Understandability

Software that is understandable means that the user comprehends both the information it presents and the requirements for operation. Some of the practices to make software understandable include:

Use plain language [Mandatory]

Write content in plain language that is easy to understand for all users, regardless of their education level or background. Avoid technical jargon, complex terminology, and unnecessary verbosity to ensure clarity and comprehension.

Consistent format [Mandatory]

The application should be predictable, and its format should be consistent across pages.

Descriptive instructions [Mandatory]

All instructions and error messages should be descriptive and easy to follow, and software should help users correct their mistakes.

Limit reliance on sensory perception [Recommended]

Instructions provided for understanding and operating content should not rely solely on sensory characteristics of components such as shape, colour, size, visual location, orientation or sound. This is because some visually challenged users cannot perceive shape, size or colour. Alternative textual identification should be provided.

Multi language support[Recommended]

Where possible provide Kinyarwanda translations for software menus especially for software applications meant to be used by citizens.

Clear reading sequence [Recommended]

When the sequence in which content is presented affects its meaning, a correct reading sequence should be programmatically determined. This will enable assistive technologies such as screen readers to read the content in the correct order.

Logical structure for content [Mandatory]

Structure content in a logical and intuitive manner, using headings, lists, and clear signposts to help users navigate and find information quickly. Organizing content hierarchically improves readability and facilitates scanning and comprehension.

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