

Short extract from a Webcredible accessibility audit report



webcredible

user experience • research • design • training ●●●

Images

1. Decorative images have descriptive ALT text & are links by themselves

High priority

Assigning descriptive ALT text to a decorative image makes it harder for screen reader users to work through the page. This is because unnecessary content is being read aloud to them.



Decorative images should be assigned null ALT text, `alt=""`.

Decorative images should be inserted into the same link as their adjacent text so there's just one link in total containing both the image and the text.

33. 	http://www.chre.org.uk/about/40/1/
34. Harry Cayton	http://www.chre.org.uk/about/40/1/

same link

2. Text is embedded within images

High priority

Text that's embedded within images can't be resized and can become blurry and pixelated when blown up with a screen magnifier.

Ensure that all text is real text and not text embedded within images.



Advanced visual effects can be created with background images and real text.

Headings

1. Pages have more than one heading level one

High priority

Screen reader users need to know what each page is about – the heading level 1, or <h1>, is one of the main ways of conveying this crucial information.

All pages evaluated contain more than one heading level 1, <h1>. By using more than one heading level 1, <h1>, it's unclear what the page is actually about:

Title: Welcome to CHRE

<H1>Council for Healthcare Regulatory Excellence</H1>

<H2>Site search</H2>

<H2>Report on the GSCC</H2>

<H2>CHRE-News</H2>

<H1>Welcome to CHRE</H1>

<H1>The Performance Review 2009/10</H1>

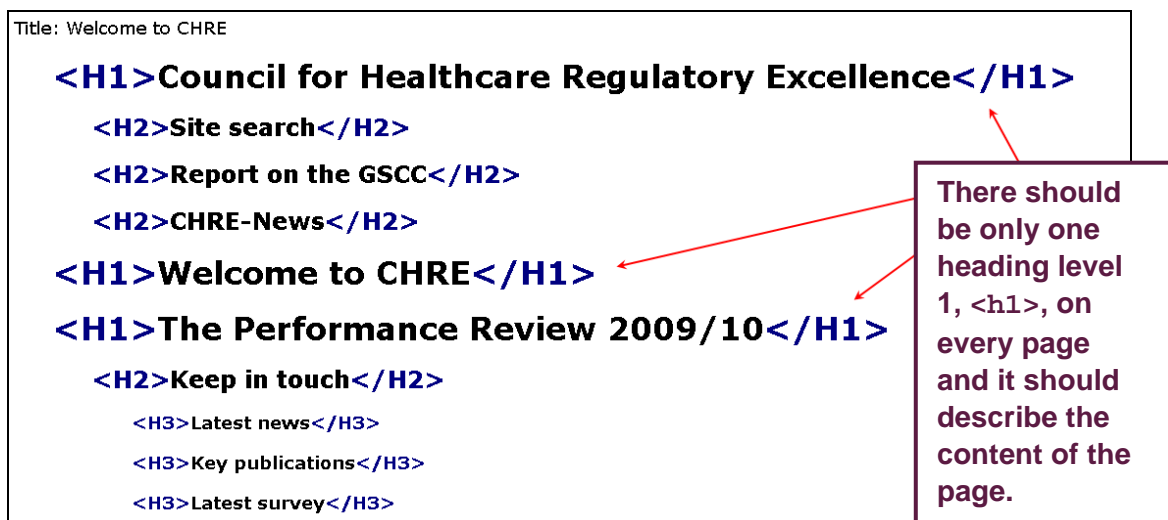
<H2>Keep in touch</H2>

<H3>Latest news</H3>

<H3>Key publications</H3>

<H3>Latest survey</H3>

There should be only one heading level 1, <h1>, on every page and it should describe the content of the page.



2. Sections of the site don't have a heading

High priority

It's crucial there's a heading immediately before every single section on every page of the site. This is so that screen reader users can instantly gain an understanding of what each section is about prior to listening to it.

The following should all be labelled as heading level 2s:

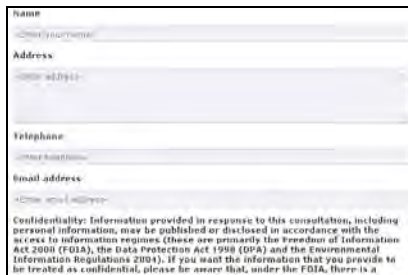
- Main site sections - Invisible heading placed before the top links



- Site links - Invisible heading placed before the footer links



- Consultation form - Invisible heading placed before the consultation form



To make a heading invisible, the HTML code would be:

```
<h2 class="hide">Main section</h2>
```

Within the CSS place the following command to hide this:

