## Beneath the Surface

How Web Design Impacts Your Site's Health







CSS JavaScript svg
Hamle Web Fonts **Foundation** Haml PNG **JPEG** Jasmine **JQuery** React Bootstrap Backbone **Angular** Ember LESS SASS **Handlebars** Git Bower

# Who does "design"?

Who does "design"?

Design happens.

# What are the impacts of design choices?



Performance + Maintainability



# What are the impacts of design choices?



Accessibility
Mobile UX
SEO
Maintainability



## Accessibility



https://www.geonetric.com/website-design/make-your-website-more-accessible/



#### Accessibility

- Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in places of public accommodation
- Section 1557 ties web accessibility to ACA
- Updated Section 508 rules in effect in January 2018



March 7,2017 Share 
 MEBSITE DESIGN

#### Lawsuits Put Web Accessibility On The Agenda For Healthcare

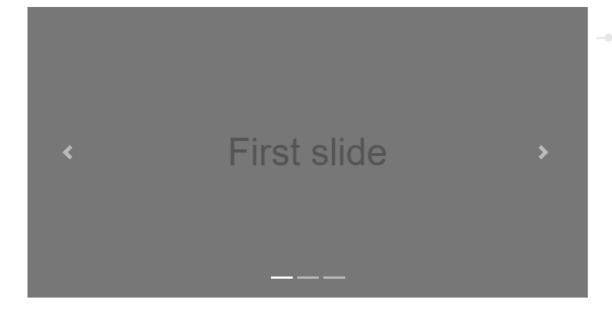
Making your web properties available to all visitors is the right thing for your organization to do, particularly for healthcare organizations.

A class-action lawsuit against HCA in January, 2017 is only the latest in a growing list of actions taken by disability activists to make websites available and usable by everyone.

Legal actions against big brands has been a common tactic to raise awareness of the challenges of website accessibility and to encourage organizations to prioritize the costs and trade-offs of improved web accessibility. As far back as 2009, Target Corporation was sued

Photo sliders and carousels





- Photo sliders and carousels
- Hidden content and menus

#### Collapsible Group Item #1

#### Collapsible Group Item #2

Anim pariatur cliche reprehenderit, enim eiusmod high life accusamus terry richardson ad squid. 3 wolf moon officia aute, non cupidatat skateboard dolor brunch. Food truck quinoa nesciunt laborum eiusmod. Brunch 3 wolf moon tempor, sunt aliqua put a bird on it squid single-origin coffee nulla assumenda shoreditch et. Nihil anim keffiyeh helvetica, craft beer labore wes anderson cred nesciunt sapiente ea proident. Ad vegan excepteur butcher vice lomo. Leggings occaecat craft beer farm-to-table, raw denim aesthetic synth nesciunt you probably haven't heard of them accusamus labore sustainable VHS.

#### Collapsible Group Item #3

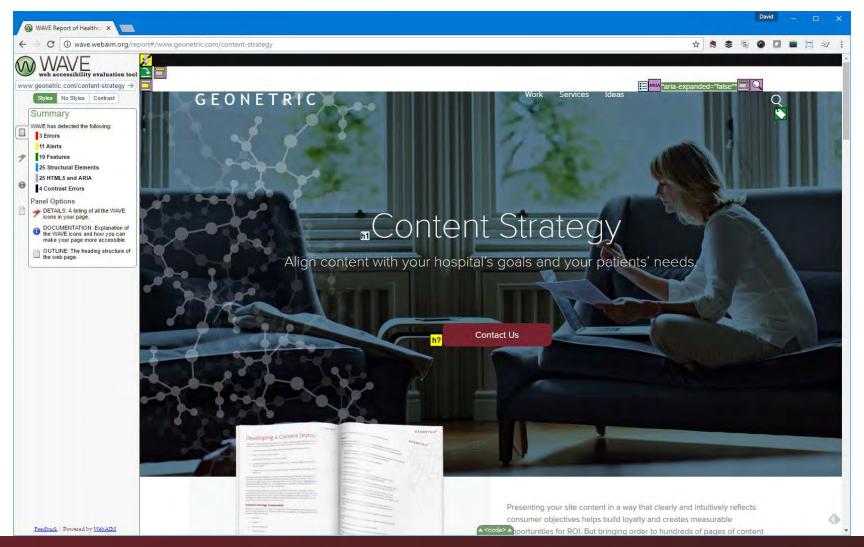
- Photo sliders and carousels
- Hidden content and menus
- Lack of keyboard accessibility and visible focus



