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Webontwikkeling

Onderzoek toegankelijkheid kansshop.eemsdelta.nl

Inhoud:

Inleiding

Openbare voorzieningen moeten bruikbaar en toegankelijk zijn voor alle burgers. Net zoals een gebouw rolstoeltoegankelijk moet zijn, moet een website of mobiele app ook bediend kunnen worden door mensen met een beperking. Dit kunnen bijvoorbeeld visuele, auditieve of motorische beperkingen zijn. Denk aan slechtzienden, doven en slechthorenden en mensen die hun handen niet of in beperkte mate kunnen gebruiken. Ook cognitieve factoren spelen een rol: is de content voor iedereen te begrijpen?

Nederlandse overheidsorganisaties moeten voldoen aan de Web Content Accessibility Guidelines (WCAG) versie 2.1, onder de Europese standaard voor overheidswebsites EN 301 549. Deze criteria variëren van technisch functionele eisen zoals een goede werking met het toetsenbord tot aan meer inhoudelijke eisen zoals duidelijke foutmeldingen en een heldere navigatiestructuur.

Dit onderzoek is handmatig uitgevoerd volgens de WCAG-EM evaluatiemethode met ondersteuning van automatische test tools. De pagina's uit de sample zijn

onderzocht op alle 50 criteria onder WCAG 2.1 A en AA. Wanneer aan een criterium niet wordt voldaan, wordt hiervan minimaal één voorbeeld gegeven. Deze bevindingen kunnen op meer plekken voorkomen en moeten daarom structureel worden aangepakt.

De WCAG criteria zijn ingedeeld volgens vier principes, welke ook de leidraad vormen voor dit rapport: Waarneembaar, Bedienbaar, Begrijpelijk en Robuust. Gedetailleerde informatie over deze criteria is te vinden op de website van het W3C (Nederlandse vertaling).

Over deze evaluatie

Rapport auteur
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Evaluatie opdrachtgever
> Gemeente Eemsdelta

Evaluatiedatum
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Managementsamenvatting

Uit dit onderzoek blijkt dat wordt voldaan aan 35 van de 50 criteria voor toegankelijkheid. Veel onderdelen van de site zijn dus al goed toegankelijk, maar er zijn nog verbeteringen mogelijk.

Positief is bijvoorbeeld dat er geen afbeeldingen van tekst worden gebruikt, dat er een consistente navigatie aanwezig is en dat de pagina's op de goede taal staan ingesteld.

Verbeteringen zijn echter nog mogelijk op diverse punten, zoals:
- Onjuiste of missende alt-teksten bij afbeeldingen
- Invoervelden zonder labels
- Niet alle functionaliteit werkt met het toetsenbord
- De focus is niet op alle interactieve onderdelen zichtbaar

Scope van de evaluatie

Website naam

kansshop.eemsdelta.nl

Scope van de website

Alle pagina's op https://kansshop.eemsdelta.nl/. Ingelogde pagina's op https://test-kansshop.eemsdelta.nl/. Niet de pagina's in het proces van aanmelden als aanbieder onder https://kansshop.eemsdelta.nl/aanbieders/aanmelden.

WCAG Versie

2.1

Conformiteitsdoel

AA

Basisniveau van toegankelijkheid-ondersteuning

Gangbare webbrowsers en hulpapparatuur.

Verdere onderzoeksvereisten

Uitgebreide toetsresultaten

Samenvatting

Gerapporteerd over 50 van 50 WCAG 2.1 AA Success Criteria.

