

Accessibility and Usability Testing Report on SJSU Career Center's Website

Yi Cao email4yi@gmail.com HFE program at SJSU 11/1/2010

Test Goal: Examine the accessibility and usability of SJSU career center main pages.

Test target: <http://www.careercenter.sjsu.edu/> (mainly study the presentation pages).

Testing Guidelines and Tools

1 Guidelines & Checklist

- Section 508 Accessible guideline
- WCAG guideline
- Usability Guideline by Jakob Nielsen
- General Checklist based on study

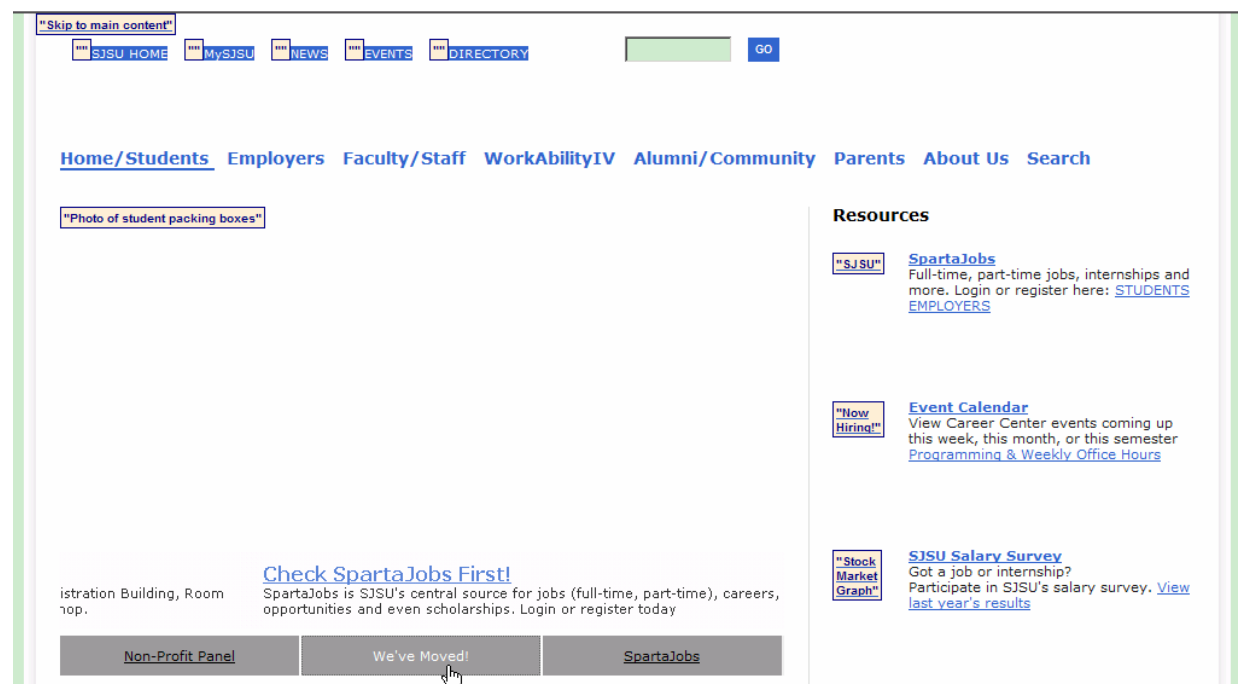
2 Testing Tools (all the tools used are freewares or open-source)

- WebAnywhere Screen Reader
- Web Accessibility Toolbox Version 1.0
- Lynx Viewer

Part 1 :Accessibility Tests

Test 1: Viewing Career Center Homepage with Images disabled

Test 1 goal: To see what a screen reader user would hear, or what a non-graphical browser user would see. And to check what you can hear your page from screen reader



(image – page with images disabled)

San Jose State University - Powering Silicon Valley

Navigation

[1]Skip to main content
 * Global Navigation
 * [2]SJSU HOME
 * [3]MySJSU
 * [4]NEWS
 * [5]EVENTS
 * [6]DIRECTORY
 * SEARCH
 * ----- GO

