Design Process Considerations on the Accessibility of Task Management Tools

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Abstract. *Accessibility issues in the interaction of blind people in software development remain evident because accessibility is not prioritized. This study reviews design considerations proposed from a Rapid Literature Review (RLR) and accessibility inspections in task management tools for a feasibility study divided into three stages: A) online form with demographic data; B) prototype creation, observing or not the design considerations and; C) interview with participants. Finally, 22 design considerations were identified for the development of task management tools from an accessibility perspective for blind people.*

1. Introduction

The lack of accessible digital technologies makes it difficult for people with disabilities (PwD) to integrate into their work environments and to advance in their careers [Cha et al. 2024]. Collaborative tools for corporate environments, often designed with visual interfaces such as whiteboards for project management, lack accessible interactive features and pose obstacles to the daily professional lives of blind people [Akter et al. 2025]. The integration of remote work modalities is beneficial for professionals with disabilities, as it improves quality of life, saves time, and enables them to attend to their personal needs [Rocha et al. 2026]. However, blind people still face accessibility issues when using tools in development teams, generally task management tools [Melo et al. 2024]. In addition, collaborative tools are essential technologies for communication between teams and for meeting their participatory work demands.

Collaborative tools are digital technologies that must meet accessibility criteria according to local and international laws, guidelines, or standards. Examples include the WCAG[1] guidelines, the Brazilian Inclusion Law [Brasil 2015], the European Accessibility Act [European Union 2019], the Americans with Disabilities Act [U.S. Department of Justice - ADA.gov 2024], and the UN's Industry, Innovation, and Infrastructure [UN 2015]. Software developers must design accessible interfaces so that blind people can use collaborative tools autonomously and safely in their activities, having their digital, economic, and social rights guaranteed. In this regard, this study aimed to consolidate design considerations for building task management tools accessible to people who are blind.

[1]https://www.w3.org/TR/WCAG22/

Thus, we considered recommendations from a rapid literature review and accessibility inspections of task management tools, yielding 26 initial design considerations. Subsequently, these considerations were condensed and grouped by similarity, and classifications were created to facilitate their use within the software development process. Consequently, a feasibility study was conducted in three stages: in the first stage (A), we carried out a survey to collect demographic data from developers and information about their previous experiences with creating accessible software; in the second stage (B), we invited the participants from the first stage to create prototypes of accessible management tools, with or without design considerations; and the third stage (C), we interviewed the developers to understand their experiences in creating prototypes of accessible task management tools. As a result, we regrouped the 26 design considerations by feasibility study stage and identified 22 considerations for an accessible software development process for task management tools from the perspective of people who are blind.

The remainder of this work is organized as follows: the Section 2 presents related works on the construction and validation of design considerations for accessible digital technologies, the Section 3 describes the methodology employed in this validation study, the Section 4 indicates the findings observed by software developers during the implementation of the design considerations, the Section 5 presents the consolidated design considerations, the Section 6 highlights the discussions obtained from the consolidation study, and finally, the Section 7 presents the final considerations and future work.

2. Related Work

In this section, we present literature on evaluating technical tools for the design of interactive systems. In this sense, we will highlight studies that predict the performance of technical tools based on design and investigate IT professionals' experience.

Teran et al. (2024) developed a web platform, named Inclue, to support software developers in designing interactive Instant Payment Systems (ISP) for people facing educational, financial, or technological challenges. The Inclue platform was divided into three main sections: the design considerations section outlines how the ISP should be designed; the personas section presents the abstraction of the target public's needs; and the quiz section offers an exercise to strengthen understanding of the web platform's content. Finally, 12 software developers used the web platform to evaluate its feasibility.

Rocha et al. (2025) investigate the difficulties faced by PwD in software development teams, and the majority of the profiles returned are of blind people. Therefore, this overview reflects several issues raised by this group, including company culture toward, the use of tools, and personal difficulties when put to the test in software development. In this sense, the author emphasizes the importance of including PwD in development teams, but for this to happen, the tools need to be accessible [Rocha et al. 2025].

Regarding the target audience of our study, Marathe and Piper (2025) interviewed 20 blind people working at technology companies. Among the challenges reported by these individuals, the lack of infrastructure is a daily barrier to their professional activities and is evident in company portals that fail to adhere to accessibility guidelines, as well as in the productivity software used by employees. Therefore, the lack of adequate digital infrastructure in technology companies hinders the professional advancement, privacy, and financial development of blind people.

