**University of Edinburgh**

**Freedom of Information Management Tool**

**Accessibility Evaluation**

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July 2019

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**Introduction**

The following is a summary of the accessibility testing of the new Freedom of Information Management Tool. The system was tested on a PC using the browser Internet Explorer (11.0.9600.19236). This is because Internet Explorer has been shown to the browser most commonly used by disabled users <https://accessibility.blog.gov.uk/2016/11/01/results-of-the-2016-gov-uk-assistive-technology-survey/>

**Accessibility Findings**

The system was tested against the following criteria and the results recorded below.

**1a Describe any spellcheck functionality that is either automatically run by the system or that requires Administrators and/or users interaction.**

The smaller free text entry boxes such as search fields did not have spellcheck enabled by default. The larger text fields such as handling instructions etc did appear to have spellcheck enabled by default.

**1b Describe any data validation that is automatically run by the system to ensure that Administrators and/or Users enter data in the correct formats. Please confirm how the system informs the user of errors.**

If a user fails to complete a field then when they come to assign the page etc a pop up message appears saying there are errors and then once you click away the errors are shown on the page by red font on a white background under the error with a clear error message. It is possible to enter telephone numbers etc in an incorrect format and the system does not alert you to this error. If you try and use the browser buttons pop up messages appear alerting you not to use this method of navigation. Screen readers such as JAWS were able to read the text but to navigate away from the pop up the user had to press space rather than enter. If a user pressed enter the page behind menu drop down started to be read out and this was confusing.

**2a Confirm whether the system scales correctly using different resolutions and whether there are any resolutions that are not recommended.**

When using ctrl + the pages scale without distortion to the font and the pages automatically reformat so that the user does not require to scroll horizontally as well as vertically.

Windows Magnifier also magnifies the content without distortion.

**2b Describe any functionality that would allow Administrators and/or Users to customise their views (i.e. font type, colours, contrast ratios). Confirm how guidance on this functionality is provided.**

It is possible using the browser settings to change font colour, background colour but not font type and most of the content apart from some of the free text entry boxes changes.

The font type is accessible and the main core of text colour schemes meet guidance, however there are two slight areas of concern e.g.

The blue font on a blue background



The blue font on grey background for no suggestions found.

There was some limited use of italics –“no suggestions found”. We could find no use of underlining or continuous capitals

**3a Confirm whether all content is accessible for Administrators and/or Users through a keyboard interface and whether it requires specific timings for keystrokes? I.e. is it possible to navigate around the system and complete it without ever using a mouse.**

It appears possible to navigate to most of the content of the website but not all – for example the information icons and the information they contain. It is not possible to tab to the calendar but it is possible to enter the date manually. Where a user has tabbed too is shown by a blue outline. Tabbing order does follow a logical order but there is no skip to main content option. It would be easier for a user to see where they have tabbed too if this was indicated by a yellow outline.

**3b Is there an indication or warning of links which will open a new tab or window**

There are a number of popup windows that appear throughout the system – for error messages, information icon details etc and there is no warning of this. Most of the messages can be reached and exited by keyboard navigation but not the information icons. Likewise there is some issues with JAWS where it is not clear to users they need to use space bar to close the pop up and not click enter on the ok button.

**4 Confirm whether the system conveys any information in only colour or sound to Administrators and/or Users. Can this be changed by the end user, i.e. to a text alternative?**

No information appears to be conveyed in sound or colour only.

**5 Is there any flashing or scrolling text? If so does the text flash 3 or more times per second and can it be paused?**

There did not appear to be any flashing or scrolling text within the application. There was however movement e.g. when the system was looking for past records a swirling circle appeared on the right hand side of the screen.

**6a Does the application remain operable for Administrators and/or Users when JavaScript is disabled? Is a non-JavaScript version available and if so can this be set by the end user?**

The application retains little functionality when JavaScript is disabled.

