

Report Creator: , May 21, 2020

Evaluation Commissioner:

Summary of the evaluation findings

Demand letter items have been addressed and remedied. See items below:

1. Home Page and all other pages where it appears a- "First Security Mortgage" Name/Logo Box - Missing Alternative Text – When indicator (mouse) accesses area where company name/logo box is located, user is unable to identify the company name/logo. The screen reader is unable to describe what is depicted in the company's name/logo box, as such, the user must be able to identify the company name/logo and the link attached in order to utilize the screen reader.
2. Home Page and all other pages where it appears Social Media Icons - When indicator (mouse) accesses area where the social media icons are located, it's not able to identify the link attached to each social media icon. Therefore, user does not know what these icons represents; or where this link would lead to if it was clicked on accidentally.
3. Home Page and all other pages where it appears - Missing Alternative text error – At the bottom part, image for "Equal Housing Lender" logo does not have its corresponding link text. Therefore, the user does not know what these images represent.
4. Contact Us page - Linked Image Missing Alternative Text error – The MAP is missing its alternative text. User only hears "Frame Clickable", the user is unable to acknowledge that there is a map attached, therefore, the user does not know where this link would lead to if it was clicked on accidentally.

Additional Steps taken include:

1. ALT Text for all images, icons and text content.
2. All form fields labeled per ARIA recommendations.
3. Application of stationary movement of First Security Mortgage Section on Home page.
4. Text resize coding implementation to meet ADA standards.
5. Form submission implementation of alternatives and input error suggestions to meet ADA standards.
6. Keyboard website navigation ability implemented with specific functions to ensure no trapping on forms or pages per ADA standards.
7. Implement descriptive page titles.
8. Ensure that any content generated by scripts is accessible.
9. Implement all form fields with a label, title and a rating including description where an action needs to be taken where applicable.
10. Ensure all content is intuitive and has appropriate structure and formatting across platforms.
11. Implemented ability for user to highlight links and buttons to ensure there is no reliance on only one color to convey information.
12. Limited images of text.
13. Ensure links have a description where applicable.
14. All headings are labeled and accessible via page element.
15. Defined the English language throughout.
16. Defined consistent font throughout.

Scope of the evaluation

Website name	[REDACTED]
Scope of the website	All website content of the site [REDACTED]
WCAG Version	WCAG 2.0
Conformance target	Level AA
Additional evaluation requirements	The evaluation and outcome will cover all web pages and web content as described in the attached list of tasks completed.
Accessibility support baseline	Testing any software that retrieves and presents web content for users including, web browsers, media players, plug-ins, and other programs that help in retrieving, rendering, and interacting with web content. Search engine guidelines for Google Search, Yahoo Search and Bing Search, including Robot.txt and best practices.
Relied upon technologies	<ul style="list-style-type: none">• HTML5• HTML 4.01• CSS• WAI-ARIA• Flash• PDF

Overview of audit results

Results of Level AA

Principle	Level A	Level AA
1. Perceivable	9 / 9	4 / 5
2. Operable	8 / 9	3 / 3
3. Understandable	5 / 5	5 / 5
4. Robust	2 / 2	0 / 0
Total	24 / 25	12 / 13

Detailed audit results

Principle 1 Perceivable

1.1 Text Alternatives

1.1.1 Non-text Content: (Level A)

Results for the entire sample:

Outcome: Passed

Findings: Image ALT Txt and Field labels created and An ARIA role, state, or property is present.



1.2 Time-based Media

1.2.1 Audio-only and Video-only (Prerecorded): (Level A)

Results for the entire sample:

Outcome: Not present

Findings: No functions exist needing this modification.



1.2.2 Captions (Prerecorded): (Level A)

Results for the entire sample:

Outcome: Not present

Findings: No functions exist needing this modification.



1.2.3 Audio Description or Media Alternative (Prerecorded): (Level A)

Results for the entire sample:

Outcome: Not present

Findings: No functions exist needing this modification.



1.2.5 Audio Description (Prerecorded): (Level AA)

Results for the entire sample:

Outcome: Not present

Findings: No functions exist needing this modification.



