

# Unibuddy Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Unibuddy Platform, Ambassador Dashboard, University Dashboard, Unibuddy Live.

**Report Date:** January 2021

**Product Description:** Find description below:

*Unibuddy Platform:* A web application connecting prospects to current university students over an online chat/direct messaging system.

*Ambassador Dashboard:* A web application for the university's Ambassador to connect to the prospective student and help them with their queries.

*University Dashboard:* Dashboard for university to manage unibuddy platforms and get insights/analytics about it.

*Unibuddy Live:* A web application to conduct live events for the prospects by the universities.

**Contact Information:** support@unibuddy.com

**Evaluation Methods Used:** Independent WCAG Audit by ShawTrust

### Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A, Level AA

### Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

### WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports with Exceptions	A small number of images have been found with a text alternative (ALT attribute) which is ambiguous. Input fields without a text-alternative have been found during the latest audit. Some form elements have been found to have unclear labels. Missing notification of mandatory form fields.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	There are no pre-recorded audio or video.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	There are no pre-recorded audio or video.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	There are no pre-recorded audio or video.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports with Exceptions	Some pages across the applications have illogical heading structure.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	Simple and responsive layouts are used to ensure a correct reading sequence can be programmatically determined for all content.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports with Exceptions	aria-label is missing in some links and buttons which are the primary “operating content”.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports with Exceptions	Links in blogs page of unbuddy platform is not distinguishable from surrounding text using a non-colour identifier
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	There are no audio on our applications
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	The user can use the tab keyboard key to focus on different elements of the unbuddy platform, and if there is a

		dismissable element, that can be dismissed with the ESC key.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports with Exceptions	A skip to content and scroll to top/bottom of page buttons are provided across the prospect facing Unibuddy Platform, but is not at the top of the page. There is no "skip to content" link present on the University Dashboard pages, Ambassador Dashboard or Live events pages.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	All pages on the Unibuddy Platform have a <title> attribute with the relevant title.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports with Exceptions	The order of focus during navigation of some components in the Unibuddy Platform is not performed in an order that preserves functionality and meaning.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports with Exceptions	Link text is descriptive and the link's purpose is clearly communicated to the user across the majority of the platform. Two exceptions have been found in the University dashboard during the latest audit. Additionally, the Powered by Unibuddy logo and some ambassador pictures sometimes result in empty links
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	the accessible name contains the text that is presented visually
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	

<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The language of every page can be determined through the lang="en" attribute in the HTML tag.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	No components change on focus.
<a href="#">3.2.2 On Input</a> (Level A)	Supports with Exceptions	The autocomplete form fields do not announce the new results found as the screen reader user types. When the popcard is clicked, screen readers do not announce that the screen is opened in the new tab.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports with Exceptions	By adding role="alert" attributes to input components in forms, validation alerts are detected by screen readers. Some form elements have been found to not have alerts for screen readers.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports with Exceptions	Labels or instructions are provided when content requires user input. One input field without a text-alternative has been found during the latest audit. Some form elements have been found to have unclear labels
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	HTML and markdown is the markup language used to implement content on the Unibuddy Platform. Consistency of start and end tags is ensured through linting, code reviews and tests.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports with Exceptions	All but one user interface components used in the Unibuddy platform are either standard HTML controls used according to specification or have appropriate aria attributes. One input field without a text-alternative has been found during the latest audit. Some form elements have been found to have unclear labels

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
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<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Not Applicable	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports with Exceptions	Some input fields lack the “type” attribute to define its purpose.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports with Exceptions	Some colours used on the platform for theming are configurable by our clients. We enforce accessibility restrictions when setting this colour.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	There is no loss of functionality if text is resized to 200%.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	No images of text other than the Unibuddy logo and university logos. Alt text is provided for them.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	There is no loss of functionality if text is resized to 200% and without scrolling.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports with Exceptions	Very few places in the applications fails the expected contrast.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	Line length and spacing is maintained across the applications.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Not Applicable	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	All pages are accessible from the main menu at the top of the widget, which is always visible. The only links not immediately accessible from the main menu are links accessible after logging in which include links for editing settings, and deleting the account.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports with Exceptions	All text areas, form elements and buttons have clear descriptive headings and labels. Some pages across the platform have illogical heading structure.