Building on related work, we sought to mitigate accessibility problems by studying predictions of 21 design considerations to assist software developers in creating inclusive task management tools for blind people. The considerations were evaluated in a three-step process (Section 3), which guided the refinement and improvement of the quality of this technical instrument in a practical context.

3. Research Method

The methodology in this work consists of applying design considerations to the software development process through a feasibility study divided into three stages: A) demographic data; B) prototype; and C) interview, carried out by developers. The documents for these steps are available on [Melo 2026].

The studies "*Accessibility issues in establishing awareness on remote collaborative software development*" [Melo et al. 2024] and "*Investigating Accessibility Barriers in Software Development Tools Through the Blind People's Perspective*" [Melo et al. 2026] include, in their results, 26 design considerations from RLR and accessibility inspections of task management tools. In this context, the design considerations from Melo et al. (2024a) and Melo et al. (2026) were grouped, refined, and classified by the software process stage for use. Subsequently, a feasibility study was conducted, divided into three stages: A) an online form for software developers to collect demographic data; B) development of a prototype task management tool by participants in stage A, with or without design considerations; and C) interviews with participants from stages A and B to understand how the prototypes were conceived and built. The results generated were consolidated into considerations in the accessible software design process. The described stages are visualized in Figure 1.

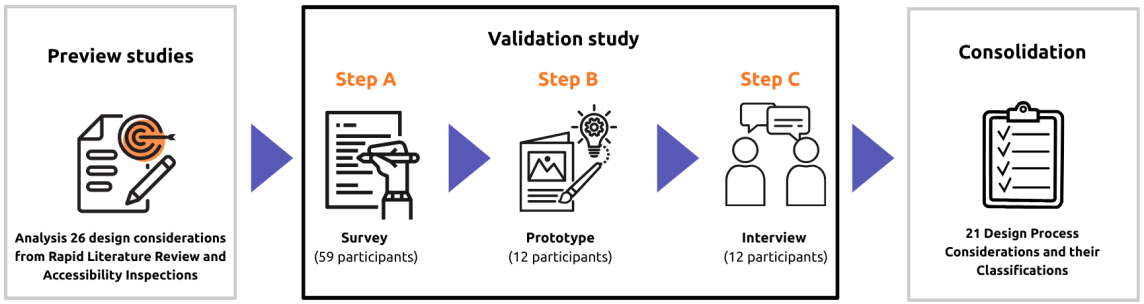

Figure 1. Methodology steps.

The classifications of design considerations were defined as follows: 1) **culture**, which aims to foster relationships among development team members through the inclusion and adaptation of activities carried out by blind people, with three considerations; 2) **development**, which addresses problems found in accessibility inspections of task management tools and in the literature, with 13 considerations; 3) **design**, which encompasses characteristics to be considered in the prototyping, user journey, and requirements gathering stages, with three considerations; and 4) **documentation**, which includes requirements to be considered so that blind people can understand how systems were developed and how they behave when using screen readers, with two considerations. The following subsections describe the steps taken to verify the applicability of the design considerations and their classifications.

Step A. Survey

The form was available for one month (October 2025 to November 2025) and included closed-ended questions, a presentation of the research, and an Informed Consent Form (ICF) indicating ethics committee registration. The survey was publicized on social media, with the target audience highlighted as software developers. In this phase, 59 participants completed the form, but we considered only 12 responses valid, corresponding to the number of participants in the three steps of the study. The other participants were notified by email for the second stage, but did not participate. Demographic data of the participants, relevant to the research, are illustrated in Table 1.

Table 1. Participant profile.

Variable	Categories	N	%
Education	Bachelor's degree	5	41,7%
	Bachelor's degree in progress	1	8,3%
	Master's degree	1	8,3%
	Master's degree in progress	3	25%
	PhD in progress	2	16,7%
Professional Role	Full-stack developer	2	16,7%
	Software development analyst	2	16,7%
	Software engineer	4	33,33%
	Front-end developer	4	33,3%
Years of experience	Less than 1 year	5	41,7%
	1 to 2 years	3	25%
	3 to 4 years	2	16,7%
	4 to 5 years	1	8,3%
	More than 5 years	1	8,3%
Work arrangement	In-person	1	8,3%
	Remote	7	58,3%
	Hybrid	3	25%
	Unemployed	1	8,3%

The sample consisted of 12 participants, equally distributed between 18–24 and 25–34 years old, mostly cisgender men without disabilities. The majority were enrolled in higher education and master's programs. The most frequent roles were software engineer and front-end developer, with the majority at the junior level and up to 2 years of experience. Remote work was the most common format, followed by hybrid.

