SALSA
DIGITAL

STRATEGY
DESIGN
ENGINEERING

Salsa Digital

Web Accessibility Audit

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1.0

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Testing Details

Location: https://beta.salsadigital.com.au/

Date: 21 September, 2020-30 September 2020

Reviewer: Danielle Sheffler

Tools Used During This Review:
- ANDI (Accessible Name & Description Inspector)
- Colour Contrast Analyser (CCA)
- Manual testing (keyboard and mouse)
- Sim Daltonism for viewing content as red-green colorblind and yellow-blue colorblind
- Google Chrome 85.0.4183.83
- Apple Voiceover

Pages Reviewed:

- https://beta.salsadigital.com.au/
- https://beta.salsadigital.com.au/search?q=accessibility
- https://beta.salsadigital.com.au/purpose
- https://beta.salsadigital.com.au/expertise
- https://beta.salsadigital.com.au/insights/nsw-s-smart-places-strategy

- https://beta.salsadigital.com.au/case-studies/data-victoria-open-data-open-government
- https://beta.salsadigital.com.au/services
- https://beta.salsadigital.com.au/services-catalogue
- https://beta.salsadigital.com.au/services/ckan-services
- https://beta.salsadigital.com.au/services/fixed-price-govcms/govcms-website-assessments-and-advisory-services
- https://beta.salsadigital.com.au/insights/giveback-register
- https://beta.salsadigital.com.au/about/news-events
- https://beta.salsadigital.com.au/about-us/news-and-events/drupalgov-2020
- https://beta.salsadigital.com.au/team/alfred-deeb
- https://beta.salsadigital.com.au/about/careers-salsa/senior-devops-engineer
- https://beta.salsadigital.com.au/subscribe
- https://beta.salsadigital.com.au/contact

Summary

The guideline used for this audit was WCAG 2.1 Level AA and encompasses standards categorized as WCAG 2.0 Level A, WCAG 2.0 Level AA, WCAG 2.1 Level A, and WCAG 2.1 Level AA. While the site was not tested against the highest standards possible for WCAG, Level AAA, the site was evaluated for standards that include making the site accessible for those using mobile and tablets, those with cognitive, learning, audio, or visual disabilities, and those who may have issues with motor skills and dexterity. WCAG does not recommend that Level AAA conformance be used for entire sites, because it is impossible to satisfy all Level AAA Success Criteria for some content.

WCAG 2.0 Level AA

There were a total of 51 tests conducted within the 38 standards. With 17 pages tested, there were a possibility of 867 violations.

Compliance Percentage - 88.5% Compliant

Total Failures: 100 violations/ 867 possible violations

Results	Pass/Fail
10 standards passed	38 WCAG 2.0 Level AA standards
13 standards failed	38 WCAG 2.0 Level AA standards
14 standards do not apply	38 WCAG 2.0 Level AA standards
1 standard partially tested	38 WCAG 2.0 Level AA standards

WCAG 2.1 Level AA

There were a total of 63 tests conducted within the 50 standards. With 17 pages tested, there were a possibility of 1071 violations.

Compliance Percentage: 88.5% Compliant

Total Failures: 123 violations/1071 possible violations

Results	Pass/Fail
17 standards passed	50 WCAG 2.1 Level AA standards
16 standards failed	50 WCAG 2.1 Level AA standards
16 standards do not apply	50 WCAG 2.1 Level AA standards

1 standard partially tested	50 WCAG 2.1 Level AA standards

Definitions
- **Pass:** The site is fully compliant with all tests associated with this standard.
- **Fail:** One or more components or pages on the site failed to comply with one or more tests associated with this standard.
- **Does Not Apply:** Content or functionality, such as audio, video, and sensory characteristics, do not exist on any pages of the site, so tests cannot be run.
- **Partially Tested:** Automated tools do not completely cover the testing criteria for this standard.

For WCAG 2.0, these numbers were calculated by taking the number of tests associated with each WCAG 2.0 Level A and Level AA standards and multiplying by the number of pages tested (17). For WCAG 2.1, these numbers were calculated by taking the number of tests associated with WCAG 2.0 Level A, WCAG 2.0 Level AA, WCAG 2.1 Level A, and WCAG 2.1 Level AA and multiplying by the number of tests (17).

Please note that the W3C does not have a standard for compliance percentage, as each accessibility analyst has their own method of testing each standard and their own method of calculating a compliance percentage. For example, while this report states that there are 50 tests within WCAG Level 2.0 Level A and WCAG 2.0 Level AA and 13 additional tests for WCAG Level 2.1 Level A and WCAG 2.1 Level AA, another accessibility analyst may state a different number of tests or may evaluate by an entire standard passing or failing. It is recommended to focus on each individual failure for each standard as opposed to focusing on the compliance percentage itself.

The accessibility analyst completing this report has covered all templates and components that Salsa Digital provided as universal components. Once a component is fixed, it should cascade down to each page it is placed on. However, there may be situations where not all elements are fixed in this manner, such as tables that are placed via a WYSIWYG editor. Therefore, this report should be seen as a tool to fixing all failures found on the site but not as an absolute. The Salsa Digital team may need to do further investigation on pages not included in this audit to ensure that failures mentioned in this report are fixed.

