclusivity underscores the belief that everyone should have equal access to the vast resources and information available on the web.

4.1 Exercises

Exercise 1: Customizing Firefox for Easy Navigation

Objective:

Learn to customize Firefox's user interface for improved accessibility.

Task: Adjust Toolbar Buttons

Click on the three horizontal lines in the top-right corner (Menu button).

Select "Customize" from the dropdown menu.

Drag and drop buttons such as "Home," "Refresh," and "Bookmark" to the toolbar for quick access.

Task: Enable High Contrast Mode

Access the Firefox menu and choose "Options."

Navigate to the "General" tab.

Under "Language and Appearance," select a high-contrast theme from the "Override the colors specified by the page" dropdown menu.

Exercise 2: Navigating with Keyboard Shortcuts

Objective:

Practice using keyboard shortcuts to navigate through Firefox.

Task: Open a New Tab

Press Ctrl + T to open a new tab.

Task: Close the Current Tab

Use Ctrl + W to close the current tab.

Task: Navigate Between Tabs

Press Ctrl + Tab to move to the next tab.

Use Ctrl + Shift + Tab to move to the previous tab.

Exercise 3: Screen Reader Compatibility

Objective:

Explore Firefox's compatibility with screen readers.

Task: Enable Narrator (Windows) or VoiceOver (Mac)

Turn on your operating system's built-in screen reader.

Open Firefox and navigate to a webpage of your choice.

Task: Navigate Through Headings

Use screen reader commands to navigate through headings on a webpage.

Observe how Firefox provides accurate and meaningful information through the screen reader.

Exercise 4: Zoom and Magnification Options

Objective:

Learn to use zoom and magnification features in Firefox.

Task: Zoom In/Out

Press Ctrl and scroll up (Zoom In) or down (Zoom Out) to adjust the zoom level.
Alternatively, use Ctrl + + to zoom in and Ctrl + - to zoom out.

Task: Customize Text Size

Navigate to the Firefox menu and select "Options."
Under the "General" tab, find the "Language and Appearance" section.
Adjust the default font and size to meet your preferences.

Exercise 5: Providing Feedback

Objective:

Engage with the Firefox community to share your experiences and suggestions.

Task: Visit Mozilla Support

Go to the Mozilla Support website.
Explore the accessibility section and contribute by sharing your insights or asking questions.

Task: Join the Firefox Community

Visit the Mozilla Community page.
Sign up and participate in discussions related to accessibility.
Share your thoughts on how Firefox can further improve accessibility for people with physical disabilities.

5. Opera Accessibility for People with Physical Disabilities

Opera, as a web browser committed to inclusivity, incorporates features tailored to enhance accessibility for individuals with physical disabilities. The goal is to ensure that users facing physical challenges can navigate the online world with ease and efficiency. In this chapter, we explore key features and functionalities designed to provide a more inclusive browsing experience.

Keyboard Shortcuts and Navigation

Recognizing the importance of keyboard accessibility, Opera offers a range of keyboard shortcuts and navigation options. These features empower users with physical disabilities to navigate through the browser, open new tabs, and access various functionalities without relying heavily on mouse interactions.

Voice Commands and Hands-Free Navigation

Opera supports voice commands and hands-free navigation to accommodate users with physical disabilities that may impact their use of traditional input devices. This functionality allows users to navigate through the browser and execute commands using voice interactions, providing an alternative and accessible means of control.

Customizable Interface for Ergonomics

Opera allows users to customize the browser interface to enhance ergonomics. Users can adjust button sizes, modify spacing, and customize the overall layout. This level of customization provides a more comfortable browsing experience for individuals with physical disabilities, allowing them to tailor the interface to their unique needs.

Gesture Recognition for Touch Devices

For users with physical disabilities using touch devices, Opera incorporates gesture recognition technology. This feature enables users to perform specific actions through gestures, offering an alternative method of interaction that is especially beneficial for individuals with limited physical dexterity.