Primary Navigation

* [7]Home/Students
 * [8]Employers
 * [9]Faculty/Staff
 * [10]WorkAbilityIV
 * [11]Alumni/Community
 * [12]Parents
 * [13]About Us
 * [14]Search

Main Content

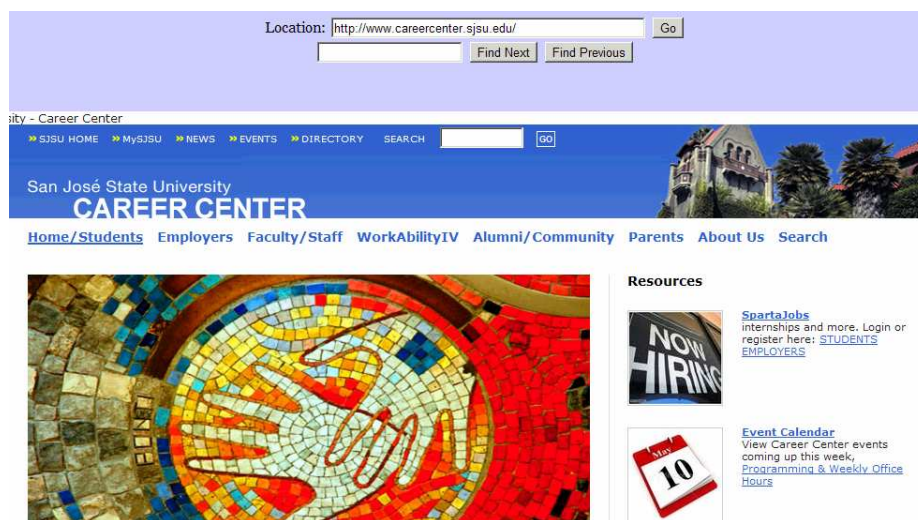
Features

[15]Photo of Art Piece

[16]Panel: Careers in Non-Profit & Government Sectors

Q&A from non-profit and government professionals featuring:
 idealist.org, City of San Jose, US Dept of Education, and more! Open to
 all majors. 10/28 3-5pm, MLK 225
 Photo of student packing boxes

(image – page view from Lynx Viewer – a text only browser, to see how blind user interact)



(image – Web Anywhere browser-based screen reader reads the page content out)

Test 1 Results:

1 Good parts:

Navigation has “skip to main content” link

Provide Text alternative for image, and tab in order

Use <label for> with search input box

2 Problems:

1 On the banner section it said We’ve moved, while the image’s alt=”photo of student packing boxes”, not really related to the topic , use “Career center has moved” would be better.

2 On the left column, “Resources” part, the alternative text of the images are not really related, for

example the calendar image on left hand of the “Event calendar”, the alt = “Now Hiring”, it’s hard for people to relate the image to the “Event Calendar” link

3 On top navigation , the >> bullet list icon is a html with alt=”, because screen reader will read the content of alt of every , so it would be better use css to cover the image

» SJSU HOME

4 similar problem here for the “experience your field image” which has the same alt value as explore your future



Test 2: View page with changing font size and color

Test 2 goal: To see what the page looks with the browser style, fonts and color being controlled by user side, and the web page saw by normal color blind users

» SJSU HOME » MySJSU » NEWS » EVENTS » DIRECTORY SEARCH GO

[Home/Students](#) [Employers](#) [Faculty/Staff](#) [WorkAbilityIV](#) [Alumni/Community](#) [Parents](#) [About Us](#) [Search](#)



OUR NEW LOCATION...

The Career Center has moved! Our main office is now located in Administration Building, Room 154. Our Workshop Room is now located in Mod A near the A.S. Print Shop.