Major Issues

1. [The homepage and all internal pages using tabpanels (Purpose, Expertise, Services Catalogue, Individual Services Pages, News and Events, Individual Team Member Pages) have content that is set to aria-hidden=true, which means the majority of the content in each tabpanel is not read to screen reader users and they are not aware this content exists.](#)
2. [Search Results Page: The screen reader reads "Select a Topic Button" but does not indicate that there are elements listed in a dropdown underneath.](#)
3. [Giveback-Register Page and GovCMS website assessments and advisory services: The table is not set up to allow for screen readers to read the content and provide context for users.](#)
4. [Services Catalogue: A keyboard user can activate the Service Categories button and can tab to each taxonomy term but cannot activate the terms. However, if a user clicks on Shift+Tab to get back to the filters, they are able to select some of the additional taxonomy terms.](#)
5. [All Pages: The Skip to Main Content block skips non-repetitive content that users may need for context or that provides valuable information.](#)
6. [Error messages state that "This field is required" but does not give the user context as to what field is being referred to.](#)
7. [When content is updated due to selecting a new page within pagination or when a form has been submitted, the content does not receive focus for screen reader users and they are not informed that there is a new live region available.](#)
8. [When content is set to WCAG 2.1 text spacing standards, most content within cards is cut off and is unavailable for users.](#)

Subjective Failures

The WCAG 2.0 standard of Link Purpose (in Context) states "The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general." Some accessibility analysts may have passed the [Link Purpose (in Context)](#) standard for the Salsa website due to the possibility of understanding that the links would take the users to different pages. However, because many screen reader users pull out a list of navigational elements, such as links, to understand the page content, and users with cognitive disabilities may have difficulty understanding the difference between each link, in order to make the site truly accessible to all, this standard was deemed to violate compliance.

Results

WCAG 2.0

Standard	Evaluation	Comments and Remediation	User Impact
1.1.1 Non-text Content (Level A)	**Fail**	***Issues*** **Internal Insights Pages, Internal Case Studies, DrupalGov 2020 Events Page, Subscribe, and Contact** NSW recently announced its Smart Places Strategy ↗ The Smart Places Strategy ↗ focuses on building sensors and technology into infrastructure to benefit NSW citizens. Some of the potential applications include real-time air quality sensors, smart traffic signals and smart water meters for residents. The external link icon is set as a decorative image; however, it should be set as a meaningful image with alt text.	Users who use a screen reader will not know that the links they activate with this icon will open in a new tab.

<table>
<tr>
<td></td>
<td></td>
<td>

Internal Services Pages and Internal Case Studies Pages

The icons in the "Relates to" section and the "At a Glance" section have aria-hidden properties and are included as decorative icons. Because there is no other method to provide this information (e.g. the icon before CKAN on the CKAN Services page designates "Platform"), these icons should not be considered decorative.

Remediation
The external link icon should have an accessible name that identifies that a link will open in a new tab.

All icons that provide context should be considered meaningful images and should not have aria-hidden="true" set. They should also have accessible names/alt text.

</td>
<td>

Although screen reader users hear the associated context for each icon, users who do not have images loaded on their screens are unaware that the icons have meaning.

</td>
</tr>
<tr>
<td>

1.2.1 Audio-only and

</td>
<td>**Does Not Apply**</td>
<td></td>
<td></td>
</tr>
</table>

Video-only (Prerecorded) (Level A)			
1.2.2 Captions (Prerecorded) (Level A)	**Does Not Apply**		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	**Does Not Apply**		
1.2.4 Captions (Live) (Level AA)	**Does Not Apply**		
1.2.5 Audio Description (Prerecorded) (Level AA)	**Does Not Apply**		
1.3.1 Info and Relationships (Level A)	**Fail**	***Issues*** **Homepage and All Internal Pages Using Carousels/TabPanels (Purpose, Expertise, Individual Services Pages, News and Events, Individual Team Member Pages)**	
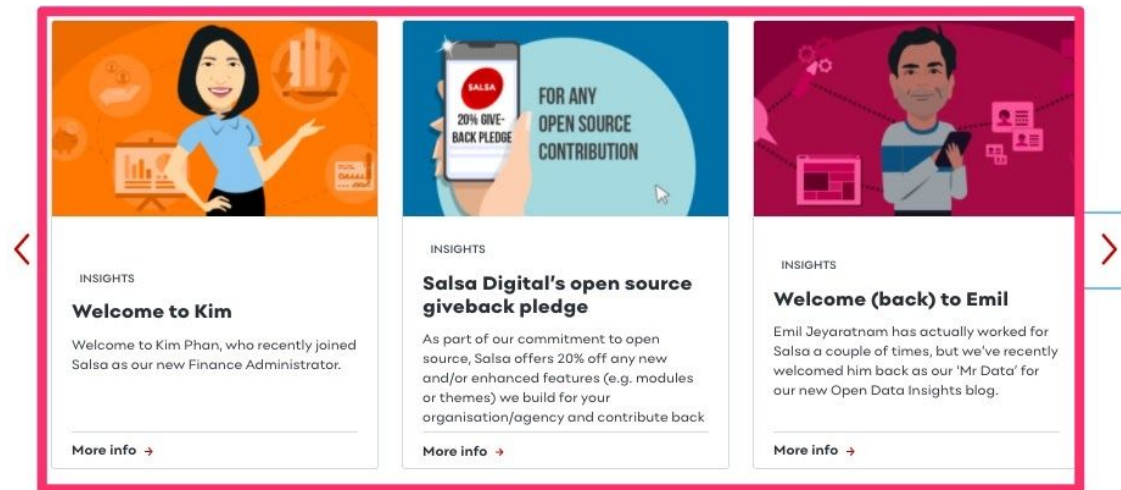
The content in the carousel sections is set to aria-hidden=true and a tabindex=-1, which means the screen reader does not read the content, even if the user activates the previous and next buttons.

The screen reader does not read all of the content in each of the tabpanels. It only reads the content that is "visible" on the page when a user first arrives there. Non-sighted users will be unaware that this content exists on the page. This issue holds true for when a user pulls out links from a page, as well as when they are reading through the content of the entire page.

The accessible names for the arrows in the tabpanel are "Go to Previous Slide" and "Go to Next Slide." There may be multiple arrows on the same page.

A user will not be able to differentiate the context of the arrows if they listen to the list of links due to multiple links having an accessible name of "Go to Previous Slide" and "Go to Next Slide."

Search Results Page
The screen reader reads "Select a Topic Button" but does not indicate that there are elements listed in a dropdown underneath.