24	15	11	0
Voldoende	Onvoldoende	Niet van toepassing	Niet getoetst

Alle resultaten

1 Waarneembaar

1.1 Tekstalternatieven

Success Criterium	Uitkomst	Bevindingen

| 1.1.1: Niet-tek-stuele content | Hele sample

Uitkomst: Onvoldoende

Homepage

Uitkomst: Onvoldoende

Aanbieder Cigo Ap-pingedam

Uitkomst: Onvoldoende

Aanvragen (proces)

Uitkomst: Onvoldoende

Tegoed digitale leermid-delen

Uitkomst: Onvoldoende

Declaraties (kosten terugvragen)

Uitkomst: Onvoldoende

Aanvragen

Uitkomst: Onvoldoende | **Hele sample**

Bevindingen:

When you enter a word in the search bar, a dropdown menu appears. For 'Aanbod', 'Te-goeden' en 'Aanbieders', icons are present without alternative text. Solution: Since these images seem decorative, it is recom-mended to hide them from assistive software using aria-hidden="true" on the svg element.

Homepage

Below 'Aanbod' there are images for every of-fer. The alternative texts are repeating the heading below and are not always correct, for example 'logo aanbod Gebak voor elk bijzon-der moment.De aanbieder omschrijft het aanbod als volgt: Hema'. Also there is an im-age of Apple cables with the alt text 'logo aanbod Apple Lightning laadset compleet.De aanbieder omschrijft het aanbod als volgt: In-centive VT-395'. There is no logo in this im-age. Solution: ensure the alternative texts are describing the image correctly and are short, for example: 'logo Hema' and 'Apple lightning laadset'. This issue occurs on all pages with 'Aanbod' items
(in listings and in detail view).

Aanbieder Cigo Appingedam

On the map is am image of a logo with the alternative text 'office photo'. This is not cor-rect. Solution: change the text to 'logo Cigo Appingedam'. Below the title 'Vestigingen' is an image without alternative text. Solution: remove the role="img" and aria-label. This image is decorative and doesn't need to be presented to assistive technology.

Aanvragen (proces)

There is an info icon before the first step. This is hidden for screenreaders via aria-hid-den, while it is available for sighted users. |

| | | Solution: remove the aria-hidden attribute and add a 'screenreader text' within the div-element of the icon with 'information'.

Tegoed digitale leermiddelen

Within the content of the offer is an image of a QR code. There is no alternative text for this image. Solution: canvas elements do not have alt text. Provide a description in the HTML near the image.

Declaraties (kosten terugvragen)

Next to the reimbursements are images. First there is a div-element with the role of img and no alternative text. Within this element is an img-element with the alternative text "reimbursement image". There are two problems here: images without alternative text and images with an alternative text that doesn't add any value. Solution: remove the img-role from the div and give the img an empty alt-attribute so screenreaders will ignore them.

Aanvragen

The logo of 'Stadjerspas' has the alt-text 'fund image'. This is not correct. Solution: always ensure the alt-text is describing the image correctly, like 'Logo Stadjerspas'. NB: I know this is test data, but since I can't test with the real data I am filing the issue here as an example. |
|---|---|---|

1.2 Op tijd gebaseerde media

Success Criterium	Uitkomst	Bevindingen
1.2.1: Louter-geluid en louter-videobeeld (vooraf	Hele sample Uitkomst: Niet van toepassing	

Success Criterium	Uitkomst	Bevindingen
opgenomen)		
1.2.2: Onderti-tels voor doven en slechthorenden (vooraf opgenomen)	Hele sample Uitkomst: Niet van toepassing	
1.2.3: Audiode-scriptie of me-dia-alternatief (vooraf opgenomen)	Hele sample Uitkomst: Niet van toepassing	
1.2.4: Onderti-tels voor doven en slechthorenden (live)	Hele sample Uitkomst: Niet van toepassing	
1.2.5: Audiode-scriptie (vooraf opgenomen)	Hele sample Uitkomst: Niet van toepassing	