[Non-Profit Panel](#)

[We've Moved!](#)

[SpartaJobs](#)

Resources



SpartaJobs

Full-time, part-time jobs, internships and more. Login or register here:

[STUDENTS](#)
[EMPLOYERS](#)



Event Calendar

View Career Center events coming up this week, this month, or this semester
[Programming & Weekly Office Hours](#)



SJSU Salary Survey

Got a job or internship? Participate in SJSU's salary survey. [View last year's results](#)

(image - when the color, style and font size setting by the website are ignored by browser)



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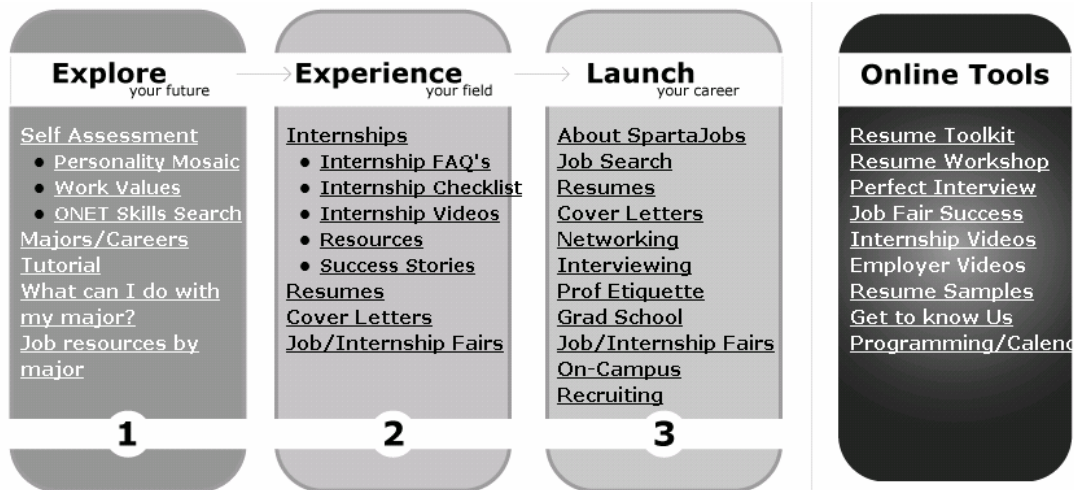


Event Calendar

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[Programming &](#)

(image – when text size on the page are set as largest)



(image – when greysclae the page)



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[EMPLOYERS](#)



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(image - Vsicheck for red/green color deficit)

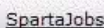
Test 2 Results:

Generally, Career center' main page did a good job, it passed the above test when the fonts ,style are changed.

Test 3 Using only Keyboard to Navigate

Test 3 goal: For some disabled users they lack hand-eye coordination, thus it is useful to test without mouse pointer and only use keyboard to navigate from link to link and all the form elements.


	Location	Position Ty
Consulting	San Jose, California	Internship/Cc
	San Jose, California	Internship/Cc
Fredkin	San Jose, California	Part Time
	Milpitas, California	Full Time
Nursery	Saratoga, California	Part Time
Corporation	San Jose, California	Full Time
ira	San Jose, California	Full Time
e), careers, internships, volunteer	California	internship/Cc




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Test 3 Results:

Good parts: HTML layout structure is good, the use of skip navigation link and `` in the main content area lead user to the main message on the page, the proper use of heading `<h2>` in the page for different section can help user navigate in the page easily when they use heading navigation in screen reader.

Problems: the links under the resources section on the right side of the page never get a chance to be navigated by using keyboard. And there are a little bit too many links on the bottom side of the page – the start here Spartalinks It would be overwhelming for a screen reader user to wait all these links to be read, offer a “skip” link would be a help

Part 2 Usability Testing

1 UI and Layout consistence

Findings: On the Homepage and subpage there are difference in layout width, navigation content, position and footer section content, it might confuse users and make people wonder whether they are still at the same site, and the credibility will also be challenged.

The other issue is about the image content's relevance, on “Parents” section, the banner image is bell which can not be related to parents

» SJSU HOME » MySJSU » NEWS » EVENTS » DIRECTORY SEARCH GO

San José State University
CAREER CENTER

[Home/Students](#) [Employers](#) [Faculty/Staff](#) [WorkAbilityIV](#) [Alumni/Community](#) [Parents](#) [About Us](#) [Search](#)



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[Non-Profit Panel](#) [We've Moved!](#) [SpartaJobs](#)

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Home page main part


» SJSU HOME » MySJSU » NEWS » EVENTS » DIRECTORY SEARCH GO

San José State University
CAREER CENTER

[Home/Students](#) [Employers](#) [Faculty/Staff](#) [WorkAbilityIV](#) [Alumni/Community](#) [Parents](#) [About Us](#) [Search](#)

SJSU Home : Career Center Home : **Parents**

[print](#) [mail](#)



FAQ's

Did you know?
Disney, Dreamworks, and Warner Bros. have partnered with SJSU to deliver a multi-campus course in animation.

