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ACCESSIBILITY EVALUATION: Digital Menus

Evaluation Results

Prepared by: Sarah Moyer, The Ohio State University
Date Completed: August 2024
Overall Accessibility Health Rating: Fair

- Poor – Digital information or digital service has one or more accessibility issues that present barriers to access that have no readily apparent workarounds. (e.g., inaccessible controls for keyboard or screen reader users, missing or insufficiently descriptive alternatives for non-text content, missing or insufficiently descriptive input field labels, lack of keyboard focus indication throughout the site or application.)
- Fair – Digital information or digital service has one or more accessibility issues that do not completely block access. (e.g. poor heading structure, lack of sufficient landmark structure, insufficient color contrast on text and background, insufficient keyboard focus indication on non-critical elements.)
- Meets Accessibility Standards – Digital information or service fully meets applicable accessibility standards.

Product Description

Evaluation requested by: STAFF NAME
Requestor's Contact Information: STAFF EMAIL, PHONE NUMBER
Date Evaluation Requested: July 18, 2024
Description of the Product: PRODUCT is a software that provides Digital menus, signage, food labels, and ordering all in one, streamlined platform for foodservice. It can also provide nutritional information on menu items and allow users to build a meal and view nutrition information for the whole meal. The Dining Services team hopes that PRODUCT can replace their current solution, which rates poorly against WCAG 2.1 standards.
Accessibility Risk Level: A4

Proposed Scope of Work

The Dining Services team hopes that PRODUCT can replace their current solution, which rates poorly against WCAG 2.1 standards. The vendor states that accessibility and compliance is foundational for PRODUCT.

Four unique use cases were assessed:

1. Selecting a location/menu
2. Reviewing nutritional information on menu items
3. Building a meal
4. Reviewing Nutrition Calculator results

Each page was assessed on all [WCAG 2.1 AA standards](#), according to [Ohio State's MDAS protocol](#). Tools used for testing include:

- OS: Microsoft Windows 11 Enterprise Version: 10.0.22631 Build 22631
 - Google Chrome browser: 127.0.6533.90 (Official Build) (64-bit)
 - Google Chrome browser 127.0.6533.103 on Android 14
 - Firefox browser: 129.0 (64-bit)
 - [WebAIM Contrast Checker](#)
 - [JavaScript Bookmarklets for Accessibility Testing](#)
 - [The W3C Markup Validation Service](#)
 - ANDI Accessibility Testing Tool
 - NVDA Screen reader
-

Full Manual Evaluation Results

Executive Summary

This accessibility evaluation report assesses the overall accessibility of PRODUCT, focusing on its compliance with established accessibility standards and guidelines. The evaluation revealed that while the software is largely accessible, there are a few critical barriers that need to be addressed to ensure full inclusivity for all users.

Key Findings:

1. **Overall Accessibility:** The software demonstrates a strong commitment to accessibility, with most features being user-friendly and compliant with accessibility standards. Key functionalities such as text readability and alternative text for images are well-implemented. The information provided will benefit students with allergies, allowing them to navigate the dining experience safely.
2. **Critical Barriers:**
 - **Keyboard Navigation:** Certain interactive elements are not fully operable via keyboard, posing challenges for users who rely on keyboard navigation.
 - **Screen Reader Compatibility:** Some dynamic content updates are not announced by screen readers, leading to potential information gaps for visually impaired users.
 - **Focus:** Ensure that focus order matches visual order, and that focus remains inside a dialog when one is open.

Recommendations:

1. **Enhance Keyboard Navigation:** Ensure all interactive elements are accessible via keyboard by implementing proper focus management and keyboard event handling.
2. **Improve Screen Reader Support:** Update the software to ensure dynamic content changes are properly announced by screen readers, enhancing the experience for visually impaired users.

By addressing these critical barriers, PRODUCT can achieve full compliance with accessibility standards, providing an inclusive and seamless experience for all users. The commitment to

continuous improvement in accessibility will not only enhance user satisfaction but also broaden the software's user base.

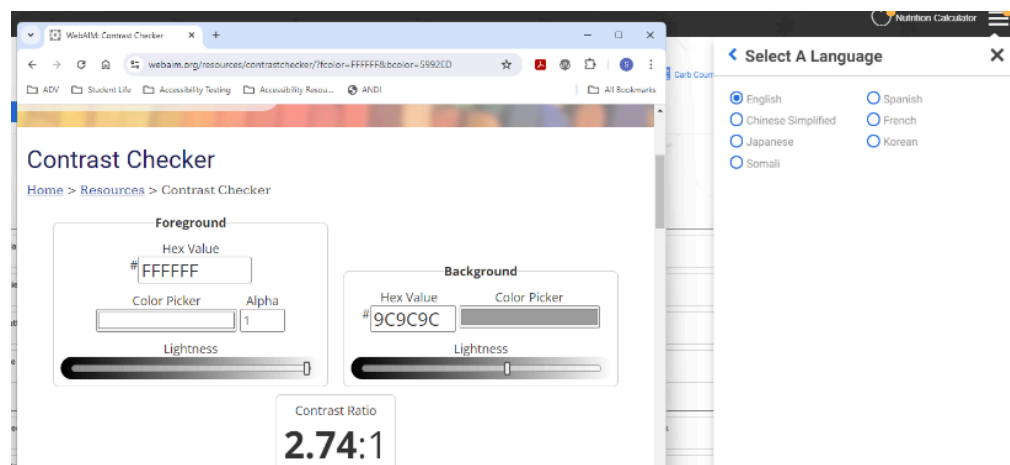
Priority Scale

1. **Critical:** This issue results in blocked content for individuals with disabilities. Until a solution is implemented content will be completely inaccessible, making the organization highly vulnerable to legal action.
2. **Serious:** This issue results in serious barriers for individuals with disabilities. Until a solution is implemented, some content will be inaccessible, or significant a work-around is required, making the organization vulnerable to legal action. Users with disabilities may experience significant frustration when attempting to access content.
3. **Moderate:** This issue results in some barriers for individuals with disabilities but would not prevent them from accessing fundamental elements or content. Users with disabilities may experience moderate frustration when encountering this issue.
4. **Minor:** This is an issue that may inconvenience a user but would not cause significant frustration in accessing content or accomplishing tasks.