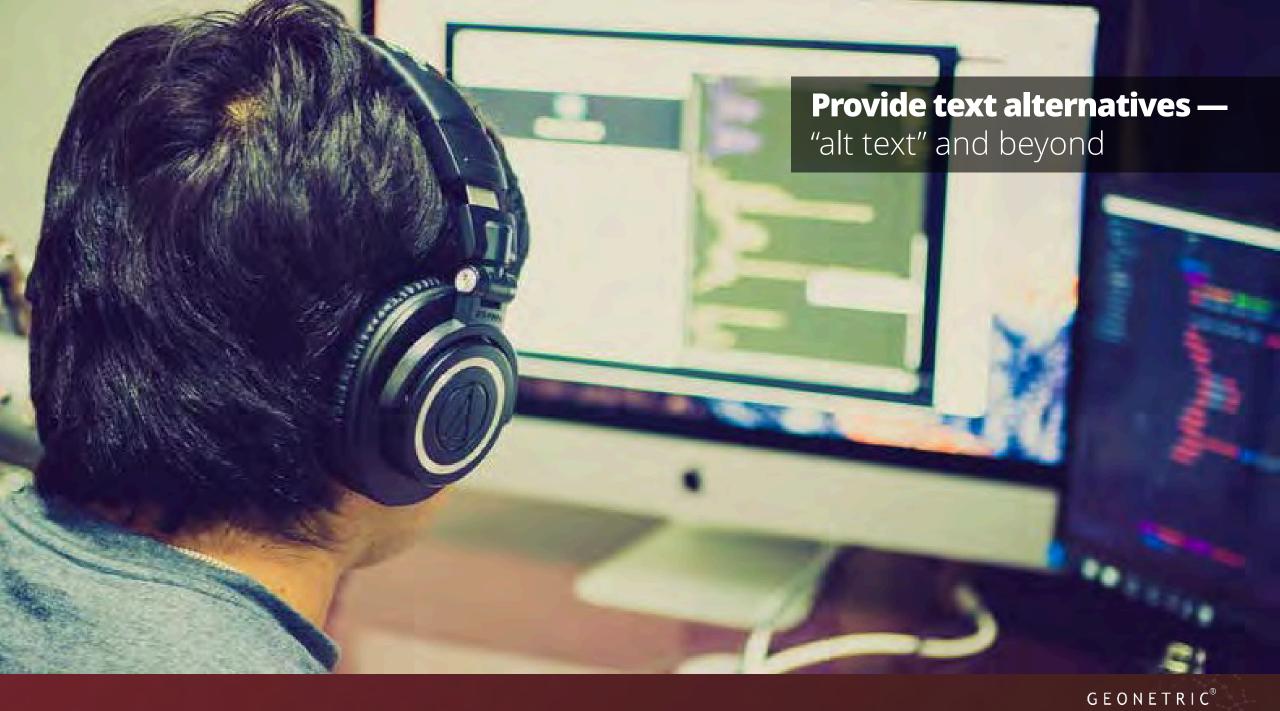
- Photo sliders and carousels
- Hidden content and menus
- Lack of keyboard accessibility and visible focus
- Lack of bypass blocks

