Digital Accessibility Statement for Glean

This accessibility statement applies to Glean

Glean Is provided by Sonocent on behalf of the University of Huddersfield. We want as many people as possible to be able to use this mobile application. For example, you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the mobile application text as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

Measures to support accessibility

At Glean we take the following measures to ensure accessibility of our products and services:

- Include accessibility throughout our internal policies
- Provide accessibility training for our engineering staff
- Assign clear accessibility goals and responsibilities
- Employ formal accessibility quality assurance methods

How accessible this mobile application is

Glean has identified the platform as partially conformant with WCAG 2.1 AA accessibility standard where applicable.

Feedback and contact information

If you need information on this mobile application in a different format, including accessible PDF, large print, easy read, audio recording, or braille, please contact:

The Library Disability Support Advisor
Call: +44 1484 473925
Email: library.disability.support@hud.ac.uk.
We will consider your request and get back to you within 2 working days during normal office hours, Monday-Friday.

Compatibility with browsers and assistive technology

Glean products and services are designed to be compatible with assistive technologies.

- Our websites and mobile apps are optimised to work with end users' assistive technologies.
- Our mobile application, Glean Notes, is optimised for Chrome and Edge and works with end users' assistive technologies.

Glean Notes is **not** compatible with:

- Versions of Edge before and including version 79 will not work. Version 80 and later may work, but we cannot guarantee this.
- For more information see Glean Specification.

Limitations and alternatives

Despite our best efforts to ensure accessibility of our product and services, we recognize that there is always room for improvement. Below is a description of known limitations, and potential solutions. Please contact us if you identify an issue that is not listed below.

Known limitations for Glean Notes:

1. Events. Page titles can be incomplete. If users leave the event title blank and do not specify one, then there could be multiple page titles of 'untitled event'. While this has not been reported by users as an issue, we are exploring alternatives to address this to give each event a unique name.

2. Identical labels for buttons: On the events page all events have a 'move event' button and we have not specified which event will be moved when it is announced. We are also exploring alternatives to address this. The event being moved can be inferred as it is the next tab after the event title.

3. Third party applications within Glean Notes are not fully optimized for accessibility and we are working with those providers to improve their products.

Reporting accessibility problems with this mobile application

If you find any issues not identified within Glean or think the site is not meeting accessibility requirements, email it.support@hud.ac.uk. Please be as specific and detailed as you can.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Contacting us by phone or visiting us in person

Most of our lecture theatres have audio induction loops, alternatively, we may be able to arrange a British Sign Language (BSL) interpreter if you contact Disability Services prior to your arrival.

Contact Disability Services
Call: +44 1484 471001
Email: disability@hud.ac.uk
In person: iPoint, Level 4, Student Central, University of Huddersfield, Queensgate, Huddersfield, HD1 3DH.

Technical information about this mobile application accessibility

The University of Huddersfield is committed to making its mobile application accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance Status

This mobile application is partially complaint with the Web Content Accessibility Guidelines version 2.1 AA standard.

Preparation of this accessibility statement

This statement was prepared 28 June 2021 It was last reviewed on 28 June 2021. The accessibility statement has been prepared by Glean.