

# Result accessibility research website [SVNL-info.nl/en](https://svnl-info.nl/en)

**Client:** SVNL

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**Date:** September 22<sup>th</sup> 2023

**Version:** 1.0

# Summary

To improve the accessibility of the SVNL-info.nl website for people with visual, hearing and motor disabilities, it was examined in the period from August 28<sup>th</sup> to September 1<sup>st</sup> 2023 and adapted as far as possible to WCAG 2.1 level AA conformity.

At the time of writing, the website does not yet meet this level. Of the 50 criteria, 17 are not applicable. Of the 31 relevant criteria, 4 do not yet comply:

- 1.4.3 Contrast (Minimum): the orange color of the H1 titles and links and the gray color of the breadcrumb navigation.
- 2.4.4 Link Purpose: non-descriptive link targets such as “read more” and “download here”.
- 3.2.2 On input: after entering a search term, the results are shown in a drop-down element below the input field. These are not mentioned by the screen reader. In addition, it is not clear that the enter key can be used to navigate to a page where all search results are listed based on the relevant search term.
- 4.1.3 Status Messages: the previous problem is also applicable to this criterion.

In addition, the seven PDFs offered on the website are not yet accessible. Six PDFs can be converted into accessible HTML pages. We will be informed by Justis (Ministry of Justice and Security) about the accessibility improvements to the PDF for requesting a Certificate of Conduct.

## Scope of the research

|                                       |   |
|---------------------------------------|---|
| <b>Name website</b>                   | SVNL-info   |
| <b>URL website</b>                    | <a href="https://svnl-info.nl/en">https://svnl-info.nl/en</a>   |
| <b>Conformance target</b>             | WCAG 2.1 AA   |
| <b>Accessibility support baseline</b> | Common browsers and assistive technology  |
| <b>Scope of the website</b>           | <p>All pages and PDFs of the website are within the scope of the research.</p> <p>External websites referred to on SVNL info are outside the scope of the research.</p> |

# Substantiation of the evaluation

## Research and implementation method

Because the website consists of pages with categories such as news items and information pages, the research is not a random but an ordered, representative selection of 9 pages. In this way, the accessibility of all functionalities, web technologies and page types has been mapped and improved where possible.

Using the WCAG-EM report tool on w3.org, the pages were manually examined with screen readers and with the Chrome Lighthouse Accessibility and Ax Devtools extension tools. The implementation was then tested and assessed again in these ways.

## Webtechnology

Used techniques on SVNL-info are HTML, CSS, WAI-ARIA, JavaScript and PDF.

## Browsers

Desktop:

- Firefox version 117.0.1
- Chrome version 116.0.5845.188

Mobile:

- Chrome version 115.0 on iOS
- DuckDuckGo version 5.165.2 on Android

## Assistive technologies

Desktop:

- NVDA<sup>1</sup> version 2023.2.0.29051
- ChromeVox<sup>2</sup> version 53.0.2784.14
- Randomly tested with Windows Narrator<sup>3</sup> version Windows 11

Mobile:

- Randomly tested with VoiceOver<sup>4</sup> on iOS 16.6.1
- Randomly tested with TalkBack<sup>5</sup> accessibility version 14.5.00.20 on Android version 13

## Structured sample web pages

1. Home  
<https://svnl-info.nl/en>

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<sup>1</sup> <https://www.nvaccess.org/>

<sup>2</sup> <https://chrome.google.com/webstore/detail/screen-reader/kgejglhpjiefppelpmljglcjbhoiplfn?hl=en>

<sup>3</sup> <https://support.microsoft.com/en-us/windows/complete-guide-to-narrator-e4397a0d-ef4f-b386-d8ae-c172f109bdb1>

<sup>4</sup> <https://support.apple.com/nl-nl/guide/iphone/iph3e2e415f/ios>

<sup>5</sup> <https://blog.google/products/android/all-new-talkback/>

2. News  
<https://svnl-info.nl/en/news>
3. Search results  
<https://svnl-info.nl/en/?s=events>
4. Contact  
<https://svnl-info.nl/en/contact-opnemen>
5. National appointments  
<https://svnl-info.nl/en/national-appointments/>
6. Authorizations as event traffic controller  
<https://svnl-info.nl/en/authorizations-as-event-traffic-controller/>
7. Requirements for an application  
<https://svnl-info.nl/en/requirements-for-an-application/>
8. Exam conditions  
<https://svnl-info.nl/en/examination-terms>
9. Invite traffic controllers for an event  
<https://svnl-info.nl/en/invite-traffic-controllers-for-an-event/>

## Concise audit results

| <b>Principles</b>       | <b>Passed</b> | <b>Failed</b> | <b>Not present</b> |
|-------------------------|---------------|---------------|--------------------|
| <b>1 Perceivable</b>    | 11            | 1             | 8                  |
| <b>2 Operable</b>       | 10            | 1             | 6                  |
| <b>3 Understandable</b> | 6             | 1             | 3                  |
| <b>4 Robust</b>         | 2             | 1             | 0                  |
| <b>Total</b>            | <b>29</b>     | <b>4</b>      | <b>17</b>          |

# Detailed audit results

## 1 Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

### 1.1 Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

#### 1.1.1: Niet-tekstuele content - Level A

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

#### **Result:**

Passed

#### **Observations:**

Checked that all images have an alt text and added them if they were missing.

