

**DAT152 Advanced Web Applications Universal Design
Accessibility Evaluation Reports of www.sas.no/**



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1. Summary

This report describes the conformance of the <https://www.sas.no/> website with [W3C's Web Content Accessibility Guidelines \(WCAG\)](#). The review process is described in Section 4 below and is based on evaluation described in Section Results.

Based on this evaluation, the sas.no website is close to meeting WCAG 2.1, Conformance Level AA. Detailed review results are available in Section 6 below. Resources for follow-up study are listed in Section 7 below. Feedback on this evaluation is welcome

2. Background about Evaluation

Conformance evaluation of web accessibility requires a combination of [semi-automated evaluation tools](#) and manual evaluation by the reviewer. The evaluation results in this report are based on evaluation conducted on the following date(s): 05.11.2022 - 12.11.2022. The website may have changed since that time.

Used Programmes :

WAVE:

<https://wave.webaim.org/>

Chrome Extension taba11y:

<https://chrome.google.com/webstore/detail/taba11y/aocppmckdocdjkphmofnklcjhdidgmga>

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3. Theme of the Inspection / Scope of Review

Website = <https://www.sas.no/>

Purpose of the Site: SAS Scandinavian Airlines is a Scandinavian airline based in Stockholm and on this page you can buy fly tickets from this

The testing of the site was carried out through the support of automated tests and manual execution. The purpose is to check if it confirms the requirements for good Universal Design as given through WCA.

4. The Website/Review Process

This report attempts to evaluate the <https://www.sas.no/> website in terms of how the current requirements for good universal design, as described by WCAG

The Web Content Accessibility Guidelines consist of the four principles perceivable, operable, understandable and robust on which we will check if the site is up to standard or not .

SAS, Scandinavian Airlines maintain the highest frequency of departures to and from Scandinavia and connect smaller regional airports with larger hubs. Many Norwegian people buy over this site, flight tickets, hotels or even car rentals.

We inspect the important function of buying a flight ticket which is used frequently by the users.

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5. Result / Recommended Action

With the use of a tool called Wave, the frontpage of SAS.no was checked according to the WCAG guidelines.

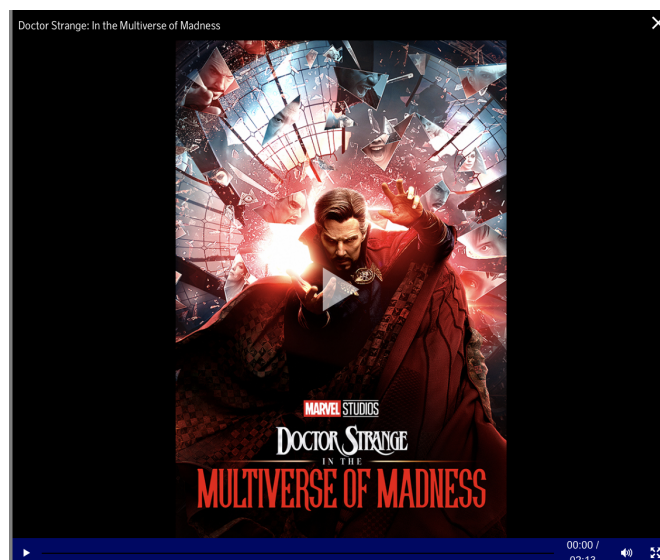
To be accessible to users with disabilities, web content must be perceivable, operable, understandable, and technically robust for all. The WCAG criteria are ranked according to these 4 principles.

1. Perceivable

On the main page, some pictures were not provided with a text alternative. Possibly these are pictures of three temporary articles where an alternative text was forgotten to be inserted. However, since this content is not essential for ordering the tickets, it does not matter.

```
<img element="bg-image" data-src="//images.ctfassets.net/d  
t=fill&q=72&fm=jpg&fl=progressive" src="//images.ctfassets
```

On the website there is a section where you can see the trailers of the movies you can watch during the flight. These trailers do not have subtitles or an alternative, but the caption is provided.