1.3 Adaptable

1.3.1 Info and Relationships: (Level A)

Results for the entire sample:

Outcome: Passed

Findings: All images, text an form fields have labels, an ARIA role, state, or property is present and no functionality requiring voice labels is necessary.



1.3.2 Meaningful Sequence: (Level A)

Results for the entire sample:

Outcome: Passed

Findings: Content drives down the page in an expected manor. Information is consistent for what the companies product claim is.



1.3.3 Sensory Characteristics: (Level A)

Results for the entire sample:

Outcome: Passed

Findings: ALT Text and labels are on all buttons, links and form fields to ensure that functions can be read by ADA accessible software.



1.3.4 Orientation: (Level AA)



Results for the entire sample:

Outcome: Not checked

Findings: –



1.3.5 Identify Input Purpose: (Level AA)



Results for the entire sample:

Outcome: Not checked

Findings: –

1.4 Distinguishable

1.4.1 Use of Color: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: ADA Wordpress plug-in has been incorporated to the site to give the user requiring ADA the ability to invert colors and change images to grey-scale. Also functionality has been incorporated to allow the user to highlight or underline links to identify placement.

1.4.2 Audio Control: (Level A)



Results for the entire sample:

Outcome: Not present

Findings: This is not a requirement as there is no audio that starts upon opening of the website, so no 3 second delay is necessary.

1.4.3 Contrast (Minimum): (Level AA)



Results for the entire sample:

Outcome: Failed

Findings: Functions exist to allow the user to invert colors and change images to grey scale. However, sites colors have not been modified to allow for full contrast compliance.

1.4.4 Resize text: (Level AA)



Results for the entire sample:

Outcome: Passed

Findings: Font resizing tools have been implemented to allow the visitor to resize font in accordance with ADA recommendations.

1.4.5 Images of Text: (Level AA)



Results for the entire sample:

Outcome: Passed

Findings: Font families are identified on page elements, alt txt is present on images, logos, buttons and forms. Text is presented in the CSS code as well.

1.4.10 Reflow: (Level AA)



Results for the entire sample:

Outcome: Not checked

Findings: –

1.4.11 Non-text Contrast: (Level AA)



Results for the entire sample:

Outcome: Not checked

Findings: –

1.4.12 Text Spacing: (Level AA)



Results for the entire sample:

Outcome: Not checked

Findings: –

1.4.13 Content on Hover or Focus: (Level AA)



Results for the entire sample:

Outcome: Not checked

Findings: –

Principle 2 Operable

2.1 Keyboard Accessible

2.1.1 Keyboard: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: Keyboard can be used to navigate the website. Tab will move from one feature or field to the next. Enter will have the same function as submit. Backspace while in a field will remove a character, but backspace while not in a form field will take you back a page. To exit a form and go back a page Shift Tab will need to be used to get out of the form fields.

2.1.2 No Keyboard Trap: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: To exit a form and go back a page Shift - Tab will need to be used to get out of the form fields. Then backspace can be used to go back a page and tab can be used alone to advance sections on a page.

2.1.4 Character Key Shortcuts: (Level A)



Results for the entire sample:

Outcome: Not checked

Findings: –

2.2 Enough Time

2.2.1 Timing Adjustable: (Level A)



Results for the entire sample:

Outcome: Not present

Findings: No time out functions on the website.

2.2.2 Pause, Stop, Hide: (Level A)



Results for the entire sample:

Outcome: Not present

Findings: No blinking cursor or auto delete functions exist on the website.

2.3 Seizures and Physical Reactions

2.3.1 Three Flashes or Below Threshold: (Level A)



Results for the entire sample:

Outcome: Not present

Findings: No flashing mechanisms exist on the website.

2.4 Navigable

2.4.1 Bypass Blocks: (Level A)



Results for the entire sample:

Outcome: Not present

Findings: Not applicable, all content is original, any content on the home page with a read more will drive to the page where the content exists in full.

2.4.2 Page Titled: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: All titles are descriptive and present on all pages.

