



Audit Summary on behalf of

www.fitnessfirst.co.uk

By Accessibility Research Centre

Teesside University

Site reviewed:	www.fitnessfirst.co.uk
Date:	21/10/2015
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Recheck Date:	<i>(If required)</i>



WCAG 2 First Level Audit: Summary

A preliminary audit of www.fitnessfirst.co.uk has now been completed. The audit involved examination of the Home Page, global features and aspects of the top level pages. A number of checking methods have been used:

- Browser checks: **Internet Explorer** V9 for PC, **Firefox** v41.0.2, **Google Chrome** Version 46.0.2490.80 m (64-bit)
- Automated checking tools: The **ARC website** Evaluation Assistant alongside the downloadable web accessibility tool bar.
- The **WAVE** accessibility checking tool used in conjunction with **AChecker** an online tool,
- **HTML_CodeSniffer**
- **JAWS 16.0** a text to speech application.
- User and Design Checks: manual inspection – The Nu **Html Checker**
- **Total Validator** v8.8.0 (browser extension for Firefox extension v2.0.0, and Chrome extension v2.4)

Accessibility Evaluation

This audit has been conducted by measuring against the Web Content Accessibility Guidelines (WCAG) 2.0 checklist which represent the four guiding principles of accessibility: Perceivable, Operable, Understandable, and Robust.

The Worldwide Web Consortium Web Content Accessibility Guidelines 2.0 (WCAG 2.0) are based on four principles (Musachio 2015) that are termed perceivable, operable, understandable, and robust. Perceivable pertains to users with hearing or vision impairments.

The **Perceivable** principle has success criteria to provide text equivalents for images, audio, multimedia presentations, and colour-conveyed information. In other words, content must be accessible to at least one of the senses.

Operable means users must be able to operate the interface. For example a person who has a dexterity impairment can operate the user interface without using a mouse. The principle has success criteria to enable active elements to be keyboard accessible or accessible by other means, such as using a switch or Eye Gaze technology. This principle also stipulates that timed response (e.g. purchasing tickets online within a time limit) must not prevent persons with any type of disabilities from performing transactions.



Understandable implies that content must be clear, concise, and readable. Success criteria for this principle include expanding abbreviations, explaining unusual words, and identifying the language of a webpage. The Understandable principle also entails webpages having predictable navigation methods (e.g. navigation links in the same position on each page). Furthermore, it calls for instructions and alerts to prevent users from making errors or to correct them.

Finally, **Robust**, which means the content must be able to be interpreted reliably and by a wide variety of user agents. It is important that the content be able to be interpreted by the assistive technologies used by people with disabilities and that as technologies evolve the content remains accessible.

WCAG 2.0 sets conformance levels for accessibility as follows:

- Level A: For Level A conformance (the minimum level of conformance), the Web page must satisfy all the Level A Success Criteria, or a conforming alternate version is provided.
- Level AA: For Level AA conformance, For Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided.
- Level AAA: For Level AAA conformance, the Web page satisfies all the Level A, Level AA and Level AAA Success Criteria, or a Level AAA conforming alternate version is provided.

Good Practice

The site includes a number of features that support accessibility; the site conforms to the new HTML5 guidelines in place, including very good use of semantic markup, it is also designed to be viewed on all hand held devices, meaning it is very responsive. We also found that it to be very visually pleasing (a concern for people with visual impairments and color blindness) and easy to read. The use of the header tags is well defined on most pages and is semantically used.

Issues

This initial audit found **7** conformance issues at Level A, **1** at level AA and **1** at level AAA on the pages examined. There may be multiple occurrences of particular issues (e.g. missing “alt tags” or it may occur only once but is a global issue that affects the whole site (e.g. missing form labels or non-descriptive form labels).

The table below presents a summary of the issues identified against the specific check criteria and the WCAG2.0 recommendations for compliance, along with the appropriate conformance level.



