


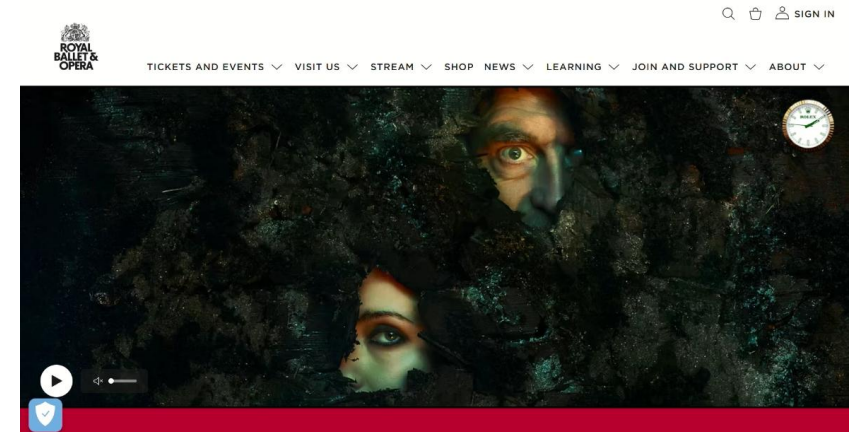
Methodology of Accessibility Evaluation

- **Evaluation Timeline:** 17 November – 3 December 2024
- **Main User Profiles Considered:**
 - Visually – impaired users
 - Hearing – impaired users
 - Keyboard – only users
 - Users with Cognitive disabilities
 - People Vulnerable to Visual Triggers
- **Evaluation Automated tools:** WAVE, Lighthouse etc.
- **Manual tests:**
 - Keyboard navigation
 - Screen readers (NVDA, Silktide)
 - Contrast & Dyslexia Simulation (Silktide)
 - Video Flash Testing (PEAT)
- **Code Inspection:** HTML structure to analyze issues
- **Evaluation guidelines:** WCAG 2.2 standards (Levels A and AA) 
- **Issue documentation and analysis:** Assessed severity, user impact and proposed fixes

Issue 1: Zoom Functionality not responsive

The website is **not responsive** to zoom, thus distorting the website design when enlarging interface elements.

- Affected Users:
 - Visually impaired users
 - People with dyslexia
 - Users with smaller screens
- Severity: **High** - Disabling zoom directly impacts accessibility for users depending on it. It prevents them from accessing specific content that they cannot clearly see and requires enlargement.
- WCAG Guideline Violated: **WCAG 2.2 (Level AA) 1.4.4** - Resize Text
- Suggested Fix: **Remove the zoom restrictions** in the code and make the website **responsive** to zooming.



Capture of RBO's homepage – Zooming



Issue 2: Non-distinctive focus indicators

When navigating the website some **focus-indicators** are **very subtle**. Due to this lack of changes, it is hard for the user to understand if and which element is selected.

- Affected Users:
 - Keyboard-only users
 - Low-vision users
 - Users with cognitive disabilities
- Severity: **High** - Without clear focus indicators, users relying solely on keyboards or assistive technologies may find the website unusable.
- WCAG Guideline Violated: **WCAG 2.2 (Level A) 2.4.7 - Focus Visible**
- Suggested Fix: **Distinctive, visible** and **high-contrast** focus indicators for interactive elements



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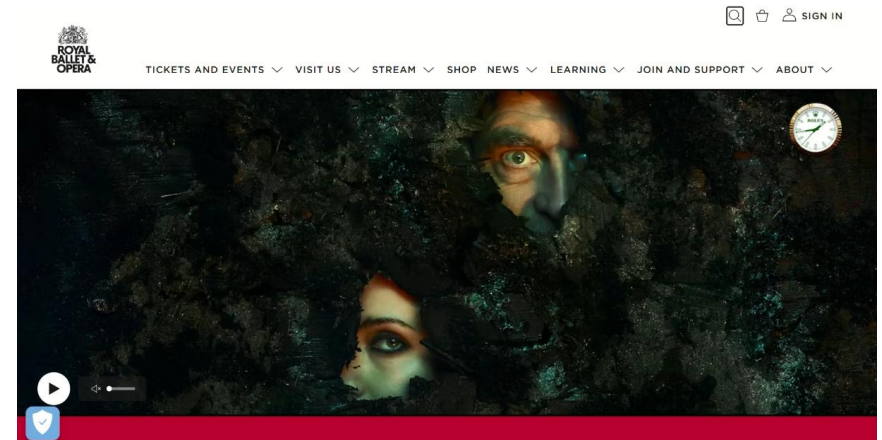
Capture of RBO's homepage – Focus Indicators