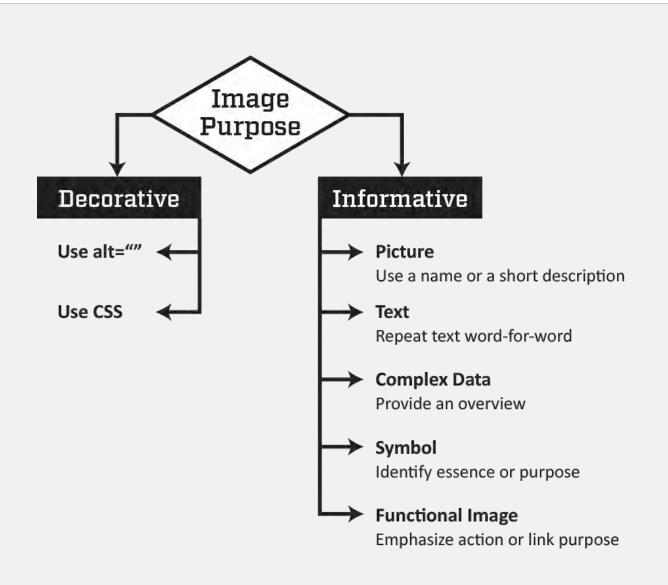


## Running a high-level accessibility test



http://wave.webaim.org/

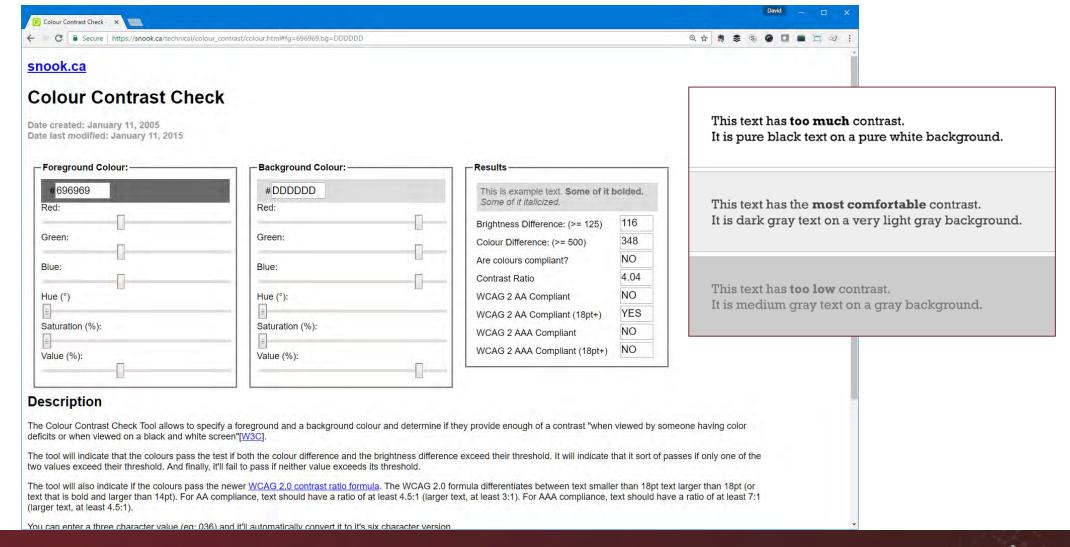




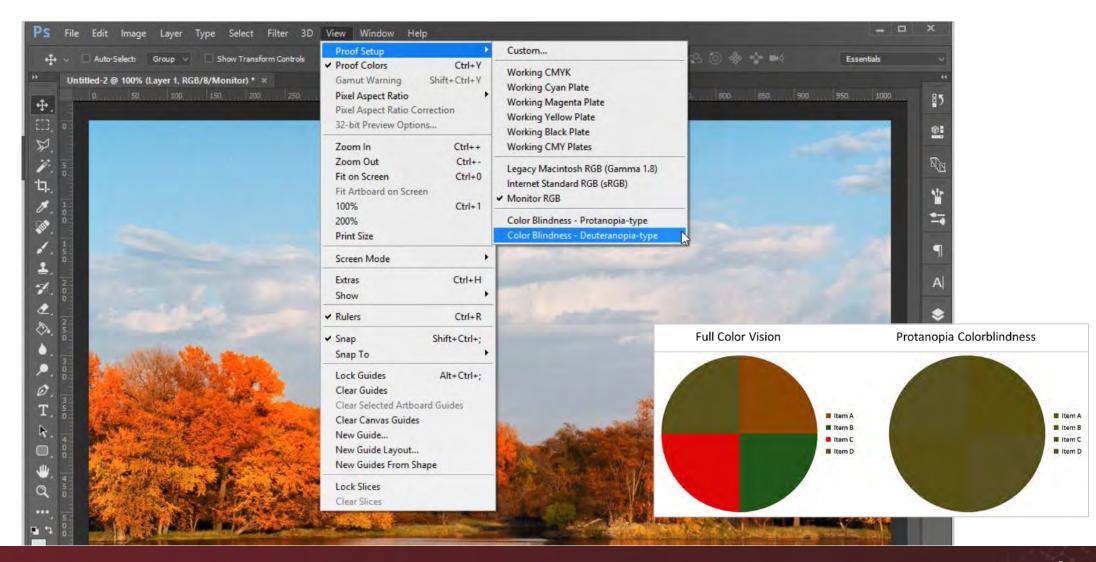
## Writing alt text

Should I describe what this image *is*, or what it *does*?

#### Check for color contrast



#### Test for colorblindness in Photoshop



#### What to do

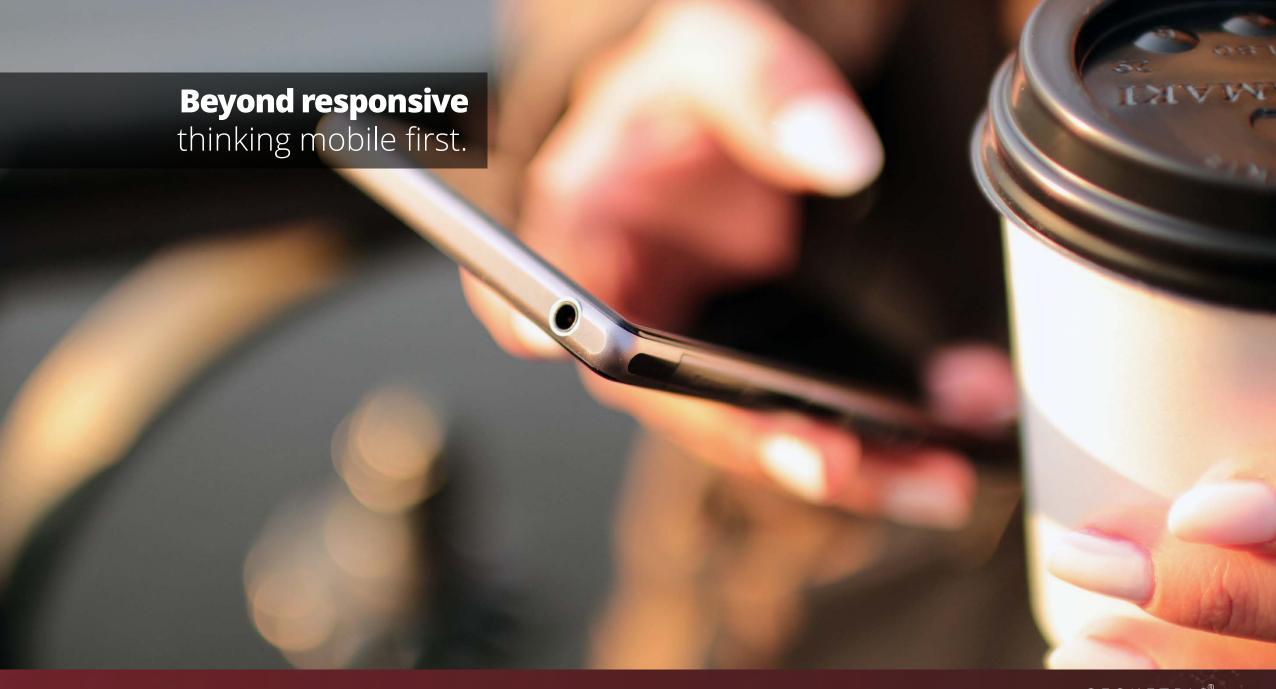
#### For designers

 Incorporate accessibility tools and checkpoints into your workflow

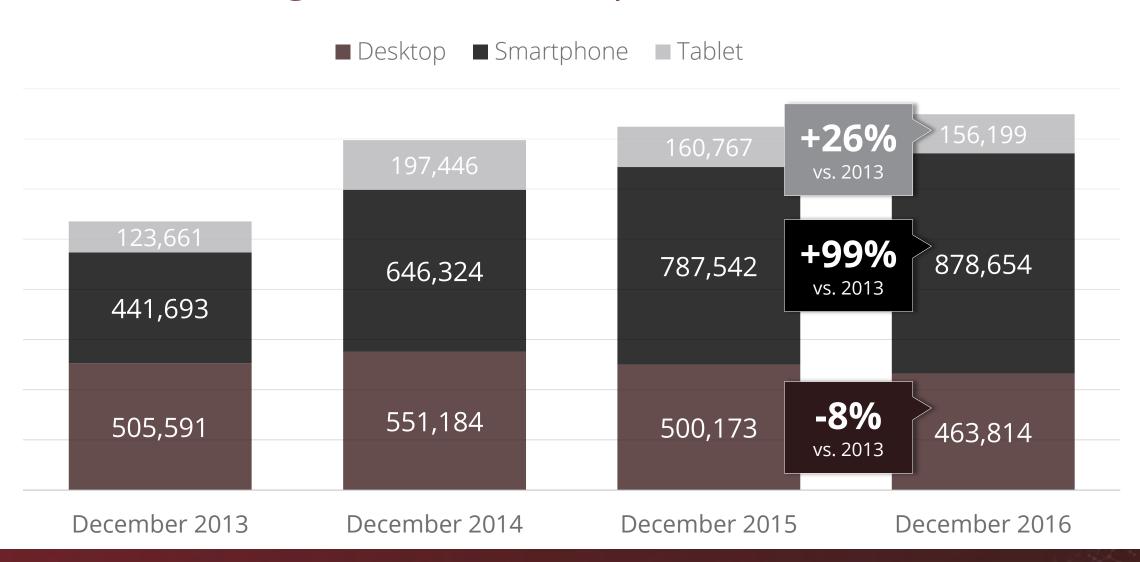
#### For everyone

 Consider an accessibility audit to create a baseline, work plan, and ongoing management