Site or Application Wide issues

1. [SC 1.4.11 Non-text Contrast](#)
 - a. Issue description: The distinguishing indicator(s) of an element have less than a 3:1 contrast ratio with all its adjacent colors for at least one state of an element.
(Moderate)
 - b. In Select a Language, language options do not have sufficient contrast with background.

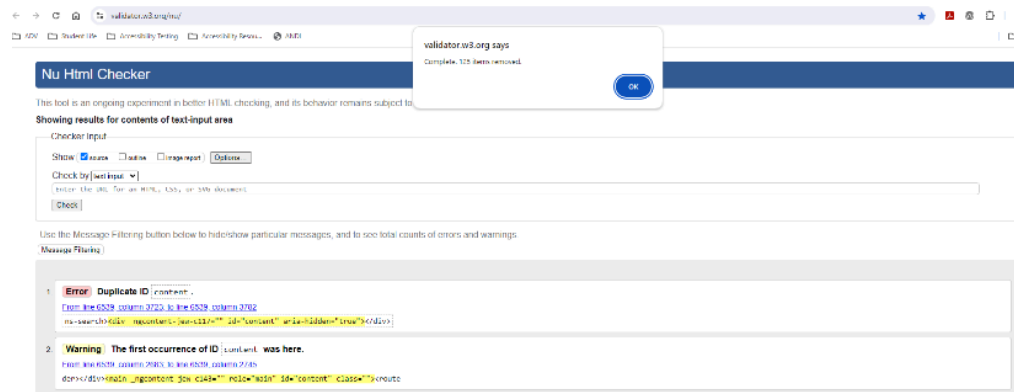
c.



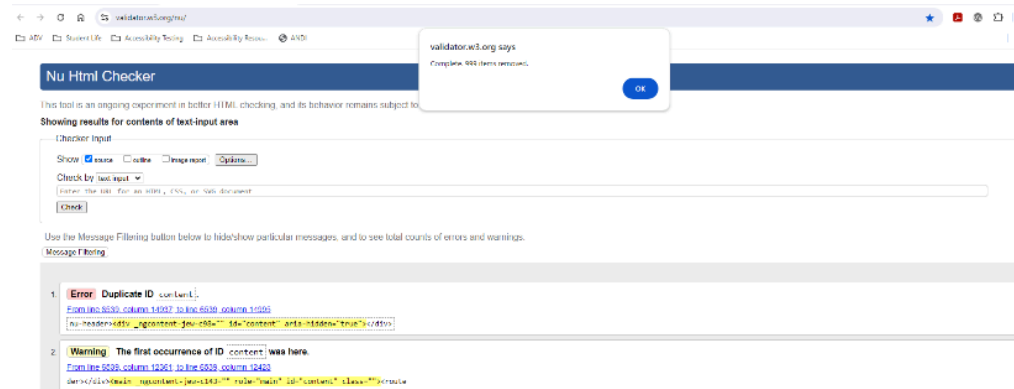
2. [SC 4.1.1 Parsing](#)

- a. Issue description: Duplicate IDs on visible and/or interactive elements were detected on the Locations page, Menu Items page, and Nutrition Calculator. **(Serious)**

b.