Single Switch Access

Opera recognizes the challenges faced by users with limited mobility and supports single switch access. This functionality enables users to navigate through the browser and interact with content using a single switch or button, providing a simplified and accessible alternative for those with specific motor control challenges.

5.1 Exercises:

Exercise 1: Explore Keyboard Shortcuts

Open Opera and navigate to a webpage.

Familiarize yourself with Opera's keyboard shortcuts for common actions.

Practice using these keyboard shortcuts for efficient navigation.

Exercise 2: Enable Voice Commands

Access Opera's settings and find the section related to voice commands.

Enable voice commands and follow any setup instructions.

Use voice commands to navigate through open tabs and perform basic browser actions.

Exercise 3: Customize Interface for Ergonomics

Navigate to Opera's settings and find the section related to interface customization.

Adjust button sizes, spacing, and layout to create an ergonomic interface.

Test the customized interface to ensure a comfortable browsing experience.

Exercise 4: Gesture Recognition on Touch Devices

If using a touch device, open Opera and explore gesture recognition settings.

Familiarize yourself with supported gestures for tasks such as navigating back and forth or opening new tabs.

Practice using gestures for hands-free navigation.

Exercise 5: Explore Single Switch Access

Navigate to Opera's accessibility settings.

Explore options related to single switch access and enable the feature.

Test the single switch access functionality by navigating through the browser using a single switch or button.

Exercises

B. Search Engines Accessibility Management

1. Accessibility for People with Physical Disabilities

Google is committed to making its digital ecosystem accessible to users with diverse abilities, including those with physical disabilities. This chapter explores the features and functionalities within Google designed to enhance accessibility and create a more inclusive online experience for individuals facing physical challenges.

Keyboard Shortcuts and Navigation

Google incorporates keyboard shortcuts and navigation options, providing an alternative means of interaction for users with physical disabilities. These features empower users to navigate through Google services, open applications, and access various functions without relying solely on traditional input devices.

Voice Commands and Hands-Free Navigation

Recognizing the importance of voice interaction, Google supports voice commands and hands-free navigation. Users with physical disabilities can utilize their voice to perform searches, open apps, and execute commands, offering an accessible and convenient way to interact with digital devices.

Customizable User Interface

Google allows users to customize the user interface for improved ergonomics. Users can adjust button sizes, modify spacing, and tailor the layout to create a more comfortable and accessible browsing environment that suits their unique physical needs.

Gesture Recognition for Touch Devices

For users with physical disabilities using touch devices, Google incorporates gesture recognition technology. This feature enables users to perform specific actions through gestures, making it easier for individuals with limited physical dexterity to interact with digital devices on touch-enabled platforms.

Single Switch Access

Google supports single switch access, recognizing the needs of users who may have limited mobility. This functionality allows users to navigate through Google services and interact with content using a single switch or button, providing an accessible alternative for those with specific motor control challenges.

1.1 Exercises:

Exercise 1: Explore Keyboard Shortcuts

Open a Google service such as Gmail or Google Drive.
Familiarize yourself with Google's keyboard shortcuts for common actions.
Practice using these keyboard shortcuts for efficient navigation.

Exercise 2: Enable Voice Commands

Access Google settings on your device.
Find the section related to voice commands.
Enable voice commands and follow any setup instructions.
Use voice commands to navigate through Google services and perform basic actions.

Exercise 3: Customize Interface for Ergonomics

Access Google settings and navigate to the section related to interface customization.
Adjust button sizes, spacing, and layout to create an ergonomic interface.
Test the customized interface to ensure a comfortable browsing experience.

Exercise 4: Gesture Recognition on Touch Devices

If using a touch device, explore gesture recognition settings in Google.
Familiarize yourself with supported gestures for tasks such as navigating back and forth or opening new apps.
Practice using gestures for hands-free navigation.

Exercise 5: Explore Single Switch Access

Navigate to Google's accessibility settings.

Explore options related to single switch access and enable the feature.

Test the single switch access functionality by navigating through Google services using a single switch or button.

2. Resources

[Use the APA citation style – see <https://www.library.cornell.edu/research/citation/apa> for details]

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