1.3 Aanpasbaar

Success Cri-terium	Uitkomst	Bevindingen
1.3.1: Info en re-laties	Hele sample Uitkomst: Onvoldoende Regelingen overzicht Uitkomst: Onvoldoende Aanbod overzicht Uitkomst: Onvoldoende Aanbieders Uitkomst: Onvoldoende	Hele sample Bevindingen: When you enter a word in the search field, a popup opens with suggestions. There are headings for the sections in the right panel (Aanbod, Tegoeden en Aanbieders), which are not marked up as headings. They are just div-elements with a 'title' class. Solution: Code the headings as h2-elements. NB: the but-tons on the left are coded as button and as

Zoekresultaten

Uitkomst: Voldoende

Aanvragen (proces)

Uitkomst: Onvoldoende

Declaraties (kosten terugvragen)

Uitkomst: Onvoldoende

Aanvragen

Uitkomst: Onvoldoende

Random pagina 1 - Aanbod tegoedbon reparatie smartphone/tablet

Uitkomst: Onvoldoende

Status aanvraag

Uitkomst: Onvoldoende

h2, but these are no headings, just buttons. Screenreaders ignore the h2-element here. See also 4.1.2.

In the footer are subheadings marked up with the strong-element: 'Postadres' en 'Bezoekadres'. Assistive software doesn't recognize these texts as headings. Solution: mark up the headings as h4-elements.

Regelingen overzicht

In the pagination it is visible by means of styling which page you are on. This cannot be understood from the code for assistive software. Also it's not clear from the markup that these elements are in a group. Solution: since buttons are used here instead of links, the attribute 'aria-selected' could be used for the active page. As group element a nav-element can be used, with an aria-label attribute 'paginatie'. This issue occurs on several pages where pagination is used, like 'Aanbod'.

Aanbod overzicht

The input for 'afstand' has no label. Users of assistive software don't know where this input is for. See screenshot 4. Solution: Associate the label for 'afstand' with the input by means of 'for' and the correct id. See also 4.1.2.

Above the list, on the top right, there is an input field for sorting. However, the label 'sorteer' is not linked to the input (listbox), causing it not to be read by screen readers. See screenshot 5. Solution: link the button to the 'sorteer' label by means of an id. Note: the 'aria-labelledby' attribute can take multiple id's. This issue also occurs on the 'Aanbieders' page.

Aanbieders

The search input field is missing a label.

There is a label element, but it's not associated with the right id. See screenshot 1. Solution: correct the id so that the input and label are connected.

Zoekresultaten

Remark: the page doesn't have a h1-heading and therefore no main title describing the page. Solution: ensure no headings levels are skipped to provide a clear structure.

Aanvragen (proces)

Above the content is a list with steps. In the layout is visible which step you are in. For screenreaders this information is not available. Solution: remove the aria-hidden attribute on the enclosing div-element. Code the steps as a list
(ul and li-elements). Add an aria-current="step" attribute to the current step.

Within steps subheadings like 'Bewijsstukken' are marked up with the strong-element instead of headings. Assistive software doesn't recognize these texts as headings. Solution: mark up the headings as h3-elements.

Within step 6 is an input field for a telephone number. This input has no label for assistive software. Solution: Put the text of the visible label in a label element and associate it with the input by means of for="id".

Declaraties (kosten terugvragen)

Within the details of a 'declaratie' there is visually a table with data. For assistive software this structure is not clear. Solution: put the name/value pairs below 'Declaratie gegevens' in a table or definition list. This isse also occurs within the details of a 'aanvraag'.