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## 1.2 Time-based Media

Provide alternatives for time-based media.

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

For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:

- Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.
- Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

**Result:**

Not present

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### 1.2.2: Captions (Prerecorded) - Level A

Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

**Result:**

Not present

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

An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

**Result:**

Not present

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### 1.2.4: Captions (Live) - Level AA

Captions are provided for all live audio content in synchronized media.

**Result:**

Not present

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### 1.2.5: Audio Description (Prerecorded) Level AA

Audio description is provided for all prerecorded video content in synchronized media.

**Result:**

Not present

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## 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

### 1.3.1: Info and Relationships - Level A

Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

**Result:**

Passed

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### 1.3.2: Meaningful Sequence - Level A

When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.

**Result:**

Passed

**Observations:**

Checked the heading sequence and improved when it was not correct.

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### 1.3.3: Sensory Characteristics - Level A

Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.

**Result:**

Passed

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#### 1.3.4: Orientation - Level AA

Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.

**Result:**

Passed

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#### 1.3.5: Identify Input Purpose - Level AA

The purpose of each input field collecting information about the user can be programmatically determined when:

- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

**Result:**

Not present

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### 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

#### 1.4.1: Use of Color - Level A

Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

**Result:**

Passed

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#### 1.4.2: Audio Control - Level A

If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.

**Result:**

Not present

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#### 1.4.3: Contrast (Minimum) - Level AA

The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:

- Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;
- Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- Logotypes: Text that is part of a logo or brand name has no contrast requirement.

**Result:**

Failed

**Observations:**

On all pages, the orange color of H1 and links and the gray color of the breadcrumb navigation do not have sufficient contrast.

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#### 1.4.4: Resize text - Level AA

Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.

**Result:**

Passed

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#### 1.4.5: Images of Text - Level AA

If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:

- Customizable: The image of text can be visually customized to the user's requirements;
- Essential: A particular presentation of text is essential to the information being conveyed.

**Result:**

Passed

**Observations:**

The logo has an alternative text containing the name of the logo.

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#### 1.4.10: Reflow - Level AA

Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

- Vertical scrolling content at a width equivalent to 320 CSS pixels;
- Horizontal scrolling content at a height equivalent to 256 CSS pixels.

**Result:**

Passed

**Observations:**

The abbreviation of words with three dots (ellipsis) has been removed so that words are readable when zooming the page to 400%.

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#### 1.4.11: Non-text Contrast - Level AA

The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):

- User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

**Result:**

Passed

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#### 1.4.12: Text Spacing - Level AA

In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;
- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.

**Result:**

Passed

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#### 1.4.13: Content on Hover or Focus - Level AA

Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

- **Dismissable:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;
- **Hoverable:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

**Result:**

Not present

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## 2 Operable

User interface components and navigation must be operable.

### 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

#### 2.1.1: Keyboard - Level A

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.

**Result:**  
Passed

**Observations:**

The submenus in the blue main menu can not be opened with the keyboard. But as soon as you hit the enter key on one of the main menu items, a page opens where all subpages are listed as links in the main section, similar to a sitemap.

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#### 2.1.2: No Keyboard Trap - Level A

If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.

**Result:**  
Passed

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#### 2.1.4: Character Key Shortcuts - Level A

If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:

- Turn off: A mechanism is available to turn the shortcut off;
- Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);
- Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.

**Result:**  
Not present

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## 2.2 Enough Time

Provide users enough time to read and use content.

### 2.2.1: Timing Adjustable - Level A

For each time limit that is set by the content, at least one of the following is true:

- Turn off: The user is allowed to turn off the time limit before encountering it; or
- Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
- Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or
- Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or
- Essential Exception: The time limit is essential and extending it would invalidate the activity; or
- 20 Hour Exception: The time limit is longer than 20 hours.

**Result:**  
Not present

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### 2.2.2: Pause, Stop, Hide - Level A

For moving, blinking, scrolling, or auto-updating information, all of the following are true:

- Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- Auto-updating: 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.

**Result:**  
Not present

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## 2.3 Seizures and Physical Reactions

Do not design content in a way that is known to cause seizures or physical reactions.

### 2.3.1: Three Flashes or Below Threshold - Level A

Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.

