Name - Mrunmayi Parker

SOFTWARE MAINTENANCE ASSIGNMENT - SA2

A. Web Pages -

1. USPS - https://www.usps.com/

NO.	ISSUE	ASSISTIVE TECHNOLOGY USED	PROBLEM IDENTIFICATION	ISSUES WITH ACCESSIBILITY
1	Doesn't read dropdown description unless physically hovered over	Narrator	Used Caps Lock + W to read the whole website and TAB to select each item	Screen reader users cannot perceive the purpose or context of dropdowns without mouse interaction, which excludes non-mouse users and violates WCAG 1.3.1 and 4.1.2.
2	Cannot read the description of some links	Narrator	Used TAB to navigate through images and links	Missing or vague link text prevents screen reader users from understanding where the link leads, creating confusion and violating WCAG 2.4.4 Link Purpose (In Context).
3	Doesn't highlight the content while navigating the website	Keyboard Shortcuts	Used TAB and Shift + TAB to navigate the website	Users navigating by keyboard alone cannot see which element is focused, making interaction difficult and violating WCAG 2.4.7 Focus Visibility.
4	ESC key does not exit the modals	Keyboard Shortcuts	Pressed ESC to attempt to close modal windows	Inaccessible modals trap users inside overlays without an exit method, violating WCAG 2.1.2 No Keyboard Trap and impacting usability for keyboard-only users.

Name - Mrunmayi Parker

2. NIH - https://www.nih.gov/

NO.	ISSUE	ASSISTIVE TECHNOLOGY USED	PROBLEM IDENTIFICATION	ISSUES WITH ACCESSIBILITY
1	Does not change image and description in the carousel when using voice command	Narrator	Used Tab key to move to the next option	The carousel content is not updated dynamically for screen reader users, preventing access to important information and violating WCAG 4.1.2 Name, Role, Value.
2	Cannot open the dropdown menu when reading unless hovered with a mouse; descriptions don't match dropdown tags	Narrator	Used Tab and mousepad to test interactions	Inconsistent labels and reliance on hover-only interaction create confusion for screen reader and keyboard-only users, violating WCAG 1.3.1 and 2.1.1 Keyboard Accessibility.
3	Carousel does not move without using the touchpad button	Keyboard Shortcuts	Used Tab key and arrow keys to attempt navigation	Lack of keyboard operability means content is not accessible to users without a mouse, failing WCAG 2.1.1 Keyboard and hindering independent navigation.

B. Mobile Apps

1. Gotify

NO.	ISSUE	ASSISTIVE TECHNOLOGY USED	PROBLEM IDENTIFICATION	ISSUES WITH ACCESSIBILITY
1	Poor color contrast in UI elements	TalkBack, Touchscreen Navigation	Visually inspected screen content.	Low contrast between text and background makes content hard to read for users with low vision, violating WCAG 1.4.3 Contrast (Minimum).
2	Reads "logs" as "login"	TalkBack	Tapped on the logs section and TalkBack mispronounced it as "login"	Mispronunciation creates confusion for screen reader users and affects comprehension. Violates WCAG 3.1.5 Reading Level / Pronunciation (Advisory).
3	App exits when Enter is pressed on "Check URL" button	Touchscreen, TalkBack	Activated button via virtual keyboard (Enter) while focused on URL field	Unexpected behavior causes task disruption and disorientation, violating WCAG 3.2.2 On Input.
4	Settings button is unlabeled	TalkBack	Focused on the settings icon; TalkBack reads "Button" with no description	Missing content description makes the button unusable for screen reader users. Violates WCAG 4.1.2 Name, Role, Value.

Name - Mrunmayi Parker

2. Zeus

NO.	ISSUE	ASSISTIVE TECHNOLOGY USED	PROBLEM IDENTIFICATION	ISSUES WITH ACCESSIBILITY
1	TalkBack reads "54m" (54 mins) as "54 metres"	TalkBack	Focused on media durations like "54m" in list items	Incorrect pronunciation alters the meaning, confusing users. Violates WCAG 3.1.5 Reading Level / Pronunciation (Advisory).
2	Sort button is unlabeled	TalkBack, Touchscreen Navigation	Clicked on the sort icon; TalkBack announces it as "button" without context	Users can't determine the function of the button. Violates WCAG 4.1.2 Name, Role, Value.
3	Search button not read aloud	TalkBack	Clicked on the search icon; TalkBack is silent or reads incorrect role	The button is not exposed to accessibility services properly. Violates WCAG 1.3.1 Info and Relationships and 4.1.2.