## Mobile user experience

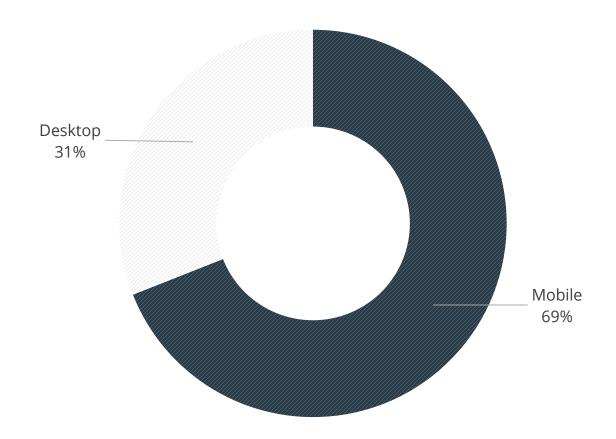


#### Growth in digital media time spent in minutes (MM)



## Mobile represents almost 7 in 10 digital media minutes

**69%** of digital time spent on mobile



"Mobile users are very goal-oriented. They expect to be able to get what they need, immediately, and on their own terms."

— Google Research Study

## Using web analytics to identify mobile issues

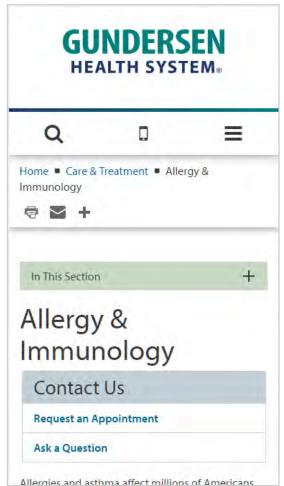
Symptoms of poor mobile user experience:

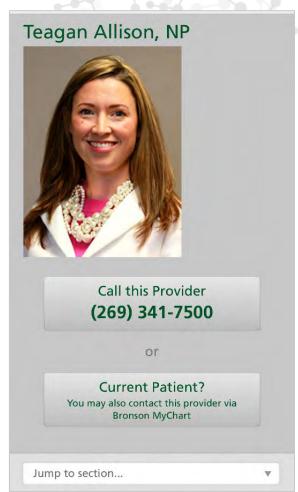
- Higher than average bounce rate compare to desktop rates
- Average time on page is comparatively low
- Increased use of "lifelines" contact us form, site search, pogosticking from search engines

## Design for clarity and action

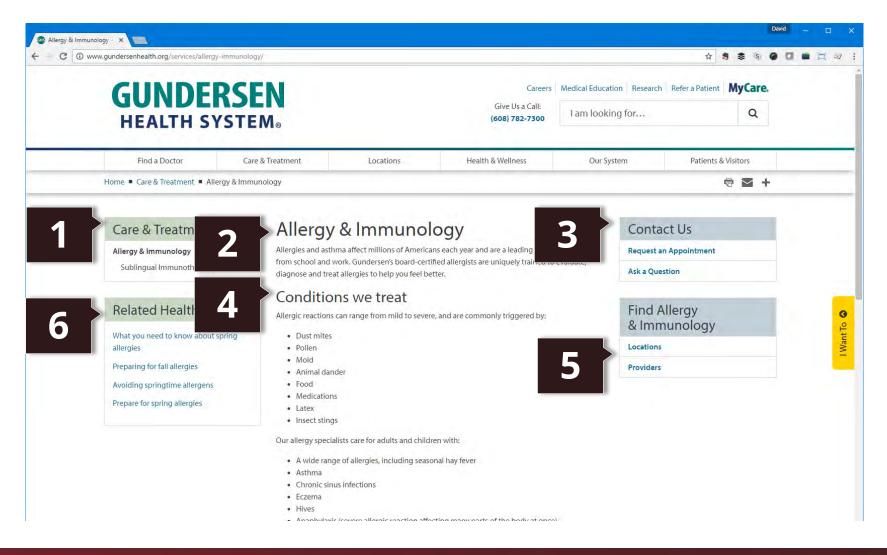
- Simplify navigation and menus
- Clickable phone numbers
- Short, simple forms
- Maps that work with native mapping apps
- Simple, clear instructions
- Above-the-fold calls to action

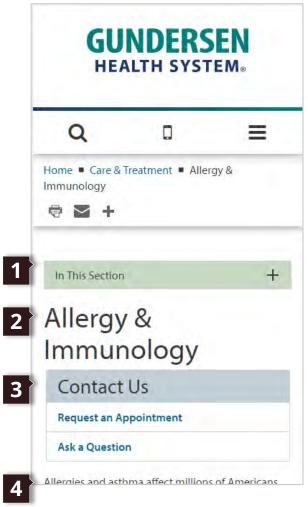
Tip: Identify and test page types with highest mobile traffic.





