

Appendix: An Example of a Completed Web Audit

Note: Some of the screenshots and other identifying information has been redacted.

WCAG 2.0 Detailed Review

Location: @@@

(http:// @@@)

Date: @@@

Reviewer: @@@

WCAG 2.0 Reference

<http://www.w3.org/TR/WCAG20/>

Tools Used During This Review:

Internet Explorer 8

Firefox 27 + Firebug

Chrome 33

NVDA 2013.3 screen readers

AChecker 1.3

WebAIM Wave Toolbar (<http://wave.webaim.org/toolbar/>)

W3C Markup Validator

Readability Score (<https://readability-score.com/>)

General Comments

The conclusion of this review is that this website does **not currently conform with WCAG 2.0 at any level.**

The primary issues observed are as follows:

- Important relationships in the visual display are not reflected in the markup and are therefore not available to users of assistive technologies such as screen readers. This headings marked visually but not programmatically, form fields without associated labels and error messages, insufficient label text, and answers that are not clearly associated with a particular question.
- The Ranking question type has many accessibility problems and should be replaced.
- The “security question” is not perceivable by screen reader users (due to it being an image without alternative text) and potentially by others with low vision (due to its poor contrast).
- Some screens lack informative page titles.
- Focus indicators that could be improved by additional highlighting.

In places throughout the review, “Fail?” or “Pass?” have been used where a fail or pass is questionable. “Pass?” is used in places where a single instance of a barrier has been identified, perhaps an oversight, or where it could be argued that an item might fail or pass, typically a minor issue, leaning toward a Pass. “Fail?” is used in cases where an item could be argued as a fail or pass, leaning toward a fail. In all cases, developers should consider the recommendations made to remove any potential argument.

The primary issues described here, and a variety of other potential accessibility problems, are discussed in more detail in the WCAG 2 Review that follows.

NOTE: Items in the review that appear with a grey background are optional under AODA, though developers should attempt to conform with these guidelines where possible.

In order to address issues identified in this review, we recommend consulting:







How to Meet WCAG 2.0: A customizable quick reference to Web Content Accessibility Guidelines 2.0 requirements (success criteria) and techniques

(<http://www.w3.org/WAI/WCAG20/quickref/>)

WCAG 2.0 Review

Success Criterion	Level	Evaluation	Comments
1.1.1: Non-text Content	A	Fail	<p>Relatively few images are used, but where they are, there are some issues:</p> <p><u>Questions screen</u>: The logo has poor alt text (“logo image”, whereas “ACME logo” would be more useful):</p> <p><u>Save your unfinished survey screen</u>: The security question is encoded as an image without alt text. This makes it impossible to use for screen reader users.</p> <p>Security question: <input type="text" value="3 + 35 ="/> <input type="text"/></p>
1.2.1: Audio-only and Video-only (Prerecorded)	A	N/A	No audio or video content was observed.
1.2.2: Captions (Prerecorded)	A	N/A	No audio or video content was observed.





1.2.3: Audio Description or Full Text Alternative	A	N/A	No audio or video content was observed.
1.2.4: Captions (Live)	AA	N/A	No audio or video content was observed.
1.2.5: Audio Description	AA	N/A	No audio or video content was observed.
1.2.6 Sign Language	AAA	N/A	No audio or video content was observed.
1.2.7 Extended Audio Description	AAA	N/A	No audio or video content was observed.
1.2.8 Media Alternative	AAA	N/A	No audio or video content was observed.
1.2.9 Audio-only (Live)	AAA	N/A	No audio or video content was observed.
1.3.1: Info and Relationships	A	Fail	<p>Text serving as headings is not marked up using heading markup (h1, h2, etc.).</p> <p><u>Start screen:</u> Apparent headings include “Internal Communication Survey”, “Privacy Statement”, “A Note on Privacy”</p> <p>@@@Redacted Screenshot@@@</p> <p><u>Question screens:</u> “Internal Communication Survey”, “Employment Information”, “Employee group”, etc.</p> <p>@@@Redacted Screenshot@@@</p> <p><u>Save your unfinished survey screen:</u> Apparent headings include “Save Your Unfinished survey”</p> <p>Form fields not programmatically associated with labels using <label> element and its “for” attribute to reference the field’s ID.</p> <p><u>Save your unfinished survey screen:</u> Many fields lack programmatic labels (“Name”, “Password”, etc.)</p>

Name: 
 Password: 
Repeat password: 
Your email: 
Security question: $3 + 35 =$  

Load a previously saved survey screen: Many fields lack programmatic labels (“Saved name”, “Password”, etc.)

Load a previously saved survey

You can load a survey that you have previously saved from this screen. Type in the 'name' you used to save the survey, and the password.

Saved name: 
 Password: 
Security question: $2 + 20 =$  

Error tips are not associated with the form fields they refer to.

