Designing the Accessible Workforce Experience

At UKG, our vision is to continuously expand the capabilities of human capital management (HCM) and position HR as a force for meaningful, people-focused transformation in every industry.

How we design the user experience (UX) across all our products plays a critical role in this.

Accessibility and inclusive design are core to our UX strategy, in order to remove digital barriers and deliver a truly unified experience. Accessible design is good design — it ensures we create products that work for all users, empowering every individual to thrive in their unique life-work journey, no matter their ability.

Our approach to accessibility

At UKG, we strive for all our products to be substantially conformant with Web Content Accessibility Guidelines 2.1 AA (WCAG 2.1 AA). These guidelines define how to make web content more accessible to ensure that people of all abilities can confidently navigate, view, and change important HR-related information on their own. The benefits to your organization include:

1. Reducing risk and liability if guidelines are not met

2. Becoming an employer of choice for all people

3. Demonstrating a commitment to diversity, equity, and inclusion (DEI)

To build further education about and awareness of this goal, UKG is committed to:

- Providing internal training for employees to understand how accessibility applies to their roles

- Incorporating automated testing, as well as manual testing with a keyboard, screen reader, and magnification tools, across all enhancements

- Performing ongoing testing of our products with people who have disabilities

How UKG Pro helps

Accessible mobile design

A successful employee experience on mobile meets people where they are, no matter their level of ability, to provide the right information in a clear and accessible manner. The UKG Pro™ mobile app has been designed to ensure it offers:

- Proper color contrast so that people can see the difference between text in the foreground and text in the background

- Understandable and descriptive navigation tabs to present information in a clear way to the user via a screen reader

- Clear headings that provide page-level detail on the purpose of the page

- Intuitive keyboard focus to make it easier to navigate to various elements on the screen using gestures or a screen reader

- Descriptive text for screen readers so users can understand interactive elements and actions that can be taken

Inclusive candidate experience

Investing in accessible technology also benefits an organization's recruitment strategy by attracting a wider pool of talent, including those who have been previously excluded from the workforce. We adopt numerous assistive technologies across UKG Pro Recruiting and other public-facing websites to help our customers become employers of choice, including:

- Enhanced job boards to better accommodate applicants who use screen readers, have visual impairments, or use only a keyboard

- Descriptive labels for icons, enabling screen reader software to convey information clearly even when the icon has no text label in the visual interface

- Color adjustments for text and images to provide more visual contrast against the background colors within Pro Recruiting

- Newly designed *My References* page to make it easier to use with a keyboard or with other assistive technologies

Workforce management for all

The day-to-day actions and tasks for proper time management in the workplace are critical to making sure your people are paid accurately and on time. To support people of all abilities, UKG Pro Workforce Management solutions have been designed to enable users to take advantage of more options to punch in and manage their schedules, including:

- Support for screen readers that communicate what's on the screen to the user, and navigation using the mouse and standard keyboard gestures

- Ability to invert colors, helping reduce common eye fatigue and accommodate color blindness

- Magnification of small text by zooming to scale from 50% to 200%

- Text foreground-to-background ratio of 4.5:1.4 for people with varying levels of vision or color blindness, in order to meet modern web standards

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Why UKG

Every element of our award-winning people management solutions is designed to create more relevant, meaningful, and connected work experiences for all people — no matter their industry, location, background, or level of ability. Our ongoing investment in our UX, accessibility, and the connected workforce experience ensures we are always offering more powerful HCM and workforce management tools that have a positive impact on people's lives.

To learn more,

Contact UKG Today

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Our purpose is people