2.4.3 Focus Order: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: Site content flows in a way to get a user to the information they are searching for.

2.4.4 Link Purpose (In Context): (Level A)



Results for the entire sample:

Outcome: Cannot tell

Findings: There are read more button links on the website, however the read more comes after the detailed section of text. Links can be considered suspicious because of the label, however have been checked and are not.

2.4.5 Multiple Ways: (Level AA)



Results for the entire sample:

Outcome: Passed **Findings:** Search functionality is present as well as a menu is present and links between content are present to get your to the intended page.

2.4.6 Headings and Labels: (Level AA)



Results for the entire sample:

Outcome: Passed **Findings:** An ARIA role, state, or property is present for all labels, form fields and titles as well as images.

2.4.7 Focus Visible: (Level AA)



Results for the entire sample:

Outcome: Not present **Findings:** –

2.5 Input Modalities

2.5.1 Pointer Gestures: (Level A)



Results for the entire sample:

Outcome: Not checked **Findings:** –

2.5.2 Pointer Cancellation: (Level A)



Results for the entire sample:

Outcome: Not checked **Findings:** –

2.5.3 Label in Name: (Level A)



Results for the entire sample:

Outcome: Not checked **Findings:** –

2.5.4 Motion Actuation: (Level A)



Results for the entire sample:

Outcome: Not checked **Findings:** –

Principle 3 Understandable

3.1 Readable

3.1.1 Language of Page: (Level A)



Results for the entire sample:

Outcome: Passed **Findings:** English has been applied to all content on the page and identified.

3.1.2 Language of Parts: (Level AA)



Results for the entire sample:

Outcome: Not present **Findings:** –

3.2 Predictable

3.2.1 On Focus: (Level A)



Results for the entire sample:

Outcome: Passed **Findings:** Removed section on home page that had a functionality and replaced with side by side image with text to ensure that no sweeping change took place for a visitor while on the site.

3.2.2 On Input: (Level A)



Results for the entire sample:

Outcome: Passed **Findings:** No setting changes take place when a user inputs text into fields.

3.2.3 Consistent Navigation: (Level AA)



Results for the entire sample:

Outcome: Passed **Findings:** Menu Navigation is set and does not change on any device.

3.2.4 Consistent Identification: (Level AA)



Results for the entire sample:

Outcome: Passed

Findings: All components of the site remain the same as per the platform used (i.e. Desktop, tablet, Mobile)

3.3 Input Assistance

3.3.1 Error Identification: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: Error identification has been implemented for forms, upon user inputting invalid or missing information, a description of the incorrect or missing information is made visible in the area where the error exists and is in RED to be easily identified.

3.3.2 Labels or Instructions: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: Labels have been implemented on all form fields.

3.3.3 Error Suggestion: (Level AA)



Results for the entire sample:

Outcome: Passed

Findings: Correction suggestions have been implemented to show the user what information is incorrect and how to remediate the issue.

3.3.4 Error Prevention (Legal, Financial, Data): (Level AA)



Results for the entire sample:

Outcome: Passed

Findings: Data on forms is checked for input errors and the user is provided the opportunity to correct the information. ReCAPTCHA is in place as an additional layer of security upon submission of the form.

Principle 4 Robust

4.1 Compatible

4.1.1 Parsing: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: Web pages have complete start and end tags in the coding to ensure identification of the content and elements of the page.

4.1.2 Name, Role, Value: (Level A)



Results for the entire sample:

Outcome: Passed

Findings: Components of forms and images have been updated to identify the name ARIA label compliance for properties and clearly state what the field name is as well as what the image is that is being viewed.

4.1.3 Status Messages: (Level AA)



Results for the entire sample:

Outcome: Not checked

Findings: –

Sample of audited web pages

Home Page



[REDACTED] completed tasks related to website compliance as discussed and agreed upon. The solutions offered by [REDACTED] on your website related to the ADA compliance were NOT intended to be legal advice. All steps were taken to cover what was discussed in the proposal however, eLocal Solutions is will not be liable for lawsuits arising out of other ADA complaints, loss of income or any other circumstances.

