



GovMetric Accessibility Audit

23/11/23

Ten10

Introduction and Background

GovMetric is the leading provider of citizen experience management (CitXM) and case management solutions for the public sector.

Following feedback from its customers GovMetric are keen to undertake an accessibility audit against their citizen facing complaint and customer survey systems to ensure compliancy with recognised accessibility standards.

Following initial discussions, GovMetric has requested support from Ten10 to run an accessibility audit and a further retest to test compliance against WCAG 2.2 guidelines.

The following slides detail the testing and areas of non-compliance identified across the WCAG 2.2 guidelines.

Test Approach

Ten10 will take the following approach to validating the GovMetric website:

- Validation of WCAG 2.2 A and AA standards through several tooling solutions including screen readers, sound, contrast, and code reviews.
- Validation of the WCAG 2.2 A and AA standards through manual testing of the checklists across various device and browser combinations.
- Helpful and supportive best practice guidance for building Accessibility into website design
- Support and guidance for publishing an Accessibility statement across the site.
- A comprehensive Accessibility Audit report listing issues identified through both tooling and manual testing.

Devices and Scope

The Accessibility Audit will be conducted across 11 days with a following 3-day retest using 4 device browser combinations as follows:

Device	Operating System	Browser
Windows Desktop	Windows 10	Chrome (latest version)
MacBook	Monterey 12.2	Safari (latest version)
iPhone 14	iOS 16	Safari
Samsung Galaxy S22	Android 13	Chrome

The key areas planned for testing were across the following areas:

- GovMetric WCAG Test Survey
- Pay the Dartford Crossing Charge Survey

Initial Key Findings

- **1.3.1 Info and Relationships** - There were many issues with form labels such as inputs having more than one label or inputs missing a label which can lead to screen reader's giving incorrect or inadequate information to users.
- **1.4.12 Text Spacing** - There is overlapping text on one of the pages which can make it difficult to read. This is worsened when text spacing is applied which some users rely on to read the content.
- **3.3.2 Labels or Instructions** - The forms didn't have labelling for required fields which can lead to users having to fill the forms in multiple times. This can be quite tedious for certain users such as those that are only able to navigate the site with a keyboard

This table shows the total number of WCAG guidelines that passed or failed

	WCAGA	WCAGAA
Passing	21	19
Failing	04	03
N/A	06	02
Total	31	24



Test Results

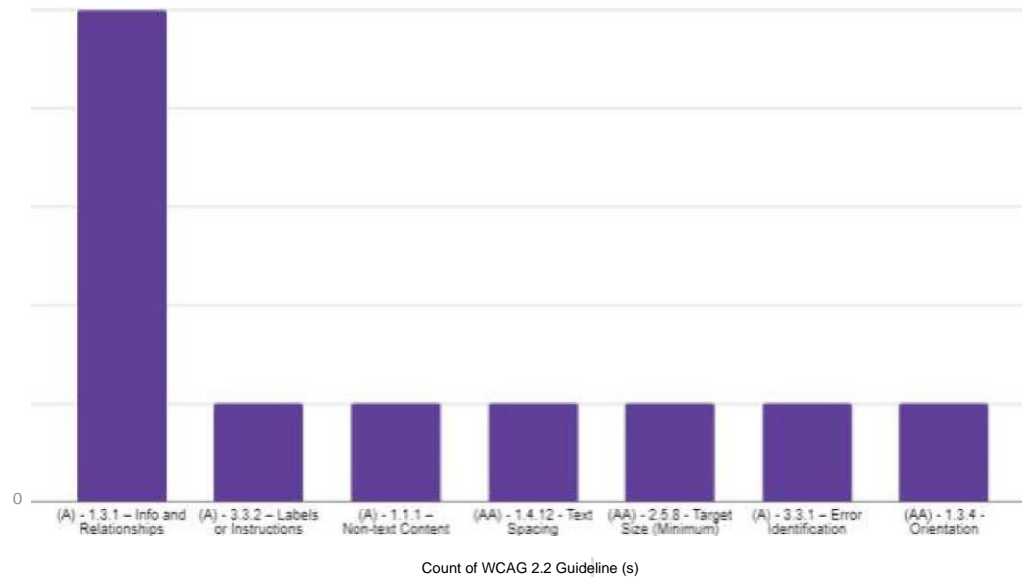
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Summary of Findings

