



# ACCESSIBILITY AUDIT REPORT

20 November, 2018

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## Executive Summary

This report explains the findings of the research about accessibility and its relevance to the platform, EngagementHQ. It notes the evaluation standards and tools for accessibility. Components such as content, web browsers, assistive technologies, users' knowledge, developers, authoring tools and evaluation tools must work together in order to meet the WCAG 2.0 compliance standards.

EngagementHQ is a platform provided by Bang the Table for clients to run their online consultations. As most of the clients are local governments or other government organizations, accessibility of the platform is a mandatory requirement to be inclusive for the entire community.

EngagementHQ clients range across countries such as Australia, New Zealand, United Kingdom, United States of America and Canada. Considering the spread of clients across the globe, the organization has decided to ensure the platform conforms to Web Content Accessibility Guidelines (WCAG 2.0) Level AA standards prescribed by the World Wide Web Consortium (W3C).

While we have ensured we accurately test our product for accessibility by using testing tools such as aXe, NVDA, WAVE, our key focus has been to ensure that people with disability are able to perform their duties with ease.

Additionally, we have also included a comparison between various accessibility testing tools and also the areas of our product which have been tested.

Our platform is tested by an independent accessibility expert with 10+ years of experience in the area of digital accessibility, working with Fortune 500 companies including PayPal and Google to name a few. He is also a part of the W3C panel on accessibility specifications.

Access to public online spaces is not just a privilege, it is a right. We, at Bang The Table, strive for this and continue to steer our efforts in this direction.

## Accessibility Evaluation Standards and Tools

Web Content Accessibility Guidelines (WCAG) are developed through the W3C process in cooperation with individuals and organizations around the world, with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally.

WCAG 2.0 is divided into three conformance levels (A, AA, AAA) because the success criteria are organised based on the impact they have on design or visual presentation of the pages. Each levels are defined based on a set of success criteria. This can be interpreted as follows:

- **Level A** - Success criteria are those which will have a high impact on a broad array of user populations. In other words, they (usually) do not focus on one type of disability alone. They will also have the lowest impact on the presentation logic and business logic of the site.
- **Level AA** - Success criteria will also have a high impact for users. Sometimes only specific user populations will be impacted, but the impact is important. Adherence to these success criteria may impose changes to a system's presentation logic or business logic.
- **Level AAA** - Success criteria are often focused on improvements for specific user populations. They may be difficult or expensive to adhere to, depending on platform limitations.

### WCAG 2.0 Level AA Standard

In order to comply with the WCAG 2.0 Level AA Standard, several different components must work together to make the site accessible to people with disability. Some of which are:

- content - the information on a Web page or Web application, including:
  - natural information such as text, images, and sounds
  - code or markup that defines structure, presentation
- web browsers, media players, and other "user agents"
- assistive technology, in some cases - screen readers, alternative keyboards, switches, scanning software
- users' knowledge, experiences, and in some cases, adaptive strategies using the Web
- developers - designers, coders, authors including developers with disabilities and users who contribute to content
- authoring tools - software that creates Web sites
- evaluation tools - Web accessibility evaluation tools, HTML validators, CSS validators

| WCAG Checkpoint | Standard | Guideline   | Our Interpretation for EngagementHQ  |
|-----------------|----------|---|--|
| 1.1.1           | Level A  | Non-text Content<br><i>Provide text alternatives for non-text content</i> | 1. Informative image must have alternate text<br>2. Alternate text should be appropriate |