**6b Can the application be read aloud by Administrators and/or Users correctly using a dedicated screen reader (e.g. Jaws)?**

JAWS is a software package that converts text to speech making it useful for blind and visually impaired users.

On the whole JAWS was compatible but the system and worked well and was able to read the pop outs including the information icon text and the menu pop outs. Sometimes the reading order of the menu pop outs was a bit strange but the system was still useable. The short cut keys for links and headings worked well. There was no skip to main content link.

**6c Can TextHelp Read and Write highlight and read aloud blocks of highlighted text and using 'hover highlighting' with mouse, for Administrators and/or Users? (**[**http://www.texthelp.com/UK/our-products/readwrite**](http://www.texthelp.com/UK/our-products/readwrite)**)**

TextHelp software can read aloud, magnify, highlight and colour overlay text. It supports spelling and grammar checking, and it will suggest word completion. This is helpful for people with reading difficulties (such as dyslexia), typing difficulties or a physical impairment which makes it easier to listen to text than read it on screen. This software is available on all public access PCs and can also be downloaded for free from the Applications Catalogue to a managed desktop.

The TextHelp spellchecker function worked well. With the reader function, with hover highlight- TextHelp can read the text and does highlight. Also, highlight and read works very well.

**6d Can Zoomtext be used without distortion of the pages content by Administrators and/or Users? (**[**http://www.aisquared.com/zoomtext**](http://www.aisquared.com/zoomtext)**)**

Zoomtext allows users to magnify digital text and change contrast (such as black on white instead of white on black).It is especially helpful for people with a visual impairment and for materials which cannot easily be converted to audio, such as charts and diagrams.

Zoomtext is able to magnify the text although there is slight distortion. Zoomtext is able to change the colour schemes.

**7a Are tooltips clear and enabled by default?**

There are very few items in the system that would require tooltips. Items such as the magnifying glass by the search box does have tooltips enabled by default but the company logo does not.

**7b Are there text alternatives for any non- text content for administrators and/or users?**

There did not appear to be any non-text content.

**7c for any audio/visual items are there captions and audio descriptions available for Administrators and/or Users?**

With regards to the application there did not appear to be any audio/visual elements that we could detect.

**8a Are there any time limits prescribed for the viewing/inputting of content by Administrators and/or Users and is so can these be adjusted?**

There did not appear to be any time limits. However, there may be an inactivity log out time limit which we would not envisage would cause any accessibility problems.

**8b is there a specialist help section provided online by the system to help Administrators and/or Users with accessibility?**

There is a help section but no contact details on how to access help. It would be good to add the University Helpline details and records management. There did not appear to be any guidance on accessibility.

As a result of the “The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018” we may need to add an accessibility statement. It is unclear yet if applications available to just University staff/students are applicable. The statement needs to cover – where the application meets the Web Content Accessibility Guidelines 2.1 AA standard and where it does not and why, who to contact for problems with the accessibility of the site and how to request alternative formats and links to official government recourse. The template for this can be found at

<https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility-statement-for-a-fictional-public-sector-website>

**Conclusion: On the whole the system has reasonable accessibility. There are a few issues listed below which should be addressed. There are some areas such as the information icons a keyboard only user cannot reach and having a skip to main content would be a useful feature for keyboard only users and screen reader users.**

**Summary of issues**

* Ensure spellcheck for all free text entry boxes e.g. search boxes.
* Ensure all content can be navigated to by a keyboard e.g. the information icons
* Show where a user has tabbed to with a yellow outline rather than a blue one
* Have a skip to main content link for keyboard users.
* Add a skip to main content link for screen readers
* Remove the use of italics
* Ensure all colours meet the colour contrast guidance in WCAG 2.1 AA standard
* Ensure phone numbers etc have to be entered in valid formats
* Look at improving some of the minor issues with JAWS
* Ensure a help section with contact details tailored to the University
* Add an accessibility statement
* Look to ensure pop ups are fully accessible to screen readers and keyboard only users.