Usability checklist for people with hearing impairments

This high-level checklist contains a sample of items to consider when you design software for Deaf and Hard of Hearing users. This document provides a starting point for developing your own set of testing guidelines.

Guideline	Where seen?	Severity	Recommendation
Provide captioning or text transcript– to enable people to read audio content when they can't hear it.			
Is the captioning large enough to read?			
Is the captioning written on different reading levels?			
Does contrast exist between captioning text and background?			
Are captions placed beneath the person who is speaking?			
Is a sentence with multiple lines of text broken where speech normally pauses?			
Provide visual cues – to obtain content in a conceptual way when captioning and text don't help.			
Is there a sign language version of spoken and written material?			
Is a pictorial glossary or dictionary provided?			
Are links provided to additional information, such as a Help file?			
Are visual alerts (such as Windows Show Sounds) provided for people who can't hear computer prompts?			
Is content conveyed clearly with visual concepts (such as pictures) and word substitution (such as USE for UTILIZE)?			
Provide user choice – to enable people to process information in different ways and paces			
Can you adjust the volume?			
Can you turn the captioning on and off?			
Does the interface provide a means for rewinding, pausing, and restarting the presentation?			
Does telephone support staff include both a text telephone (TTY) number and email address?			

Severity scale

Severity	Meaning
0	Guideline met
1	Cosmetic problem (typo)
2	Minor – low priority fix
3	Major – high priority fix