Job Board Pro
accessibility audit

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Overview

At Madgex our intent is to design usable experiences for everyone and therefore make our products as accessible as possible. We aim to be compliant with the international standards and guidelines WCAG 2.0 and any other accessibility guidelines necessary for specific territories.

To deliver an inclusive experience, we recognize that accessibility should be an integral part of the user experience design. Web accessibility is the responsibility of everyone involved in the design of a product and we aim to make it a consideration in all decisions made in that process.

We recently commissioned an accessibility audit of our Job Board Pro product by the Digital Accessibility Centre (DAC). A team of disabled users tested the key user journeys on desktop and mobile devices. These users had a range of disabilities including no vision, low vision, dyslexia, and mobility impairment. They used a range of assistive technologies to navigate the site, such as Screen Readers, voice activated software, keyboard only (no mouse) and screen magnification.

The audit identified various issues and made recommendations for change. The following accessibility enhancements are examples of some of the positive changes that we have made to our Job Board Pro product as a result. They are predominantly changes to the code and have greatly increased both accessibility and usability of the product. Many of the issues would not have been visible without the disability testing of the accessibility audit.
Accessibility enhancements

Additional messages for Screen Readers

Blind users are unable to access visual information with a screen reader and therefore any elements that rely on being communicated visually will require additional labelling.

On the job board, some messages appear or change as the result of an action, such as the character counter on a description field, which indicates how many characters allowed are left while typing within the field. For users with Screen Readers, this information will not be read out when they need it and it will likely result in an error when submitting the form.

Using ARIA live regions, we can make sure any update on the page are read out by Screen Readers, so the user receives the information at the right time.

Here are some examples where additional labelling is required to make information accessible for everyone:

- Mandatory fields marked with a red dot should be labelled
- The number of jobs available placed next to browse categories require an explanation
- Extra messaging is needed to warn users when a links opens a new window
- Clear instructions and indications should be included to inform users of the requirements for an account password and the character count on the cover letter for a job application

Clear focus when navigating

Users with keyboard only access or Screen Readers navigate using page elements such as links, headers or tab order. If a crucial element or piece of content is not included as a link, header or in the tab order then it will not be accessible to these users. On our job boards we use accordion style user interfaces that collapse and reveal information and we need to ensure these are accessible to Screen Readers.

Important elements such as new layers, pop-overs and collapsible menus need a clear focus so all users can access their content. If a user with a Screen Reader opens a new layer such as a pop-up to sign up for a job alert they won’t be aware that a new window has opened. This can
be confusing and they might find it difficult to get back to the previous page unless the layer is clearly labelled.

Also, when i-Frames are used we need to add title attributes that will help users to understand their context - explaining that they have navigated to a new area. For example, videos are often in i-Frames and clear focus and labelling will make navigation easier for users with assistive technologies.

**Visual feedback for sighted users**

An indication of where you are on the page, whether sighted or non-sighted, helps you to navigate a site efficiently. We have added a colour change to assist sighted users when hovering over an element but we also made sure that the outline or glow added by default by the browser to indicate clickable areas such as links, buttons or form fields is not being overridden by the styling of the site. It is especially useful for keyboard-only users as it will help them determine where they are on the page.

**Form labelling**

All websites have forms, they are a necessity to collect information. On job boards, forms are used for key tasks such as applying for a job, setting up alerts or creating an account. We have been working hard to make our forms more usable and accessible for all. No matter how elegant your form design, a user will not be clear what information to fill in if your form fields are not well labelled.

To help users navigate and complete forms better it is also important to group inputs into logical sections using mark-up. For example: first name, last name and date-of-birth fields could all be grouped under a “Personal Information” heading. This is also important when a user is asked to make a selection from multiple options, such as job categories and product type. Grouping options where there are multiple levels will help with understanding and therefore selection.
**Headings and page structure**

Users with Screen Readers use headers and links to navigate a site. This makes the hierarchy and structure of the page content very important. A site's heading structure and page structure should make sense at code level as well as visually.

We are ensuring that all pages have at least one H1 header and subsequent headers are nested correctly to introduce the different areas of content logically. This helps users to determine the layout of the page and the relationship between different areas of content. The most important message or content should be the H1, for example on an application confirmation page we will ensure that the confirmation message is the H1.

**Summary of enhancements**

The recommendations for change arising from the audit have been being applied to our Job Board Pro platform to ensure it reaches high accessibility standards. Relevant recommendations will also be applied to other products where relevant.

The insight and expertise gained will be shared across our multi-disciplinary product teams. This will include running workshops to share good practice and embed practices and principles into our product design and development process.