Step B. Prototype

Next, respondents were invited via email to participate in stage B of the study, which involved creating a prototype of task management tools for the following scenarios: creating a card, editing a card, and locating and moving a card. These scenarios are common functionality in management tools, consisting of tasks that update activities within a task panel. In this context, two documents were created: instructions for creating the prototype, an example image of a task management tool, and submission instructions. The first document did not include design considerations, and the second document included a table listing them and their classifications. Among the 12 participants in this stage, 7 created the prototype without considering design considerations, and 5 did so with design considerations in mind.

Step C. Interview

After participants submitted their prototypes, they were invited again via email to stage C of the study, the interview, with questions divided by prototype type. This stage was designed to understand how the prototype was conceived and built, how participants applied

design considerations, and their prior knowledge of accessible software development and of accessibility requirements or guidelines. All participants answered three general questions about prototype creation, its instructions, and prior knowledge of task management tools. Participants who received the document without the considerations answered two specific questions, and participants who received the document with the table of design considerations and their ratings answered six specific questions.

4. Findings

This section covers the data collected across the three stages of the feasibility study: survey, prototype creation, and interview.

4.1. Prototype

This stage consisted of prototyping a task management tool. To this end, 7 participants received guidelines for completing the task without the design considerations **(group 1)**, and 5 participants received instructions that included the design considerations **(group 2)**. In addition to participating in the next stage, participants in group 2 submitted a final report detailing the design considerations used in the prototype. As a criterion for data anonymization, each participant was identified with the letter "P" and a number. Participants P1 to P7 are participants in group 1, and participants P8 to P12 are participants in group 2. No language instructions were defined for creating the prototype. Therefore, the prototypes are in their original submission format, in Portuguese.

The scenarios defined for the prototype were creating a card, editing a card, and locating and moving a card. The prototype creation instructions indicated that participants could use any prototyping tool, according to their skills and experience, resulting in various types of prototypes, classified as: 1) low fidelity, where the participant describes the functionalities and implementations without using a specific prototyping tool, with three participants; 2) medium fidelity, for prototypes made with prototyping tools but without implemented interactive features such as action buttons, with four participants; and 3) high fidelity, where there is interaction in the prototype related to the implementation of functionalities, with 5 participants.

Participant P8 provided a very detailed description of the prototype and its functionalities, including voice features and messages to be reproduced by the screen reader, as well as the actions of the functionalities to be performed by the keyboard, as illustrated in Figure 2. The scenarios provided in the document were implemented in the prototype and described in the technical report, indicating which design considerations the participant could use while maintaining the autonomy of blind people.

In the medium-fidelity prototypes, participants described the flows, considering the scenarios foreseen in the document, without further technical descriptions (P2, P3, P4, and P6). Participants P5, P11, and P12 developed the prototype in high fidelity. P5 developed a web page with HTML, CSS, and JavaScript, implementing the functionalities outlined in the document and adhering to the design considerations.

Nevertheless, participants P9 and P10 created interactive prototypes in Figma, allowing simulation of the functionalities foreseen in the scenarios defined in the document, as illustrated in Figure 3.