Issue 3: No skip to content link

The website does not provide a "**Skip to Main Content**" link. Users forced to go through **repetitive navigation menus** before accessing the main content.

- Affected Users:
 - Keyboard only users
 - Users with cognitive disabilities
 - Screen reader users
- Severity: High - Limits the efficient access to content for the mentioned user groups, making the experience time-consuming and frustrating.
- WCAG Guideline Violated: WCAG 2.2 (Level A) 2.4.1 - Bypass Blocks
- Suggested Fix: Add a **hidden 'Skip to main content' button** so the user can bypass the navigation bars.

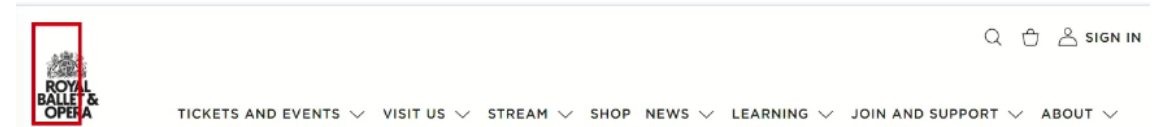


Capture of RBO's homepage – No skip to main content



Issue 4: Search Icon Not Recognized

The **search icon** is not recognized by screen readers because it does not have a label or text description. While it is visually present, screen readers cannot properly identify it.



Capture of RBO's homepage – Icon skipped

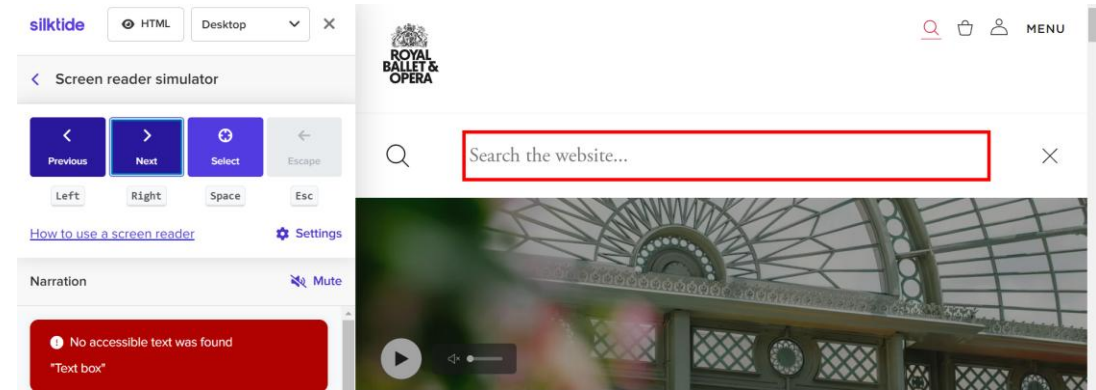
- Affected Users:
 - Screen reader users
 - Users with cognitive disabilities
- Severity: **High** – Those specific icons are critical for the functionality of the website. Since they are being skipped from the screen readers and are inaccessible to users with assistive technologies.
- WCAG Guideline Violated: **WCAG 2.2 (Level A) 4.1.2** - Name, Role, Value
- Suggested Fix: Add **clickable elements to buttons** with a title attribute or add **alternative text** for image icons



Issue 5: Missing Field Label

The **search bar is missing** an explicit field **label**. The screen reader announces 'text box' which makes the purpose of the form unclear.