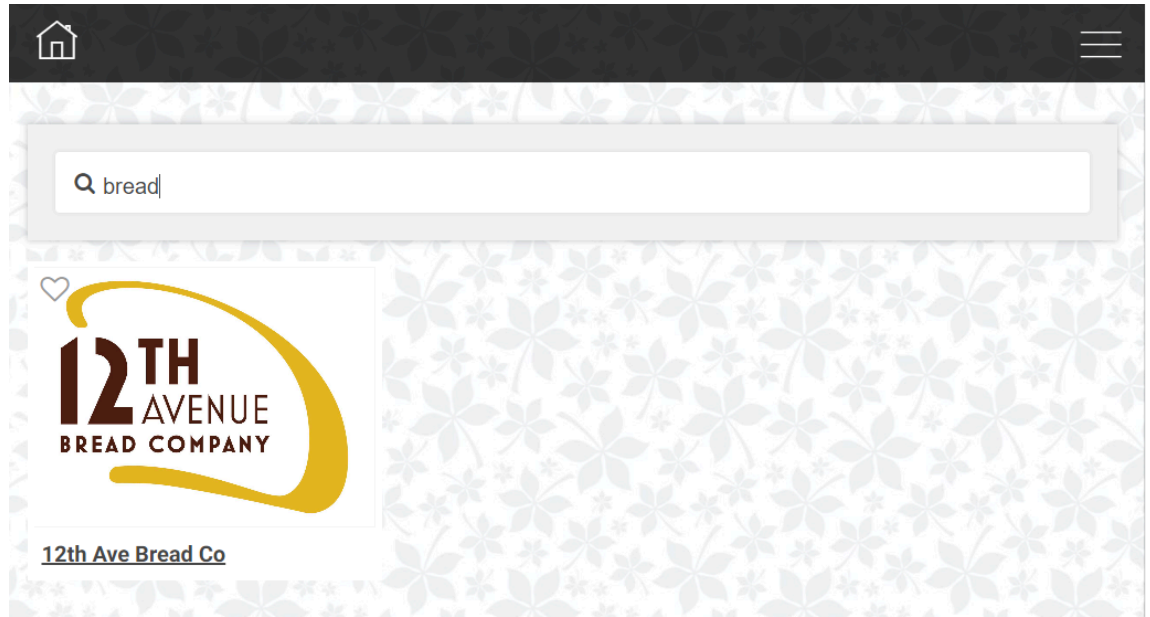


c.



3. [SC 4.1.3 Status Messages](#)

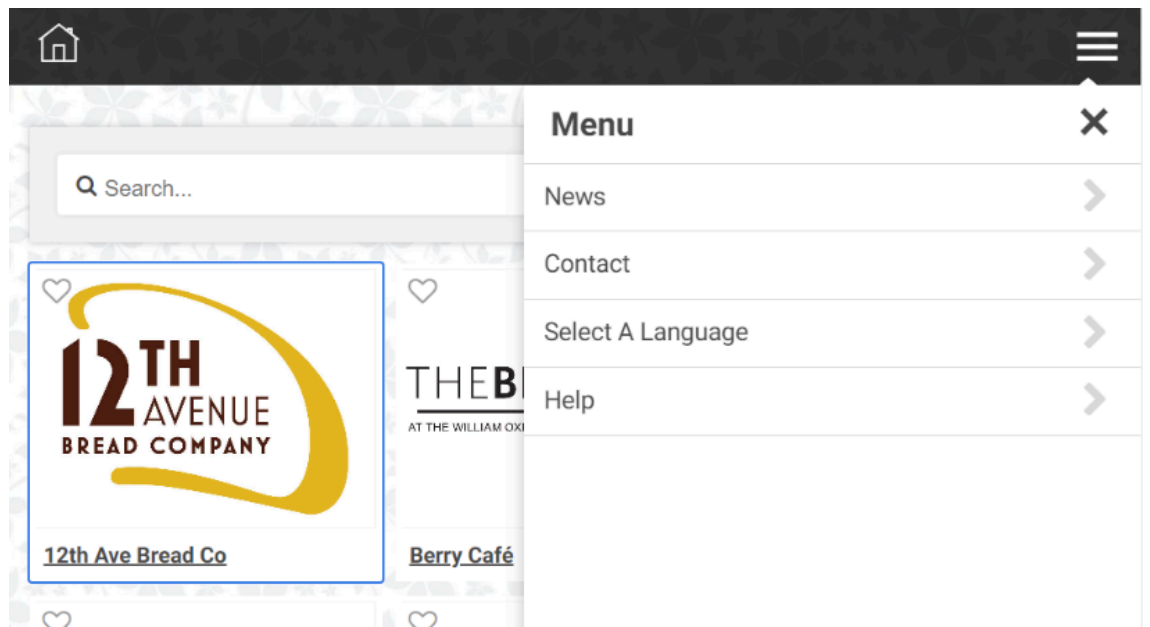
- a. Issue description: Important changes in page content that do not receive focus are not located in a live region. **(Critical)**
- b. After searching a term, the presence or absence of search result is not announced to screen readers.



c.

4. [SC 2.1.1 Keyboard](#)

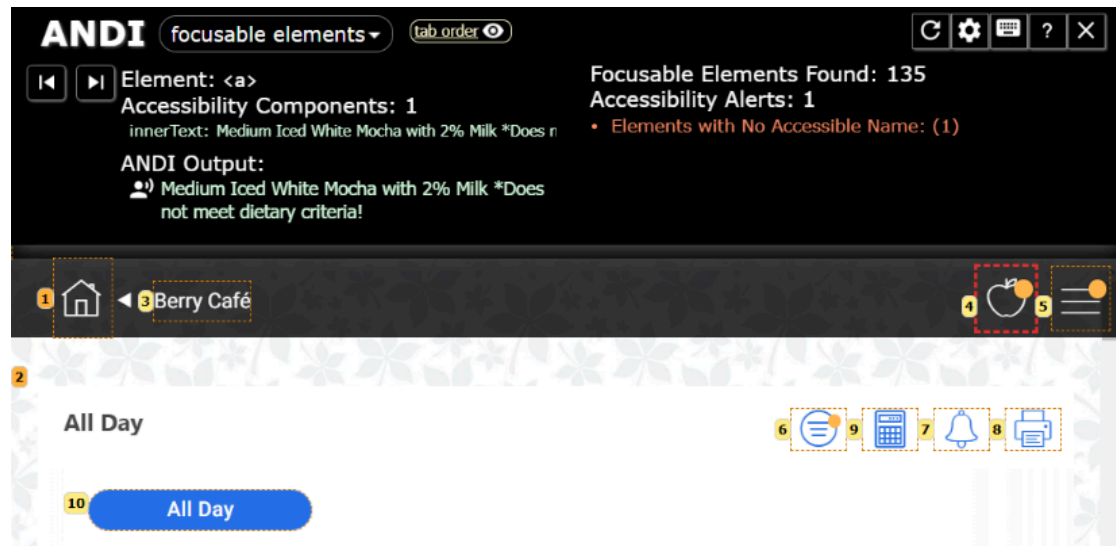
- Issue description: Functionality cannot be accessed and executed using the keyboard. **(Critical)**
- When the global navigation menu is open, the focus moves behind the menu when a user is using a keyboard to navigate.



c.