Criteria	Recommendation	Issue	Conformance Level/ Priority
Perceivable			
1.1.1 Non-text Content	All images, form image buttons, and image map hot spots have appropriate, equivalent alternative text.	Alternative text is not provided for at least nine images on the home page, which is a major concern because, if the only content within a link is an image, that image must supply alternative text that describes the content of the image and/or the function of the link. The issue here is that people that are unable to view the image cannot determine what the image is saying or if it is linked, where it is going to.	A (Fail)
1.1.1 Non-text Content	Form inputs have associated text labels or, if labels cannot be used, a descriptive title attribute	On the Personal Details page there is a form with a select or dropdown box, this element does have a label, but is a hidden element the text has no bearing on what is inside the dropdown box, this is important because it could have told a screen reader exactly what was inside the dropdown. The “for” attribute of the label element must refer to a non-hidden form control.	A (Fail)
1.3.1 Info & Relationships	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	All headings on the homepage conform to AA standards. The footer section does not declare a heading, would be useful for screen reader to tell user that they were now in footer area. There are a number of issues on the “try us” page concerning missing attributes in the form labels, a simple “for” attribute would enable	A (Fail)



		screen readers to relay to the user its contents.	
1.4.4 Resize Text	Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality	The text resized on all pages up to 200% and therefore there were no issues.	AA (Pass)
1.4.8 Visual Presentation	For the visual presentation of blocks of text, a mechanism is available to achieve the following: <ol style="list-style-type: none"> 1. Foreground and background colors. 2. Width <= 80 characters 3. Text is not justified 4. Line spacing Text can be resized.	<ol style="list-style-type: none"> 1. Fail. Foreground and background colours cannot be selected by the user. People with some cognitive disabilities can read text better when they select their own foreground and background color combinations 2. Pass. Width is usually more than 80 characters but is easy on the eyes. 3. Pass. The text is not justified. 4. Pass. Line spacing does conform. 5. Pass. The text can be resized. 	AAA (Fail)
Operable			
2.1.1 Keyboard	All page functionality is available using the keyboard	Page functionality is not available using the keyboard only. The user is not able to navigate the site by tabbing only.	A (Fail)
2.2.2 Pause, Stop, Hide	For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	The page “class timetables” connects to a database and therefore does take time to download, it would be beneficial to add a preloader image to alert the user as to why the data is taking time to load.	A (Pass)



<p>2.4.1 Bypass Blocks</p>	<p>A link is provided to skip navigation and other page elements that are repeated across web pages. If a page has a proper heading structure, this may be considered a sufficient technique instead of a "Skip to main content" link. Note that navigating by headings is not yet supported in all browsers. If a page uses frames and the frames are appropriately titled, this is a sufficient technique for bypassing individual frames.</p>	<p>The site does not provide a mechanism to bypass blocks of material that are repeated on multiple Web units. It could be done with a simple <code><p></p></code> this would tell a visually impaired user to skip this block, as it is the navigation system.</p> <p>When links are grouped into logical sets (for example, in a navigation bar or main menu that appears on every page in a site) they should be marked up as a unit, this does not occur here, an example could be <code><p><map title="Navigation Bar" id="navbar"><p></code> again this would greatly enhance the usability of anyone using a screen reader.</p> <p>The footer (global) on all pages is exactly the same and therefore does not necessarily need to be seen by a user. The same markup could be used as the header as stated above. The footer does not contain a header element which would allow a screen reader to see and read.</p> <p>The Iframes on the homepage containing a video file does not contain a title element which is an issue because a user with visual difficulties</p>	<p>A (Fail)</p>
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		using a screen reader does not know what the video is about.	
2.4.4 Link Purpose (In Context)	The purpose of each link (or form image button or image map hotspot) can be determined from the link text alone, or from the link text and its context (e.g., surrounding paragraph, list item, table cell, or table headers). Links (or form image buttons) with the same text that go to different locations are readily distinguishable.	The link within the first button (Find Out More) on the homepage actually goes to another website, a major issue as the user has no idea that this will occur and thus will not know that he/she is on another site.	A (Fail)
2.4.5 Multiple Ways	Are available to find other web pages on the site - at least two of: a list of related pages, table of contents, site map, site search, or list of all available web pages.	The site does not contain a site map, which is an issue for people that cannot visually see the site as it could be an easy way to navigate for them.	AA (Fail)
2.4.6 Headings and Labels	Headings and labels describe topic or purpose.	The heading on the home page are clear and descriptive, meaning that users can find information more easily, and they can understand the relationships between different parts of the content more easily, there are no labels on the homepage.	AA (Pass)
2.4.7 Focus Visible	Using user interface components that are highlighted by the user agent when they receive focus. When text fields receive focus, a vertical bar is displayed in the field, indicating that the user can insert text, OR all of the text is highlighted, indicating that the user can type over the text.	On the “contacts” page there is a form that I was able to navigate using the “tab” button on my laptop keyboard. I did not find any issues there. Users need to find their way around your website in a sequential and meaningful order. If they use a keyboard to navigate your website, they should be able to see which element they are on at any time.	AA (Pass)
Understandable			