- Affected Users:
 - Screen reader users
 - Users with cognitive disabilities
- Severity: **High** - Screen readers rely on descriptive field labels to understand the purpose of forms. Without labels they cannot understand the form's functionality and thus cannot use it.
- WCAG Guideline Violated: **WCAG 2.2 (Level A) 3.3.2** - Labels or Instructions
- Suggested Fix: Add an **explicit label** to the search bar and all similar forms.



Screenshot of RBO's global navigation – Screen reader simulator



Issue 6: No Captions for Pre-recorded Audio/Video

Video content on the website **does not include captions or text alternatives** – it is marked as ‘media’. Captions are essential for making the website accessible to hearing impaired users.

- Affected Users:
 - Hearing impaired users
 - Non-native speakers
 - Users in Noisy or Quiet Environments
- Severity: **High** – Lack of subtitles completely excludes people with hearing impairments from this specific content.
- WCAG Guideline Violated: **WCAG 2.2 (Level A) 1.2.2** - Captions (Pre-recorded)
- Suggested Fix: Add **closed captions** to all auditory content, provide a **respective transcript** summarizing the content and include **descriptions** so that people with screen readers can understand the context before playing the video.



Capture of RBO's visitor page – No subtitles

Issue 7: Same-Text Links Leading to Different Destinations

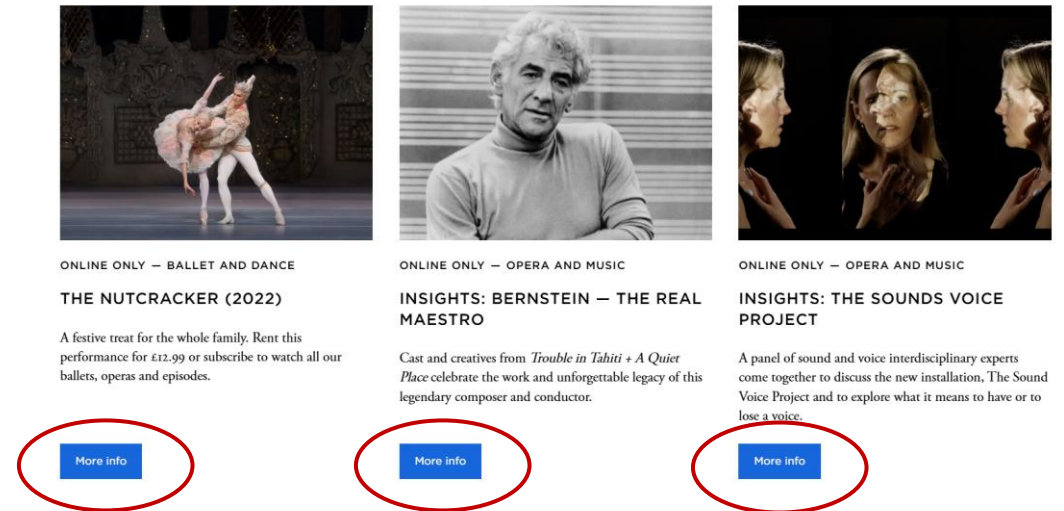
The website uses the same text for links that lead to different destinations. For screen reader users this can be confusing because they will see links on a page listed without context.

- Affected Users:
 - Screen Reader Users
 - Users with Cognitive Disabilities

- Severity: **High** – Identical link text creates confusion and makes it very difficult for the users, the visually impaired and generally, to determine its destination.

- WCAG Guideline Violated: **WCAG 2.2 (Level A) 2.4.4** - Link Purpose (In Context)

- Suggested Fix: Use **unique and descriptive link text** for each link (e.g. More info about ____)



