Table of Contents

Table of Contents
Accessibility Report for Hilltop Coffee + Kitchen
- Scope of the Evaluation
  - Website Name
  - Hilltop Coffee + Kitchen: https://www.findyourhilltop.com/
  - Tasks to Be Tested
  - Scope of the Website
    - Included
    - Not Included
  - Accessibility Support Baseline

Usability Aspect Report - Problem
- ID: LowContrst-01
  - Description and Evidence
  - Explanation
  - Severity Justification
  - Possible Solution and/or Trade-off
  - Relationship to Other Problems Reported
- ID: EmptyButton
  - Description and Evidence
  - Explanation
  - Severity Justification
  - Possible Solution and/or Trade-off
  - Relationship to Other Problems Reported
- ID: NoAltText
  - Description and Evidence
  - Explanation
  - Severity Justification
  - Possible Solution and/or Trade-off
  - Relationship to Other Problems Reported
- ID: NoLabel
  - Description and Evidence
  - Explanation
  - Severity Justification
  - Possible Solution and/or Trade-off
  - Relationship to Other Problems Reported
- ID: Missingh1
  - Description and Evidence
  - Explanation
  - Severity Justification
  - Possible Solution and/or Trade-off
  - Relationship to Other Problems Reported
- ID: NoAudDesc

Description and Evidence
Explanation
Severity Justification
Possible Solution and/or Trade-off
ID: MissingVideo
Description and Evidence
Explanation
Severity Justification
Possible Solution and/or Trade-off
ID: EscShortcut
Description and Evidence
Explanation
Severity Justification
Possible Solution and/or Trade-off
ID: NoBorder
Description and Evidence
Explanation
Severity Justification
Possible Solution and/or Trade-off
Usability Aspect Report - Passed
ID: DocLang
Description and Evidence
ID: Presenth2,h3
Description and Evidence
ID: ARIARole
Description and Evidence
ID: ARIALabel
Description and Evidence
ID: ARIATab
Description and Evidence
ID: YouTubeVid
Description and Evidence

Accessibility Report for Hilltop Coffee + Kitchen

Evaluator: Krystell Ewing

Date: Feb 28, 2023

Scope of the Evaluation

Website Name

Hilltop Coffee + Kitchen: https://www.findyourhilltop.com/

Tasks to Be Tested

- Placing an online order
- Browsing the menu
- Browsing the store merchandise

Scope of the Website

Evaluated in February 2023 while in Lewisburg, PA even though business is located in Los Angeles, CA.

Included

- Online ordering determined by location (Slauson, Inglewood, or Eagle Rock are the different locations; I used to Slauson location for this report): https://www.toasttab.com/hilltop-coffee-kitchen-slauson/v3#!/
- Merchandise shopping: https://www.findyourhilltop.com/shop-1
- Contact us: (They have the number and addresses of each branch) https://www.findyourhilltop.com/locations

Not Included

- Ability to pause the background video playing on the homepage and the "Locations" page
- A pdf/printable menu; a bit screen restricted

Accessibility Support Baseline

This website will be tested on an HP laptop using Google Chrome as the browser. The WAVE extension will also be used. At times, the use of NVDA as well.

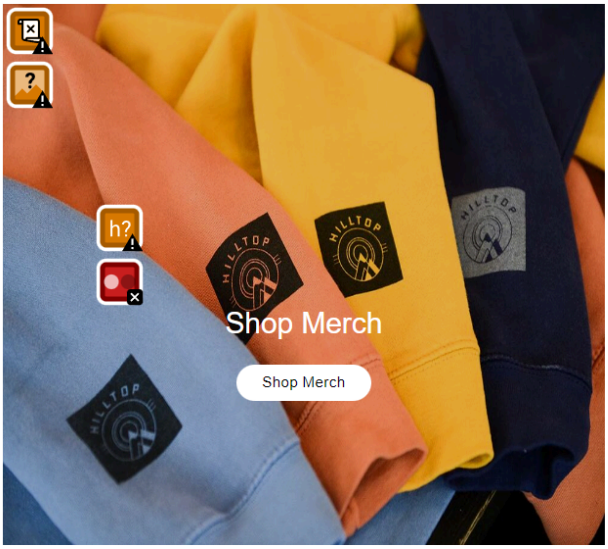
Usability Aspect Report - Problem

ID: LowContrst-01

Name	Very Low Contrast
Severity	Level AA - mid range
Related WCAG	Violating WCAG 1.4.3 Contrast (Minimum) (Level AA).