|       |          |   |   |
|-------|----------|---|---|
|       |          |   | <ol style="list-style-type: none"> <li>3. Decorative images must have empty alt attribute i.e. alt=""</li> <li>4. If an image requires a lengthy description, then it has to be provided through &lt;longdesc&gt; attribute</li> <li>5. Active images must have alternate text</li> <li>6. If background images are used via code as information, there needs to be an alternative. It's advised to bring informative images to foreground and provide alternate text</li> </ol>  |
| 1.2.1 | Level A  | <p>Audio-only and Video-only (Pre-recorded)</p> <p><i>Provide an alternative to video-only and audio-only content</i></p> | <ol style="list-style-type: none"> <li>1. Prerecorded audio content must have a text transcription</li> <li>2. Video only content must have audio description file should be made available</li> </ol>  |
| 1.2.2 | Level A  | <p>Captions (Pre-recorded)</p> <p><i>Provide captions for videos with audio</i></p>                                       | All videos that have audio content must have synchronized captions  |
| 1.2.3 | Level A  | <p>Audio Description or Media Alternative (Pre-recorded)</p> <p><i>Video with audio has a second alternative</i></p>      | All videos must have audio description to assist users with vision impairment. This includes actions between dialogues, visual animations etc.,   |
| 1.2.4 | Level AA | <p>Captions (Live)</p> <p><i>Live videos have captions</i></p>  | Realtime captions should be provided for a live video event.  |
| 1.2.5 | Level AA | <p>Audio Description (Pre-recorded)</p> <p><i>Users have access to audio description for video content</i></p>            | When audio description is not real time, a file should be made available that has prerecorded.  |
| 1.3.1 | Level A  | <p>Info and Relationships</p> <p><i>Logical structure</i></p>   | <ol style="list-style-type: none"> <li>1. All form elements must have associated labels</li> <li>2. Radio buttons / check boxes must have association with their group label</li> <li>3. Semantic markup should be used correctly. E.g. deprecated attributes must be avoided.</li> <li>4. Data cells for a data table must have association with row/column headers</li> <li>5. Complex tables should be marked up correctly</li> <li>6. Table markup should not be used for layout purpose</li> <li>7. Headings are correctly marked up</li> <li>8. Lists are correctly marked up.</li> </ol> |
| 1.3.2 | Level A  | <p>Meaningful Sequence</p> <p><i>Present content in a meaningful order</i></p>  | Even when styles are disabled, content sequence should be meaningful and linearized.  |
| 1.3.3 | Level A  | <p>Sensory Characteristics</p>  | Do not convey information where user has to rely on see, hear, shape, location etc.,  |

|       |          |   |  |
|-------|----------|---|--|
|       |          | <i>Use more than one sense for instructions</i>   |  |
| 1.4.1 | Level A  | Use of Colour<br><i>Don't use presentation that relies solely on colour</i>               | Do not convey any information using color alone. e.g. Green parts of chart is pass and red part of chart is fail.  |
| 1.4.2 | Level A  | Audio Control<br><i>Don't play audio automatically</i>                                    | <ol style="list-style-type: none"> <li>1. Audio should not be played automatically</li> <li>2. If it's played more than 3 seconds, controls to pause / stop / turn off should be provided.</li> </ol>  |
| 1.4.3 | Level AA | Contrast (Minimum)<br><i>Contrast ratio between text and background is at least 4.5:1</i> | <ol style="list-style-type: none"> <li>1. For regular text, minimum contrast should be 4.5:1</li> <li>2. For large text, minimum contrast should be 3:1</li> </ol>   |
| 1.4.4 | Level AA | Resize Text<br><i>Text can be resized to 200% without loss of content or function</i>     | User should be able able to Zoom in and out using browser zoom controls such as CTRL+ and CTRL- or with the use of assistive technology such as magnifier  |
| 1.4.5 | Level AA | Images of Text<br><i>Don't use images of text</i>   | Text should not be embedded on to image. Exception: logo type or where it requires a specific styling.   |
| 2.1.1 | Level A  | Keyboard<br><i>Accessible by keyboard only</i>  | All elements must be operable using keyboard   |
| 2.1.2 | Level A  | No Keyboard Trap<br><i>Don't trap keyboard users</i>                                      | There should not be keyboard trap when browsing through the page.  |
| 2.2.1 | Level A  | Timing Adjustable<br><i>Time limits have user controls</i>                                | <ol style="list-style-type: none"> <li>1. If possible, there should not be a time-out</li> <li>2. If session gets timed out, user should be informed in advance as well as alerted when nearing</li> <li>3. User should be able to extend time limited</li> <li>4. Time-out alert should be exposed to assistive technology</li> <li>5. Exception: where session time out is a key requirement such as a test</li> </ol> |
| 2.2.2 | Level A  | Pause, Stop, Hide<br><i>Provide user controls for moving content</i>                      | When there are elements like a carousel / animation, provide controls for user to pause, play, stop, hide etc.,  |
| 2.3.1 | Level A  | Three Flashes or Below<br><i>No content flashes more than three times per second</i>      | There should be no content that flashes thrice.  |
| 2.4.1 | Level A  | Bypass Blocks<br><i>Provide a 'Skip to Content' link</i>                                  | There should be a mechanism to bypass repetitive set of content such as main navigation etc., Page should have a link such as "Skip to content" or appropriate heading markup or use of ARIA landmarks.  |
| 2.4.2 | Level A  | Page Titled<br><i>Helpful and clear page title</i>  | <ol style="list-style-type: none"> <li>1. Page must have a title</li> <li>2. Title must be unique</li> <li>3. Title must be appropriate</li> </ol>   |