5. [SC 2.4.3 Focus Order](#)

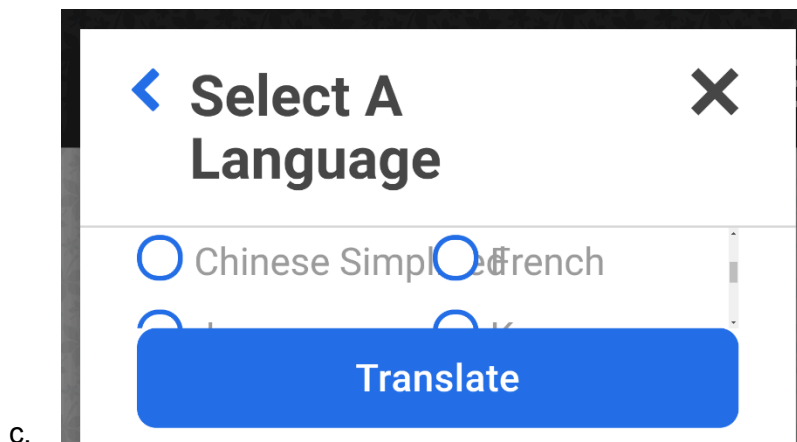
- a. Issue description: Focus order does not preserve the meaning and/or operability of the page. **(Serious)**
- b. In global navigation, the tab order doesn't match visual order. The Carbohydrate Counts button is visually between filters and alerts, but semantically it is after print.



- c.
- d. Additionally, using Skip to content moves the page down a little bit, but focus goes to the global navigation links at the top (Filters, Carb Counts, Messages, Print), but we cannot see these items or where the focus is after using skip to content.
- e. Skip to Content is the first tab stop on the Home page, the second is the main menu. When a user selects Skip to Content from the Home page, their focus is moved back to the Skip to Content button, and they still have to pass through the main menu. When selecting Skip to Content on a location's menu, the same issue occurs.

6. [SC 1.4.10 Reflow](#)

- a. Issue description: Content or functionality overlaps other content when content is adjusted to reflow. **(Moderate)**
- b. When zoomed to 400%, language options overlap.

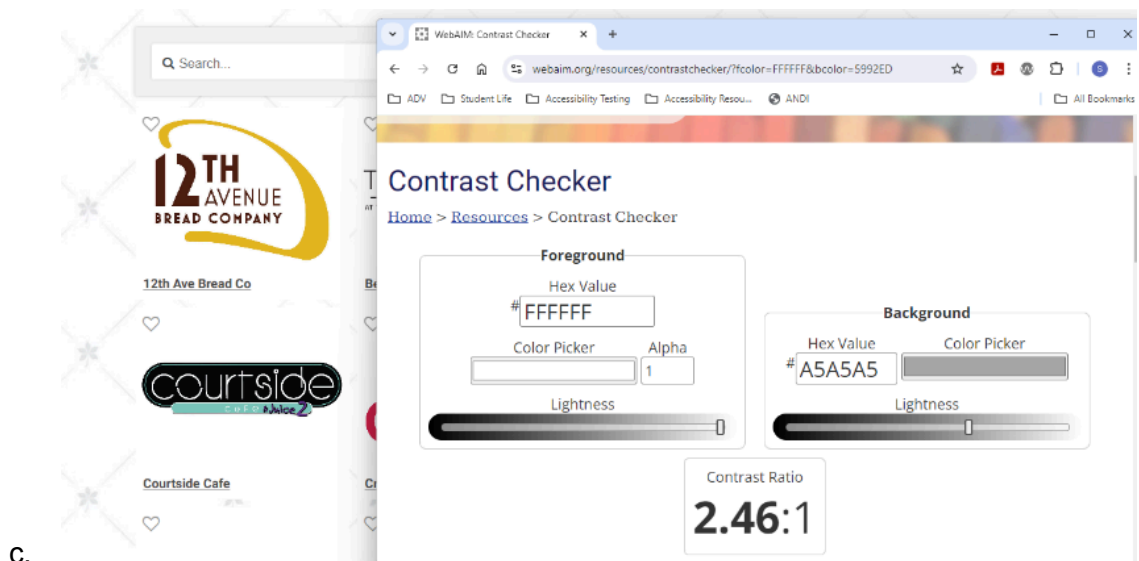


Page-Level Issues

Locations page

1. [SC 1.4.11 Non-text Contrast](#)