Aanvragen

The list with 'aanvragen' has visually styled

		headings. In the code they are not marked up as headings, just as div-elements with a title class. Solution: code the headings as h2-elements.
		Random pagina 1 - Aanbod tegoedbon reparatie smartphone/tablet Below 'Tegoeden' is visually a list of items. In the code there are only div-elements. For assistive software it's not clear that this is a list. Solution: code the items within a ul-element. **Status aanvraag** The heading above the content is not marked up as heading element. Solution: code the heading as h1-element. The input field to reply to the message doesn't have a label. Solution: add a label element and link the label by means of an id to the textarea.
1.3.2: Betekenisvolle volgorde	Hele sample Uitkomst: Voldoende	
1.3.3: Zintuiglijke eigenschappen	Hele sample Uitkomst: Voldoende	
1.3.4: Weergavestand	Hele sample Uitkomst: Voldoende	
1.3.5: Identificeer het doel van de input	Hele sample Uitkomst: Onvoldoende Aanvragen (proces) Uitkomst: Onvoldoende	Aanvragen (proces) The input field for the email address (during login) does not have a mechanism to autocomplete the input. This makes filling out forms easier for many users, for example for people for whom entering text takes a lot of time because it is done via special tools,

Success Criterium	Uitkomst	Bevindingen
		or for people with cognitive disabilities. In this case the email address is even more important, because it has to be filled in repeatedly to log in. Solution: This can be improved by placing an 'autocomplete' attribute at the input field. For more information see https://www.w3.org/WAI/WCAG21/Techniques/html/H98 and for a list of all attributes https://www.w3.org/TR/WCAG21/#input-purposes . This issue also occurs in step 6 at the input for telephone number.

1.4 Onderscheidbaar

Success Criterium	Uitkomst	Bevindingen
1.4.1: Gebruik van kleur	Hele sample Uitkomst: Voldoende	
1.4.2: Geluidsbediening	Hele sample Uitkomst: Niet van toepassing	
1.4.3: Contrast (minimum)	Hele sample Uitkomst: Onvoldoende	Hele sample Bevindingen: Text must have a contrast of at least 4.5:1 for visually impaired and color blind people. This also applies to active elements such as hover and focus. The elements on the website mentioned below are below these values in terms of contrast. Solution: increase the contrast to at least 4.5:1. White/green combinations, for example: • Header: the button for 'inloggen' (3.6:1).

		• When logged in: the button 'Mijn tegoe-den'. • Search window: 'Bekijk alle resultaten' and the category when zoomed in.
1.4.4: Her-schalen van tekst	**Hele sample** Uitkomst: Onvoldoende **Homepage** Uitkomst: Onvoldoende	**Hele sample** Bevindingen: Make the layout responsive in such a way that all content remains available to at least 200% when zooming in. This is not the case in the following places on the site. The search input text gets obscured above 100%. See screenshot 8. **Homepage** The text of the 'Aanbod' items gets partly obscured above 100%. See screenshot 6 and screenshot 7. Solution: If text needs more space, don't make the items fixed in height.
1.4.5: Af-beeldingen van tekst	**Hele sample** Uitkomst: Voldoende	
1.4.10: Reflow	**Hele sample** Uitkomst: Onvoldoende **Aanvragen** Uitkomst: Voldoende **Emailinstellingen** Uitkomst: Onvoldoende	**Hele sample** Bevindingen: Make the layout responsive in such a way that content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions when zooming in to a minimum of 400% (comparable to 320px wide). This is not the case in the following places on the site. (Tested at 1280px wide.) **Aanvragen** Remark: at 100% there are in text 7 steps. When you zoom in, this changes to 'step 1 of 9'. This is confusing. Solution: always show

		the same number of steps. **Emailinstellingen** At 400% you need to scroll horizontally to read all content. The text 'Hoofd e-mailadres' gets partly cut off.
1.4.11: Contrast van niet-tekstuele content	**Hele sample** Uitkomst: Onvoldoende **Uitleg** Uitkomst: Onvoldoende **Zoekresultaten** Uitkomst: Onvoldoende	**Hele sample** Bevindingen: Graphic elements must have a contrast of at least 3:1. This also applies to the borders or background color of input fields. The elements on the website mentioned below are below these values in terms of contrast. Solution: increase the contrast to at least 3:1. **Uitleg** The arrow icons to open/close the faq sections (2.5:1) **Zoekresultaten** The borders of the checkboxes below 'uitgelicht' (1.5:1)
1.4.12: Tekstafstand	**Hele sample** Uitkomst: Voldoende	
1.4.13: Content bij hover of focus	**Hele sample** Uitkomst: Niet van toepassing	