## Setting mobile content priorities





## Content length

# Does mobile require shorter content?

#### Short-form and long-form measures

	# of articles	Total # of complete interactions	Average engaged time (in seconds)
Short-form	56,804	89,509,799	57
101-250	13,982	19,367,290	43
251-999	42,847	70,142,515	60
Long-form	18,011	27,562,137	123
1,000- 4,999	17,470	26,208,589	116
5,000+	541	1,353,548	270

Source: Pew Research Center analysis of September 2015 Parse.ly anonymized data of digital news publishers.

#### PEW RESEARCH CENTER

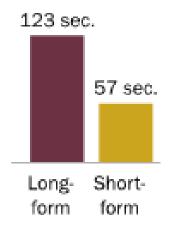
#### U.S. public show signs of engaging with long-form articles on cellphones



Within cellphone news habits ...

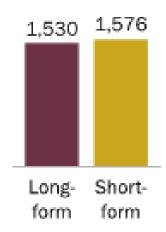
Long-form articles get more than twice the engaged time of short-form articles

Average engaged time across complete interactions



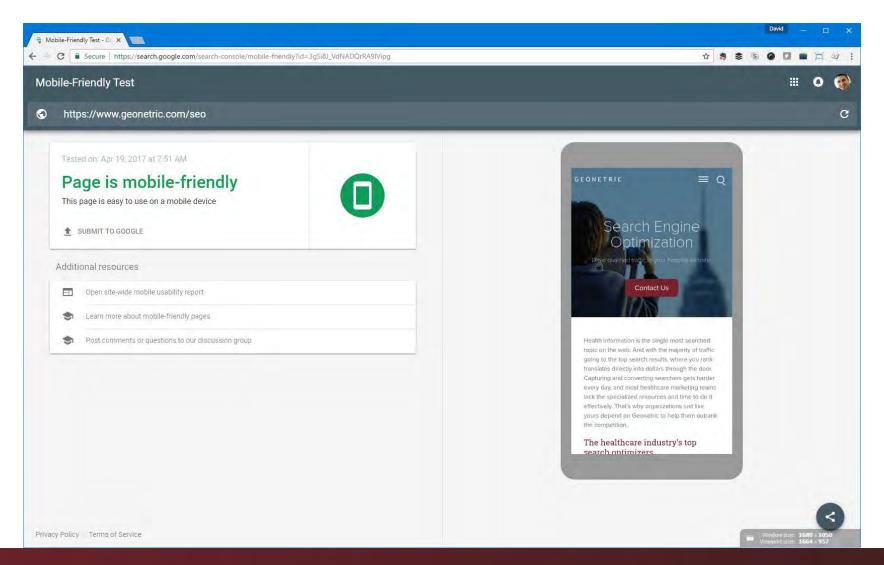
And they get about the same number of visitors

Average number of complete interactions per article

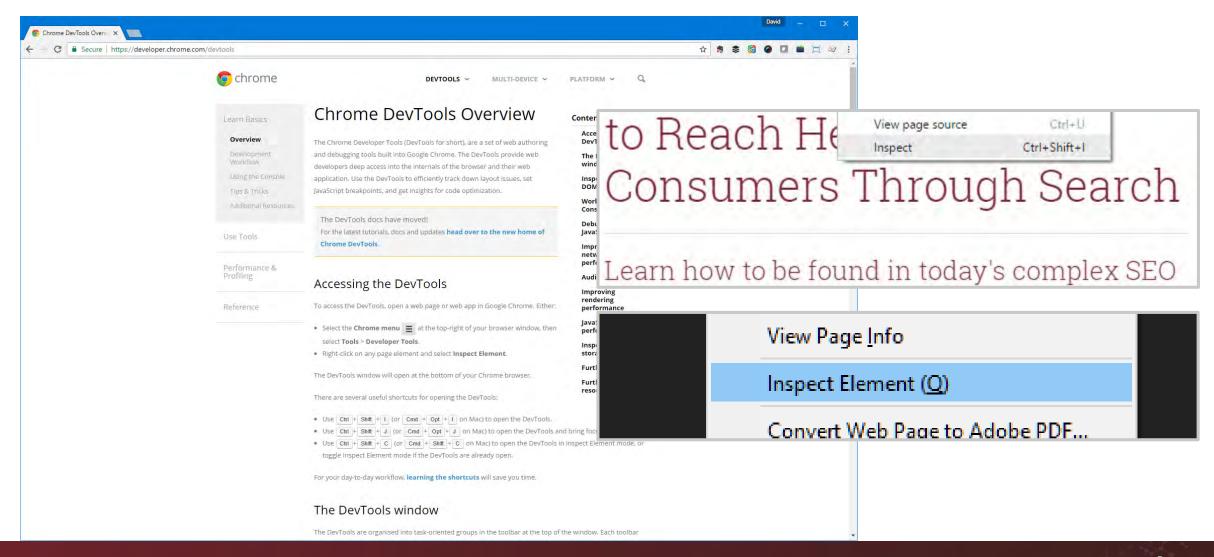


<sup>&</sup>quot;Long-form Reading Shows Signs of Life in Our Mobile News World"