Parents

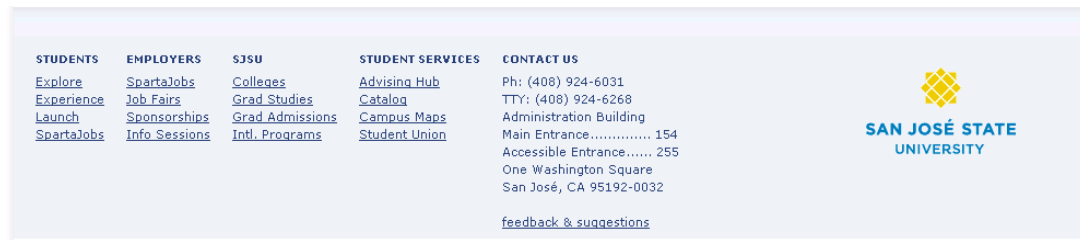
The SJSU Career Center Welcomes Spartan Parents!
The SJSU Career Center is committed to offering SJSU students and alumni opportunities to find meaningful and enjoyable employment. We provide a wide-variety of services and resources to help students choose and prepare for their careers, learn job search skills, and find employment.

The role of the Center is to act as an educational agency, rather than an employment agency. We want to help your sons and daughters in determining their career goals and launching their careers. We believe that parents can play an important supportive role in this process to ensure our students maximize their potential and take advantage of the vast resources available to them.

Quick Links

- [Salary Info](#)

Subpage – Parents section main part with different layout width and different navigation



Home page footer difference



Subpage footer difference

The facebook and Blog links are only provided on the Homepage, and the pictures are a little bit not conventional and being recognized as links , use some effect or keeping traditional facebook logo might be better.



Facebook and blog link

2 Readability

Findings: Generally readability is good on Career center's website, but on the mainpage's Sparta links section, fonts are too small and bold style make them even harder to be recognized on following section the main page.

Start here: SpartaLinks.....



Small link font on main page

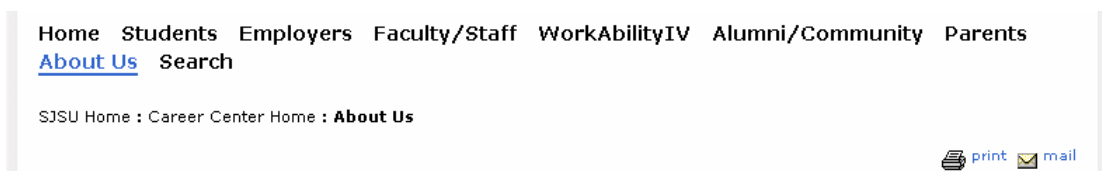
3 Navigation

Findings: It would be helpful when user move mouse over the Career Center image text on the top of the page- it is clickable, which is natural and often used by user as a fast way to get back to main page of career center.

The link name “SJSU Home” and “Home/students” confused user where is the home, use one home ,the other use its own name might be better



Homepage Navigation layout is in one line and use “Home/Students”



Navigation content on ““About Us” page” – there are difference on “Home/Students” part



Navigation content on “Faculty/Staff page”

3.1 Sub Left Column Navigation

the problems with the sub navigation are the link are too small and without further linkable cues assistant, usually fonts with blue color has a strong cue for user that it might be clickable. But here

the main title are blue and not clickable, it is hard to differentiate the clickable items , use underline or add a menu effect might serves better.

[Contact Us](#)
[Eligibility](#)
[Services](#)

WorkAbility IV Program

Welcome to WorkAbility IV at SJSU!

