Name: Nahush Patil

Manual Accessibility Testing Report

I. Websites Chosen

USPS

Unclear Button Borders in Top Navigation Bar

Issue: Borders around the buttons in the topmost bar are faint or missing, making it hard to identify one button from another.

Why it's an issue: Users with visual impairments or color blindness may not be able to sense the separation between buttons, leading to confusion or navigation errors.

WCAG Reference: 1.4.11 Non-text Contrast

Incorrect Link Labeling (Text Scams vs. Email Scams)

Issue: The link labeled "Text Scams" reads"Email Scams, and vice versa.

Why it's an issue: This misreading causes confusion for users relying on screen readers, as they depend on link text to know the purpose of the link.

WCAG Reference: 2.4.4 Link Purpose (In Context)

Screen Reader Language Doesn't Change After Switching Language

Issue: Changing the website language doesn't change the screen reader output — it continues to read content in English.

Why it's an issue: Screen readers need the correct language metadata to pronounce content accurately. Without it, pronunciation can become misleading.

WCAG Reference: 3.1.1 Language of Page

Name: Nahush Patil

Walmart

Arrow Keys Do Not Navigate Sub-Menus (e.g., Departments)
Issue: Users cannot use arrow keys to move through submenu items.
Why it's an issue: Keyboard-only users (e.g., those with motor disabilities) rely on arrow/tab keys to navigate. Failure to support this makes their interaction difficult.
WCAG Reference: 2.1.1 Keyboard

Search Bar and Icon Not Always Recognized by Screen Reader
Issue: Hovering over or interacting with the search bar and icon does not always trigger screen reader feedback.
Why it's an issue: Screen reader users may not realize the search field is interactive or usable, reducing functionality.
WCAG Reference: 4.1.2 Name, Role, Value

Unresponsive Mouse Navigation
Issue: Mouse clicks and hovers sometimes lag or don't trigger expected responses.
Why it's an issue: Users with fine motor challenges may already struggle with mouse precision — delays make this issue worse, lowering usability.

Out-of-Stock Items Not Read Aloud by Screen Reader
Issue: When browsing products, out-of-stock status is not announced.
Why it's an issue: Blind users will be unaware that an item is unavailable, possibly wasting effort or making incorrect selections.
WCAG Reference: 1.3.1 Info and Relationships

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II. Mobile Applications Chosen (Android Emulator)

UT Dallas Mobile App

Screen Reader Mispronounces Terms

Issue: Important app-specific terms (like campus names or acronyms) are misread.

Why it's an issue: Users may misunderstand key terms, leading to errors in navigation or usage.

WCAG Reference: 3.1.3 Unusual Words (as applicable to pronunciation)

Login Button Redirects Incorrectly

Issue: Clicking on the login button via mouse or keyboard sometimes triggers an exit.

Why it's an issue: This disrupts expected workflow and creates a barrier to completing essential actions.

WCAG Reference: 2.1.1 Keyboard and 2.5.3 Label in Name

Tab Key Does Not Show Focus

Issue: Pressing Tab doesn't visually indicate which element is currently selected.

Why it's an issue: Users relying on keyboard navigation cannot tell where they are in the interface.

WCAG Reference: 2.4.7 Focus Visible

iHeartRadio

Screen Reader Looping to Same Page

Issue: Regardless of selection, screen reader focus returns to the same screen/page.

Why it's an issue: This creates a confusing, repetitive experience and can trap users in a loop.

WCAG Reference: 2.4.3 Focus Order

Shift+Tab Acts Like Tab (Cannot Go Back)

Issue: Reverse tabbing doesn't work as expected; instead, it behaves like Tab.

Why it's an issue: Users cannot navigate backward, disrupting flow and efficiency.

WCAG Reference: 2.1.2 No Keyboard Trap

Music Time Bar Cannot Be Controlled by Arrow Keys

Issue: Users cannot scrub or adjust the music timeline using arrow keys.

Why it's an issue: Limits the ability of users with motor or visual impairments to interact with core functionality.

WCAG Reference: 2.5.1 Pointer Gestures, 1.3.1 Info and Relationships