A screen reader user will not be aware that there is a list of items associated with the "Select a Topic" button.

Select a topic

| Select a topic | ^ |

☐ Case studies

☐ Drupal

☐ GovCMS

☐ Insights

☐ Salsa Digital

☐ Services

A user is not able to see the Apply Changes button when they tab out of the search results. The expanded dropdown covers the button and there is no mechanism to navigate away from the dropdown.

A sighted user is not able to see how they can activate the functionality to get a new set of results.

Individual Careers Pages, Subscribe, and Contact

Your name (Required)

The required indicators for each field use the CSS pseudo-element ::before:: or ::after::. However, this element should only be used when there is a substitute on the page for the content.

Some screen readers will consider the required fields as decorative content and may not read the on-screen text.

Homepage

| | | Headings should be used in a hierarchical order so that both visual and screen reader users understand the content structure. However, almost all of the headings on the homepage are h2, which signifies that all content is in the same hierarchical order.

Purpose, Expertise, Services, Services Catalogue, Individual Services Pages, News and Events, Individual Team Member Pages

The headings on internal pages also are all h2 and do not follow the hierarchy of the section heading being h2 and the cards within the section being h3 or below.

Services Catalogue
The Filter by heading is set to an h2 but does not visually match other h2s. The Filter by also does not visually appear to be a heading.

There is no indication how many items are listed below each filter option. | Users may not understand the visual hierarchy and importance of content on the page, and screen reader will interpret as all content being of the same importance.

Users will not have an indication as to how many elements exist within each section. |

		Internal Services Pages On internal services pages, the Relates to, Related Links, and ShareThis headings do not visually have the same prominence as other h2s. However, they are coded as such. **Contact Page** On the Contact page, the Related Links and ShareThis headings do not visually have the same prominence as other h2s. However, they are coded as such. **Internal Insights Pages, GovCon 2020 Page, Internal Team Members Page, and Subscribe** The ShareThis heading does not visually have the same prominence as other h2s. However, it is coded as such. **Internal Team Member Page** On the internal team members page, the Team Roles heading does not visually have the same prominence as other h2s. However, it is coded as such.	
		Giveback-Register Page	The screen reader will only read an individual cell, and the user will have no context for the meaning of the context and how it is associated with the rest of the content in the table.

Date	Agency/organisation	Giveback details
November 2018	GovCMS/Department of Finance	Open sourcing GovCMS training documents

Read our blog |
| October 2019 | Data.qld (Department of Department of Housing and Public Works) | Co-sponsorship of contributing new features to CKAN open data portal

Read our blog |

A screen reader does not read the table properly. For example, the first row under Agency/Organisation header should read as "Agency/organisation November 2018 GovCMS/Department of Finance." However, the screen reader only reads the individual cell.

GovCMS website assessments and advisory services
A screen reader does not read the table properly. For example, the first row under Three-day site assessment should read as "Three-day site assessment Outcome Bullet

Establish GovCMS SaaS vs PaaS viability, requirements articulated and solution direction." However, the screen reader only reads the individual cell.

Footer
The Connect with Us heading is set to an h2 but does not visually match other h2s.

Users may not understand the visual hierarchy and importance of content on the page, and screen reader will interpret as all content being of the same importance.

Remediation
Homepage and TabPanels: Review code sample on [Deque website](#) for use of tabpanels, ids, and aria-labelledby.

Homepage and TabPanels: Any buttons that use the same accessible name, such as "Go to Previous Slide" should contain more context for a screen reader. The visual can stay the same for a sighted user, but the screen reader text should read something similar to "Go to Previous Slide of Meaningful Insights." While not all pages have multiple carousels or tabpanels, it will always benefit a screen reader user to have more context.

Search Results page: The "Select a Topic" button should have an indication that it is expanded collapsed and should list out how many elements are included in the checkbox list underneath, if possible.

Search Results page: The user should be able to use the Esc key or similar element to navigate away from the dropdown associated with the "Select a Topic" element. If the user hits the Esc key, they should land on the Refine Search button. When clicking the tab key
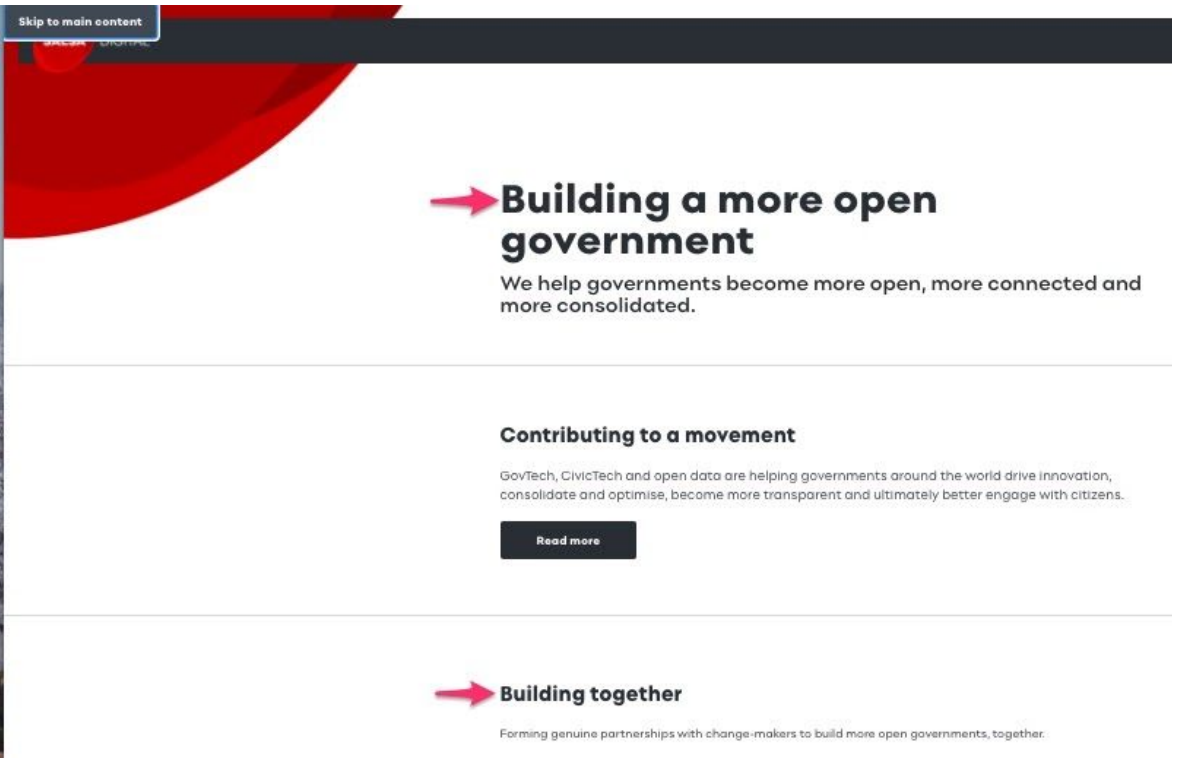
after the last element, the dropdown should close so that users can see the "Apply Changes" button and activate the button if desired.