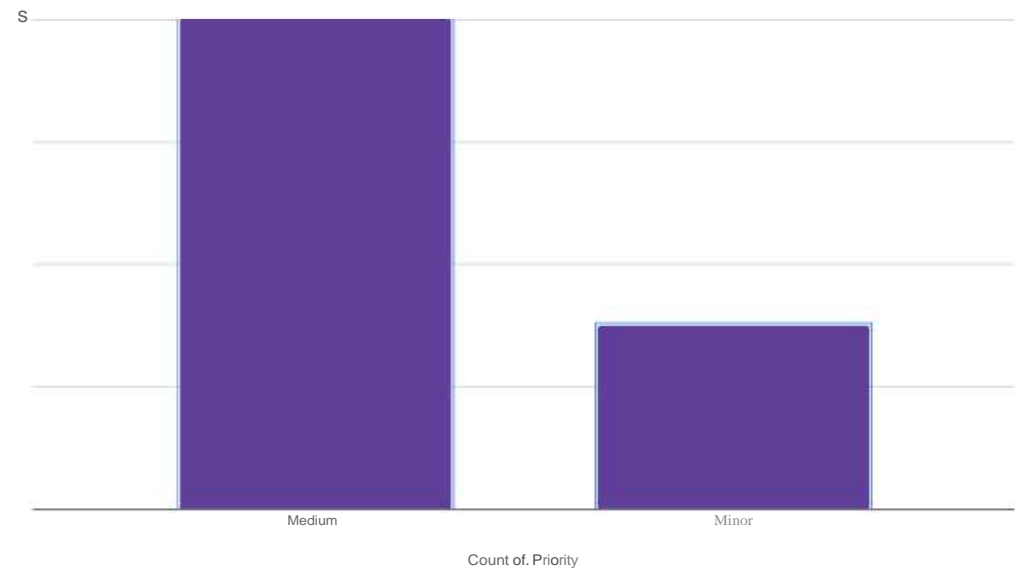
In total there were 11 defects identified across the audit:

- 8 were A
- 3 were AA

Defect Count by WCAG 2.2 Guideline(s)



Count of Priority





WCAG 2.2 A Observations

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1.1.1- Non-text Content

Description of defects:

There was 1 defect found in this criterion, which states that wherever possible, you must provide text alternatives for any non-text content (e.g. images) so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

- There was an image missing an alt tag which means that users relying on screen readers will likely receive incorrect or inadequate information about the image.

THIS IMAGE HAS NO ALT TAG. IT NEEDS A DESCRIPTIVE ALT TAG OR A NULLALTTAG IF IT IS DECORATIVE



1.3.1- Info and Relationships

Description of defects:

There were five defects found in this criterion, which states that wherever possible, logical structure is used which involves checking that the screen reader reads out what a user with good vision would be able to see, and in the right order.

- There were many issues with form labels such as inputs having more than one label or inputs missing a label which can lead to screen reader's giving incorrect or inadequate information to users.
- There was no heading structure found on the pages which can be useful for users relying on screen readers to create an outline of the page. Without them it can be more difficult for the user to gain a good understanding of the page layout meaning it will be harder to navigate the page.
- There was an empty table header present which can lead to screen readers reading out incorrect information about the page. It is best practice to never have an empty <th> tag and to replace it with a <td> tag if it is empty.

```

<div class="form-group row" >...</div> flex
<div class="form-group row"> flex
  <label class="col-sm-6 col-form-label" for="Details">...
  </label> == $0
  <div class="col-sm-6">
    <textarea class="form-control" data-val="true" data-val-
    regex="HTML code isn't allowed in this field" data-val-
    regex-pattern="^[<>]*" data-val-required="The details of
    your case are required to proceed" id="Details" name="Cas
    eDetails" rows="6"></textarea>
    <small class="form-text">...</small>
  </div>
</div>
<div class="form-group row"> flex
  <label class="col-sm-6 col-form-label" for="Details">...
  </label>
  <div class="col-sm-6">...</div>