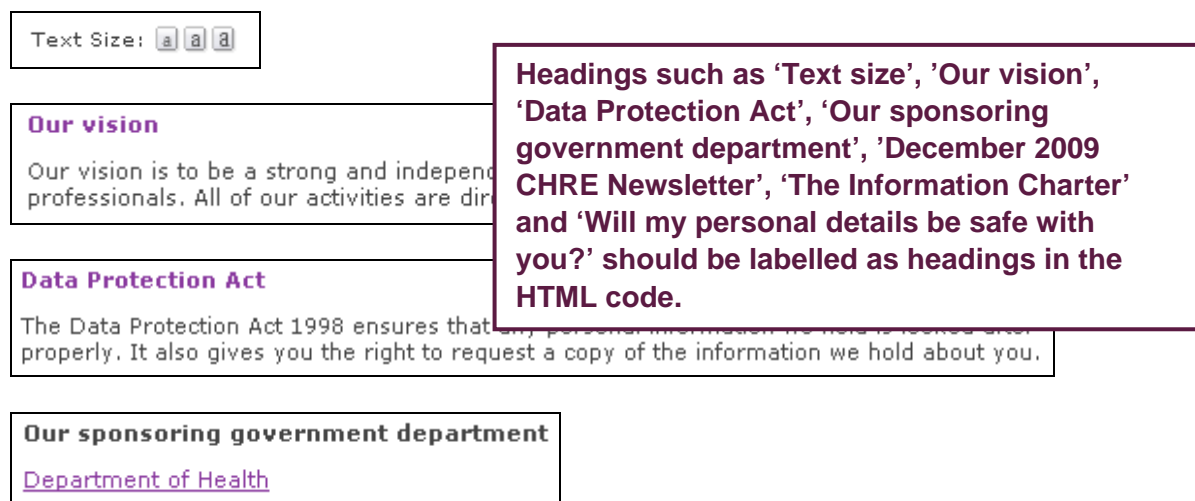
```
.hide {position: absolute; left: -9000px; top: 0;}
```

3. Headings aren't correctly labelled as headings

High priority

Screen reader users can call up a list of headings and quickly jump to any heading on the page. This means they won't have to listen to the entire page to find what they're looking for.

Some sections of the page do have headings but these headings haven't been labelled as headings within the HTML (using <h1>, <h2>, <h3> etc.).



Text Size: [a](#) [a](#) [a](#)

Our vision
Our vision is to be a strong and independent... professionals. All of our activities are directed...

Data Protection Act
The Data Protection Act 1998 ensures that any personal information we hold is looked after properly. It also gives you the right to request a copy of the information we hold about you.

Our sponsoring government department
[Department of Health](#)

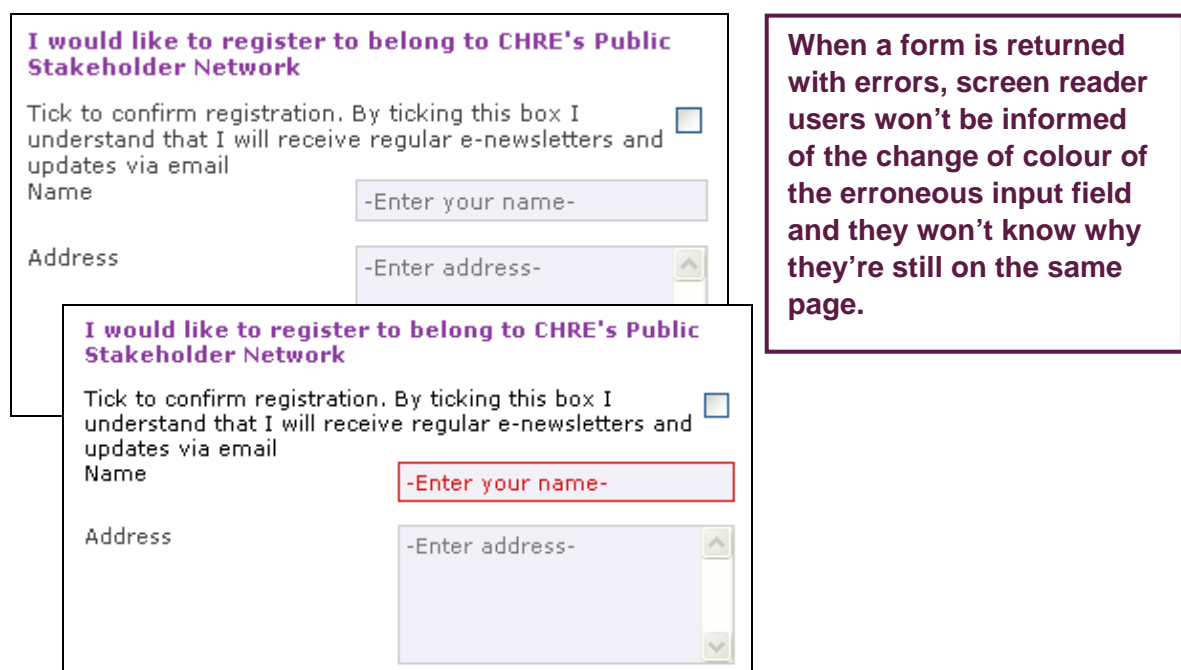
Headings such as 'Text size', 'Our vision', 'Data Protection Act', 'Our sponsoring government department', 'December 2009 CHRE Newsletter', 'The Information Charter' and 'Will my personal details be safe with you?' should be labelled as headings in the HTML code.