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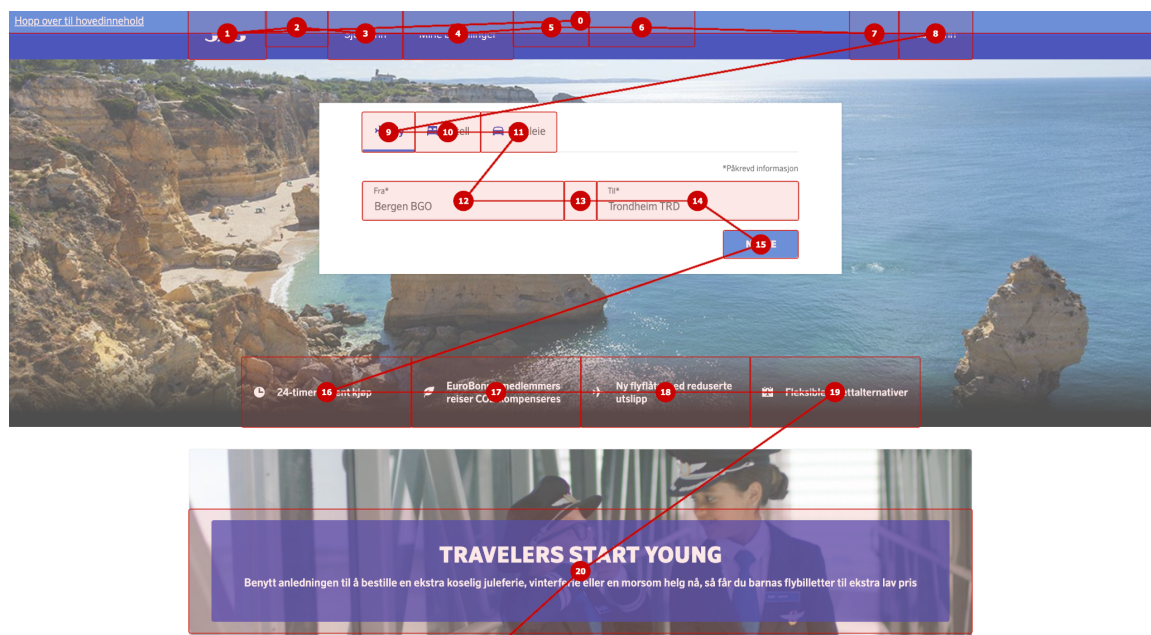
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Adaptable deals with creating content that can be viewed in different ways without losing structure or any details on this web page, everything is scaled correctly when zooming in and only unimportant information is removed from the view.

In addition, the page is also adapted to the respective size as soon as it is called up on the cell phone and can be viewed in portrait as well as landscape format.

2. Operable

Next, we checked whether it was possible to navigate the homepage using only the keyboard and whether a logical structure was recognizable. We used the Chrome extension “taba11y” which shows visually the tab order of all elements in one page.



Everything was on their right logical position. Nevertheless, it did not work with FireFox to get to the last step of the ordering process, because the focus area was not always visible.

With Google Chrome it was better. Only the focus on the field to sort the flight prices did not work and we had to guess at which index it could be. After having a look at the source code, we have found out that after the 17th tab press the prices can be sorted with the arrow keys.

You could also switch to the main point directly at the beginning and quickly switch to the categories when selecting the outbound and return flights. Another bug is once you zoom more than 110% and enter through the

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individual travel dates, it is a bit confusing and you don't see exactly where the focus is.

Next thing which we found out was that the main page was not providing one H1 title. An H1 title provides information to blind-users using a screen-reader of what the main topic of the page is and each page should have exactly one H1 title.

3. Understandable

The language attribute in the html lang was specified correctly and has been translated into many different languages. Also it changes country specific things like the currency.

In the guidelines is written, that page elements shouldn't change when they receive focus or input. On this page, for example, when you enter the travel destination, the element is not changed until you click continue.

In the case when you specify a return date that is before the outbound flight, it shows in text form what the error is, which is also in accordance with the WCAG Guidelines.

4. Robust

To meet this principle, you must make sure that your content can be interpreted by many different kinds of devices. We checked the robustness of this page with Google Chrome, FireFox, Safari and on an iOS Device.

In all it fulfills the principle of perceivable and Understandable. But if you try to fulfill the principle of operable, the best experience was with Google Chrome. On the cell phone everything worked as well, but things like tab control did not exist.

6. Participants / Reviewers

Universal Design Group 7.

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