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|-------|----------|--|---|
| 2.4.3 | Level A  | Focus Order<br><i>Logical order</i>  | <ol style="list-style-type: none"> <li>1. Tab order should be logical</li> <li>2. If an element opens a modal, focus should be set to modal, when it is activated</li> <li>3. When user is navigating within the modal, focus should not move out of the popup until user decides to close or on activating an element that acts to close the modal</li> <li>4. When a modal is closed, focus should return to triggered element</li> </ol> |
| 2.4.4 | Level A  | Link Purpose (In Context)<br><i>Every link's purpose is clear from its context</i> | <ol style="list-style-type: none"> <li>1. Link purpose should be appropriate in context</li> <li>2. Avoid hyperlinking text such as "click here", "read more"</li> </ol>  |
| 2.4.5 | Level AA | Multiple Ways<br><i>Offer several ways to find pages</i>                           | Site must have more than one way to reach a page; e.g. Site search, site map etc., must be provided.  |
| 2.4.6 | Level AA | Headings and Labels<br><i>Use clear headings and labels</i>                        | <ol style="list-style-type: none"> <li>1. Headings must be present as appropriate</li> <li>2. Form labels should have visible labels</li> <li>3. Placeholder text cannot be a replacement of visible label.</li> </ol>  |
| 2.4.7 | Level AA | Focus Visible<br><i>Keyboard focus is visible and clear</i>                        | <ol style="list-style-type: none"> <li>1. When an element receives focus, it must have visible focus indicator</li> <li>2. If there is no custom visible focus indicator, web page should not override browser provided focus indicator</li> <li>3. Do not use outline:none</li> </ol>  |
| 3.1.1 | Level A  | Language of Page<br><i>Page has a language assigned</i>                            | Page must be marked up with its language in header part   |
| 3.1.2 | Level AA | Language of Parts<br><i>Tell users when the language on a page changes</i>         | If there is a new language used within content, language should be defined at the element, such that assistive technologies can toggle between the languages, if supported.   |
| 3.2.1 | Level A  | On Focus<br><i>Elements do not change when they receive focus</i>                  | There should not be any change of an element on focus   |
| 3.2.2 | Level A  | On Input<br><i>Elements do not change when they receive input</i>                  | There should not be an immediate change on providing to an input to element. Note: change may happen after currently focused element but must not happen before; if it happens, it should be notified to user.  |
| 3.2.3 | Level AA | Consistent Navigation<br><i>Use menus consistently</i>                             | All pages must have consistent navigation.  |
| 3.2.4 | Level AA | Consistent Identification  | All elements should have consistent identification across the site. For example, if there is a Search button, it should appear same on all pages of site.   |
| 3.3.1 | Level A  | Error Identification<br><i>Clearly identify input errors</i>                       | <ol style="list-style-type: none"> <li>1. Ensure the error messages are clearly identified using text</li> </ol>  |




|       |          |   |   |
|-------|----------|---|---|
|       |          |   | <ol style="list-style-type: none"> <li>2. Ensure error messages are descriptive</li> <li>3. Ensure error messages are exposed to assistive technologies</li> </ol>  |
| 3.3.2 | Level A  | <p>Labels or Instructions</p> <p><i>Labels or instructions are provided when content requires user input.</i></p> | <ol style="list-style-type: none"> <li>1. Required fields are notified</li> <li>2. If an input field requires a specific format, it's mentioned along with the label</li> <li>3. If there are any special instructions such as character count, ensure that information is provided and exposed to assistive technology too.</li> </ol> |
| 3.3.3 | Level AA | <p>Error Suggestion</p> <p><i>Suggest fixes when users make errors</i></p>  | <ol style="list-style-type: none"> <li>1. Suggestions are provided how to fix an error in a form</li> </ol>   |
| 3.3.4 | Level AA | <p>Error Prevention (Legal, Financial, Data)</p> <p><i>Reduce the risk of input errors for sensitive data</i></p> | <p>This is for legal, financial and data related stuff. There should be a mechanism to undo/edit the data before final submission.</p>  |
| 4.1.1 | Level A  | <p>Parsing</p> <p><i>No major code errors</i></p>   | <ol style="list-style-type: none"> <li>1. Valid attributes are used</li> <li>2. No duplicate IDs are provided</li> <li>3. Ensure that opened tags are closed correctly</li> </ol>   |
| 4.1.2 | Level A  | <p>Name, Role, Value</p> <p><i>Build all elements for accessibility</i></p>                                       | <ol style="list-style-type: none"> <li>1. Ensure that every element has an accessible name, it's role and property defined correctly</li> <li>2. Ensure that all ARIA attributes are used correctly</li> </ol>  |

The above aspects have been tested and the results are detailed in “Accessibility Audit Summary” section below.



