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ACCEPTED MANUSCRIPT

Exploring the Relationship between Web Accessibility and User Experience

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Abstract

Understanding the interplay between the user experience (UX) and Web accessibility is key to design Web sites that, beyond access, could provide a better UX for people with disabilities. In this paper we examine the relationship between UX attributes and Web accessibility. We measured accessibility in two ways: the perceived accessibility as reported by participants and accessibility in terms of conformance to guidelines. Findings uncover that perceived Web accessibility is significantly correlated with 27 of the 35 UX attributes analysed, suggesting these two qualities are closely related. The relationship between UX and conformance to WCAG 2.0 is more elusive: we only found significant correlations between the hedonic attributes *original*, *innovative* and *exciting*.

Keywords: Blind users, Screen readers, Web, Web accessibility, User Experience

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1. Introduction

The World Wide Web has an incredible potential to make our lives better due to the wide range of services offered. The Web can be specially helpful for people with disabilities, as barriers to communication and interaction that many people face in the physical world are removed. While the Web was designed

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