

Digital Experience Examples

Accessibility is both a **legal requirement** and a **service excellence standard**—ensuring every resident can access county information and services with independence and dignity. Below are examples of what may be experienced by users.¹

Aspect of Digital Use	Non-Disabled Users	Users with Physical Disabilities	Users with Cognitive Disabilities
Reading Content	Read text with ease regardless of layout or font	May need to zoom, customize font size, or use screen readers	May struggle with dense text, jargon, inconsistent headings, or poor content structure
Media Consumption	Easily watch videos, listen to audio, and interact with animations	May need captions, transcripts, or media that doesn't require fine motor control	May need slowed-down videos, simplified content, and media without distracting elements
Use of Color	Understand content regardless of color schemes	Same, though may need visual customization tools	May struggle if color is the only method of conveying information
Error Recovery	Can easily understand and correct errors	May require additional time or assistive support to make corrections	May not notice, understand, or remember what went wrong or how to fix it
Use of Language	Understand typical web language and phrasing	Generally similar, though some tools like screen readers may misread overly complex content	May need simpler language, plain instructions, visual cues, or step-by-step guidance

¹ Adapted from Web Accessibility Initiative <https://www.w3.org/WAI/people-use-web/user-stories/>