3.1.1 Language of Page	The default human language of each Web page can be programmatically determined.	The default language of the page is indicated as English GB. No issue was found.	A (Pass)
3.2.1 On Focus	When any component receives focus, it does not initiate a change of context. For each link that opens automatically in a new window or tab when a change of context is initiated by a user request:	The link within the first button (Find Out More) on the homepage actually goes to its subdomain, a major issue as the user has no idea that this will occur and thus will not know that he/she is on another site.	A (Fail)
Robust			
4.1.1 Parsing	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.	Although the HTML appears to be well-formed a full check would require a detailed evaluation of all pages which is beyond the scope of this audit.	A (Pass)
Section 508 Checklist			
The following standards are excerpted from Section 508 of the Rehabilitation Act, §1194.22. The pass/fail criteria in this document represent an interpretation of Section 508 web standards.			
508 STANDARD	(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	<p>PASS Content and functionality provided by scripting is directly accessible to assistive technologies and the keyboard. <noscript> content does not constitute a suitable alternative to inaccessible scripting.</p> <p>FAIL Content and functionality provided by scripts only work with a mouse or cannot be accessed by assistive technologies.</p>	<p>pass This site does use the <noscript></noscript> Some benefits from using the script are, compliance with laws and regulations, make pages friendlier with screen readers and allows targeting older browsers.</p>





Usability Issues

During the course of this preliminary audit, a number of issues were noted that, while not all directly WCAG2 accessibility issues, are likely to negatively impact the usability and overall user experience of the site for a range of users. These include:

- We noticed during our initial audit that on the “Gym Finder” page a dropdown box (select gym) which **does** have a form label, but has no text within, it would be beneficial to add gym locations as a screen reader could read back to a visually impaired user.
- There are a number of images on the home page which are missing a **text alternative**, this is a concern for many users with various visual disabilities using screen readers. The trend continues on other pages.
- A link to an external site, with no warning to the user is used on the home page. Opening new windows automatically when a link is activated can be disorienting for people who have difficulty perceiving visual content, and for some people with cognitive disabilities, if they are not warned in advance. Providing a warning allows the user to decide if they want to leave the current window, and the warning will help them find their way back, if they do decide they would like to go to the new window. It will help them understand that the "back" button will not work and that they have to return to the last window they had open, in order to find their previous location.

Conclusions and Recommendations

The WCAG2 first level audit presented here can only identify the accessibility issues which are evident on the home page, top level pages or features that are part of the global navigation. A thorough investigation of the entire site against all WCAG2.0 checkpoints and guidelines would require a more detailed manual inspection. Typically where issues are found on the home page then similar issues will be present throughout the rest of the site.

There are a number of actions which www.fitnessfirst.co.uk may wish to take in the future:

- We noticed during our initial audit that on the “Gym Finder” page a dropdown box (select gym) which does have a form label, but has no text within, it would be beneficial to add gym locations as a screen reader could read back to a visually impaired user.
- We recommend adding some pre warning to users when opening external links.
- We would recommend using a **header element** for the “various categories” in the footer of all pages, as this would allow a visually impaired user (screen reader) to decide to skip this section if desired.



Accessibility Research Centre

- Here is a link to understanding the guidelines set out for websites to comply with today's standards for our websites to be made accessible to all people with disabilities.
<http://www.w3.org/TR/UNDERSTANDING-WCAG20/intro.html>
- We would also recommend a full audit in the near future.

Should www.fitnessfirst.co.uk wish to discuss the findings of this audit or how the Accessibility Research Centre (ARC) can help in the future please don't hesitate to contact us.

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Accessibility Research Centre.



References

Musachio Rosemary, 2015, *Yes, they are here; yes they can!* [online]. Available at: <http://www.interactiveaccessibility.com/blog/yes-they-are-here-yes-they-can#.VjCJmitglqy> (Accessed: 28 Oct 2015)