



DOGS FOR GOOD

dogsforgood.org

Dogs for Good is a charity that helps make life-changing differences for people with disabilities through the power of expertly trained dogs. Its target audience is a diverse group, many of whom have some form of physical or cognitive disability. A typical user could be an adult wheelchair user, the family of a child with autism or a community group, such as a school or care home.

As this website is targeting users with disabilities and in order that it ensures a good user experience for all users, it must meet the W3C Web Accessibility Initiative Content Accessibility Guidelines (WCAG) 2.1 standards at a minimum level AA. I conducted an accessibility audit using the WCAG 2.1 guidelines to determine the current level of conformance and, where it did not meet the requirements, what fixes and improvements could be made in order to meet them at level AA.

I selected a couple of automated accessibility evaluation tools to perform part of the audit, including AXE and WAVE, which are both Google Chrome extensions commonly used by web developers to test for Accessibility. I also performed manual testing in order to see how easy the site is to access for keyboard only users and users of assistive technology.



[How we help](#)

[Get involved](#)

[Our dogs](#)

[Good advice](#)



[Sponsor a puppy](#)

[Donate now](#)

Take the Lead: [Click here to understand more about your dog's behaviour, health and wellbeing.](#)

Take the Lead

Empowering every dog owner to have a rewarding relationship with their four-legged friend.

[Good advice](#)



Take the Lead: Click here to understand more about your dog's behaviour, health and wellbeing.

Take the Lead

Empowering every dog owner to have a rewarding relationship with their four-legged friend.

Good advice

I rated the overall usability of the website on a scale from 1 - 5 with 1 being Very Poor and 5 being Excellent.

SECURITY - Rated 5

There is a valid SSL certificate in place.

SPEED - Rated 5

There were no loading issues.

ACCESSIBILITY - Rated 2

Many elements of the site do not currently meet the requirements for Level AA or AAA of the WCAG 2.1 guidelines. See additional notes below for details. There is no clear button, link or accessibility statement about what is being done to conform to accessibility standards or efforts to improve this.

CONTENT DESIGN / HIERARCHY - Rated 2

The basic content has a logical order and is fairly well-structured. However, the visual hierarchy and accessibility compliance of the site's content requires much improvement. See additional notes below.

PERSONALISATION - Rated 2

There is a newsletter subscription sign up but no account creation facility.

INTERACTION - Rated 3

Could be improved with the addition of micro-interactions, such as a chat facility or help buttons. Back to top navigation buttons are always helpful, particularly on mobile touchscreen devices.

SEARCH - Rated 5

Resize Text

There are multiple site-wide incidences of non-compliance where text is flagged as 'very small' at 10px or smaller. Therefore it doesn't meet the standard required for all users, but especially for users with low vision. The text of the logo in the header has very small text, so should be edited for improved readability, and site-wide edits of increased text size should be done via CSS for improved readability.

Recommended Fix:

Increase text size site-wide via CSS to make it more readable.

This will bring it up to the standard requirements for Level AA.

The screenshot shows the WAVE accessibility evaluation tool interface. On the left, the 'Reference' panel is open, displaying an 'Alerts' section with the message 'Very small text' and a 'What It Means' section stating 'Text is very small.' Below that, the 'Why It Matters' section explains that very small text is difficult to read, especially for those with low vision. The main content area shows a website header with navigation links: 'Get help', 'Get involved', 'Our dogs', 'Good advice', 'Sponsor a puppy', and 'Donate now'. A red box highlights a 'Very small text' error on the 'Sponsor a puppy' button. A tooltip for this error reads: 'Very small text. Text is very small.' Below the tooltip are links for 'REFERENCE' and 'CODE'. The website background features a green grassy field and an orange sky.

Headings & Labels

WCAG 2 guidelines on Headings & Labels 2.4.6 (Level AA) requires heading elements (<h1>, <h2>, <h3>) to be present in order for good facilitation of page navigation, particularly for users of assistive technology. It also provides semantic and visual meaning, and structure to the document. The presence of heading elements throughout the site means that it does meet the standard for this guideline at Level AA. However, there is a first level heading missing on the 'Good Advice' page that should be fixed in order to meet the standard.