Individual Careers Pages, Subscribe, and Contact : The required indicator associated with each form field should be coded using HTML.

Content within a section should have a heading level that signifies it is a child of the main heading. For example, all cards on the homepage within the Building Together, Projects with purpose, Meaningful insights, Supporting services, News and events, and Publication series have h2 headings when they should have h3 headings to denote that the content lives within a section that has a heading of h2. This hierarchy should be the same across all pages.

Services Catalogue Page: The style of the Filter By should either closely resemble other h2s or the heading tag should be removed.

Services Catalogue Page: When a user activates a closed button, the screen reader should read how many items are located within each section, similar to the items in the About sub-menu in the main navigation.

Internal Services pages: The styling of the h2 should either be the same for the Relates to, Related Links, and ShareThis headings as other h2 headings or these headings should become h3s.

Contact Page: The styling of the h2 should either be the same for the Related Links and ShareThis headings as other h2 headings or these headings should become h3s.

Internal Insights Pages, GovCon 2020 Page, Internal Team Members Page, and Subscribe: The styling of the h2 should either be the same for the ShareThis heading as other h2 headings or this heading should become an h3.

		Internal Team Member Page: The styling of the h2 should either be the same for the Team Role navigation heading as other h2 headings or this heading should become an h3. Footer: The styling of the h2 should either be the same for the Connect Us heading as other h2 headings or this heading should become an h3. Give-Back Register and GovCMS website assessments and advisory services: Each table header cell should have <th scope='col'> or <th scope='row'>. This code will ensure that the table headers are properly associated with the content contained within the table.	
1.3.2 Meaningful Sequence (Level A)	**Pass**		
1.3.3 Sensory Characteristics (Level A)	**Does Not Apply**		
1.4.1 Use of Color (Level A)	**Does Not Apply**		
1.4.2 Audio Control (Level A)	**Does Not Apply**		
1.4.3 Contrast (Minimum) (Level AA)	**Fail**	***Issues*__** **Search Results Page, Service Catalogue, and News and Events** The divider for the pagination only has a contrast of 1.41:1 instead of the required 4.5:1.	

		Remediation Adjust the color of the dividers to a darker grey or black, so they are visible to all users.	Users with low vision will be unable to see the dividers in between each page number.
1.4.4 Resize text (Level AA)	Fail	*Issues* **DrupalGovCon 2020** When a user increases the text size/window to 200%, the breadcrumbs hide part of the text in the header. *Remediation* The date text in the header should be moved to the right.	A user is not able to see the date behind the breadcrumbs.

1.4.5 Images of Text (Level AA)	**Does Not Apply**		
2.1.1 Keyboard (Level A)	**Fail**	*Issues* **Services Catalogue** A keyboard user can activate the Service Categories button and can tab to each taxonomy term but cannot activate the terms under the remaining categories. However, if a user clicks on Shift+Tab to get back to the filters, they are able to select some of the additional taxonomy terms. *Remediation* Ensure that each taxonomy term under Service Categories, Platforms, Domain Expertise, and Roles can receive focus on the first pass.	When activating the other buttons, users are able to see the taxonomy terms but are not able to navigate into them.
2.1.2 No Keyboard Trap (Level A)	**Pass**		
2.2.1 Timing Adjustable (Level A)	**Does Not Apply**		

2.2.2 Pause, Stop, Hide (Level A)	**Does Not Apply**		
2.3.1 Three Flashes or Below Threshold (Level A)	**Does Not Apply**		
2.4.1 Bypass Blocks (Level A)	**Fail**	***Issues*** **Homepage**	In all failures associated with this standard, users may miss non-repetitive content. Screen reader users may be unaware of the content that was skipped, and keyboard users will need to use additional keystrokes to navigate back to the skipped content.

The skip to main content link should only skip repetitive content, which includes the logo, main navigation, and search. However, upon clicking the skip to main content link, the focus is on "Building Together" instead of "Building a More Open Government."