Description and Evidence

Using the Web Accessibility Evaluation Tool (WAVE), many contrast errors were spotted throughout the homepage (https://www.findyourhilltop.com/). There were also a number of contrast errors on the menu page. It appears on the automatic video that plays on the homepage and on the gift card and merch buttons (see the image below). The text on the image can be conflicting for users with low vision.



Explanation

Users with low vision may have a hard time reading the text presented before the images.

Severity Justification

It happens a couple of times throughout the website. Even though the text overall is visible, it can get muddled with the colors behind it.

Possible Solution and/or Trade-off

The best solution is to increase the contrast between the text and the background color. Both colors should be defined to provide sufficient contrast.

Relationship to Other Problems Reported

- Some alt text includes extraneous information.
- Some text appears to be a heading but is not labeled as one.

ID: EmptyButton

Name	Empty Button
Severity	Level A - minimum level
Related WCAG	Violating WCAG 2.4.4 Link Purpose (in Context) (Level A).

Description and Evidence

Using the Web Accessibility Evaluation Tool (WAVE), 2 empty buttons were spotted on the menu page hidden behind the Google map provided to check out cafe locations. There are also 2 empty buttons that appear near the 'Menu', 'Locations', and 'Shop' buttons located at the top of the page. There is also an empty link near the 'Buy a Gift Card' link on the online menu page.

Explanation

Users that use screen readers have to work around clicking through buttons with no context or no value.

Severity Justification

It happens often and I think the empty buttons are hiding on top of images or are at the top of the main page hiding near the buttons that actually do have context. Because they are empty, the designers possibly thought it would be harmless but it has an impact on screen reader users.

Possible Solution and/or Trade-off

Place context within the button or get rid of the button if it has no purpose.

Relationship to Other Problems Reported

- Empty links and empty buttons have the same relation in that they both provide no purpose.

ID: NoAltText

Name	Missing Alternative Text
Severity	Level A - minimum level
Related WCAG	Violating WCAG 1.1.1 Non-text Content (Level A).

Description and Evidence

Using the Web Accessibility Evaluation Tool (WAVE), there were 3 linked images that were missing alternative text when navigating the “Order” page. The linked images were for food delivery services Postmates, GrubHub, and Uber Eats.

Explanation

If using a screen reader, the screen reader has no content to present to the user regarding the function of the link.

Severity Justification

The screen reader will read out the link, in which the name of the service would be read out loud eventually, but along with an “unlabeled graphic link”.

Possible Solution and/or Trade-off

Add appropriate alternative text that presents the function of the link.

Relationship to Other Problems Reported

- Almost like the 2.4.4 Link Purpose violation, assuring that the purpose of the link can be determined from the link text alone.

ID: NoLabel

Name	Select Missing Label
Severity	Level AA

Related WCAG	Violating WCAG 2.4.6 Headings and Labels, 1.3.1 Info and Relationships, and 3.3.2 Labels or Instructions

Description and Evidence

The select element for the menu does not have an associated label.

Explanation

<select> elements must provide descriptive text about their function. This is done by associated label text.

Severity Justification

A label is important as it grants users the ability to select which menu they would like to view; “Specials”, “Food”, or “Drinks”.

Possible Solution and/or Trade-off

Ensure that the default option of the select muni presents the purpose of the select menu.