Your college years are times of growth, excitement & new experiences! We would like to be a part of your San Jose State University experience. Established in 1994, The WorkAbility IV (Work IV) strives to provide SJSU students and alumni with the necessary pre-employment services which will be instrumental in the achievement of career and academic goals. Work IV is a cooperative effort involving the California Department of Rehabilitation (DOR), SJSU Career Center, SJSU Disability Resource Center, and Counseling Services Department at SJSU.

Quick Links

- [SpartaJobs Login](#)
- [Post A Job](#)
- [Salary Info](#)

Did you know?

King Library has more than 250 online databases filled with scholarly articles, music, photos, pictures of artworks, business company information and statistics.

The main navigation and breadcrumb in subpage has the same problem, it is hard to tell these black fonts are linkable, they are the same style as the main text on each page. They need more linkable cues to assist.

[Home](#)
[Employers](#)
[Faculty/Staff](#)
[WorkAbilityIV](#)
[Alumni/Community](#)
[Parents](#)
[About Us](#)

SJSU Home : Career Center Home : **WorkAbility IV Program**


[print](#)

[mail](#)

3.2 Other problems with the links in the page:

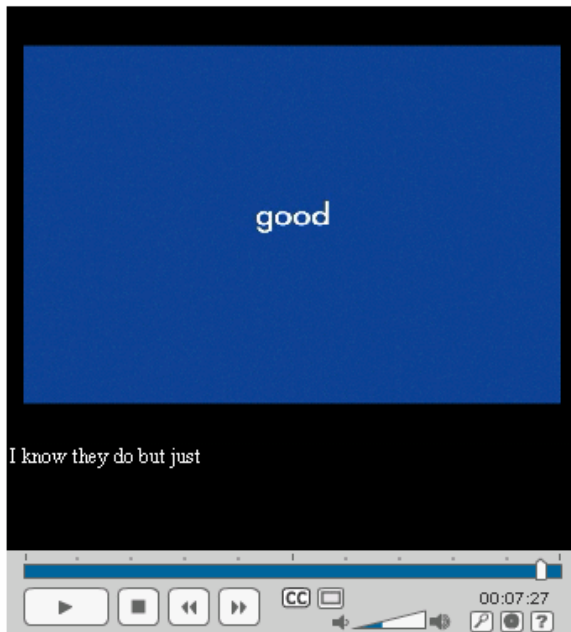
Part of the links are opened inside the browser windows(the top navigation ones), but other links inside the page (e.g., Non-Profit Panel) fire up a new window when user clicks it, it is not recommended, because when the new window fires up, the browser history of that window is blank, user lost the control, he/she can not use the “Back” button on the Browser, for visual and motion impaired people, this is a potential problem.

4 Video Control panel and video length

Findings: On “About Us” page it has a introduction flash video, generally it’s accessible because it also provides subtitles. One problem with it is the page used an uncommon video control panel, the voice tuning up and down function is not obvious and intuitive. And the video length is around 7 minutes, normally introduction video’s length is recommended to be within 3 minutes, unless user are extremely interested in that material. Except the video there is and no further description on that page. For vision impaired users the problem is the screen reader can not sense the flash video player, thus they will miss the video of the page, it is necessary to provide some more text content below the video.

About Us

The Career Center is here to help you



We'll work with you to identify and clarify career interests, map out a strategy to find internships and jobs, and coach you to craft effective Resumes and interview with confidence.

Flash Video player on About Us page

5 Text alternative for Image

Findings: On homepage, there are several alt text value for images are misleading.



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The alt="Photo of student packing boxes" confused user, and does not provide useful information to user. It also lacks consistence, the other two sections' picture are all clickable, but this one is not clickable and the title "Our New Location" links to "#" self page. It's not helpful content.

Conclusion:

Generally, SJSU Career Center did a good job on web accessibility and usability, and for most users it is accessible and usable. But there are some areas that need further improvement to make the site having a higher user experience and accessibility.

Suggestion for further improvement:

- 1 Making images related to the content on the page and provide meaningful and simple text alternative (alt) with the image
- 2 Layout consistence – layout on subpage , width and footer
- 3 Including Usability testing and website user behavior analysis by employing web analytics tools