Save your unfinished survey screen: It would be better if the error messages were added to the field labels and focus was automatically placed into the first erroneous field.

You must supply a name for this saved session.
Please supply a password for this saved session.
The answer to the security question is incorrect.

Please try again.

Save your unfinished survey

Enter a name and password for this survey and click save below. Using that name and password, and can be completed later by logging in with the same name and password. If you give an email address, an email containing the details will be sent to you. After clicking the save button you can either close this browser window or continue filling in the survey. If you are anonymous please use a pseudonym as your username, also an email address is optional.

Name:
Password:

Labels are sometimes insufficient:

Agree-Disagree matrix question type includes labels using the title attribute. However, these labels are just the answers (i.e. “agree”, “somewhat agree”, etc.), which can be confusing since there are multiple questions being asked with the same answers. It would be better if the title also included the questions (e.g. “I agree that the university does a good job keeping me updated and informed”)

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	No answer
The university does a good job keeping me updated and informed.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information I receive is timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The information I receive is useful to me and my department/unit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am satisfied with communications at the university.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

The label for the textbox question type is only a generic string (“answer”) that is hidden with CSS. It would be better to include the text above in the label (i.e. “Please indicate other methods of communication you find helpful”):

Would you be interested in regular employee town halls?

Yes No No answer

Similarly, for radio buttons, the answers (i.e., “yes”, “no”, “no answer”) are provided programmatically but not the question. This can be done with the <fieldset> and <legend> elements (<http://webaim.org/techniques/forms/controls#radio>) or by adding the question and answer to the radio button using the title attribute.

With the checkbox question type, the question is similarly unclear as the user is navigating the answers. The questions should be communicated via <fieldset> and <legend> (<http://webaim.org/techniques/forms/controls#checkbox>) or using hidden text (<http://webaim.org/techniques/css/invisiblecontent/>).

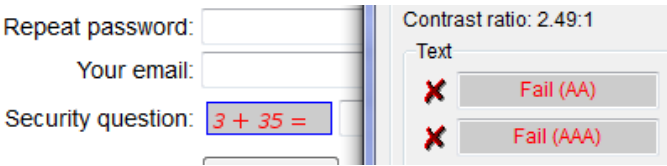

@@@Redacted Screenshot@@@

Lists are sometimes split:

Questions with many answers may the lists of checkboxes split into two columns (one for each). This is problematic because the screen reader tells the user how many items are in the list (e.g. “list with six items”), but the number is inaccurate because it just refers to the first list. @@@Redacted Screenshot@@@

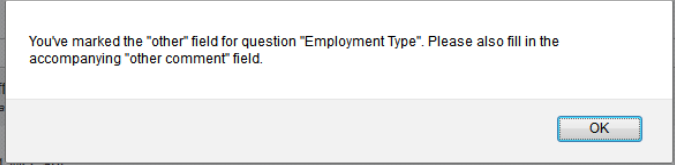
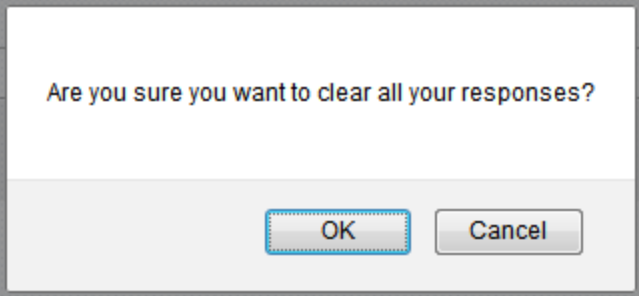

Also, the Ranking question type does not effectively communicate information and relationships. A screen reader user would not understand how to use this custom control, which is also not operable with the keyboard (see 2.1.1).

@@@Redacted Screenshot@@@

			A more accessible format for asking ranking questions might be three drop-down boxes, one for each ranking and each containing all of the choices.
1.3.2: Meaningful Sequence	A	Pass	Information was generally presented in a reasonable sequence for identifying meaning.
1.3.3: Sensory Characteristics	A	Pass	Sensory characteristics are not relied upon.
1.4.1: Use of Color	A	Pass	Colour alone is not used to indicate information.
1.4.2: Audio Control	A	N/A	There is no audio.
1.4.3: Contrast (Minimum)	AA	Pass?	<p>The contrast is generally sufficient, however there are problematic instances:</p> <p><u>Save your unfinished survey screen</u>: it is insufficient for the “security question” when saving an unfinished survey:</p> 
1.4.4: Resize text	AA	Pass	Zoom is generally well-supported.
1.4.5: Images of Text	AA	Pass?	<p>Only one image of text is used, the security question. However, this may be for some security reason.</p> 
1.4.6: Contrast (Enhanced)	AAA		
1.4.7: Low or no Background Audio	AAA		
1.4.8: Visual Presentation	AAA		
1.4.9: Images of Text (No Exception)	AAA		
2.1.1: Keyboard	A	Fail?	<p>Most of the screens are operable with the keyboard alone.</p> <p>One exception is the Ranking question type, which automatically adds choices as the user attempts to</p>