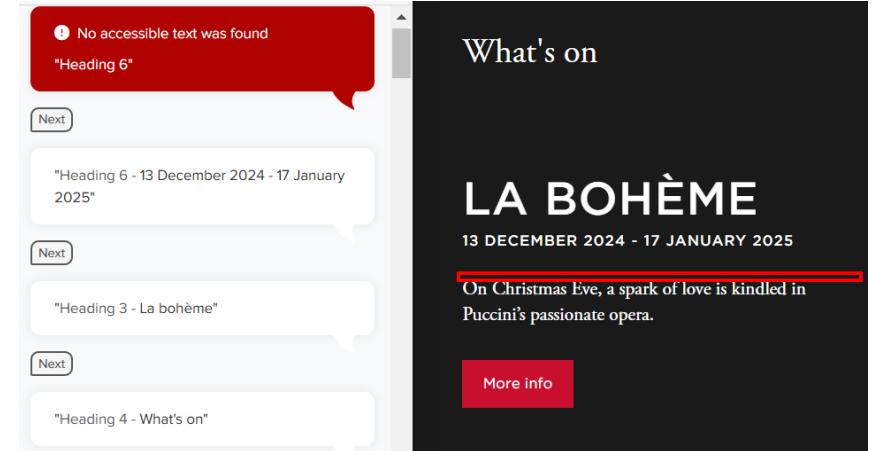
Screenshots of RBO's home page - Three different 'More info' links



Issue 8: Improper Heading Hierarchy

Heading hierarchy is essential for creating a **logical flow** and ensuring that assistive tools like screen readers can accurately depict the **structure of the page**.

- Affected Users:
 - Screen reader users
 - Keyboard users, especially those relying on keyboard shortcuts to navigate by headings
 - Users with cognitive disabilities
- Severity: **Medium** – The content is still accessible to users, but the inconsistent hierarchy can affect the navigation flow and the logical order.
- WCAG Guideline Violated: **WCAG 2.2 (Level A) 1.3.1** - Info and Relationships
- Suggested Fix: Use **headings in a descending order** (h1, h2 ... hn) and make sure they follow the logical flow of the page



Screenshot of RBO's homepage – Headings



Issue 9: Image Not Recognized/Skipped

Images on the website are skipped by screen readers because they do not have a description. Screen readers users remain unaware of those images and what they portray.

- Affected Users:
 - Screen reader users
 - Users with cognitive disabilities
 - People with slow internet connections
- Severity: Medium – Visually impaired users often depend on the image's description to understand the content of the page. Leaving users unaware of the image's existence is a serious accessibility issue.
- WCAG Guideline Violated: WCAG 2.2 (Level A) 1.1.1 - Non-Text Content
- Suggested Fix: Add a description attribute to all images.

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Capture of RBO's visitor page – Image skipped



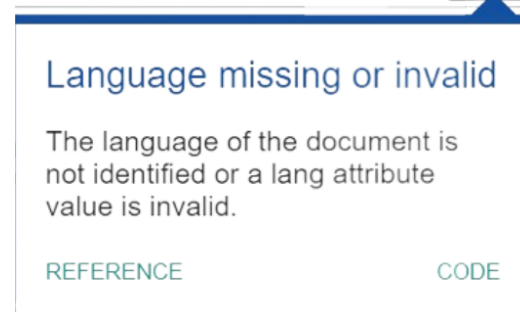
Issue 10: Missing Language Attribute

The website **does not provide a language attribute**.

Identifying the language of the page is important because it allows screen readers to read the content in the appropriate language. It also facilitates automatic translation of content.

- Affected Users:
 - Screen reader users
 - People who use translation tools
- Severity: Medium – Without the language recognition, **screen readers may mispronounce words**, making content harder to understand and the navigation more difficult. It also creates challenges for **users relying solely on translation tools**.
- WCAG Guideline Violated: WCAG 2.2 (Level A) 3.1.1 - Language of Page
- Suggested Fix: Add the **lang attribute** to the html code to **specify the default language** of the content.

The following apply to the entire page:



Screenshot from WAVE tool



Conclusion and Next Steps

Conclusion

- Critical accessibility issues concerning:
 - Navigation
 - Visual Elements
 - Multimedia
- Main Users Impacted:
 - Screen reader users
 - Keyboard-only users
 - Users with cognitive disabilities

Next Steps

- Address High-Severity Issues first
- Test Fixes for WCAG 2.2 Compliance
- Conduct Usability Testing
- Establish regular Accessibility Evaluations