## Accessibility Testing Tools

While there are a number of tools available for auditing websites on their accessibility status, following are the tools used by Bang The Table:

|   |  |
|---|--|
|    | <p>Deque System’s aXe (The Accessibility Engine) open source library is a lightweight (~100 KB), fast, portable JavaScript library that executes automated accessibility testing inside your testing framework or browser of choice.</p> <p><a href="http://www.deque.com/products/axe/">http://www.deque.com/products/axe/</a></p>  |
|    | <p>NVDA (NonVisual Desktop Access) is a free “screen reader” which enables blind and vision impaired people to use computers. It reads the text on the screen in a computerised voice. You can control what is read to you by moving the cursor to the relevant area of text with a mouse or the arrows on your keyboard.</p> <p><a href="http://www.nvaccess.org/">http://www.nvaccess.org/</a></p> |
|  | <p>WAVE is developed and made available as a free community service by WebAIM. Originally launched in 2001, WAVE has been used to evaluate the accessibility of millions of web pages.</p> <p><a href="http://wave.webaim.org/">http://wave.webaim.org/</a></p>  |

Much like no website is 100% accessible, please bear in mind that not all accessibility audit tools are a 100% accurate. This is largely because of frequent technological advances in the web development space which may cause some of these tools to be outdated in certain areas.

Hence, our key criteria is to ensure that a person with disability using a screen reader software can access all parts of the website effectively.

## Comparison of various Accessibility Testing Tools

| Issue                                 | AInspector | aXe | Google | HTML CodeSniffer | SiteImprove | Tenon | WAVE    |
|---------------------------------------|------------|-----|--------|------------------|-------------|-------|---------|
| No Headings                           | Yes        | No  | No     | Partial          | Yes         | No    | Yes     |
| No alt text                           | Yes        | Yes | Yes    | Yes              | Yes         | Yes   | Yes     |
| Bad alt text (decorative)             | No         | No  | No     | Partial          | No          | No    | Yes     |
| Insufficient color contrast           | Yes        | Yes | Yes    | Yes              | Yes         | No    | Yes     |
| Inaccessible dropdown menu            | No         | No  | No     | No               | No          | No    | No      |
| Insufficient visible focus            | Partial    | No  | No     | No               | No          | No    | No      |
| Redundant, uninformative link text    | Yes        | No  | Yes    | Yes              | Yes         | Yes   | Yes     |
| Color used to communicate information | Partial    | No  | No     | No               | Yes         | No    | No      |
| Language not specified                | Yes        | Yes | Yes    | Yes              | Yes         | Yes   | Yes     |
| Missing accessible form markup        | Yes        | Yes | Yes    | Yes              | Yes         | Yes   | Yes     |
| Inaccessible CAPTCHA                  | No         | No  | No     | No               | No          | No    | No      |
| Inaccessible form validation          | Partial    | No  | No     | No               | No          | No    | No      |
| Missing ARIA Landmarks                | Yes        | No  | No     | No               | No          | No    | No      |
| Inaccessible modal dialog             | Partial    | No  | No     | No               | No          | No    | No      |
| Inaccessible carousel                 | Partial    | No  | No     | No               | No          | No    | No      |
| Missing accessible table markup       | Partial    | Yes | No     | Partial          | No          | Yes   | Partial |
| Missing abbreviation tags             | No         | No  | No     | No               | No          | No    | No      |

The above comparison was done by Terrill Thompson, who is a technology accessibility specialist with the University of Washington and a web developer.

## Approach and Areas of Testing

In order to ensure maximum compliance with accessibility specifications, we created a few sites on our platform. Once the sites were populated with relevant content, we identified all the pages that were required to be accessible. The scope of the testing is limited to Participant facing pages only.

As part of this audit, the areas of our product tested are represented in the table below:

| Area of Product        | Link   | Comments   |
|------------------------|--|--|
| Home Page              | Whitehaven -<br><a href="http://accessibility2.engagementhq.com">http://accessibility2.engagementhq.com</a><br>Torquay -<br><a href="http://accessibility1.engagementhq.com">http://accessibility1.engagementhq.com</a><br>Bondi -<br><a href="http://bondi.engagementhq.com">http://bondi.engagementhq.com</a><br>Coral Bay -<br><a href="http://accessibility4.engagementhq.com">http://accessibility4.engagementhq.com</a>  | EngagementHQ currently has four different home page options: <ol style="list-style-type: none"> <li>1. Whitehaven</li> <li>2. Torquay</li> <li>3. Bondi</li> <li>4. Coral Bay</li> </ol>     |
| Project Page           | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools</a><br><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation">http://accessibility1.engagementhq.com/japanese-erosion-innovation</a>   | This page contains details about a consultation, such as: <ol style="list-style-type: none"> <li>1. Project Banner, Title &amp; Description</li> <li>2. Tools</li> <li>3. Widgets</li> </ol> |
| Tool - Surveys & Forms | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/survey_tools/what-are-the-key-criteria-for-accessibility-for-your-sites">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/survey_tools/what-are-the-key-criteria-for-accessibility-for-your-sites</a><br><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/survey_tools/japanese-traditions-that-drive-innovation">http://accessibility1.engagementhq.com/japanese-erosion-innovation/survey_tools/japanese-traditions-that-drive-innovation</a> |  |
| Tool - News Feed       | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/news_feed/comparison-of-various-accessibility-tools">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/news_feed/comparison-of-various-accessibility-tools</a><br><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/news_feed/is-japan-ready-for-social-innovation">http://accessibility1.engagementhq.com/japanese-erosion-innovation/news_feed/is-japan-ready-for-social-innovation</a>   |  |
| Tool - Brainstormer    | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/brainstormers/making-accessibility-fun">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/brainstormers/making-accessibility-fun</a><br><br><a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/brainstormers">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/brainstormers</a>   |  |