**Result:**

Not present

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## 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

### 2.4.1: Bypass Blocks - Level A

A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.

**Result:**

Passed

**Observations:**

A skip to main link has been added to the top of each page allowing users to jump directly to the main content of the page.

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### 2.4.2: Page Titled - Level A

Web pages have titles that describe topic or purpose.

**Result:**

Passed

**Observations:**

Double H1 headings adjusted to maximum one H1 heading and the next heading in heading order.

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#### 2.4.3: Focus Order - Level A

If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

**Result:**

Passed

**Observations:**

The search function in the menu bar opens a modal that was previously not directly focused with the keyboard. This was confusing for both screen reader and keyboard users. This has been resolved.

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

The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.

**Result:**

Failed

**Observations:**

For news items, the link purpose “Read more” is not sufficiently descriptive and links to download a PDF are described as “download here”.

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#### 2.4.5: Multiple Ways - Level AA

More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.

**Result:**

Passed

**Observations:**

Pages can be found easily via the search field. In addition, the pages can be reached via the headers and the menu as well as the footer.

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#### 2.4.6: Headings and Labels - Level AA

Headings and labels describe topic or purpose.

**Result:**  
Passed

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#### 2.4.7: Focus Visible - Level AA

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

**Result:**  
Passed

**Observations:**

- The presence of a visible focus ring was checked and added where it was missing.
  - The icon to close the search modal did not yet receive focus. This has been resolved.
  - The missing focus on the accordion element has been resolved.
- 

## 2.4 Input Modalities

Make it easier for users to operate functionality through various inputs beyond keyboard.

#### 2.5.1: Pointer Gestures - Level A

All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.

**Result:**  
Not present

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#### 2.5.2: Pointer Cancellation - Level A

For functionality that can be operated using a single pointer, at least one of the following is true:

- No Down-Event: The down-event of the pointer is not used to execute any part of the function;
- Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;
- Up Reversal: The up-event reverses any outcome of the preceding down-event;
- Essential: Completing the function on the down-event is essential.

**Result:**  
Passed

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### 2.5.3: Label in Name - Level A

For user interface components with labels that include text or images of text, the name contains the text that is presented visually.

**Result:**  
Passed

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### 2.5.4: Motion Actuation - Level A

Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:

- Supported Interface: The motion is used to operate functionality through an accessibility supported interface;
- Essential: The motion is essential for the function and doing so would invalidate the activity.

**Result:**  
Not present

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## 3 Understandable

### 3.1 Leesbaar

Information and the operation of the user interface must be understandable.

#### 3.1.1: Language of Page - Level A

The default human language of each Web page can be programmatically determined.

**Result:**

Passed

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#### 3.1.2: Language of Parts - Level AA

The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

**Result:**

Passed

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### 3.2 Predictable

Make Web pages appear and operate in predictable ways.

#### 3.2.1: On Focus - Level A

When any user interface component receives focus, it does not initiate a change of context.

**Result:**

Passed

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#### 3.2.2: On Input - Level A

Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

**Result:**

Failed

**Observations:**

Search results that become visible after entering a search term are invisible to a screen reader. In addition, it is not clear that the enter key can be used to navigate to a page with search results for the word in question.

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3.2.3: Consistent Navigation - Level AA

Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

**Result:**

Passed

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3.2.4: Consistent Identification - Level AA

Components that have the same functionality within a set of Web pages are identified consistently.

**Result:**

Passed

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## 3.3 Input Assistance

Help users avoid and correct mistakes.

3.3.1: Error Identification - Level A

If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.

**Result:**

Not present

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### 3.3.2: Labels or Instructions - Level A

Labels or instructions are provided when content requires user input.

**Result:**

Passed

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### 3.3.3: Error Suggestion - Level AA

If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

**Result:**

Not present

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

For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:

- Reversible: Submissions are reversible.
- Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
- Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

**Result:**

Not present

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## 4 Robust

Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.

### 4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

#### 4.1.1: Parsing - Level A

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.

**Result:**

Passed

**Observations:**

Duplicate id selectors have been removed.

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#### 4.1.2: Name, Role, Value - Level A

For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

**Result:**

Passed

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#### 4.1.3: Status Messages - Level AA

In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

**Result:**

Failed

**Observations:**

After typing a search term, the results become visible in a drop-down window below the input field. These are not noticed by the screen reader, nor is the number of results. It is also not clear to the screen reader that when you click the enter key, you can navigate to the search page where all results are listed.

When completing a review of the page, the user does receive a message that it has been sent.



## Sources

- Report tool WCAG-EM W3 WCAG 2.1 niveau AA  
<https://www.w3.org/WAI/eval/report-tool>
- Web Content Accessibility Guidelines (WCAG) 2.1 <https://www.w3.org/TR/WCAG21/>