TENUTA PROMOTING ACCESSIBILITY AND USABILITY

Medical Web Site Accessibility Review

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Introduction

An audit was conducted of the conformance of the following pages of the XXX e-service to a subset of the Web Content Accessibility Guidelines Version 1 (WCAG1, see http://www.w3.org/TR/WCAG10/).

The pages audited were:

Log-in page: xxx

Main/Home page: xxx

Drug Information page: xxx

The subset of checkpoints from WCAG1 used represent the 10 most commonly violated checkpoints as found in two extensive surveys of web accessibility (DRC, 2004; Petrie, King and Hamilton, 2005). These 10 checkpoints accounted for over 80% of all accessibility problems that were accounted for by WCAG1. They are summarized in Table 1, below. Table 1 also indicates the Priority level of the checkpoints used in the audit.

The Checkpoints are organized into three groups, based on the checkpoint's impact on accessibility:

Priority 1:

A Web content developer **must** satisfy this checkpoint. Otherwise, one or more groups will find it impossible to access information in the document. Satisfying this checkpoint is a basic requirement for some groups to be able to use Web documents.

Priority 2:

A Web content developer **should** satisfy this checkpoint. Otherwise, one or more groups will find it difficult to access information in the document. Satisfying this checkpoint will remove significant barriers to accessing Web documents.

Priority 3:

A Web content developer **may** address this checkpoint. Otherwise, one or more groups will find it somewhat difficult to access information in the document. Satisfying this checkpoint will improve access to Web documents.

Some checkpoints specify a priority level that may change under certain (indicated) conditions.

Depending on the results of an audit, a webpage or website may state that it has reached A, AA or AAA conformance to WCAG:

- Conformance Level "A": all Priority 1 checkpoints are satisfied;
- Conformance Level "Double-A": all Priority 1 and 2 checkpoints are satisfied;
- Conformance Level "Triple-A": all Priority 1, 2, and 3 checkpoints are satisfied

Many national governments and the European Commission require that websites reach AA conformance levels.

Table 1: WCAG1 checkpoints used in the audit

WCAG1 Checkpoint	Description
1.1 Priority 1	Provide text equivalents for every non-text element
2.2 Priority 2	Ensure that foreground and background colour combinations provide sufficient contrast when viewed by someone having colour deficits or when viewed on a black and white screen
6.3 Priority 1	Ensure that pages are usable when scripts, applets, or other programmatic objects are turned off or not supported. If this is not possible, provide equivalent information on an alternative accessible page
7.3 Priority 2	Until user agents allow users to freeze moving content, avoid movement in pages
10.1 Priority 2	Until user agents allow users to turn off spawned windows, do not cause pop-ups or other windows to appear and do not change the current window without informing the user
12.3 Priority 2	Divide large blocks of information into more manageable groups where natural and appropriate
13.1 Priority 2	Clearly identify the target of each link
14.1 Priority 1	Use the clearest and simplest language appropriate to a site's content
3.4 Priority 2	Ensure that text size values are relative rather than absolute
13.4	Use navigational mechanisms in a consistent manner

Priority 2	

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Login page

WCAG1 Checkpoint	Description	Issues
1.1 Priority 1	Provide text equivalents for every non-text element	None of the images have descriptions (4 instances). In particular, the flags to indicate the languages do not have descriptions, so a user with a screenreader or with images turned off will not be able to select the appropriate language. FAIL.
13.1 Priority 2	Clearly identify the target of each link	“Click here to register” is a poorly worded link. The WAI recommends using wording such as “Information about version 4.3” instead of “Click here”. FAIL

Conclusion: The login page FAILS WCAG Level A.

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Main page

WCAG1 Checkpoint	Description	Issues
1.1 Priority 1	Provide text equivalents for every non-text element	None of the images have descriptions (6 instances). See comments on Login page. FAIL
2.2 Priority 2	Ensure that foreground and background colour combinations provide sufficient contrast when viewed by someone having colour deficits or when viewed on a black and white screen.	Text “Choose language” is very poor contrast to background (because it is not true text, but graphical text), as is the Czech flag. May cause difficulties for some colour vision deficit people to change language. FAIL
13.1 Priority 2	Clearly identify the target of each link.	Link “Drug information” would be better labelled “Drug search”. Links to different languages are only the abbreviations “EN” etc, which will not necessarily be understood as the language by a screenreader user, and abbreviations should always be spelt out for screenreader users. FAIL

14.1 Priority 1	Use the clearest and simplest language appropriate to a site's content.	Language seems unnecessarily complex. For example, the following sentence is very difficult to understand: "Medication errors are considered to be one of the most common types of medical errors, while errors of prescribing have been identified as one of the most common causes of medication errors" FAIL
13.4 Priority 2	Use navigational mechanisms in a consistent manner	Generally good consistent navigation. However, Home link is in a very unexpected position and logo does not act as a link to Home, which a user would expect. FAIL

Conclusion: The main page FAILS WCAG Level A.

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[Screenshot removed]

Drug information page

WCAG1 checkpoint	Description	Issues
1.1 Priority 1	Provide text equivalents for every non-text element	None of the images have descriptions (14 instances). See comments on previous pages. In addition, the red border is a series of images. Each image element should have ALT = " ", to avoid having a screenreader say "image no description" at each element.
2.2 Priority 2	Ensure that foreground and background colour combinations provide sufficient contrast when viewed by someone having colour deficits or when viewed on a black and white screen.	Text "Choose language" is very poor contrast to background (because it is not true text, but graphical text), as is the Czech flag. May cause difficulties for some colour vision deficit people to change language. FAIL
6.3 Priority 1	Ensure that pages are usable when scripts, applets, or other programmatic objects are turned off or not supported. If this is not possible, provide equivalent information on an alternative accessible page	When CSS is turned off, red borders around search boxes fragment, leaving the curved corner elements only. Will be unclear for a partially sighted user or any person without CSS enabled, as the curved elements group the wrong way (see screen shot below). FAIL

13.1 Priority 2	Clearly identify the target of each link.	See comments on previous page. FAIL
13.4 Priority 2	Use navigational mechanisms in a consistent manner.	See comments on previous page. FAIL

Conclusion: The drug information page FAILS WCAG Level A.

References

Disability Rights Commission. (2004). The Web: Access and Inclusion for Disabled People. London: The Stationery Office. Available from: http://www.drc-gb.org/library/formal_investigation_report_w.aspx

Petrie, H., King, N. and Hamilton, F. (2005). Accessibility of museum, library and archive websites: the MLA audit. London: MLA. Available from: http://www.mla.gov.uk/resources/assets/M/mal_web_accessibility_pdf_6541.pdf