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|----------------------------|--|---|
| Tool - Maps                | <a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/maps/japan_zones">http://accessibility1.engagementhq.com/japanese-erosion-innovation/maps/japan_zones</a>  |   |
| Tool - Places              | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/maps/accessibility-by-regions">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/maps/accessibility-by-regions</a>  |   |
| Tool - Guestbook           | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/guest_book">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/guest_book</a>  |   |
| Tool - Stories             | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools?tool=story_telling_tool#tool_tab">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools?tool=story_telling_tool#tool_tab</a>  | This was tested on the project page as it does not have a standalone page   |
| Tool - Discussion Forum    | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/forum_topics/managing-expectations-across-various-accessibility-tools">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/forum_topics/managing-expectations-across-various-accessibility-tools</a><br><br><a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/forum_topics">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/forum_topics</a>   |   |
| Tool - Q&A                 | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/qanda">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/qanda</a>  |   |
| Tool – Quick Poll          | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/quick_polls/which-is-your-favorite-accessibility-tool">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/quick_polls/which-is-your-favorite-accessibility-tool</a><br><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/quick_polls/what-do-you-think-is-the-most-innovative-region-of-japan">http://accessibility1.engagementhq.com/japanese-erosion-innovation/quick_polls/what-do-you-think-is-the-most-innovative-region-of-japan</a> | Quick Poll can be used as a tool or a widget. If used as a tool, Quick Poll is only available in the tabs on a project. |
| Resource – Photos          | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/photos">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/photos</a><br><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/photos">http://accessibility1.engagementhq.com/japanese-erosion-innovation/photos</a>   |   |
| Resource – Videos          | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/videos">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/videos</a><br><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/videos">http://accessibility1.engagementhq.com/japanese-erosion-innovation/videos</a>   |   |
| Resource – Key Dates       | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/key_dates">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/key_dates</a><br><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/key_dates">http://accessibility1.engagementhq.com/japanese-erosion-innovation/key_dates</a>   |   |
| Resource – Who’s Listening | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/team_members">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/team_members</a>  |   |

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|-----------------------------|--|--|
|                             | <a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/team_members">http://accessibility1.engagementhq.com/japanese-erosion-innovation/team_members</a>  |  |
| Resource – Document Library | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/documents">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/documents</a><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/documents">http://accessibility1.engagementhq.com/japanese-erosion-innovation/documents</a> |  |
| Resource – FAQs             | <a href="http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/faqs">http://accessibility2.engagementhq.com/ensuring-accessibility-with-tools/faqs</a><br><a href="http://accessibility1.engagementhq.com/japanese-erosion-innovation/faqs">http://accessibility1.engagementhq.com/japanese-erosion-innovation/faqs</a>                     |  |
| Login Page                  | <a href="http://accessibility2.engagementhq.com/login">http://accessibility2.engagementhq.com/login</a>  |  |
| Register Page               | <a href="http://accessibility2.engagementhq.com/users/sign_up">http://accessibility2.engagementhq.com/users/sign_up</a>  |  |
| Site Map                    | <a href="http://accessibility2.engagementhq.com/sitemap">http://accessibility2.engagementhq.com/sitemap</a>  |  |
| Terms of Use                | <a href="http://accessibility2.engagementhq.com/terms">http://accessibility2.engagementhq.com/terms</a>  |  |
| Privacy Policy              | <a href="http://accessibility2.engagementhq.com/privacy">http://accessibility2.engagementhq.com/privacy</a>  |  |
| Accessibility               | <a href="http://accessibility2.engagementhq.com/accessibility">http://accessibility2.engagementhq.com/accessibility</a>  |  |