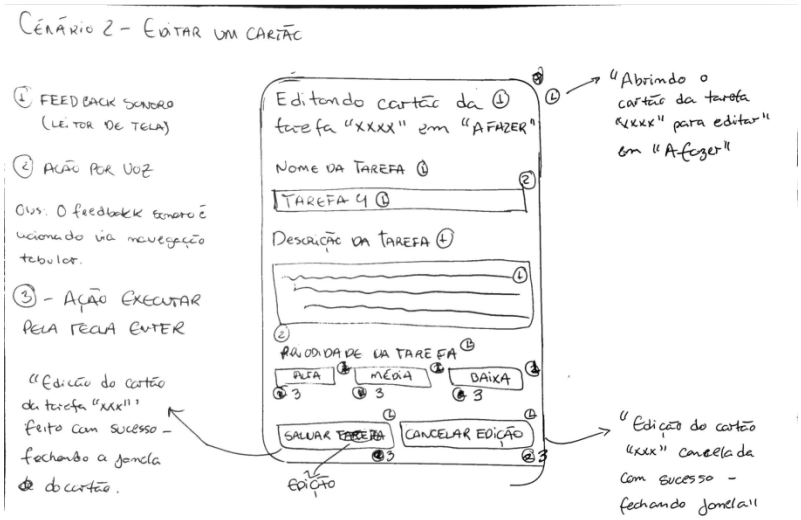

Figure 2. Low-fidelity prototype - participant P8.

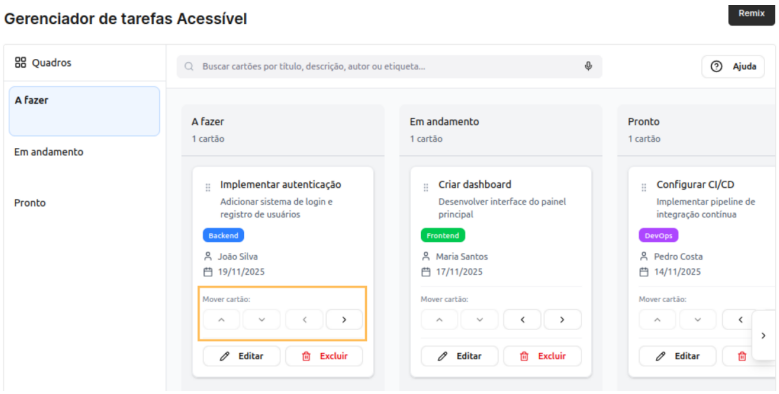

Figure 3. High-fidelity prototype - participant P9.

In addition to the descriptions of the functionalities implemented with and without the analysis of the design considerations perceived in the prototypes, alternatives were observed for navigation resources via keyboard (P8, P9, P11, P12), voice implementation (P8, P9, P10, P11, P12), and buttons for functionalities commonly performed by the mouse, such as moving the card (P1, P6, P8, P9, P10, P12), as indicated in Figure 3.

4.2. Interview

In stage C, interviews were conducted after the prototype analysis to understand how participants thought about and built the prototypes, what doubts and difficulties they encountered during development, and what they found in the instruction document. In addition, questions were asked specifically to each group regarding instructions with and without design considerations. The interviews were recorded specifically for data analysis.

In the first question, ***"How did you think about the prototype?"***, asked to participants from both groups, the following: modeling in the prototypes through experiences with other similar tools (P1, P3, P4, P6, P8 and P9); difficulty in creating a prototype (P2 and P6); the documentation sent was essential to build the idea of the prototype (P5) and objectivity in the development of the prototype (P7); use of the Figmas's AI as a support

tool (P9); construction of the prototype from the perspective of a blind people (P10) and; first experience developing prototype for accessibility (P11 and P12).

In the second question, ***"Was the documentation clear and objective?"***, for both groups, participants highlighted: good description of the planned tasks (P1, P2, P3, P4, P8, P10 and P11); doubts about the defined scenarios and how to present them (P2, P3, P6 and P9), such as in the task of moving the card (P3) and locating the card (P6); and focus on the tasks that were possible to perform in the Figma tool (P12).

The third question was general: ***"Do you use task management tools in your work? If so, which ones?"*** Participants cited Trello 9 times, Jira 3 times, Microsoft Planner and Notion twice each. Other tools mentioned included IBM's work tool, Azure Boards, Vision, GitLab Boards, Azana, and internal company tools.

The first question, directed exclusively to group 1: ***"Do you think design considerations would help in the development of the prototype? If so, give examples."*** The participants indicated that: the considerations would help in the steps to be reformed in the prototype (P1, P2, P3, P4, P5, and P7); we consider the WCAGs robust and that considerations would improve software development (P2); and design considerations and WCAG guidelines are not common in your daily work (P7).