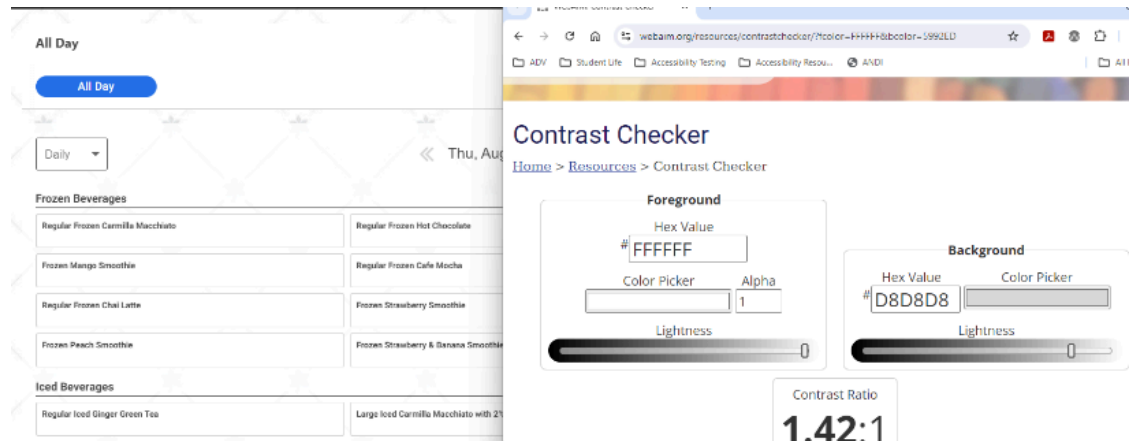
- Issue description: The graphic is not understandable because its meaningful aspects have less than a 3:1 contrast with their least contrasting adjacent color and the meaningful aspects need that contrast for understanding. **(Moderate)**
- The outline of the Favorite icon does not have sufficient contrast with the background when in inactive and hover states.



Menu Items page

1. [SC 1.4.11 Non-text Contrast](#)

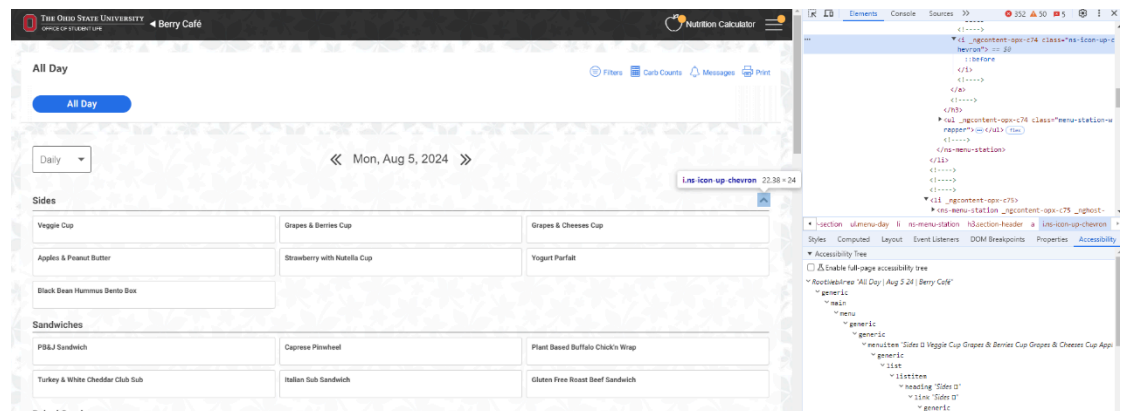
- Issue description: The graphic is not understandable because its meaningful aspects have less than a 3:1 contrast with their least contrasting adjacent color and the meaningful aspects need that contrast for understanding. **(Moderate)**
- The back button does not meet contrast requirements with background when inactive.



c.

2. [SC 4.1.2 Name, Role, Value](#)

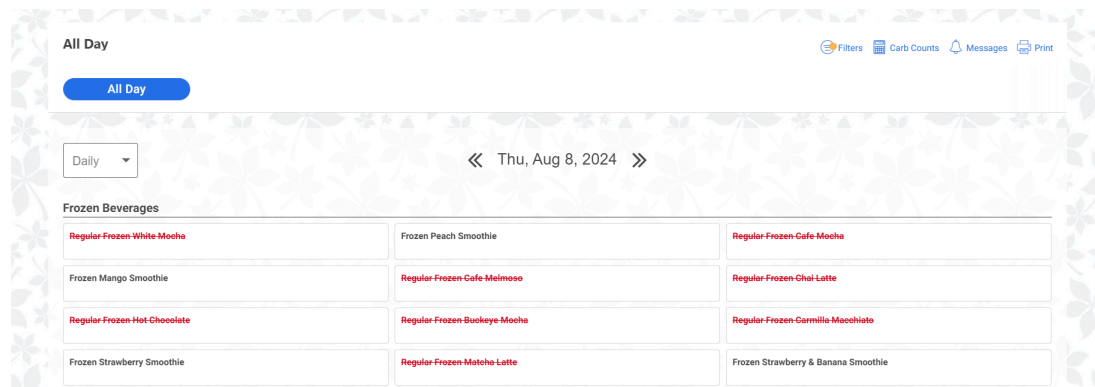
- Issue description: The Accordion Header does not have a role of button **(Moderate)**
- Issue description: The Accordion Header does not communicate its collapsed/expanded state using aria-expanded **(Serious)**
- Note that most sections do not have an accordion, but adding accordions in all sections would be helpful for more efficient accessible navigation.



d.