## Accessibility Audit Summary

The Accessibility Audit can be summarized as shown in the table below:

| WCAG Checkpoint | Standard | Guideline  | Status  |
|-----------------|----------|--|---|
| 1.1.1           | Level A  | Non-text Content<br><i>Provide text alternatives for non-text content</i>                                      | Pass  |
| 1.2.1           | Level A  | Audio-only and Video-only (Pre-recorded)<br><i>Provide an alternative to video-only and audio-only content</i> | Pass  |
| 1.2.2           | Level A  | Captions (Pre-recorded)<br><i>Provide captions for videos with audio</i>                                       | Pass  |
| 1.2.3           | Level A  | Audio Description or Media Alternative (Pre-recorded)<br><i>Video with audio has a second alternative</i>      | Pass  |
| 1.2.4           | Level AA | Captions (Live)<br><i>Live videos have captions</i>  | Pass  |
| 1.2.5           | Level AA | Audio Description (Pre-recorded)<br><i>Users have access to audio description for video content</i>            | Pass  |
| 1.3.1           | Level A  | Info and Relationships<br><i>Logical structure</i>   | Pass  |
| 1.3.2           | Level A  | Meaningful Sequence<br><i>Present content in a meaningful order</i>  | Pass  |
| 1.3.3           | Level A  | Sensory Characteristics<br><i>Use more than one sense for instructions</i>                                     | Pass  |
| 1.4.1           | Level A  | Use of Colour<br><i>Don't use presentation that relies solely on colour</i>                                    | Pass  |
| 1.4.2           | Level A  | Audio Control<br><i>Don't play audio automatically</i>   | Pass  |
| 1.4.3           | Level AA | Contrast (Minimum)<br><i>Contrast ratio between text and background is at least 4.5:1</i>                      | Pass  |
| 1.4.4           | Level AA | Resize Text<br><i>Text can be resized to 200% without loss of content or function</i>                          | Pass  |
| 1.4.5           | Level AA | Images of Text<br><i>Don't use images of text</i>  | Pass  |
| 2.1.1           | Level A  | Keyboard<br><i>Accessible by keyboard only</i>   | Partial Compliance<br><i>(1. Places - Panning the map, dropping pins require a mouse<br/>2. Date picker - Current date picker in use isn't accessible</i> |

|       |          |  | 3. Rich text editor - not keyboard-only compliant)  |
|-------|----------|--|---|
| 2.1.2 | Level A  | No Keyboard Trap<br><i>Don't trap keyboard users</i>   | Pass  |
| 2.2.1 | Level A  | Timing Adjustable<br><i>Time limits have user controls</i>   | Pass  |
| 2.2.2 | Level A  | Pause, Stop, Hide<br><i>Provide user controls for moving content</i>   | Pass  |
| 2.3.1 | Level A  | Three Flashes or Below<br><i>No content flashes more than three times per second</i>   | Pass  |
| 2.4.1 | Level A  | Bypass Blocks<br><i>Provide a 'Skip to Content' link</i>   | Pass  |
| 2.4.2 | Level A  | Page Titled<br><i>Helpful and clear page title</i>   | Pass  |
| 2.4.3 | Level A  | Focus Order<br><i>Logical order</i>  | Pass  |
| 2.4.4 | Level A  | Link Purpose (In Context)<br><i>Every link's purpose is clear from its context</i>   | Pass  |
| 2.4.5 | Level AA | Multiple Ways<br><i>Offer several ways to find pages</i>   | Pass  |
| 2.4.6 | Level AA | Headings and Labels<br><i>Use clear headings and labels</i>  | Pass  |
| 2.4.7 | Level AA | Focus Visible<br><i>Keyboard focus is visible and clear</i>  | Pass  |
| 3.1.1 | Level A  | Language of Page<br><i>Page has a language assigned</i>  | Pass  |
| 3.1.2 | Level AA | Language of Parts<br><i>Tell users when the language on a page changes</i>   | Pass  |
| 3.2.1 | Level A  | On Focus<br><i>Elements do not change when they receive focus</i>  | Pass  |
| 3.2.2 | Level A  | On Input<br><i>Elements do not change when they receive input</i>  | Pass  |
| 3.2.3 | Level AA | Consistent Navigation<br><i>Use menus consistently</i>   | Pass  |
| 3.2.4 | Level AA | Consistent Identification<br><i>Components that have the same functionality within a set of web pages are identified consistently.</i> | Pass  |
| 3.3.1 | Level A  | Error Identification<br><i>Clearly identify input errors</i>   | Partial Compliance<br><i>(On login and registration screens and surveys, error messages</i> |

|       |          |   |  |
|-------|----------|---|--|
|       |          |   | <i>are displayed at the top of the page rather than alongside relevant fields)</i> |
| 3.3.2 | Level A  | Labels or Instructions<br><i>Labels or instructions are provided when content requires user input.</i>    | Pass   |
| 3.3.3 | Level AA | Error Suggestion<br><i>Suggest fixes when users make errors</i>   | Pass   |
| 3.3.4 | Level AA | Error Prevention<br>(Legal, Financial, Data)<br><i>Reduce the risk of input errors for sensitive data</i> | Pass   |
| 4.1.1 | Level A  | Parsing<br><i>No major code errors</i>  | Pass   |
| 4.1.2 | Level A  | Name, Role, Value<br><i>Build all elements for accessibility</i>  | Pass   |