Recommended Fix:

If the page presents a main heading, place it within an <h1> element. Add other sub-headings as necessary. This will bring it up to the standard requirements for Level AA.

The screenshot shows the WAVE accessibility evaluation tool interface. On the left, the 'Reference' panel is open, displaying an 'Alerts' section with the message 'Missing first level heading' and a 'What It Means' section stating 'A page does not have a first level heading.' Below that, the 'Why It Matters' section explains that a first level heading is required for good facilitation of page navigation. The main content area shows a website header with navigation links: 'Get involved', 'Our dogs', 'Good advice', 'Sponsor a puppy', and 'Donate now'. A red box highlights a 'Missing first level heading' error on the 'Good advice' link. A tooltip for this error reads: 'Missing first level heading. A page does not have a first level heading.' Below the tooltip are links for 'REFERENCE' and 'CODE'. The website background features a green grassy field and an orange sky.

Colour & Contrast

Next, I checked the site's use of contrast between text size/colour and background colour with reference to WCAG 2.1 guidelines on Contrast (minimum) 1.4.3 (Level AA), in order to assess where it is not currently meeting them and how this can be improved in order to achieve compliance at level AA or AAA.

The WAVE evaluation tool reported that there are currently **81 contrast errors with 'very low' contrast ratio** between text colour and background colour, having a ratio of only **2.55:1** therefore the site does not currently meet the WCAG 2 guidelines Contrast (minimum) 1.4.3 requirement to meet level AA:

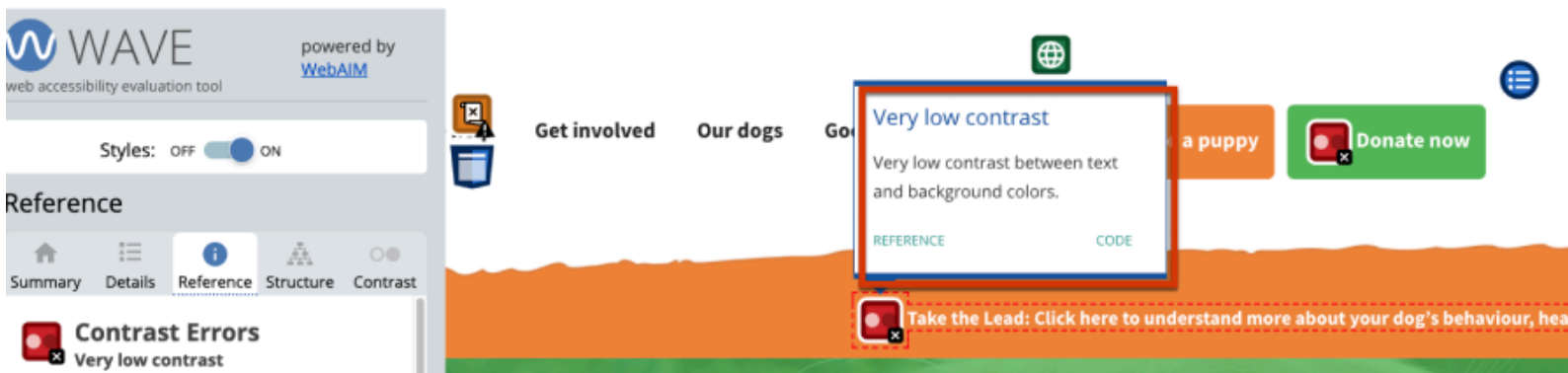
Text and images of text should have a contrast ratio of at least 4.5:1

Large text of at least 18 point (typically 24px) or 14 point (typically 18.66px) and bold has a contrast ratio of at least 3:1. Adequate contrast of text is necessary for all users, especially users with low vision.

Recommended Fix:

Increase the contrast between the foreground text and the background colours.

In addition, where background images are used with text, WCAG requires that page elements have both foreground AND background colours defined (or inherited) that provide sufficient contrast when the background image is disabled or unavailable.