2 Bedienbaar

2.1 Toetsenbordtoegankelijk

Success Cri-	Uitkomst	Bevindingen

terium		
2.1.1: Toetsen-bord	Hele sample Uitkomst: Onvoldoende Regelingen overzicht Uitkomst: Onvoldoende Uitleg Uitkomst: Onvoldoende Zoekresultaten Uitkomst: Onvoldoende Aanvragen (proces) Uitkomst: Onvoldoende Random pagina 2 - Noti-ficatievoorkeuren Uitkomst: Onvoldoende Status aanvraag Uitkomst: Onvoldoende Emailinstellingen Uitkomst: Onvoldoende	Hele sample Bevindingen: When you enter a word in the search field, a popup opens with suggestions. The buttons on the left can't be activated by keyboard if you don't use a screenreader (a screenreader gives extra suggestions for keys in a menu role). Solution: make the buttons work with either the enter of spacebar key, as is expected in web navigation. See also 4.1.2. Regelingen overzicht When you are zoomed in to 150% or more, the filter options will appear behind a button. This button can't be activated with a keyboard. Solution: code the button as a button element. See also 4.1.2. Uitleg The faq-sections can't be opened with a keyboard. Solution: use button elements instead of span elements to ensure keyboard functionality. Zoekresultaten In the filters sections are checkboxes of categories. These checkboxes can't be used by keyboard. Solution: ensure all inputs can be operated by keyboard. Adapt the div-element with the role of checkbox or use the input element as intended by removing the aria-hidden attribute. Aanvragen (proces) At the top of the page is a message with a 'cross'-button. This message cannot be closed with the keyboard. See also 4.1.2. Especially when zoomed in this message takes a lot of screen space. When you can't close

		it, it's hard to read the content of the page. See screenshot 9.
		Random pagina 2 - Notificatievoorkeuren
		The toggle buttons cannot be used by keyboard. Solution: see 4.1.2 for a correct markup.
		Status aanvraag
		There is a button to open details with the text 'Bekijk'. This button can't be used with a keyboard. Solution: code the button as a button element. See also 4.1.2.
		Emailinstellingen
		There is a button to add another emailadres. This button can't be activated with a keyboard. Solution: code the button as a button element (preferably) or add keyboard functionality to the div-element.
2.1.2: Geen toetsenbordval	Hele sample Uitkomst: Voldoende	
2.1.4: Enkel teken sneltoetsen	Hele sample Uitkomst: Niet van toepassing	

2.2 Genoeg tijd

Success Criterium	Uitkomst	Bevindingen
2.2.1: Timing aanpasbaar	Hele sample Uitkomst: Onvoldoende Homepage Uitkomst: Onvoldoende	Hele sample Bevindingen: The user is logged out without a warning and without the possibility to extend the time

		limit. Solution: according to SC 2.2.1 there are multiple possible solutions. The most suitable solution in this case seems the following one: 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. See also https://www.w3.org/WAI/WCAG22/Understanding/timing-adjustable.html. **Homepage** When you are logged in, the offers have buttons with a heart. When you activate this, a message will appear briefly with a link on the bottom of the page. This message disappears after a few seconds, and cannot be extended or shown again. Solution: Ensure that the message remains on screen until the user clicks it away. Also make sure it can be used with keyboard. (This could not be tested, beause it was gone before reaching it by keyboard.)
2.2.2: Pauzeren, stoppen, verbergen	Hele sample Uitkomst: Niet van toepassing	

2.3 Toevallen en fysieke reacties

Success Criterium	Uitkomst	Bevindingen
2.3.1: Drie flitsen of beneden drempelwaarde	Hele sample Uitkomst: Onvoldoende	Hele sample Bevindingen: When you go back to a page where login is necessary but in meantime you are logged out, the page flashes very quickly multiple times before serving the message you have

		to log in again (noticed in Chrome). This can induce seizures to users due to photosensitivity. Solution: remove the multiple pageloads. See also 2.2.1 for logging out automatically.