Relationship to Other Problems Reported

- Also counts for WCAG guidelines 1.3.1 Info and Relationships and 3.3.2 Labels or Instructions

ID: Missingh1

Name	Missing First Level Heading
Severity	Level AA
Related WCAG	Violating WCAG 2.4.6 Headings and Labels, 1.3.1 Info and Relationships

Description and Evidence

The menu page does not have a first level heading.

Explanation

Headings facilitate page navigation for users of many assistive technologies. They also provide visual meaning and structure to the document.

Severity Justification

It assumes since “Menu” was already clicked, we know where we are so there’s no need for a heading, but this isn’t always the case.

Possible Solution and/or Trade-off

Add a main heading and place it within an <h1> element.

Relationship to Other Problems Reported

- Also counts for WCAG guidelines 1.3.1 Info and Relationships which accounts for appropriate semantic markups.

ID: NoAudDesc

Name	No Audio Description
Severity	Level A
Related WCAG	Violating WCAG 1.2.3 Audio Description or Media Alternative (Prerecorded) and 1.2.5 Audio Description (Prerecorded)

Description and Evidence

The video playing on the home page has no audio, but also has no audio description that describes what is going on in the video.

Explanation

Audio descriptions are helpful to users who are visually impaired, as it is a narration tool that describes what’s happening or being shown in the video.

Severity Justification

The video is silent, so it possibly felt there was no need to include an audio description, but it would help to describe the visuals at least.

Possible Solution and/or Trade-off

Add an audio description along with the embedded link.

ID: MissingVideo

Name	Missing Video
Severity	Level AA
Related WCAG	Violating WCAG 1.3.4 Orientation

Description and Evidence

When accessing the website on a mobile device, the background video on the homepage does not display like how it does on a computer screen.

Explanation

Users won't have the same experience accessing every part of the website on both devices.

Severity Justification

Every other part of the website seems to work just fine on mobile devices such as buttons, links, and photos. However, that main page video displays a good amount of content that mobile users will be missing out on.

Possible Solution and/or Trade-off

Make sure the homepage video displays on all devices the website can be accessed on.

ID: EscShortcut

Name	Keyboard Shortcut
Severity	Level A
Related WCAG	Violating WCAG 2.1.4 Character Key Shortcuts

Description and Evidence

If a user hits 'Esc' on there keyboard, they are redirected to the Squarespace homepage, promoting what Hilltop has used to create their website.

Explanation

There's no way to turn this shortcut off.

Severity Justification

Users can just hit ‘Back’ but this can be annoying if the user hits ‘Esc’ on accident.

Possible Solution and/or Trade-off

Make sure there is a way to turn this shortcut off.

ID: NoBorder

Name	Focus Not Visible
Severity	Level AA
Related WCAG	Violating WCAG 2.4.7 Focus Visible

Description and Evidence

Focus is visible only in certain areas, such as hovering over the 'Email Address' box or the headings that light up when being hovered over. However, no borders appear (except for around Google Maps) when tabbing through the site.

Explanation

Users will be able to navigate through the website, but won’t have a clear focus of where the cursor is potentially located or where exactly they are navigating to.

Severity Justification

Users can look at the lower left corner where it contains the ‘http’ of where the focus is, but a border or some type of highlight would be much more beneficial.

Possible Solution and/or Trade-off

Create borders of highlights around links to make it more accessible to users who are tabbing through the website.

Usability Aspect Report - Passed

ID: DocLang

Name	Language Feature
Severity	Level AA

Related WCAG	Passes WCAG Guideline 3.1.2 Language of Parts

Description and Evidence

The website correctly identifies the language of the page, which allows screen readers to read the content appropriately. Similar to WCAG Guideline 3.1.1.