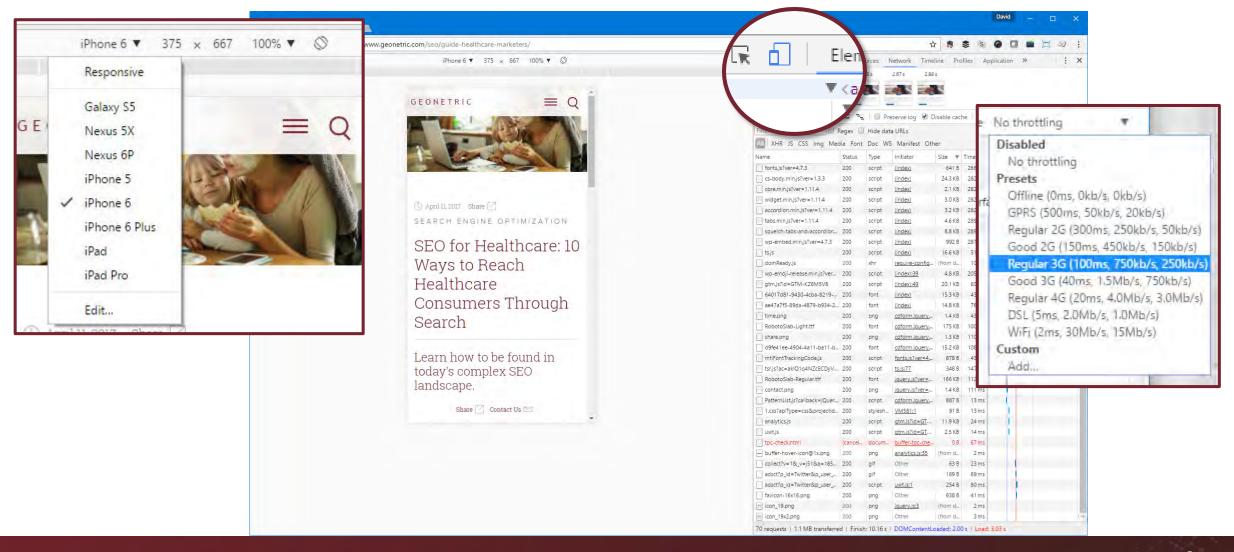
#### Google's Mobile-Friendly Test



## Accessing tools within your browser



## Using Chrome's mobile toolbar



#### What to do

#### For designers

- Spend more time with the non-desktop versions of your sites
- Look for ways to improve the clarity and focus of each page type or screen

#### For everyone

- Change your defaults make a point of going to your mobile site first
- Be aware of how your role in the website impacts the mobile experience
- Identify opportunities to make small improvements

## Search engine optimization



https://www.geonetric.com/seo/reaching-healthcare-consumers/

# 40% of people abandon a website that takes longer than three seconds to load

## Page speed affects SEO in multiple ways

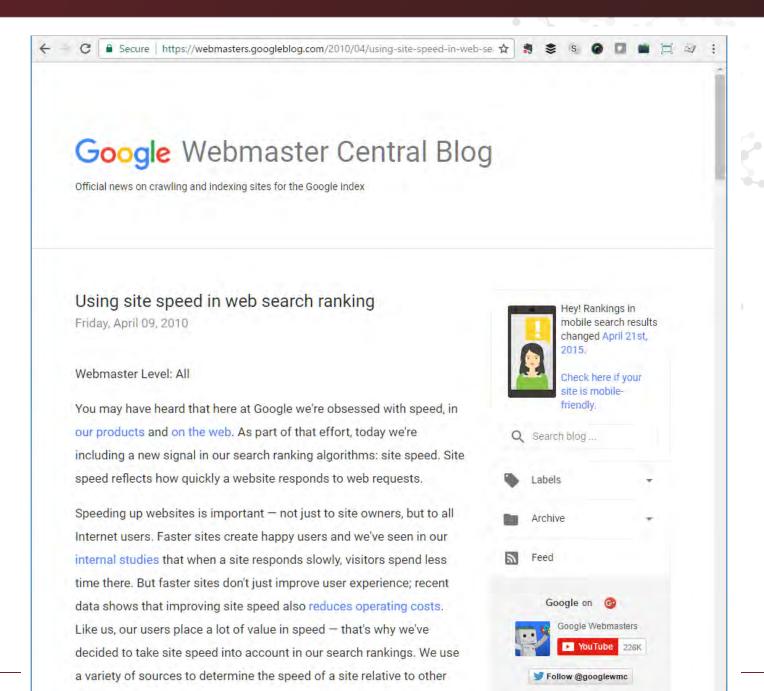
- Explicit ranking factor: Google's speed measures
- Bounce rates & "pogosticking" can have negative impact
- Crawlability of your site
- Potential for reduced shares and backlinks

Not to mention overall site performance:

- Reduced conversions
- Increased hosting and bandwidth costs

### Site speed

The (perceived)
performance of your
site has been a ranking
factor for a long time.

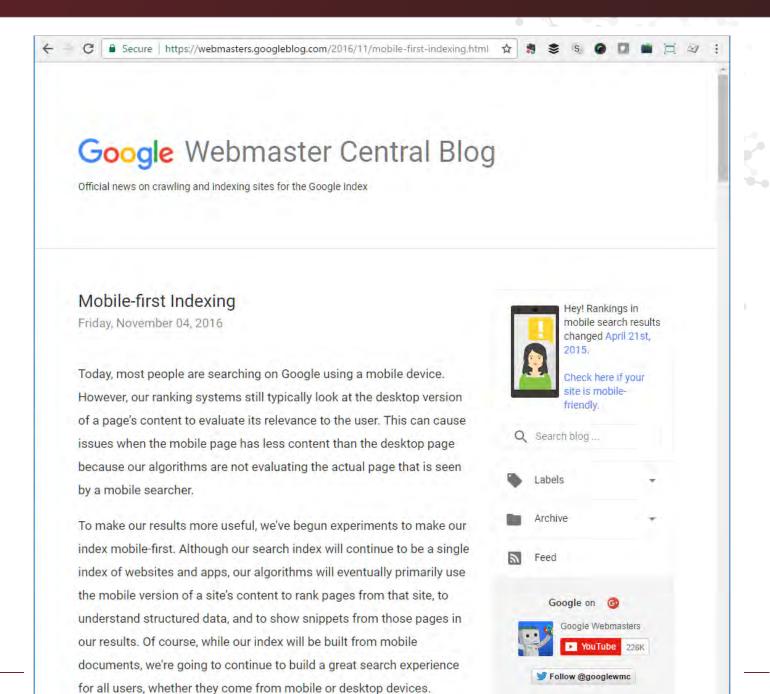


Give us feedback in our Product

sites.