Internal Pages with heading text (no background image) - Search Results Page, Expertise, Services, Services Catalogue, News and Events, Subscribe, Contact
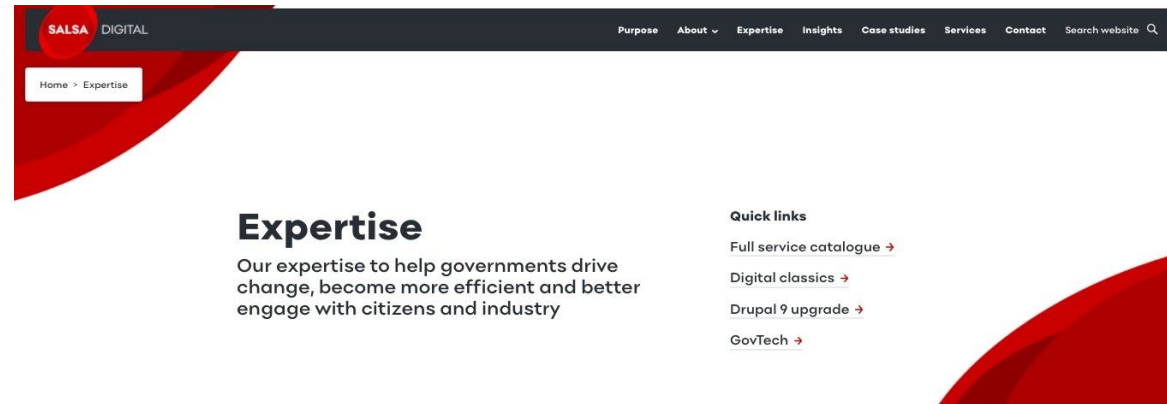
Similar to the homepage, when a user activates the Skip to main content link, the focus should be at the start of the non-repetitive content, which starts at the on-page title. However, the skip to main content link currently skips all header content, including content that is meaningful to the user.

Internal pages with headers (background image) - Purpose, Internal Insights Pages, Internal Case Studies Pages, Internal Services Pages, Internal Events Pages, Internal Team Member Pages, Internal Careers Pages

The on-page title and the header text is considered non-repetitive content. When a user presses "skip to main content," the focus should be on the on-page title instead of the content below the header.

Services Catalogue and Pages with Filters
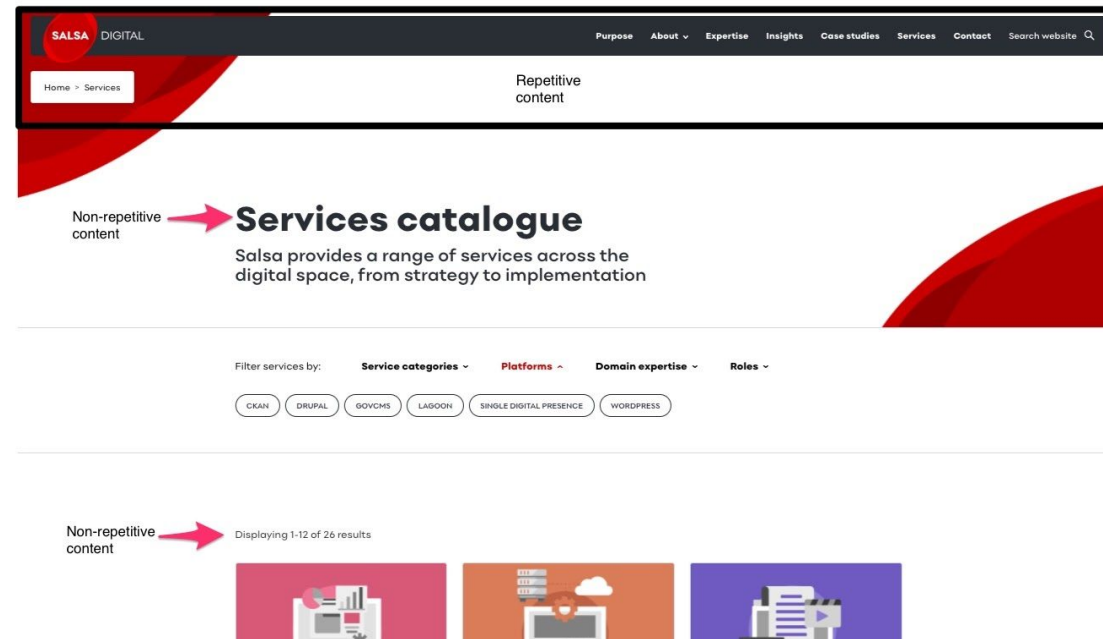
When a user clicks on the skip to main content, they are directed past the filters. However, the content past the breadcrumb and before the filters is considered non-repetitive.

Remediation
Once a user clicks the "Skip to Main Content" link, they should be taken to non-repetitive content. In the case of the homepage, the focus should be on "Building Together."

If the filters are considered as repetitive content, then the user should be directed to the <h1> upon using the first skip to main content link and should then have another skip filters link, or something similar, above the filters that would take the user to the search results.

		Note: Some accessibility experts may state that the filters are non-repetitive content. However, it is recommended to consider this content as repetitive content, so users can easily get to search results.	
2.4.2 Page Titled (Level A)	**Pass**		
2.4.3 Focus Order (Level A)	**Fail**	***Issues*** **Global Navigation** Upon activating the close menu link, the focus is not on About or Expertise but instead goes back to the logo. ─────────────── **Homepage and Purpose, Expertise, Individual Services Pages, News and Events, Individual Team Member Pages** After a screen reader user clicks on the arrow to advance to the next slide, they are taken to the next set of content. They are not taken to the next cards in the same list. For example, if a user activates the "Go to Next Slide" button for the Meaningful Insights section, they are then taken to the Supporting Services section instead of being able to listen to the additional options in the Meaningful Insights section. ***Remediation***	Since the user only had the About sub-menu open, the expectation is that they would then go back to either the same menu item they closed or the next item in the menu. ─────────────── Users expect to be able to navigate to all content within a section before moving to the next section.