3. [SC 4.1.3 Status Messages](#)

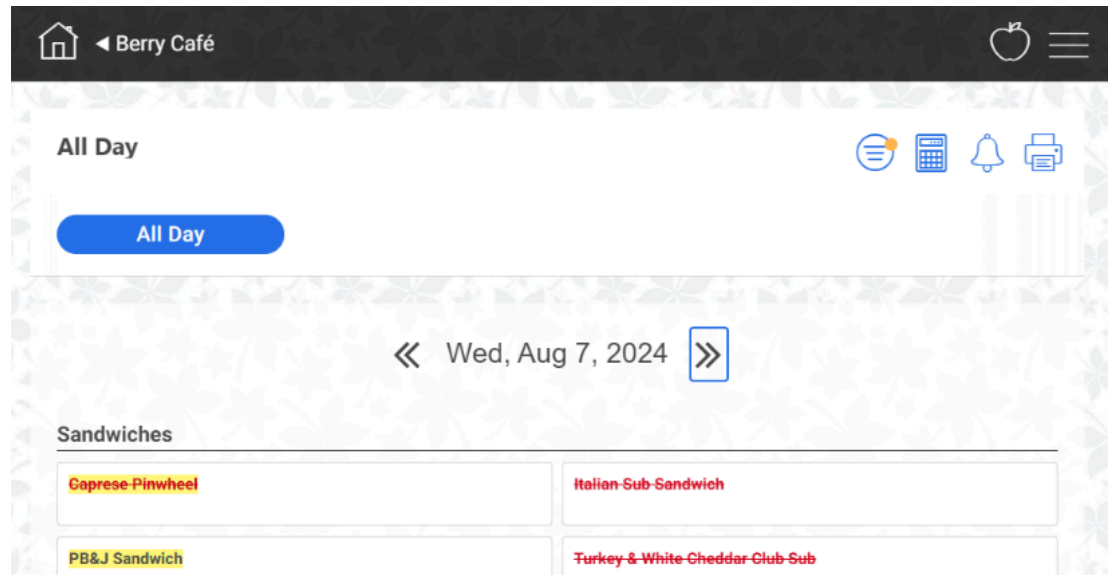
- a. Issue description: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. **(Moderate)**
- b. When the menu is filtered for dietary preferences, all excluded menu items are read to a screen reader user. They must listen through each menu item they cannot eat to find the ones they can. While the screen reader does announce that items are excluded, this could create confusion or inefficiency for the user.



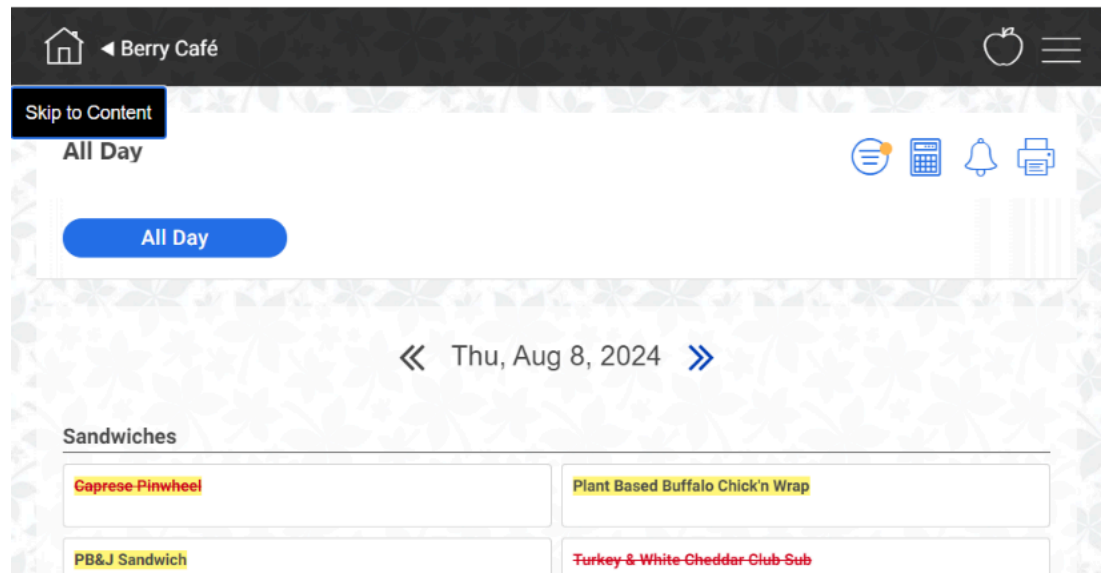
c.

4. [SC 2.1.1 Keyboard](#)

- a. Issue description: Functionality cannot be accessed and executed using the keyboard. **(Critical)**
- b. After selecting next on the All Day menu, focus is moved back to the top of the page. The user must navigate back where they were.



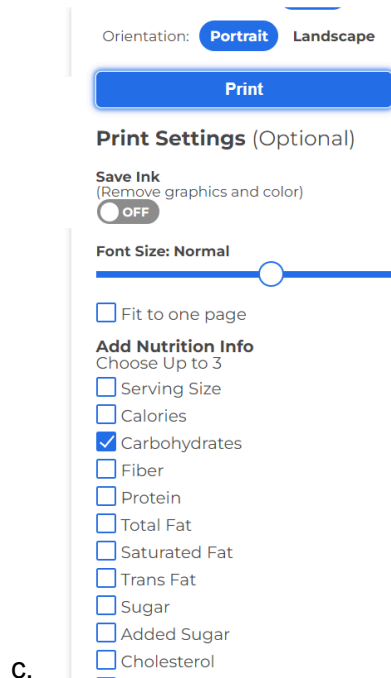
c.



d.

5. [SC 2.4.7 Focus Visible](#)

- Issue description: A secondary interactive element does not have a visible indicator of focus. **(Minor)**
- Some print settings are not accessible via keyboard. The Save Ink button does not receive keyboard focus. The checkboxes do receive focus, but there is no visible indicator. It would be very difficult for a sighted user who navigates by keyboard to understand which checkbox they are on.