Forms

1. Instructions aren't placed before the action

High priority

It's important for screen reader and screen magnifier users to know about instructions before arriving at the appropriate item.



I would like to register to belong to CHRE's Public Stakeholder Network

Tick to confirm registration. By ticking this box I understand that I will receive regular e-newsletters and updates via email

Name

Address

I would like to register to belong to CHRE's Public Stakeholder Network

Tick to confirm registration. By ticking this box I understand that I will receive regular e-newsletters and updates via email

Name

Address

When a form is returned with errors, screen reader users won't be informed of the change of colour of the erroneous input field and they won't know why they're still on the same page.

When providing error messages, be sure to include:

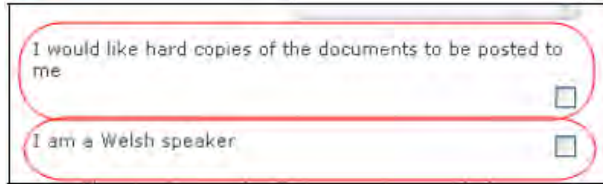
- A summary of errors listed above the form, to explain to users why they're still on the same page
- An explanatory error message that precedes each erroneous item, to inform users in context which errors need fixing

2. Label incorrectly positioned

High priority

Form labels should always be present and come before their associated form fields, except with radio buttons and checkboxes when they should come after.

If the label is incorrectly positioned then screen readers may associate the incorrect text with the form field, rendering the form unusable.



On the register form, the labels associated with the checkboxes should be placed after instead of before.

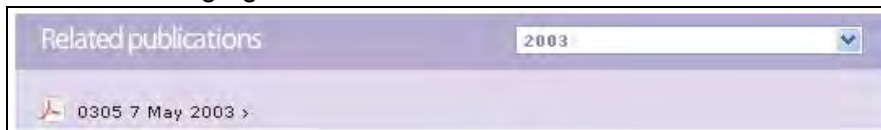
3. Form items cause an auto- refresh

High priority

Screen reader and keyboard-only users are unable to get past their first selection in any dropdown list, when an auto-refresh is used. As soon as they select to go down to the second option in the list, the auto-refresh is activated and they're returned to the top of the page.

The following dropdown, in the absence of a 'Submit' button, auto-refreshes when users select items:

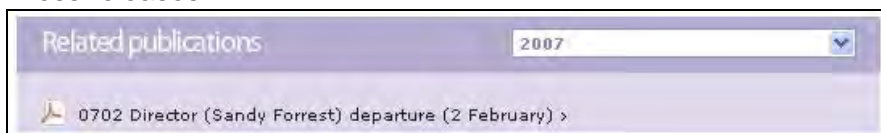
- Council meeting agendas



- Council meeting minutes



- Press releases



The auto-redirect should be removed and a 'Submit' button provided. Alternatively, use JavaScript to change the publications lists, eliminating the need for the page refresh.

About Webcredible

Webcredible is a user experience consultancy, offering a range of usability, accessibility, design & training services for websites, intranets, mobile devices & applications:

User-centred design

- Information architecture
- Interaction design

User research

- Usability testing
- Interviews & focus groups
- Persona creation

Accessibility

- Accessibility testing
- Accessible web design

Training & mentoring

- Usability & accessibility courses
- Online copywriting courses
- Web development courses

Webcredible is widely regarded as one of the most respected consultancies in the user experience industry. Its usability and user experience work results in measurable improvements, for example:

- 10% increase in travel bookings and 33% increase in customer logins for Airmiles
- 50% increase in sales and 70% reduction in customer service issues for Plumbworld
- 44% conversion improvement and a 168% uplift in leads for Propertywide
- 80% increase in hotel 'look-to-book' conversions for Thomson

In addition to our clients, large numbers of people from the digital community interact with our brand, for example we have:

- 50 training participants on our courses each month
- 250,000 website visitors per month
- 25,000 newsletter subscribers and 1800+ Twitter followers

Clients include Airmiles, Asda, BBC, eBay, EDF Energy, Laura Ashley, Lloyds TSB, More Th>n, Sony, St John Ambulance, T-Mobile, VisitBritain and World Health Organization.