<a href="#"><u>2.4.7 Focus Visible</u></a> (Level AA)	Supports	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible
<a href="#"><u>3.1.2 Language of Parts</u></a> (Level AA)	Supports	The language of every page can be determined through the lang="en" attribute in the HTML tag.
<a href="#"><u>3.2.3 Consistent Navigation</u></a> (Level AA)	Supports with Exceptions	All the navigation menus always appear in the same consistent order.
<a href="#"><u>3.2.4 Consistent Identification</u></a> (Level AA)	Supports with Exceptions	Components that have the same functionality throughout the Unibuddy platform are identified consistently. Some components have been found to not work well with screen readers because they use non-standard markup to change the functionality of an item.
<a href="#"><u>3.3.3 Error Suggestion</u></a> (Level AA)	Supports with Exceptions	If an error is identified the error is described to the user in text. Some form elements have been found to not have error descriptions for screen readers.
<a href="#"><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></a> (Level AA)	Supports with Exceptions	Submissions of user owned data are editable and reversible. No financial transactions or legal commitments are created on the Unibuddy platform for the user.
<a href="#"><u>4.1.3 Status Messages</u></a> (Level AA 2.1 only)	Supports with Exceptions	While submitting the form, required field error is not handled properly to be detect by th screen readers

## **Evaluation Methods**

### **Methodology**

To conduct a thorough accessibility audit, the use of both automated evaluation tools and manual user testing with assistive technologies is essential. Although automated tools are able to assess individual pages or entire websites much more quickly than a human counterpart, they can only test against a limited section of WCAG and are unable to analyse semantics where human judgement via user testing is imperative. It is also crucial that users who have a disability carry out manual testing. This is because firstly, it is almost impossible

to replicate conditions of disabled users and their use of assistive technologies to a realistic degree of accuracy, and secondly, because testing with disabled users provide a more accurate measurement of accessibility.

Shaw Trust Accessibility Services use a combination of automated evaluation tools and in-house pan-disability user testing with assistive technologies to conduct a comprehensive accessibility audit. Accessibility audits are conducted against WCAG 2.0 Success Criterion. Testing is performed to level AA conformance unless a different level of conformance is requested.

## **Scope**

In order to perform a comprehensive accessibility audit, the entire website must be tested. Although this can be achieved using automated evaluation tools, in many cases it is unfeasible to test an entire website manually. In this situation, the scope of manual testing is specified at the start of the audit.

The scope of manual testing involves establishing a representative sample of pages by employing various methods including using a list of pages common to many websites, inspecting the site for variations in layout and functionality and selecting pages at random. The sample may also include pages requested by the client.

In addition, the scope of manual testing may also include user journeys for sites that involve complex or multi-stage tasks, such as finding specific information, buying a product or completing a registration form. User journeys may be added to the scope of testing if deemed appropriate or at the request of the client.

## **Technical Testing**

Technical testing involves testing the entire website for underlying technical errors or issues that could cause accessibility barriers. A Technical Consultant who possesses knowledge and experience of accessibility and web technologies conducts technical testing using one or more automated tools. These tools are used to scan pages for technical accessibility issues such as HTML/CSS parsing errors. The Technical Consultant then analyses and interprets the results.

## **Manual User Testing**

The website is manually tested by the certification provider by experienced pan-disabled testers, many of which use assistive technologies. The team is made up of individuals with

different disabilities to cover the widest range of accessibility barriers as possible. Each testing team consists of the following:

- **Keyboard Only User** The user has a motor impairment that limits he or she to using only a keyboard to operate a computer or device. To make operation easier, the user may utilise an adaptive keyboard.
- **Voice Activation User** The user has a motor impairment that limits he or she to using only voice commands to operate a computer or device via assistive technology such as microphone and dictation software.
- **Screen Reader User** The user has a visual impairment that limits he or she to using assistive technology such as a screen reader to operate a computer or device via keyboard control and feedback via synthesised audible descriptions of visual elements.
- **Low Vision User** The user has a visual impairment that limits his or her access to content presented at 100% magnification. The user utilises system/browser controls or assistive technology to increase screen magnification.
- **Colour Blind User** The user has a visual impairment that limits his or her access to content within a certain colour spectrum. The user utilises system/browser controls or assistive technology to change the content's colour spectrum.
- **Deaf or Hard of Hearing User** The user has a hearing impairment that limits his or her access to audio content.
- **Learning Difficulties User** The user has a learning disability that limits his or her access to content that is presented in a way that requires a high level of literacy.

Note: Testers may have a combination of disabilities.

Manual auditing consists of each member of the team performing tests and/or completing user journeys based on criteria relevant to their individual disability and accessibility guidelines. The testers use multiple browsers, browser tools and assistive technologies in an aim to locate issues. They then report their findings and provide constructive feedback to help pinpoint and provide solutions to accessibility barriers.

## Testing Environment

- Windows 7, 8 and 10
- Internet Explorer 11
- Firefox
- Chrome JAWS 16
- NVDA 2011
- ZoomText 10
- Dragon Naturally Speaking 13