

<https://www.chegg.com/homework-help/questions-and-answers/take-university-website-assess-accessibility-would-recommend-improving-site-q67667838>

Question

Take your university website and assess it for accessibility. How would you recommend improving the site.

Answer

Steps:

- Click on the Evaluation and Reporting tab
- site assessed: an online shopping web site
- **Accessibility error1:**
 - we had to click more than 4 times in order to reach the payment page for shopping a single item
 - this is because of the annoying marketing style
 - when we clicked to shop for a T-Shirt valued at \$25, they showed other brands like singlet valued at \$10, Pants valued at \$45, jerkins valued at \$125, leather coats valued at \$275, office suits valued at \$765
 - Though it showed related products, though it is very likely that the customer would be inclined to shop for these related items, it was very annoying when we just wanted to shop a t-shirt and get out of the site quickly
 - but it was not possible
 - the site never let us out without making us to go through 5 of those pages each showing items mentioned above
 - at least they could have made it in such a way that all these related items are listed on a single page
- Suggestion: Include an option question "Do you have any more item to shop for today? " if the answer is no, take them to the payment gateway straightaway instead of showing related products annoyingly
- if any related items to be shown, then show them on a single page instead of multiple pages
- **Accessibility error2:**
 - The payment screen does not have an option for net banking
 - It includes many types of cards
 - includes credit, debit, master, visa card etc
 - but net banking like logging into bank of America, Barclays bank etc is not possible from this site
 - hence if somebody wants to pay from their banking site, it is not possible
 - **suggestion:**
 - **include functionality for online banking interface**
- **Accessibility error3:**
 - Support for blind people
 - The blind people would usually get the help of a screen reader tool
 - when we let the screen reader to read this page, the following errors were raised:
 - **suggestion:**
 - **assign an unique identifier to each input**
- **Accessibility error 4:** many fields with the same text leading to confusing the visually impaired or blind user

Please enter feedback or comments of your online shopping experience with our site :

Submit button

Cancel button

Welcome to online shopping web site - please choose items by clicknig the radio buttons

T Shirts

☐

Computers

☐

Lap Tops

☐

Accessories Mouse

☐

Keyboard

☐

USB Pen drive

☐

Pen Tablet Genus

☐

Ethernet cards

☐

Car seat covers

☐

steering covers

☐

Pet Food

☐

Washing machines

☐

Accessibility Error 3 - Each and every input is NOT assigned an unique identifier

Cost range drop down list



Delivery mode drop down list (normal, urgent, emergency):



Error: both the drop down control reads the same text: Choose from the drop down please - confusing - make it ambiguous - the blind hearing from the screen reader cannot differentiate whether it is for the cost range like \$10 to \$20 ; \$21 - \$30, \$31 - \$90 etc or is it for delivery mode normal delivery in 7 days with a courier charge of 10% , urgent delivery in 3 days with a delivery charge of 20% or emergency delivery on the same day with the delivery charge of 30%

Suggestion: rename the drop down message as: Choose a cost range from the drop down please and Choose a delivery mode from the drop down please - that will disambiguate it and make it unique

I hope you like the solution please do give a thumbs up. It motivates me to do honest work.

If you need help just comment below.