Structural/Landmark Elements

The homepage's header and its landmark elements currently meet the WCAG 2 guidelines Information & Relationships 1.3.1 (Level A)

This is important as headers and other structural elements identify page introduction or navigation. They typically surround the site or page name, logo, top navigation, or other header content. Headers facilitate page semantics and navigation.



Discover all of the ways we help



Assistance Dog

Our assistance dogs support adults and children with a range of disabilities and also children with autism.



Community Dog

Our community dogs and their specialist handlers help people to improve their independence, wellbeing and skills.



Family Dog

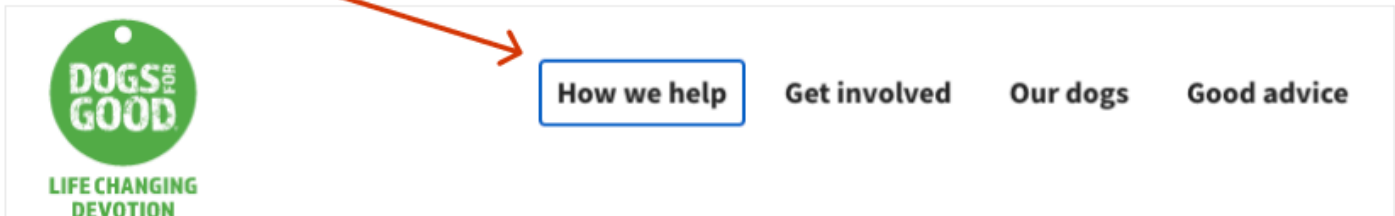
Our Family Dog team gives advice and support to help families with an autistic child to get the most out of their relationship with their pet dog.

Manual Testing Results

In addition to using the automated developer tools to test accessibility and in order to gain a better idea of how easy the site is to access for keyboard only users and those using assistive technology, I performed a manual test by accessing the site using only my keyboard. I tabbed through the page to test how well the following accessibility functions were working:

- **Skip links - present and functioning**
- **Focus rings - present and functioning**
- **Page structure & Visual hierarchy - header, banner and footer elements present**
- **Landmark elements - important for users of screen readers - present and functioning**

I found the tabbing function worked adequately with the site's page structure, navigation and hierarchy, with a clear focus ring and the availability of skip links.



Alt-text

Some images were missing alt-text.

Each image must have an alt attribute. Without alternative text, the content of an image will not be available to screen reader users or when the image is unavailable. Images that do not convey content, are decorative, or contain content that is already conveyed in text are given empty alternative text (alt="") or implemented as CSS backgrounds. All linked images have descriptive alternative text. This also applies if the image is a spacer image, give the image null/empty alternative text (alt=""). Alternatively, consider using CSS instead of spacer images to control positioning and layout.

Recommended Fix:

Alt-text needs to be added to all images in order to meet WCAG guideline 1.1.1 Non-text Content (Level A).

No Script Elements

A <noscript> element is present.

Content within <noscript> is presented if JavaScript is disabled. Because nearly all users (including users of screen readers and other assistive technologies) have JavaScript enabled, <noscript> cannot be used to provide an accessible version of inaccessible scripted content.

Recommended Fix:

Ensure that scripted content is accessible. The <noscript> content will be presented to very few users, but must be accessible if used.

Accessibility Policy Statement

There is currently no Accessibility Policy Statement provided on the website.

Recommended Fix:

An accessibility statement should be added to the site. This should outline your website's current level of conformance to W3C WCAG 2.1 guidelines, and capture goals and targets. The statement should include a plan to improve accessibility and what steps need to be taken to meet the WCAG 2.1 guidelines level AA or AAA and a date by which you will do this. Information about how to generate an Accessibility Statement can be found here: <https://www.w3.org/WAI/planning/statements/generator/#create>

Accessibility Links/Button

There is currently no Accessibility button or link on the website.

Recommended Fix:

Provide a button or link clearly labeled 'Accessibility' that takes users to your accessibility statement. This should be located in a prominent and visible location within the top navigation or header.