		When closing the menu, focus should either go to the About menu item or to the Expertise menu item so that users are able to continue navigating the content from where they started prior to activating an element. Following the remediation steps in 1.3.1 should allow users to be able to listen to the new cards that appear in a section after activating the "Go to Previous Slide" button.	
2.4.4 Link Purpose (In Context) (Level A)	**Fail**	**<u>*Issues*</u>** **Insights - NSW's Smart Places Strategy** Using duplicate links with the same accessible text, such as Insights, does not provide enough context for end users to differentiate between the two. **Case Studies - Victoria's open data portal** Using duplicate links for Insights and Open Data when referring to both topics and navigation links does not provide enough context to end users to differentiate between what will occur when activating the link or button. **Giveback-Register** The Read our blog links do not provide context, since they are the same for every blog. Using duplicate links for Insights when referring to both topics and navigation links does not provide enough context to end users to differentiate between what will occur when activating the link or button. **Internal Team Pages** Both the LinkedIn and Twitter links associated with each team member have the same text as the LinkedIn and Twitter links for Salsa Digital. They also each have the same accessible name. A user may not realize that one set of LinkedIn and Twitter links is for the individual team member and one is for Salsa specifically.	Screen reader users may not be able to differentiate between the links on the page due to the lack of difference in visual appearance and accessible names. When speech to text users are given the options of what link they would like to navigate to, they will not be able to tell the difference between the links they are presented with.

Subscribe
The privacy policy link in the "Your privacy" section is an absolute link instead of a relative link, so automated accessibility checkers think the links use the same text for different destinations.

GovCMS website assessments and advisory services
Using duplicate links for Services link when referring to both topics and navigation links does not provide enough context to end users to differentiate between what will occur when activating the link or button.

Homepage and Internal Pages with Subscribe button
The button only says Subscribe but does not have any additional text for screen reader users to denote what they are subscribing to. The text on the homepage and the internal pages is also different enough that the user may not be clear if they would be subscribing to the same thing, depending on what page they are on.

<u>*Remediation*</u>
When the same text is used for both links and topics, additional information that is available to the screen reader via CSS or aria-labelledby, should designate when the link takes the user to a content page versus a list of content for that particular topic.

On the internal team pages, there should be additional information available to the screen reader via CSS or aria-labelledby to indicate that one set of LinkedIn and Twitter icons is related to the team member (e.g. LinkedIn [for Alfred Deeb]). This solution is similar for the Read our blog links. The onscreen text can say "Read our blog," but the accessible name should say "Read our blog - [name of blog]."

		The privacy policy link should become a relative link, since it is the same link, and is supposed to have the same path, as the privacy policy link in the global footer. The Subscribe buttons should have additional text via CSS or aria-labelledby, so screen reader users have context as to what they are subscribing to. **Additional Comments** Links will need to be reworded if entire cards are no longer used as links. Screen readers will not be able to provide readers with context if multiple links are identified as More Info, View Case Study, and Learn More. These links could be updated using hidden text to provide more context. A visual user would see View Case Study but a non-visual user would hear "View Cast Study [name of case study]."	
[2.4.5 Multiple Ways](#) (Level AA)	**Pass**		
[2.4.6 Headings and Labels](#) (Level AA)	**Pass**		
[2.4.7 Focus Visible](#) (Level AA)	**Fail**	*Issues* **Search Results page and Subscribe Page** When a user navigates to the checkboxes used for "Select a topic" and "What topics interest you?, respectfully, by using the Tab key, the focus goes from a dark grey to black. *Remediation*	Low vision users may not be able to determine if the focus is on a checkbox due to the change in color not being apparent.

		The focus should be more apparent to users. This focus could be changed by creating a thicker black border or choosing a new color for the focus.	
3.1.1 Language of Page (Level A)	**Pass**		
3.1.2 Language of Parts (Level AA)	**Does Not Apply**		
3.2.1 On Focus (Level A)	**Pass**		
3.2.2 On Input (Level A)	**Pass**		
3.2.3 Consistent Navigation (Level AA)	**Pass**		
3.2.4 Consistent Identification (Level AA)	**Pass**		

| 3.3.1 Error Identification (Level A) | Fail | ***Issues***

Internal Team Members Page, Contact Us, and Subscribe

Your name (Required)

This field is required!

[ ]

Your email (Required)

This field is required!

[ ]

Subject (Required)

This field is required!

[ ]

Message (Required)

This field is required!

[ ]

Error messages for each required field display "This field is required." if a required textbox is not filled in.

Remediation
The error message should display as "[Name of field] is required" to allow screen readers to distinguish between each field. | Screen readers are not able to distinguish the various error messages on the screen due to the lack of context provided. |

| 3.3.2 Labels or Instructions (Level A) | Fail | *Issues*

Search
Neither the search bar in the global navigation nor the search bar on the search results page provides an indication that a user has to enter a search result in order for the search to trigger an action.

Internal Team Members Page, Contact Us, Subscribe
The Your email does not have an instruction associated with the field to denote proper format.

Remediation
The Search bar should either be set to a required field or triggering a search when the search bar is empty will show all content on the search results page.

The email format of test@example.com, or a similar example, should be added in between the Your email label and the input text box. | A screen reader user has no indication of an error if they activate the search button and screen-to-text users may think they have spoken the wrong text to activate the link.

Without a proper format, users are more prone to making errors on the site, and it may increase their cognitive load. |
| 3.3.3 Error Suggestion (Level AA) | Fail | *Issues*

Internal Team Members Page, Contact Us, and Subscribe | Users may not know how to properly correct the error without an associated suggestion. |

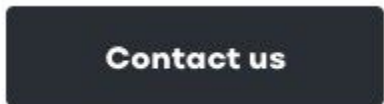|			
		Your email (Required) Invalid e-mail address! test@example The Your email does not have an instruction for what format is required for the email address. The user receives an "Invalid e-mail address!" error message." ***Remediation*** The user should see a message such as "Invalid e-mail address! Please use the format test@example.com."	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	**Does Not Apply**		
4.1.1 Parsing (Level A)	**Partially tested**	**Homepage, Search Results Page, Individual Insights Page, Subscribe, and Contact** While all 17 pages tested had errors associated with them, according to the W3C Nu HTML checker, the 5 pages cited have unique errors. There is no true automated method to test if this standard passes. However, it is advised to use a combination of an HTML or CSS validator and an evaluation by a developer to ensure that elements have complete start and end tags, elements are nested, elements do not contain duplicate attributes, and there are unique IDs.	HTML, CSS, and ARIA errors make it more difficult for web browsers and assistive technology to red code.