In the second question for group 1, ***"Would you use design considerations in your work environment?"***, participants indicated: using considerations to facilitate the development process (P1, P2, P3 and P6); introducing concepts and guidelines to their development team, seeking best practices (P2); effort when using considerations due to the learning curve to implement accessibility features (P4); and detailed documentation helps to avoid rework in development (P7).

The first question, posed exclusively to group 2, was, ***"Did you use the design considerations for the development of the prototype?"*** All participants used the considerations, but not all of them, which were indicated in a technical report submitted with the prototype. In general, the participants managed to use the design considerations classified as development, answering the question, ***"Which design considerations did you use?"***.

Regarding the question ***"Is the description of the classification of design considerations clear and objective?"***, participants indicated: difficulty in understanding the cultural classification (P8); development classifications are simpler to implement compared to other categories not related to this stage (P9); and indifference about the classifications, with the possibility of using them without these categories (P10).

Regarding the question ***"Are the design considerations clear and objective?"***, they were generally well understood by the participants, with the exceptions: understanding the design considerations for applying UX Writing concepts to texts, buttons, and fields (P8 and P9) and; the tabular orientation of the panel and classification levels in the interface (P9). For the question ***"Did you feel any lack of design attention?"***, the absence of design attention related to audio feedback in the application was mentioned (P9).

In the question ***"Would you use design considerations in your work environment?"***, the following were highlighted: the importance of applying design considerations throughout the process and to any software (P8); the possibility of creating a checklist to assist in the use of design considerations (P9); and, since I do not know any blind

people, the use of design considerations would facilitate perspective in this context (P11).

Based on observations from prototype construction and interviews with participants, it became clear how accessibility issues are addressed in the experiences of software developers and development teams. In general, participants implemented accessibility features in the prototypes using documentation with a table of design considerations (group 2), which helped guide development. Consequently, participants in group 1 (who did not consider design considerations) built prototypes based on their experience, without regard for accessibility requirements. During the interviews, this was reinforced by the question about the use of design considerations in their work, with positive responses indicating that design considerations help in software development and negative responses indicating that accessibility issues increase the time to deliver functionality, as they require more time dedicated to learning.

5. Design Process Considerations

Based on the analysis of the results, the design considerations were consolidated, considering the participants' perspectives across the three stages, to improve the proposed design considerations through their description, classification, and application in the accessible software development environment, as observed in Table 2.

Table 2. Design considerations for the accessible development of task management tools from the perspective of people who are blind.

ID	Design Considerations	Classification
C1	Promote direct and detailed communication in interactions with blind people	Culture & Environment
C2	Allow blind people to serve as facilitators for training sessions and workshops	Culture & Environment
C3	Respect each individual's turn to speak	Culture & Environment
C4	Provide a support channel for blind people within the system	Development
C5	Make the fields and icons accessible to screen readers	Development
C6	Provide audible feedback to the system after system changes	Development
C7	Provide feedback via screen reader after each action is completed	Development
C8	Provide an accessible keyboard option for moving items in the task panel	Development
C9	Prioritize user navigation when opening a pop-up window to perform a task	Development
C10	Set the task pane navigation to tabular orientation	Development
C11	Organize the implemented functionalities into hierarchical levels within the system	Development
C12	Apply UX writing techniques to improve the description of texts, buttons, and fields	Development
C13	Provide a voice search option to find system information	Development
C14	Add captions to the icons	Development
C15	Enter alternative text in the system fields	Development
C16	Set the default system language to the user's preferred language	Development
C17	Consider the WCAG accessibility guidelines in all requirements for the system	Development
C18	Test the system requirements with real users who are blind	Design & Testing
C19	Utilize personas in the user journey stage for blind users	Design & Testing
C20	Review the prototypes from the perspective of people who are blind	Design & Testing
C21	Provide accessible documentation with instructions for use with screen readers	Documentation
C22	Adapt all materials used in training sessions and workshops	Documentation

The classifications serve a function at each stage of the software development process, such as the **"Culture & Environment"** classification, which is relevant to daily teamwork among members and managers. **"Development"** considerations are focused on software development. **"Design & Testing"** considerations encompass requirements to be discussed during software ideation and the verification of accessibility feature implementation. Finally, **"Documentation"** considerations address the effective recording of software use, the accessibility features developed, and their methods of use.