## Accessibility Audit Results

### WCAG Standard: Level A

|                           |    |
|---------------------------|----|
| <b>Pass</b>               | 23 |
| <b>Fail</b>               | 0  |
| <b>Partial Compliance</b> | 2  |

### WCAG Standard: Level AA

|                           |    |
|---------------------------|----|
| <b>Pass</b>               | 13 |
| <b>Fail</b>               | 0  |
| <b>Partial Compliance</b> | 0  |



## Summary of Progress

### Q1 2017

- Added aria-labelledby for "Read more" links
- Removed non-compliant role from tabs in project page
- Exposed accordion state to assistive technologies
- Added aria-label to question mark icon in FAQ widget
- Added alt text to Idea create button on Ideas tool
- Set focus on alert message while voting without login
- Added aria-describedby for password input field
- Added hierarchical heading structure
- Removed alt content as it provides redundant information
- Marked up questions in FAQ widget as a list
- Fixed heading structure of errors on registration page
- Removed title for social share icons
- Added descriptive "read-more" links on homepages
- Added proper markup for the unordered list of whos' listening widget
- Exposed additional information on survey questions to assistive technologies
- Exposed username availability alert message to assistive technologies
- Changed alert message on Q&A tool to H3 from H6
- Added role to the container element of radio button
- Changed z-index for sticky header on survey
- Added unique ID's to Survey question notes
- Added content to empty table header with sr-only class
- Set focus on Survey page number

### Q2 2017

- Exposed state of 'more' dropdown of project tools tab
- Added aria-label and role only for parent comments
- Removed empty aria-label and role for child comments
- Added label for textarea
- Accessibility improvements to Follow project widget
- Accessibility improvements to Guestbook tool
- Added H1 for navbar

### Q3 2017

- Fixed issue of "Skip to" link referring to a non-existing element
- Fixed issue of multiple elements with the same id attribute: checkbox\_container
- Added discernable text to buttons
- Added accessibility properties to SVG image on Follow Project widget
- Added labels to form elements
- Added discernable text to links
- Fixed zooming and scaling issue on Places
- Added aria-role to submit button in Quick Poll tool
- Removed unnecessary aria attributes in <svg>
- Changed <bold> to <strong> to improve performance with assistive-technologies
- Added appropriate role for skip-to menu
- Added check to show H3 only when a header is present
- Made unverified participation UI uniform across Survey tool and Story tool

- Added "role" and "type" to submit button in Survey
- Added fieldset and legend in Survey and Forum Topic tool
- Made UI uniform for forum tool
- Added outline on focus for better visibility
- Added "role" to list element in the carousel
- Added proper context for aria-labelledby

#### Q4 2017

- Removed "role" from Skip-to menu
- Added "role" for alert messages in Survey
- Fixed Sign up/Register buttons tab order on navbar
- Removed links from headings in homepage cards
- Added email validation for reset password
- Added asterisk definition
- Fixed Sign up/Register buttons on nav bar
- Fixed Checkbox and Radio button highlighting issues
- Removed aria-haspopup attribute from Skip-to button
- Fixed issue with screen-readers unable to read help text for password field
- Exposed "state" of Skip-to dropdown to assistive-technologies

#### Q1 2018

- Fixed WAI-ARIA attributes
- Fixed non-distinguishable landmarks
- Added translations to improve accessibility
- Fixed linked images having incorrect alt-text
- Added alt text for informative font icons
- Fixed headings that were not marked up
- Improved expand functionality in forum topics
- Fixed content placed above heading
- Making Form error checking fully accessible
- Preventing tool tabs on projects pages from reordering themselves on click

#### Q2 2018

- Fixed roles for content on project pages
- Added appropriate markup for lists
- Improved error highlighting for forms
- Added "required" format for date fields

#### Q3 2018

- Made date and year pickers keyboard-accessible in sign-up form, surveys and profile page
- Added necessary validations with aria-labels to the sign-up form
- Built an accessible registration banner that can optionally be used by clients that require it. The code for the banner is available with the CX team and can simply be pasted into the Custom widget on homepages and project pages in the place of the regular registration banner.