2.4 Navigeerbaar

Success Criterium	Uitkomst	Bevindingen
2.4.1: Blokken omzeilen	**Hele sample** Uitkomst: Voldoende	**Hele sample** Bevindingen: Remark: there is a skiplink present, but the link doesn't work because the target is empty (#). Solution: add #main-content as target to the skiplink. Ensure the target id is present on every page. Also make sure the skiplink keeps visible after zooming in. Now it's hidden above 150%.
2.4.2: Paginatitel	**Hele sample** Uitkomst: Onvoldoende **Aanbod theatervoorstelling De grote vloed** Uitkomst: Onvoldoende **Zoekresultaten** Uitkomst: Onvoldoende	**Aanbod theatervoorstelling De grote vloed** The page does not have a descriptive page title, it's called 'meedoen'. This issue occurs on multiple pages. Solution: make sure every page has a descriptive, unique title within the title-element. **Zoekresultaten** The page doesn't have a title. For users of assistive software, it is important for navigation between documents/web pages that the title makes it clear where they are. Solution: make sure every page has a descriptive, unique title within the title-element.
2.4.3: Focus volgorde	**Hele sample** Uitkomst: Onvoldoende	**Regelingen overzicht** After activating a link in the pagination, focus

	Regelingen overzicht Uitkomst: Onvoldoende **Declaraties (kosten terugvragen)** Uitkomst: Onvoldoende	is staying within the pagination or placed in the footer. Expected is to be on top of the results of this new page, so this is confusing for users. Now you have to navigate back up to the page. Solution: put the focus on the first result after activating a new page. **Declaraties (kosten terugvragen)** When you have uploaded a document and want to proceed to the next field in the form, focus is placed on top of the page. This means you have to navigate again (without working skiplink if you use a screen-reader) through the whole page to the rele-vant place in the form. Solution: set the fo-cus to the last used or the next input field in the form after selecting an option or adding a upload.
2.4.4: Linkdoel (in context)	**Hele sample** Uitkomst: Voldoende	
2.4.5: Meerdere manieren	**Hele sample** Uitkomst: Voldoende	
2.4.6: Koppen en labels	**Hele sample** Uitkomst: Onvoldoende **Regelingen overzicht** Uitkomst: Onvoldoende	**Regelingen overzicht** The title for this section in the main naviga-tion is 'Regelingen', but the title on the page itself is 'Aanvragen'. This can be confusing for users. (And in the search popup it's called 'Tegoe-den'.) Solution: be consistent in the naming of sections, keep it 'Aanvragen' everywhere or 'Regelingen' everywhere.
2.4.7: Focus zichtbaar	**Hele sample** Uitkomst: Onvoldoende	**Hele sample** Bevindingen: When you navigate through the main menu

	Regelingen overzicht Uitkomst: Onvoldoende	when zoomed in, the focus continues to invisible items after the menu. Solution: make sure only items within the popup menu can get focus. Only after closing the menu the focus should go back to the page underneath. When there is a message on top of the page, it covers the button to close the main menu. It gets focus, but it is not visible. Solution: Put the close button below the message and make it possible to close the message with keyboard. **Regelingen overzicht** In the filter sections the focus on the select lists ('Alle organisaties' en 'Alle categorieën') is not visible. Therefore it looks like it doesn't work with a keyboard. Solution: provide a visible focus style when the inputs are focused. See also 4.1.2. This issue occurs on all select lists, like 'afstand' and 'sorteer'.

