

**Accessibility Audit Process for TalentBrew & Custom Websites**

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Should your client have a need to perform an accessibility audit of their TalentBrew or custom website, TMP can provide this service.

To get the ball rolling, simply open a JIRA (<https://jira.tmp.com>) ticket (a PSS or DPM team member can handle this if you don’t have access) and address it to [Michael Spellacy](mailto:michael.spellacy@tmp.com), our Director of Accessibility. The ticket should contain the following information:

1. A job number.
2. A list of pages to be tested. These **must** be links to each unique page/template type on the **QA** site (Runmytests.com if it is a TalentBrew site). **Please do not include production links as we only perform audits on QA.**
3. Any custom features/functionality the site/application may possess.

Full accessibility audits involve *automated testing* with Level Access' AMP and *manual testing* with various assistive devices and other third-party tools. The results of these tests will be compiled into a comprehensive, yet easy to understand spreadsheet, which can then be used by TMP's design and front-end teams to remediate issues.

Example Report: <https://docs.google.com/spreadsheets/d/1Ar2fbSmm236sIRqivwyKa9sCmF5z8SJAVwaum5KEwoQ/edit?usp=sharing>

All sites are tested against **WCAG 2.1 Level AA**. These guidelines are the global standard that most companies seek to meet. WCAG 2.1 are also the guidelines the Department of Justice recommends meeting for Section 508.

**Cost**

Audits are billed at a flat rate of $6,000. Please contact Sean Brittan or Lynda Harden for more details.

**Time Estimation**

How long an audit takes depends on *how large* a site it is and *how complex* the design and/or functionality of the site may be. The more details that are provided about what is to be tested, the more accurate the estimation will be. Typically, a single page can take up to 1-3 hours to test, but this time is usually on the low end and a full audit typically takes no longer than 3-4 days to perform *and* document.

Upon completion of the audit, a separate estimate of how long it will take to resolve any discovered issues will also be provided.

*Please note that audits typically begin within one to two weeks of initiating a ticket.*

**Remediation**

Upon completion of the audit, it is then time to decide what next steps should be taken to address any issues that have been found. Obviously, this will be a discussion you wish to have with your client first. If it is decided to move forward with remediation, the same ticket can then be assigned to Dave Mechlin, who will then assign it to an open front-end developer. Michael Spellacy will also be on the ticket to offer guidance and to verify that all issues have been taken care of.

*Please note that creative may need to be involved at times, to help remediate any issues that may revolve around design specific issues, like contrast or UX.*

**Accessibility FAQ**

**Can we just perform an automated test?**

Yes, we can just perform an automated test, but it is not recommended as an automated test may only account for ~30%% of all known accessibility issues. Only manual testing can reveal issues that an automated test cannot. Therefore, to reach a more robust level of compliance with WCAG 2.1 Level AA, a full audit is ***always*** recommended.

**So, we did an accessibility audit. We are done, right?**

Nope. After the first major audit, you will want to maintain a good level of *accessible health*, so it is recommended that high level audits (often called “smoke tests”) be performed bi-annually. These typically take a few hours, at most, to perform. However, if your site is large (more than 20-25 pages) and *regularly* updated with new layouts and content, you may wish to work more frequent accessibility checks and full audits into your maintenance plan. Contact [Michael Spellacy](mailto:michael.spellacy@tmp.com?subject=Accessibility Audit Question) for more details.

**Is Accessibility Expensive?**

It depends. If accessibility is *overlooked* throughout a site's initial design, implementation, and testing phases, then it will have to be retrofitted in, which can be very problematic and substantially more expensive.

The way to reduce cost is to simply ensure we are being more inclusive throughout our process. While focusing on accessibility during initial design and development may slightly increase overall cost and time, the benefits of doing so are vast (See My client is not a government agency? Do I still need to be compliant?).

**My client is not a government agency? Do I still need to be compliant?**

While only government websites are required, by the Americans with Disability Act (ADA), to be compliant, private-sector websites are under no obligation to follow this law. Regardless of this, there are a few reasons why we should be striving to be more inclusive in the work that we produce:

1. The U.S. Department of Justice has consistently taken the view that the ADA’s accessibility requirements apply to the websites of ***public*** accommodations. The Obama Administration solicited public comment on proposed regulations in this area, but the Trump Administration formally withdrew the proposed rulemaking in December 2017. Despite the uncertainty about exactly what the ADA requires, legal challenges to inaccessible websites are *rising*. More and more companies are facing litigation over website accessibility issues every day. Regardless of the law, or lack thereof, it pays to start being more inclusive in our work ***now***. The more practice our company has with inclusive methods, the better off we will be for when laws are better defined.
2. Some of our client's may do business or find themselves doing business with government agencies who are often required *to only do business with* third-parties whose work and products are compliant with Section 508. We should be prepared for that possibility, as well (Boeing is a good example of this).

1. Our client's pride themselves on being Equal Opportunity Employment (EOE) leaders, so they expect us to reach 100% of their job seeking candidates, and this includes those with disabilities. *This alone should be the driving force behind our efforts to be more inclusive in what we produce. Remember, EOE begins at TMP.*

1. It is advantageous, from a competitive standpoint, to be more inclusive thinking, as many clients inquire about accessibility when selecting whom to do business with.
2. Morally, it is the right thing to do.

**Is TalentBrew accessible?**

TalentBrew, in the core code it outputs to a browser, is highly accessible and improving all the time. However, the accessibility of a TalentBrew site, or any website for that matter, can suffer if it is executed poorly. Our success here is therefore reliant on how mindful we can be towards accessibility throughout our process. Fortunately, we have some great teams at TMP, who are doing more and more for accessibility every day, so the better at it we become, the more accessible our sites will be at launch and beyond.

**Can TMP face litigation over any TalentBrew accessibility issues?**

While anything is possible, adhering to all that has been outlined in this document is a good way to lower the risk of facing litigation. Again, the more proactive and inclusive we are, the better!

Companies that ignore or have been very unresponsive to a user's accessibility needs, are usually the ones that find themselves facing litigation. Fortunately, TMP is not one of these companies.

**You have convinced me! What steps can we take to make sure our next site more accessible from the start?**

For now, reach out to [Michael Spellacy](mailto:michael.spellacy@tmp.com) or [Dan Green](mailto:dan.green@tmpgovernment.com) for more information. A document that outlines what should be done throughout TalentBrew and c

ustom site execution, will be available soon.