ID: Presenth2,h3

Name	Present Second and Third Level Headings
Severity	Level A and AA
Related WCAG	Passes WCAG Guideline 1.3.1 Info and Relationships, 2.4.1 Bypass Blocks, and 2.4.6 Headings and Labels

Description and Evidence

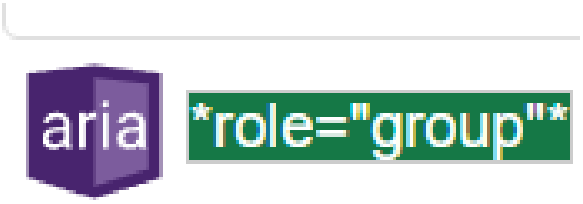
The website correctly includes level 1 and 2 headings that help facilitate page navigation for users of assistive technologies.

ID: ARIARole

Name	ARIA Role
Severity	Level A
Related WCAG	Passes WCAG Guideline 4.1.2

Description and Evidence

An ARIA Role is present, which provides enhanced semantics and accessibility for web content. An ARIA Role is assigned to “group”, which groups types of food and beverages such as pastries, bowls, espressos, and teas.

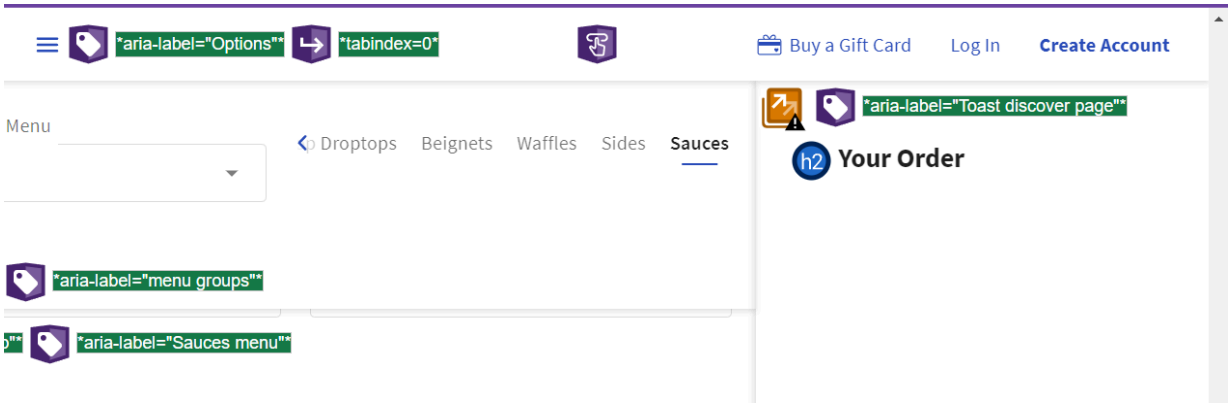


ID: ARIALabel

Name	ARIA Label
Severity	Level A and AA
Related WCAG	Passes WCAG Guidelines 1.1.1 Non-text Content, 1.3.1 Info and Relationships, 2.4.6 Headings and Labels, 4.1.2 Name, Role, Value, and 2.5.3 Label in Name

Description and Evidence

An ARIA Role is present, which provides enhanced semantics and accessibility for web content. An ARIA Role is assigned to “group”, which groups types of food and beverages such as pastries, bowls, espressos, and teas.



ID: ARIATab

Name	ARIA tabindex
Severity	Level A
Related WCAG	Passes WCAG Guideline 2.1.1 Keyboard

Description and Evidence

A tabindex can facilitate keyboard navigation for interactive elements. A tabindex attribute value of 0 places an item into the keyboard navigation order using the Tab key. Because the ARIA tabindex attribute is present and has a value of 0, we are able to tab through the website.

ID: YouTubeVid

Name	Embedded YouTube Video
Severity	Level A
Related WCAG	Passes WCAG Guidelines 1.2.1 Prerecorded Audio-only and Video-only, 1.2.2 Captions (Prerecorded)

Description and Evidence

An alert for an embedded YouTube video is present. This is to ensure that the YouTube video presents equivalent synchronized captions. A video plays in the background on the home page, but there's no audio that goes with it. The one downside is that you're not able to pause the video.