2.5 Input Modaliteiten

Success Criterium	Uitkomst	Bevindingen
2.5.1: Aanwijzergebaren	Hele sample Uitkomst: Niet van toepassing	
2.5.2: Aanwijzerannulering	Hele sample Uitkomst: Voldoende	
2.5.3: Label in naam	Hele sample Uitkomst: Voldoende	

Success Criterium	Uitkomst	Bevindingen
2.5.4: Beweg-ingsactivering	Hele sample Uitkomst: Voldoende	

3 Begrijpelijk

3.1 Leesbaar

Success Cri-terium	Uitkomst	Bevindingen
3.1.1: Taal van de pagina	Hele sample Uitkomst: Voldoende	
3.1.2: Taal van onderdelen	Hele sample Uitkomst: Niet van toepassing	

3.2 Voorspelbaar

Success Cri-terium	Uitkomst	Bevindingen
3.2.1: Bij focus	Hele sample Uitkomst: Voldoende	
3.2.2: Bij input	Hele sample Uitkomst: Voldoende	
3.2.3: Consis-tente navigatie	Hele sample Uitkomst: Voldoende	
3.2.4: Consis-tente identifi-catie	Hele sample Uitkomst: Voldoende	

3.3 Assistentie bij invoer

Success Criterium	Uitkomst	Bevindingen
3.3.1: Foutidentificatie	Hele sample Uitkomst: Voldoende Aanvragen (proces) Uitkomst: Onvoldoende	Aanvragen (proces) When submitting to the next step is not executed, there is no clear error identification. There are multiple error messages with the description 'Het waarde veld is verplicht.' This is very general, and the ''verplicht' part is only an instruction, not an error. See screenshot 10. Solution: describe to the user in text which field is in error and how it can be corrected. For example: 'Er is nog niet akkoord gegaan met de voorwaarden, maar dit veld is verplicht.' and ' Er is geen document met bewijs toegevoegd, en deze bijlage is verplicht'. This issue occurs in multiple steps.
3.3.2: Labels of instructies	Hele sample Uitkomst: Voldoende	
3.3.3: Foutsuggestie	Hele sample Uitkomst: Voldoende	
3.3.4: Foutpreventie (wettelijk, financieel, gegevens	Hele sample Uitkomst: Voldoende	

4 Robuust

4.1 Compatibel

Success Criterium	Uitkomst	Bevindingen
4.1.1: Parsen	Hele sample Uitkomst: Voldoende	

4.1.2: Naam, rol, waarde	Hele sample	Hele sample
	Uitkomst: Onvoldoende	Bevindingen:
	Regelingen overzicht	When you enter a word in the search field, a popup opens with suggestions. This list is not coded correctly. On the input field is the attribute 'aria-haspopup' with the value of 'true', which indicates a menu. The 'menu'-role is permitted, but primarily meant for desktop applications. To use them in a website can be confusing for users. The content of the popup has a container role of menu, but has no children elements of menu-items. Solution: If you use a menu, code it according to the specification (https://www.w3.org/TR/wai-aria-1.1/#menu) including the right focus management. It's recommended though to use a combobox, which is more appropriate for search suggestions on a website. See https://www.w3.org/TR/wai-aria-1.1/#combobox.
	Uitkomst: Onvoldoende	
	Uitleg	
	Uitkomst: Onvoldoende	
	Aanvragen (proces)	
	Uitkomst: Onvoldoende	
	Verlanglijst	
	Uitkomst: Onvoldoende	
	Declaraties (kosten terugvragen)	
	Uitkomst: Onvoldoende	
	Random pagina 2 - Notificatievoorkeuren	When you activate the 'Gebruikersmenu' button (when logged in), a popup opens with links. This list is not coded correctly. The button has the attribute 'aria-haspopup' with the value of 'true', which indicates a menu. But there is no menu element following. This is very confusing for users of assistive software. The screenreader announces a menu, but doesn't announce the links in the list. Solution: If you use a menu, code it according to the specification (https://www.w3.org/TR/wai-aria-1.1/#menu) including the right focus management. It's recommended though to use a 'normal' ul-element with list-items and links, since this is a more common and expected pattern in web navigation. Also ensure interactive elements are not nested, since this often gives problems for keyboard en screenreader users. So don't put links inside a button, as this is the case here.
	Uitkomst: Onvoldoende	
	Status aanvraag	
	Uitkomst: Onvoldoende	