			navigate the list. The “scissor” icon is also not operable with the keyboard alone. @@@Redacted Screenshot@@@
2.1.2: No Keyboard Trap	A	Fail?	The Ranking question type is a partial keyboard trap, preventing onward TAB navigation although allowing the user to back-up using shift-TAB. @@@Redacted Screenshot@@@
2.1.3 Keyboard (No Exception)	AAA		
2.2.1: Timing Adjustable	A	N/A	No time-outs were observed.
2.2.2: Pause, Stop, Hide	A	N/A	No moving, blinking, scrolling, or auto-updating information was observed.
2.2.3: No Timing	AAA		
2.2.4: Interruptions	AAA		
2.2.5: Re-authenticating	AAA		
2.3.1: Three Flashes or Below Threshold	A	Pass	No flashing was observed.
2.3.2: Three Flashes	AAA		
2.4.1: Bypass Blocks	A	N/A	There are no repeated blocks of content that need to be skipped. The question pages do have some repeated content at the top, but it is minimal and includes the progress information, which is useful information.
2.4.2: Page Titled	A	Fail?	Some pages have meaningful titles. @@@Redacted Screenshot@@@ But some do not (e.g. “Load unfinished survey” screen and Survey submitted screen”) @@@Redacted Screenshot@@@
2.4.3: Focus Order	A	Pass	Focus order was generally reasonable.
2.4.4: Link Purpose (In Context)	A	Pass	Links are all understandable in context
2.4.5: Multiple Ways	AA	Pass	Pages are all part of processes.
2.4.6: Headings and Labels	AA	Pass?	Heading and labels are used but are not always programmatically associated (e.g. missing <H1>, <H2>, etc.) (see 1.3.1: Info and Relationships).

2.4.7: Focus Visible	AA	Pass?	<p>The browser's focus indicator is used, which is not very visible (e.g. in the list below, the third item has focus), but is minimally acceptable. It would be better if a thicker focus indicator could be added.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Permanent full-time <input type="checkbox"/> Permanent part-time <input type="checkbox"/> Contract full-time <input type="checkbox"/> Contract part-time <input type="checkbox"/> Other: <input type="text"/> <p>On the matrix type questions, the purple focus indicator is only displayed on mouse focus, not on keyboard focus: @@@Redacted Screenshot@@@</p>
2.4.8: Location	AAA		
2.4.9: Link Purpose (Link Only)	AAA		
2.4.10: Section Headings	AAA		
3.1.1: Language of Page	A	Pass	The page language is identified properly.
3.1.2: Language of Parts	AA	N/A	No other languages were observed.
3.1.3: Unusual Words	AAA		
3.1.4: Abbreviations	AAA		
3.1.5: Reading Level	AAA		
3.1.6: Pronunciation	AAA		
3.2.1: On Focus	A	Fail?	<p>The system mostly meets this success criterion, except for the Ranking question type. When the user attempts to use the arrow keys to move down the list of choices, these choices are automatically moved to "your rankings".</p> <p>@@@Redacted Screenshot@@@</p>
3.2.2: On Input	A	Pass	No changes of context were observed on Input events.
3.2.3: Consistent Navigation	AA	Pass	Navigational mechanisms that are repeated occur in the same relative order.

3.2.4: Consistent Identification	AA	Pass	Components that have the same functionality are identified consistently.
3.2.5: Change on Request	AAA		
3.3.1: Error Identification	A	Pass	<p>Errors are identified, e.g.:</p>  <p>Although the field is “Other” not “Other comment”.</p>
3.3.2: Labels or Instructions	A	Pass	Labels and instructions are provided although they are not always programmatically associated (e.g. through use of <LABEL>).
3.3.3: Error Suggestion	AA	N/A	Suggestions for correction are not known since this usually happens with free-form text entry fields.
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Pass?	<p>There is a confirmation dialog if the user selects “Exit and Clear Survey”:</p>  <p>However, there is no confirmation on final submission.</p>
3.3.5: Help	AAA		
3.3.6: Error Prevention (All)	AAA		
4.1.1: Parsing	A	Pass?	A relatively small number of parsing errors were found using the W3C Validation service. These may degrade assistive technology performance and should be corrected.
4.1.2: Name, Role, Value	A	Pass?	<p>The progress bar communicates its name (“You have completed 0% of this survey”), role (“progressbar”), state (“aria-valuenow”) </p> <p>However, the Ranking question type does not properly communicate its name, role and state and,</p>

			considering the other issues with this question type (e.g. not keyboard operable), it should not be used. @@@Redacted Screenshot@@@
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