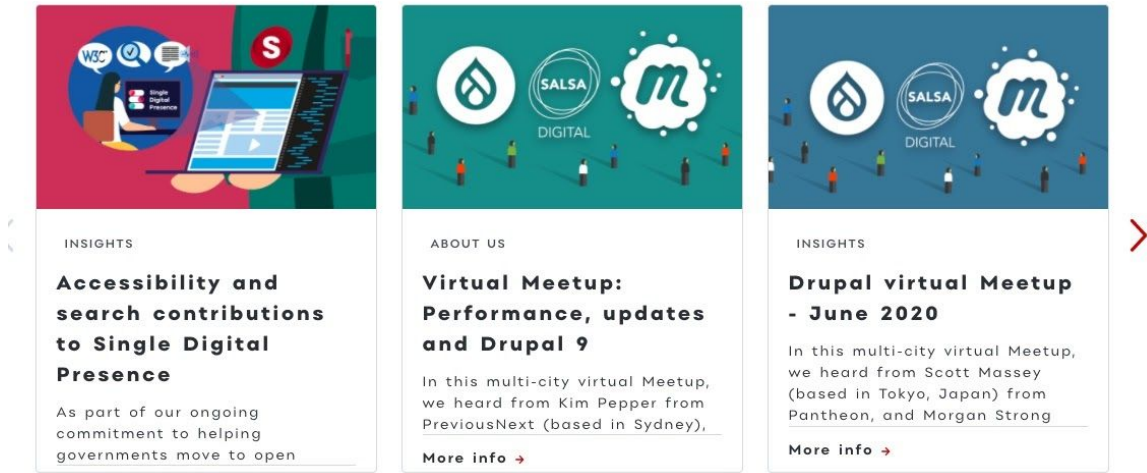| 4.1.2 Name, Role, Value (Level A)	Fail	*Issues*	
		Global Navigation When a screen reader user pulls out a list of the links, the About links in the sub-navigation do not appear in the VoiceOver rotor, which is able to show headings, links, and form controls for the page.	Screen reader users will not be aware of certain pages on the site if they are navigating using the VoiceOver rotor.
		Homepage and All Internal Pages Using Carousels/TabPanels (Purpose, Expertise, Individual Services Pages, News and Events, Individual Team Member Pages) Only the initial cards that are visible in a tabpanel have an accessible name.	The screen reader does not read all of the content in each of the tabpanels. It only reads the content that is "visible" on the page when a user first arrives there. Non-sighted users will be unaware that this content exists on the page. This issue holds true for when a user pulls out links from a page, as well as when they are reading through the content of the entire page.
		News and Events When a user clicks or presses on a new page in the pagination, a sighted user can see the focus move to the updated content. However, a screen reader does not receive focus. It continues to read the items in the pagination.	The user is not aware of the change in context and may not access valuable content due to being unaware it exists on the page.
		Individual Job Posting Page, Subscribe, and Contact	Users are not made aware of the messages associated with the

		When a user clicks the Submit button and there are errors, the user is taken back to the top of the form. However, if they start reading the page, they hear the Clear form button.	form elements. They may be unaware that there are associated errors with each of the fields.
		Contact The Google maps iFrame does not have an associated title.	Screen reader users may not have context as to what is included in the context of the iFrame if they are navigating the page by pulling out links, headings, buttons, iFrame titles, and other structural elements.
		Services Catalogue The content that loads when a user activates a topic (e.g. Discovery & Strategy in the Services Categories filter) is not contained within a live region and focus does not automatically move to the new content. The user is not informed that the new content has loaded on the page. Buttons for filter categories do not have an accessible name that informs users that the button/menu is collapsed and that there is information contained below.	The user is not aware of the change in context and may not access valuable content due to being unaware it exists on the page.
		Remediation The About links should be associated with the About menu item. This may involve reconstructing the menu, so that the menu is set to role="menubar" and each menu item in the first level of the navigation is set to role="menu" and has attributes for aria-haspopup	

| | | and aria-expanded. The sub-navigation for the About menu would have a role of role="menuitem."

All pages with tabpanels and buttons for filter categories on the Services Catalogue page: Aria-hidden="true" should only be used for content that is never to be read by a screen reader. This attribute should be removed and an accessible name should be added to the content that is not immediately visible in the tabpanel on page load.

Individual Job Posting Page, Subscribe, and Contact: Error messages should either have an attribute of aria-live or role="alert." While either solution will provide the necessary information to the user, role="alert" is preferred to prevent the screen reader from becoming too "chatty."

Contact: The iFrame for Google maps needs to have an associated title.

News and Events and Services Catalogue: When on-page content changes upon activating a link or button, the changed content should either receive focus or should be inside an aria-live region to alert the user that content on the page has changed. | |

WCAG 2.1

Standard	Evaluation	Comments and Remediation	User Impact
1.3.4 Orientation (Level AA)	Pass		

1.3.5 Identify Input Purpose (Level AA)	Pass		
1.4.10 Reflow (Level AA)	Pass	**Warning** If the decision is made to only use the link at the bottom of a card (More Info, Read More, View Case Study, etc) for navigation, this standard will fail due to content overlapping the link.	
1.4.11 Non-text Contrast (Level AA)	**Fail**	***Issues*** **Global Navigation** The global navigation has an underline on hover to illustrate that the link is active. However, because the header background has a hex value of #282E34 and the hover has a hex code of #404953, the contrast is only 1,5:1 instead of 3:1. **Homepage** "More about the Movement" button on focus only has a color contrast of 2.8:1 with the blue outline used on focus and #292e33 background. The contrast should be 3:1. **Internal Pages with buttons (Search Results page, Purpose, Internal Insights Pages, Internal Services Pages, News and Events, Internal Team Members Pages, Internal Careers Pages, Subscribe, Contact)** Contact us The buttons on internal pages that have the same style as the "More about the movement" button on the homepage also have a contrast that does not meet the 3:1 contrast ratio.	A user with low vision may be unable to understand when an element has hover or focus due to the low contrast on some of the elements.