Carbohydrate Counts page

1. [SC 1.3.1 Info and Relationships](#)
 - a. Issue description: Table column headers are not associated with each of the data cells in its column. **(Serious)**
 - b. The table does not have scope set.

c.

PLEASE NOTE: Carbohydrate counts are based on information obtained from manufacturers and your food provider's recipes and may vary due to product substitutions and/or recipe variations. If you or any individual on whose behalf you are using this tool have a medical condition, please check the manufacturer label before consuming any food at your dining location.

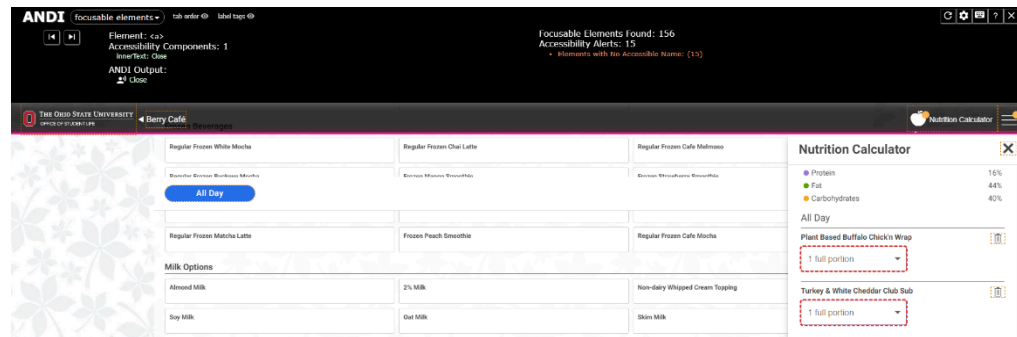
MENU ITEM	SERVING SIZE	FIBER	CARBOHYDRATES
12 oz Coke	1 oz	No data available	No data available
2% Milk	8 oz	0 grams	11 grams
20 oz Dasani Water	1 oz	No data available	No data available

Nutrition Calculator

1. [SC 3.3.2 Labels or Instructions](#)

- a. Issue description: Visual label or instructions not provided for form input.
(Serious)
- b. Menu buttons in the Nutrition Calculator lack accessible labels. This also includes the date drop down menu.

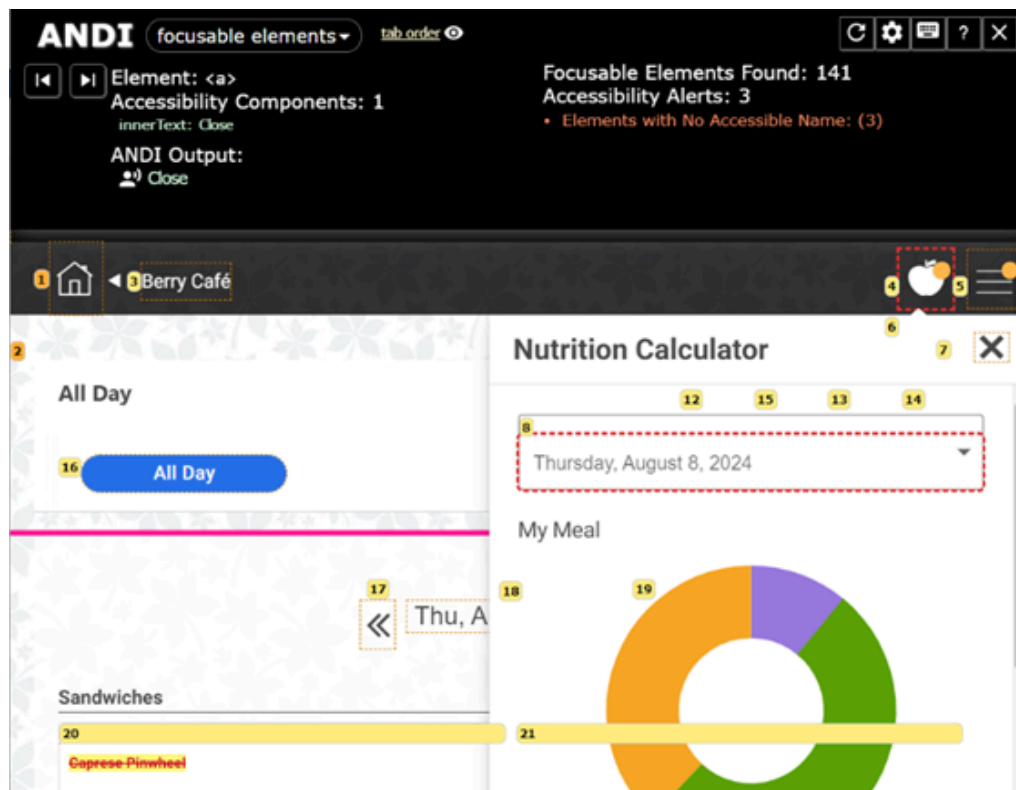
c.



2. [SC 2.4.3 Focus Order](#)

- a. Issue description: Focus order does not preserve the meaning and/or operability of the page (Serious)
- b. Nutrition Calculator focus order includes items behind the modal. This also happens when the main menu is open.

c.



ANDI focusable elements ▾ tab order 🔍

⏪ ⏩ Discover accessibility markup for focusable elements by hovering over the highlighted elements or pressing the next/previous element buttons. Determine if the ANDI Output conveys a complete and meaningful contextual equivalent for every focusable element.