```

experience

Please select one option for each...	Completely Satisfied	Satisfied
The length of time you waited for your call to be answered	<input type="radio"/>	<input type="radio"/>
The professionalism	<input type="radio"/>	<input type="radio"/>

```

<thead class="matrix_
  <tr class="matrix_s
    <th class="matrix
      <input id="Curre
      e" name="Curren
      type="hidden" v
    <input data-val
    field ID must b
    required="The I
    rentPage_Questi
    Questions[0].ID
    1">
    <input id="Curr
    D" name="Curren
    type="hidden" v
    -22088b196f6c">
    </th>
    <th class="matrix
    Satisfied </th>

```

3.3.1 - Error Identification

Description of defects:

There was 1 defect found in this criterion, which states that users should clearly be able to identify input errors, are aware that an error has occurred and can determine what is wrong. The error message should be as specific as possible so users may rectify and must be communicated effectively.

- Some forms do not show all error messages correctly which can lead to users having to input information into a form multiple times. For users such as those relying on a keyboard, this can be quite tedious.

FIRST NAME AND LAST NAME ARE REQUIRED VET THERE IS NO ERROR MESSAGE FOR THEM BEING MISSING.

About you...

We need your contact details so that we can deal with your complaint effectively

- A selection is required
- A selection is required
- A selection is required
- A selection is required
- A selection is required
- A selection is required

Your name

Mr

Email addresses

If you include your email address, you can use it to login and check the progress of your case later on

3.3.2- Labels or Instructions

Description of defects:

There was 1 defect found in this criterion, which states that wherever possible, there should be instructions or labels that identify the controls in a form so that users know what input data is expected. Instructions or labels may also specify data formats for fields especially if they are out of the customary formats or if there are specific rules for correct input.

- The forms didn't have labelling for required fields which can lead to users having to fill the forms in multiple times. This can be quite tedious for certain users such as those that are only able to navigate the site with a keyboard.

Subject of your complaint

a short description of the problem

Who is this complaint for?

I am the young person ▼

who this complaint relates to

Please give full details of your complaint and how you think it should be resolved

the more you provide here the more likely we'll have everything we'll need to try and resolve the issue

Which service or services does your complaint relate to?

-- Select one or more -- ▼

NO LABELLING FOR
REQUIRED FIELDS



WCAG 2.2 AA Observations

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1.3.4 - Orientation

Description of defects:

There was 1 defect found in this criterion, which states that wherever possible, content is not restricted to one display orientation (Portrait or Landscape) and should be suited to the users' needs. Where a user decides to lock their entire device to an orientation, all applications are expected to pick up that setting and to display content accordingly.

- On mobile, when navigating the WCAG test survey, a certain page has a different layout depending on the devices' orientation. This is a low impact defect however it can lead to
- confusion for users when switching orientation.

Please select one option for each question that best reflects your experience

	Completely Satisfied	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
The length of time you waited for your call to be answered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DIFFERENT LAYOUTS DEPENDING ON ORIENTATION

Thinking about when you first got in touch with us over the phone

How would you rate the following aspects of your experience

Please select one option for each question that best reflects your experience

The length of time you waited for your call to be answered

The professionalism of the call taker

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1.4.12 - Text Spacing

Description of defects:

There was 1 defect found in this criterion, which states that wherever possible, users should be able to override author specified text spacing to improve their reading experience. No loss of content or the functionality is lost by changing the spacing.

- When there were multiple faces/stars on the WCAG test survey, the text for each of them would overlap, making it difficult to read them. This is worsened when text spacing is applied, which some users require to read content.



Here is a link to the text spacing tool 1 use: <https://holistica11y.com/text-spacing-bookmarklet-for-accessibility-testing/>