		Remediation The underline on the global navigation links should be changed to white to easily distinguish between the background color and the hover color. The background color of buttons should either be modified or a different color for the focus should be used in order to meet the contrast ratio.	
1.4.12 Text Spacing (Level AA)	**Fail**	***Issues*** **Homepage and All Internal Pages Using Carousels/TabPanels (Purpose, Expertise, Services, Services Catalogue, Individual Services Pages, News and Events, Individual Team Member Pages)** Content is cut off when a user increases text spacing so the line height (line spacing)is set to at least 1.5 times the font size, spacing following paragraphs is set to at least 2 times the font	Users are not able to see all of the content on the cards.

		size, letter spacing (tracking) is set to at least 0.12 times the font size, and word spacing is set to at least 0.16 times the font size. ***Remediation*** Use less content in each of the cards or allow the card to dynamically expand when a user increases the text spacing. Developers should install a [text-spacing favlet](#) to test the amount of text that can appropriately fit into each card if they do not dynamically increase a card when text spacing is increased. **Note: If the decision is made to only use the link at the bottom of a card (More Info, Read More, View Case Study, etc), the text spacing standard will continue to fail due to content showing and the bottom link disappearing.**	
1.4.13 Content on Hover or Focus (Level AA)	**Pass**		
2.1.4 Character Key Shortcuts (Level A)	**Does Not Apply**		
2.5.1 Pointer Gestures (Level A)	**Pass**		

2.5.2 Pointer Cancellation (Level A)	**Pass**		
2.5.3 Label in Name (Level A)	**Pass**		
2.5.4 Motion Actuation (Level A)	**Does Not Apply**		
4.1.3 Status Messages (Level AA)	**Fail**	***Issues*** **Individual Job Posting Page, Subscribe, and Contact Us** When a user submits the form, a "Thank you! Your response has been submitted." message appears. This message is not read by the screen reader and does not receive focus. --- **Search Results Page** When a user refines their search results or searches for another term, the system does not announce the number of search results that are now shown. They should hear a status message of "Displaying 10 of 65 results." **Services Catalogue**	The thank you message is not read to a screen reader user and does not receive focus, so they may not be aware that their message was successfully submitted. --- An end user is not aware of how many search results appear due to the status not being announced.

		When a user clears their filters and the search results reset to show the original search results that appear when a user navigates to the page, the system does not announce the change.	
		Remediation Whenever a change is made on the page, such as an error message or number of search results appearing, this element should receive focus and the screen reader should announce the message, such as "Displaying 1-12 of 26 results." The messages for the number of search results should use role="status" and required fields should use role="alert."	

Additional Suggestions

Each of the cards that acts as a link (e.g. "The Innovator Co-creating with innovators to consolidate, create efficiencies, and drive meaningful change to ultimately digitally transform. Services for the Innovator" on the homepage) requires a screen reader user to listen to long links for each card and also requires speech-to-text users to pronounce more words than normal to activate a link, which requires more cognitive load. It would be easiest for the user if only the buttons or links (Read More, View Case Study, etc) activated the link rather than the entire card. In this case, the links would need to have hidden text associated with them to meet several of the WCAG standards.

The landmarks are not recognized by the VoiceOver rotor that allows users to pull out landmarks, headings, links. The landmarks should be set to role="[landmark]." For a list of landmarks, visit the Washingon.edu ARIA Landmarks Roles page.

On the Contact page, the alt text is "Picture of Salsa office - the church." Remove the words "picture of", since the screen reader already reads the word graphic. Adding "picture of" adds to the verbosity.

A screen reader user does not have context that the links that are read as part of the About Menu are part of a sub-navigation. After the screen reader reads through the About menu, it starts reading Expertise and the rest of the menu. Because the user does not have a visual representation of the page, they are not aware that the links being read are separate from the About Menu. Use role = menu so it is clear that the links being read are part of the main menu.

Recommended Next Steps

Although the accessibility audit is now complete, there are recommended next steps to not only meet the standards but to provide additional insight into accessibility for Salsarians, potential Salsarians, Salsa customers and potential customers, and the Drupal community.

The recommended next steps are as follows:

1. Upon reviewing the report, include the WCAG 2.0 Level AA issues into the bug tracking system and begin attaching the level of effort to each. Although the report summary includes the most critical failures, all items must be fixed in order to meet WCAG Level AA.
2. Upon reviewing the report, include the WCAG 2.1 Level AA issues into the bug tracking system and begin attaching the level of effort to each. WCAG 2.1 AA is not required by government standards, but it is recommended to increase accessibility for all users, including those without disabilities. Additionally, while the developers are fixing issues for WCAG 2.0 Level AA, it will ultimately save time and resources to fix the WCAG 2.1 failures at the same time.
3. After the team has completed the WCAG 2.0 and/or 2.1 fixes, another accessibility audit should be conducted. This audit will be more condensed than the first. It will check the errors identified during the first round of testing and will check to make sure no new errors were introduced.
4. In order to present Salsa's accessibility expertise, lessons learned, and commitment to accessibility, the Salsa team should write blogs detailing the process used during testing, key and surprising findings, and next steps in continuing to support the accessibility community.
5. Although the site was reviewed against accessibility standards, the audit did encounter some functionality that does not meet usability best practices. A heuristic review would uncover any remaining usability issues that would prevent a user from having a seamless experience while navigating the site.