## Mobile-first indexing

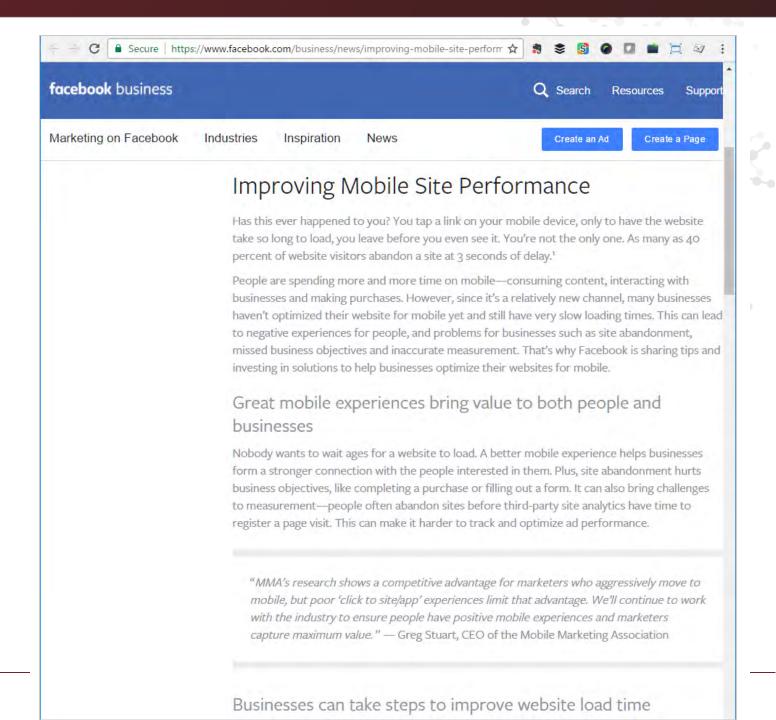
Many sites score lower on mobile speed tests.



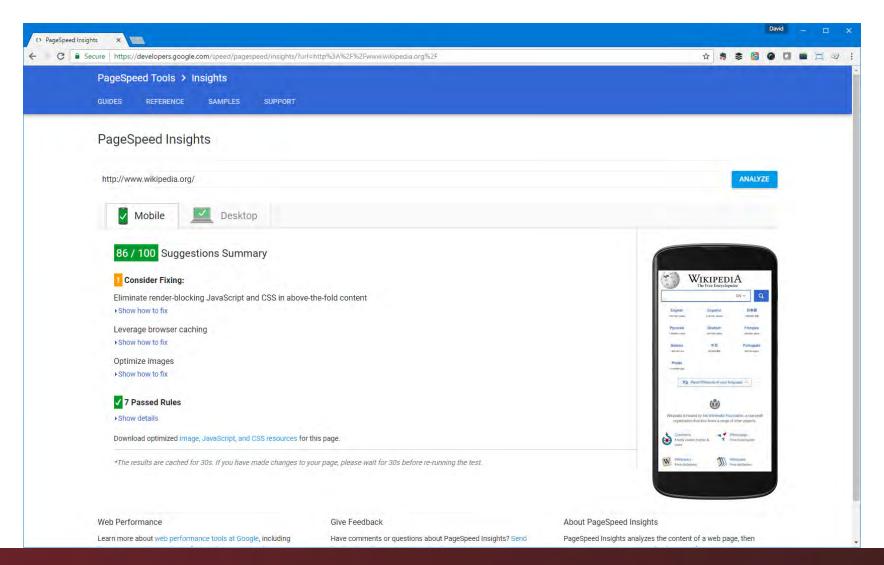
Give us feedback in our Product

## It's not just Google ...

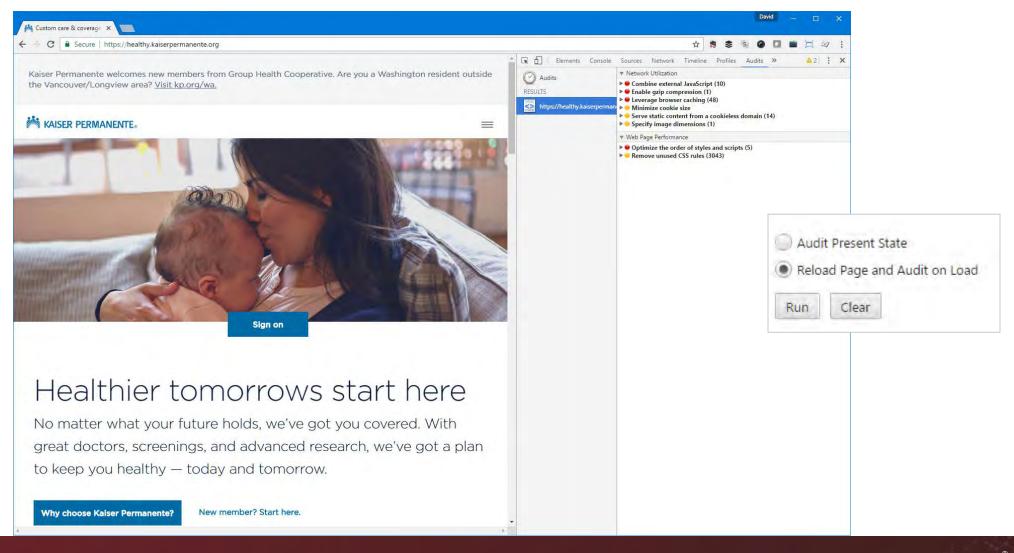
Facebook has also indicated that they will be "considering website performance and a person's network connection" in adauctions.