## Advice to Clients - Known Issues

1. EHQ Places is not fully accessible due to the use of drag and drop functionality to add pins. However, we have made progress since the previous audit in terms of making zooming in and out of the map more accessible on mobile devices. We recommend providing a survey option for people with disability.
2. Third-party plugins such as Facebook and Twitter widgets can have accessibility issues such as missing titles.
3. Notes for Likert questions in surveys are only partially accessible by screen-readers.
4. EngagementHQ uses the primary, secondary and tertiary colors specified on each site's theme. We strongly recommend that the contrast between the colors used meet the minimum accessibility requirements of 4.5:1 to avoid color contrast issues.
5. The behaviour of tabs on project pages is more akin to links. The page is refreshed to load tab content. Ideal behaviour would be to load content without refreshing the page.
6. On login and registration screens and surveys, error messages are displayed at the top of the page rather than alongside relevant fields.
7. The Quick Poll list page does not have an H1 tag and fails the accessibility requirement that all pages have a main heading.

## Accessibility Controls

The EngagementHQ platform management section provides functionality that allows clients to ensure that content is accessible. The table below sets out a few examples of areas within the platform where administrators can add information to make their content accessible:

| Area             | Accessibility   |
|------------------|---|
| Video Player     | While adding a video, the option to add a relevant subtitle file for accessibility.   |
| Rich Text Editor | <ul style="list-style-type: none"> <li>• Images uploaded to the redactor must have an alt text</li> <li>• When a language other than the site's main language is used, the ability to edit the html to add a &lt;lang&gt; html attribute</li> <li>• When copying tables to the editor, each row and column must have a title</li> </ul> |
| Site Banner      | Site banners must have a caption to ensure that it is accessible to screen readers.   |
| Project Banner   | Project banners must have a caption.  |
| Project Images   | Ability to add a caption to the project images uploaded.  |
| Homepage         | Image content added to homepage cards must have alternate text  |

|          |  |
|----------|--|
| Newsfeed | When adding an image to a newsfeed, the image file name is used as a caption |
| Photos   | When uploading photos, ensure that each photo has a caption.                 |

## References

- <https://www.w3.org/WAI/Resources/>
- <http://www.serveominclusion.com/wphome/a11y-resources/>
- [http://squizlabs.github.io/HTML\\_CodeSniffer/Standards/WCAG2/](http://squizlabs.github.io/HTML_CodeSniffer/Standards/WCAG2/)

## Glossary

This section provides definitions of the terms referred to or used in this document.

| Name of the Term     | Definition   |
|----------------------|--|
| Alternative Keyboard | This is a type of a computer keyboard redesigned to prevent muscle strain.   |
| Ideas                | This is used to enable the funneling of ideas related to a pre-set topic by the administrator.   |
| Discussion Forum     | This is an online bulletin board where you can leave a response and expect to see a response in return.  |
| EHQ                  | EngagementHQ   |
| Guestbook            | This is used to obtain feedback from the community.  |
| Level A              | This is one of WCAG's level of conformance, where Level A has the most basic web accessibility features  |
| Level AA             | This is one of the other WCAG's level of conformance, where Level AA deals with the biggest and most common barriers for people with disability. |
| Likert Questions     | This measures attitudes and behaviors using answer choices that range from one extreme to another, enabling you to uncover degrees of opinion.   |
| Newsfeed             | This is a list of newly published content on a website, which can be used to keep your community posted about any developments                   |
| Participants         | This is a person who takes part or gets involved in a particular activity within EHQ   |
| Places               | This allows you to to ask participants for information that can be tagged to a pin   |
| Q&A                  | This is a space where you can monitor issues raised by the community and respond to them directly.   |
| Quick Poll           | This is a way to easily poll your audience and assess general perceptions regarding a particular topic or issue                                  |
| Screen Reader        | This is a software application that enables people with visual impairments to use a  |

|   |  |
|---|--|
|   | computer. It works closely with the operating system of the computer to provide information about icons, menus, dialogue boxes, folders and files  |
| Stories                                     | This can be used to share experiences of the participants  |
| Surveys and Forms                           | These are questions used to ask your community specific questions  |
| Tenon                                       | This is a state of the art accessibility testing tool, aimed at offering unprecedented flexibility in tooling for designers, developers, testers and content authors   |
| User Agent                                  | This is any software that presents and retrieves web content for end users or is implemented using web technologies. User agents can be web players, plug-ins that help in rendering, retrieving and interacting with web content  |
| WCAG (Web Content Accessibility Guidelines) | These are web content accessibility guidelines developed through the W3C (World Wide Web Consortium) process, in association with individuals and organizations around the world, aimed at providing a single, shared standard for web content accessibility which meets the needs of individuals, governments globally. |