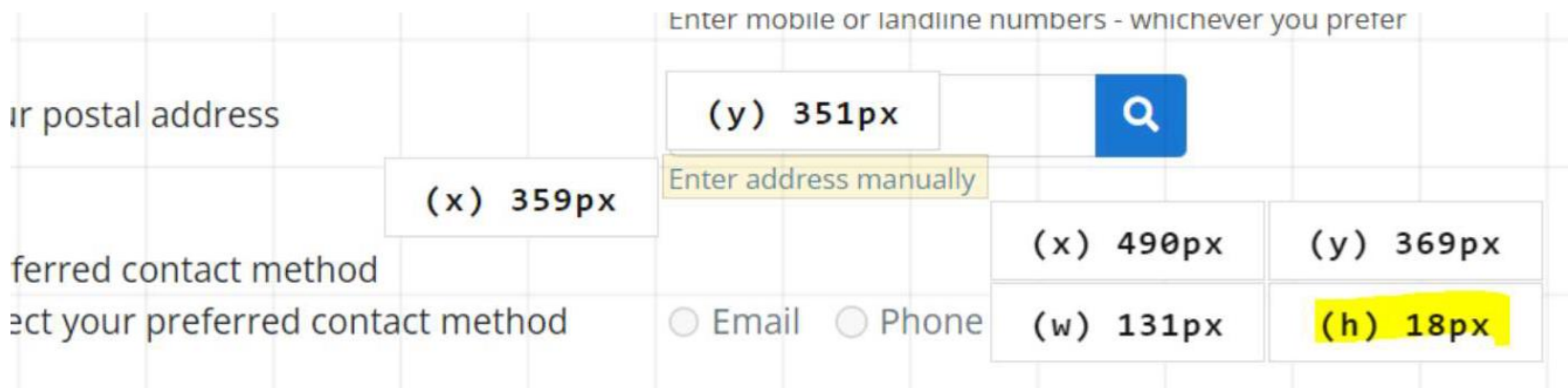
2.5.8 - Target size (Minimum)

Description of defects:

There was 1 defect found in this criterion, which states that The size of the target for pointer inputs is at least 24 by 24 CSS pixels, except where there is appropriate spacing, user agent control or other means of controlling the function.

- On the case tracker, one of the buttons does not meet the minimum target size requirements. This means that users with low vision or motor skills may click this button by accident as it is too close to the address input.

ENTER ADDRESS MANUALLY BUTTON IS TOO SMALL AND DOESN'T HAVE A BIG ENOUGH SPACE BETWEEN IT AND THE INPUT ABOVE





Retest Results

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Retest Findings

Ten10 have retested the defects identified from the original audit and have tested against the Web Content Accessibility Guidelines (WCAG) 2.2 that were released in October.

The retesting results are as follows:

- 11 defects have been closed

This table shows the total number of WCAG guidelines that passed or failed

	WCAGA	WCAGAA
Passing	25	22
Failing	00	00
N/A	06	02
Total	31	24

Overview of Defects

The following tables details the status of all 11 defects identified from the initial audit

Defect Number	Guideline	Title	Open/Closed
001	1.3.1 Info and Relationships	input has two labels	Closed
002	3.3.2 Labels or instructions	No labelling for required fields	Closed
003	(A) - 1.1.1- Non-text Content	Image missing alt tag	Closed
004	(AA) - 1.4.12 - Text Spacing	Overlapping text	Closed
005	(A) - 1.3.1- Info and Relationships	Empty table header	Closed
006	(A) - 1.3.1- Info and Relationships	Empty form label	Closed
007	(AA) - 2.5.8 - Target Size (Minimum)	Small target size for button	Closed
008	(A) - 3.3.1- Error identification	Error message doesn't show all required inputs	Closed
009	(A) - 1.3.1- Info and Relationships	Form label not correctly associated with input	Closed
010	(A) - 1.3.1- Info and Relationships	No heading structure	Closed
011	(AA) - 1.3.4 - Orientation	Layout of page changes when orientation is changed	Closed



Key Recommendations

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Key Recommendations

The following points are recommendations from Ten10 that could be implemented for further releases:

- Accessibility testing should be executed throughout all projects within GovMetric to ensure the website is being built with accessibility in mind. This testing is critical to ensure everyone can access the website. The accessibility standards should be built into the developer's code at the beginning of the design stage so that conformance to the standards is reviewed throughout the SDLC and less defects will be identified later through testing. Easily fixable issues such as contrast errors and labelling can be eliminated with this approach in a much more cost-effective way.
- Work through defect spreadsheet to fix defects, making sure to fix all instances of the defect throughout the site.
- We recommend fixing all level A defects as a minimum to be Accessibility compliant to level A and further resolution for the AA defects.
- Fix any remaining defects identified during the retest to make sure the site is compliant to an AA level