### PageSpeed Insights testing tool



#### Chrome Inspector: Audits



## Who can fix common PageSpeed issues?

Author/editor + designer

Optimize images

[Take care when adding JavaScript tags & widgets]

Designer + developer

Prioritize visible content

Optimize CSS delivery

Remove render-blocking JavaScript

Use asynchronous scripts

Minify resources

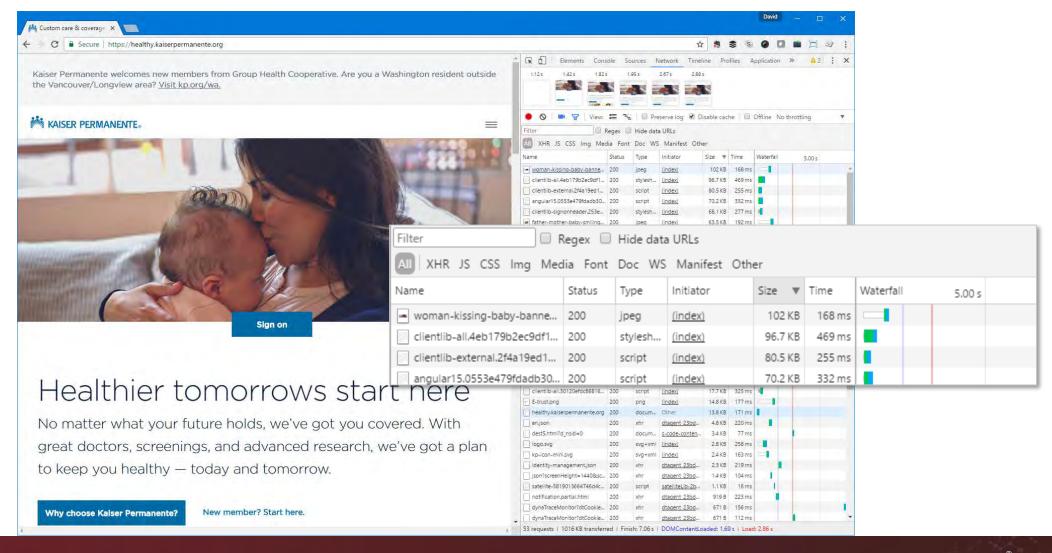
Developer + IT + software

Improve server response time

Enable compression

Leverage browser caching

### Chrome Inspector: Network



# Proper use of HTML elements

For example, page headers:

- Only one H1 per page
- Properly nested subheads
- Phrases optimized for SFO



#### **LUNG CANCER**

There are two primary types of lung cancer. The most common type, called non-small cell lung cancer, accounts for almost 90 percent of lung cancers. Non-small cell lung cancers are further divided into several classifications, depending on which cells they develop in, each with a different treatment and prognosis. The other primary lung cancer, called small cell lung cancer, begins in the bronchi and usually spreads quickly to other parts of the

Mediastinal Tumors
Pleural Tumors

body. Aside from skin cancer, lung cancer is the second most common cancer affecting both men and women. It usually affects people over 65 and is slightly more likely to affect men than women.

At NewYork-Presbyterian, patients with lung cancer are cared for by a multi-disciplinary team of physicians and researchers dedicated to improving the prospects for all patients with this disease. They meet regularly to discuss research, review patients' cases, and plan courses of treatment. Additionally, we have a robust clinical research program aimed at developing novel treatments for lung cancer, and we offer a wide range of clinical trials to patients with lung cancer.



#### Risk Factors

Smoking is the biggest single risk factor for lung cancer in general, although it is not uncommon for non-smokers to develop small cell lung cancer. Exposure to radon gas or asbestos, and to certain workplace ores or chemicals including uranium, arsenic, and diesel exhaust are also known to increase the risk of contracting the disease. Having a family history of lung cancer can be a contributing factor, as can previous radiation therapy to the chest. Air pollution is also believed to contribute to risk for lung cancer.



H2 \_\_\_\_

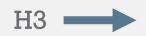
#### Symptoms

In its early stages lung cancer may not cause any symptoms. As the disease advances, however, the following symptoms may develop: a persistent or worsening cough; trouble breathing or shortness of breath; constant chest pain; bloody cough; a hoarse voice; frequent lung infections, such as pneumonia; fatigue; and unexplained weight loss. Conditions other than lung cancer can also cause these symptoms, and patients with any symptoms should see a doctor to determine the cause.



#### Treatment

Our doctors determine the best treatment approach for each patient with lung cancer by taking into account the type and stage of the disease, its location – particularly its proximity to vital structures such as the heart or the aorta – and the patient's age and physical health. Treatment may include surgery, radiation, chemotherapy, immunotherapy, targeted therapies, or a combination.



#### Surgery

Treatment for early-stage, non-small cell lung cancer often involves surgery, during which surgeons remove the tumor and a



### What to do

#### For designers

- Review PageSpeed measures on a variety of page types
- Consider SEO when implementing JavaScript features
- Ensure HTML meets standards and is semantic

#### For everyone

- Become familiar with impact of images
- Use the semantic markup features of your site correctly
- Consider an audit

## Maintainability



CSS JavaScript svg
Hamle Web Fonts **Foundation** Haml PNG **JPEG** Jasmine **JQuery** React Bootstrap Backbone **Angular** Ember LESS SASS **Handlebars** Git Bower



## Symptoms that things have gone wrong

- Fear of making changes
- Feeling of being burdened by / locked into current sate
- Poor (or absent) coding practices: code reviews, automated testing, source control, etc.
- Only one person knows what will happen if we change \_\_\_\_\_
- Code-heavy pages
- Duplication of code changes required in multiple (unknown) places, multiple versions of same code libraries

### What to do

#### For designers

- Find a place to begin improving coding practices
- Looks for ways to weave improvements into ongoing projects

#### For everyone

 Acknowledge that maintaining your site's codebase requires an ongoing investment

## Key takeaways

Who does "design"?

Design happens.

## What are the impacts of design choices?



Performance + Maintainability



## Final tip: Ask these questions

- How will it work for mobile users?
- How will it meet our accessibility standards?
- What are the SEO impacts of this approach?
- Is there a simpler way?



Questions?

Email hello@geonetric.com