The design considerations are based on WCAG guidelines, along with other considerations derived from accessibility inspections and a literature review, which strengthen their use and application by closely aligning with real-world experiences mitigating accessibility issues in software development from the perspective of blind people. In this sense, refining the design considerations in the data analysis process was fundamental to verifying their similar origins; presenting them to developers and obtaining feedback from their experiences; and consolidating them to make the design considerations understandable and usable.

Design considerations can be incorporated into the software development process, including classification steps, to make software development more accessible and to provide development teams with a consistent experience for evaluating and addressing accessibility issues. Classifications help solve potential problems in collaborative systems and promote accessibility from the flow state, defined in the developer's experience.

6. Discussion

The feasibility study of design considerations is fundamental for verifying, through other perspectives, the applicability in the proposed context and for reflecting, based on the collected data, on points for improvement to be reviewed. Therefore, based on the demographic data collected in the survey in step A, the visualization of the prototype suggested in step B, and, in some cases, the verification of technical reports in step C, together, strengthen the proposal of design considerations and identify points for improvement based on the participants' contributions.

Therefore, each stage involved new analyses and refinements of the generated design considerations, as well as reflection on the experiences of the developers who created the prototype and planned it, with new perspectives for its use and application. In general, the developers indicated that the design considerations are usable in their work environment, but this is not the reality for everyone. One participant mentioned the learning curve involved in understanding accessibility issues to implement in software development, reinforcing the importance of enabling the practical application of design considerations to mitigate accessibility problems in software.

In this sense, it was observed that participants from all three stages who created the prototype without analyzing the design considerations indicated the importance of these considerations in guiding the development of accessible software, as the requirements guide the functionalities to be developed and what must be done to be accessible from the perspective of blind people.

For participants who created the prototype, analysis of the proposed design considerations revealed that the categories and descriptions generated confusion in interpretation and difficulty of use. In this sense, some descriptions and classifications of design considerations were revised, and specific terms such as "metalinguistic" and "cards" were replaced to clarify their use and implementation. This highlights the importance of the feasibility study stage, enabling improvements for final consolidation.

Finally, we believe that design considerations go beyond the software development stage and also encompass organizational culture, team members, and empathy for the user who is also a colleague, to facilitate the tasks the team continuously performs, practicing empathy through accessibility and inclusion.

7. Final Remarks

This work aimed to refine, evaluate, and consolidate design considerations derived from accessibility inspections, state-of-the-art reviews, and interviews with software developers, for the accessible development of task management tools, from the perspective of blind people working in development teams. The transfer study, divided into three stages, involved the active participation of 12 people with varying levels of seniority, development experience, and academic background. Stage A involved the collection of demographic data; the construction of a task management tool prototype, based on their technical knowledge, with or without analysis of design proposal considerations; and Stage C involved interviews to understand how participants conceived and executed their ideas for the prototype, considering their experiences in software development teams.

This work addresses the proposal of Sustainable Development Goals, proposed by the United Nations (UN-SDGs), in SDG 8, whose objective is related to decent work and economic growth, through the promotion of inclusive and sustainable development, full and productive employment, and decent work for all, where it is indicated that by 2030, these criteria should be met for all women and men, including young people and PwD [IBGE 2025]. Similarly, one of the thematic axes of the Great Challenges of Computing in Brazil 2025-2035 [Gonçalves et al. 2024] deals with the construction of ethical, inclusive, interdisciplinary, and sustainable computing ecosystems to promote participation and social equity, by establishing user-centered mechanisms for identifying socially relevant demands, through understanding the problems faced by blind people in software development teams, promoting autonomy through the use of design considerations generated in this work.

As limitations of this work, we highlight the short recruitment period for developers to participate in the prediction study and the absence of participants who fit the target audience. Furthermore, since the design proposal considerations address classifications to be considered in the software development process, it would also be relevant to verify this with other profiles in the development environment, such as managers and leaders, designers and users, to verify the possibility of effectively implementing the design considerations, adapting cultural and organizational issues to promote diverse timelines, inclusive companies, and accessible software.

As future work, we propose applying the design considerations at all stages of the software development process to consolidate their applicability and use, fostering the development of accessible software from the perspective of blind people. Similarly, we propose applying the generated design considerations to other types of systems, seeking to promote accessible software development and better understand the realities of other disabilities, thereby making the software development environment increasingly inclusive and autonomous.

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