Focusable Elements Found: 142
Accessibility Alerts: 1
• Elements with No Accessible Name: (1)

3 🏠 4 Berry Café 6 7 8 13 16 14 15 9 17 All Day 10 11 18 19 20 21

Menu

News

Nutrition Calculator 1

Contact

Select A Language

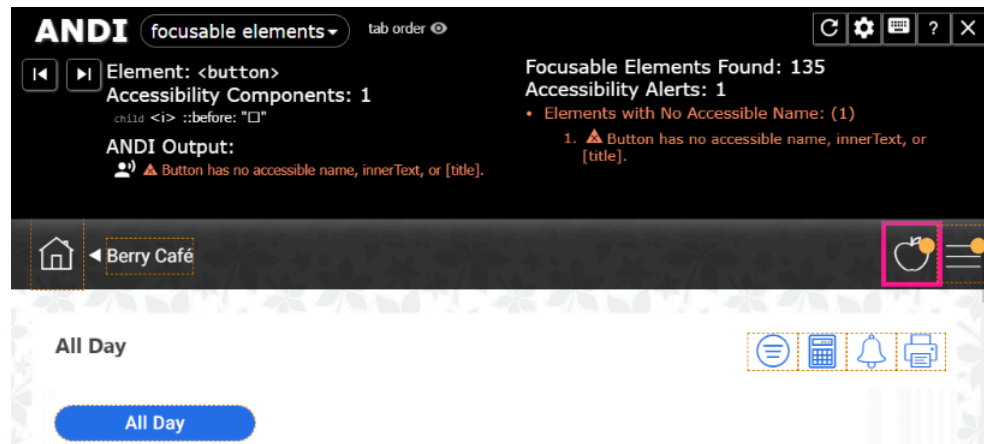
⏪ Thu, A

Sandwiches

d.

3. [SC 2.5.3 Label in Name](#)

- a. Issue description: The visible label is not included in the accessible name of the element. **(Moderate)**
- b. Nutrition Calculator button does not have an accessible name.



c.

The following items pertain to the Are You Sure? Alert dialog that appears when selecting the Clear Calculator button. The image of the Are You Sure? dialog applies to each.

4. [SC 4.1.2 Name, Role, Value](#)

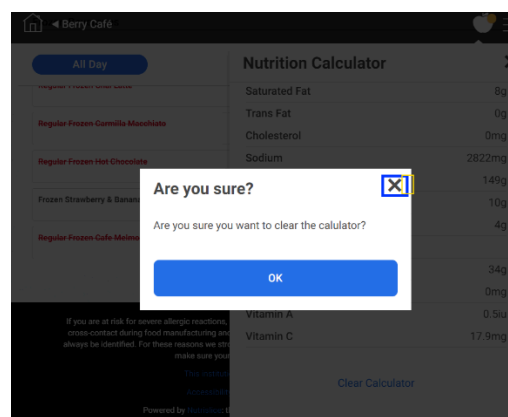
- a. Issue description: The Alert Dialog does not have a role of alertdialog. **(Moderate)**

5. [SC 2.4.6 Headings and Labels](#)

- a. Issue description: The Alert Dialog does not have a name that is descriptive of its purpose. **(Moderate)**

6. [SC 2.5.3 Label in Name](#)

- a. Issue description: The Alert Dialog has a name that does not include its visible Title. **(Moderate)**



b.

Nutrition Information

1. [SC 4.1.3 Status Messages](#)

- a. Issue description: Important changes in page content that do not receive focus are not located in a live region. **(Critical)**
- b. The following are not announced appropriately by a screen reader:
 - i. When viewing nutrition info on a menu item, allergens are listed and are clear visually. However, they are announced as “menu item wheat”, “menu item vegan”. This is not clear to screen reader users. The words “menu item” are announced before every piece of nutritional info as well (ex: “menu item total fat 29 g, menu item 45%”)
 - ii. How would you rate this item? This question is on each menu item’s details page and gives up to five stars as an option. The stars are not read by screen readers. If a user gives an item a rating, then changes their and tries to change their entry, this change is not announced.
 - iii. When a screen reader user selects the Send My Feedback button on a menu item, there is no announcement that the feedback is sent. There is visual text to indicate that feedback was received.
 - iv. When a screen reader user adds a menu item to their menu, no feedback is given that it has been added to the Nutrition Calculator. Focus returns to the menu close button.

2. [SC 2.1.1 Keyboard](#)

- a. Issue description: Functionality cannot be accessed and executed using the keyboard. **(Critical)**
- b. How would you rate this item stars receive keyboard focus, but it is not possible to adjust the number of stars via keyboard. When I use the right/left arrow keys, the menu item moves to the next/previous option. When I use the up/down arrows, it moves through the nutrition info text. I can give a 5-star rating only via keyboard. Additionally, when I move away from the star and try to go back to choose a different answer, the stars no longer receive focus.

Gluten Free Roast Beef Sandwich



Dairy



Soy



No Gluten

GUM, CHEESE CULTURE, Blue Cheese (Pasteurized Milk, Cheese Cultures, Salt, Enzymes, Penicillium Roqueforti), Powdered Cellulose (to Prevent Caking), Natamycin (a Natural Mold Inhibitor)., Canola Oil, Extra Virgin Olive Oil, SALT, YELLOW PRUSSIAN OF SODA, BLACK PEPPER.

[+ Add to Nutrition Calculator](#)

How would you rate this item?



Comment (optional)

Name (Optional)

C.