When you choose in the user menu 'Log in to the app', a popup will open. This contains input fields for 6 numbers. All inputs have the same label text
(and a type of telephone, while it's no telephone number). The inputs are not grouped. This makes it unclear what needs to be filled in where. Solution: add a descriptive label to all input fields (for example 'nummer 1'). Group them in a fieldset with a legend. The instruction 'Vul de zes cijfers die in uw app verschijnen hieronder in' can be put in the legend element.

Regelingen overzicht

In the filter sections are input fields which visually resemble a select with options, but they are buttons that open a list box. The role and operation of this is not clear to users of assistance software. The listbox does not have an accessible name. Input fields are also nested. With the keyboard it does not work as expected with a listbox with the enter key to open the list and the arrow keys to navigate between the options. Solution: use the native select element to provide the options. This will be accessible to users of keyboard and assistive software by default. This issue occurs on multiple pages where filters are used, like 'Aanbod'.

When you are zoomed in to 150% or more, the filter options will appear behind a button. This is a div element without a clear role. Solution: code the button as a button element.

Uitleg

The 'buttons' to open the faq-sections do not provide information about the state. Solution: add an aria-expanded attribute. See also 2.1.1

Aanvragen (proces)

Below step 2 is a checkbox. This checkbox doesn't have a correct role and state. The

screenreader announces it is a 'group' and doesn't say the checked/unchecked state. Solution: remove the 'hidden' attribute from the checkbox input. Remove the aria-checked attribute from the label. Associate the label with the input via an id. This issue occurs on several steps.

At the top of the page is a message with a 'cross'-button. This element does not have a proper role and name. See screenshot 9. This message also hides the button the close the main menu. Solution: code this button as a button element with a clear text.

After opening a preview of a document in step 6, there is a close button without a text. Solution: add an aria-label attribute with 'Sluit preview'.

In several steps are 'steppers' (spin buttons), for example to add the number of children. The name and value of each step is not clear from the markup. Within a stepper, you must be able to use the arrow keys to increase or decrease the value. Now this has to be done with separate buttons. When activated, a percentage is announced by the screenreader, which makes no sense. See screenshot 2 and screenshot 3. Solution: give each stepper a clear label, like 'aantal kinderen 0-3 jaar' (instead of 'aanpassen'), and implement the steppers according to the specification, so the right amount is announced when updated.

Verlanglijst

Interactive elements are nested within the items in the list. There is a button (the heart icon) within a link. Ensure interactive controls are not nested as they are not always announced by screen readers or can cause focus problems for assistive technologies. Solution: mark up the list with ul and li-

		elements, and put within the li-element the link and button after each other on the same level.
		Declaraties (kosten terugvragen)
		When uploading a document, there are tooltip icons in the form. These are buttons without a text (name). Solution: put the aria-label attribute on the div-element with a role of button.
		Random pagina 2 - Notificatievoorkeuren
		Interactive elements are nested within the section with the toggle buttons. There are label elements with the role of checkbox with nested checkboxes inside. Ensure interactive controls are not nested as they are not always announced by screen readers or can cause focus problems for assistive technologies. Solution: remove the role of checkbox from the label element, as well as the aria-checked attribute. Remove the aria-hidden attribute from the input element, so it will be announced to assistive software.
		Status aanvraag
		There is a button to open details with the text 'Bekijk'. This button doesn't have a correct role. Also it doesn't provide information that more content can be opened. Solution: code the button as a button element. Also add an aria-expanded attribute.
4.1.3: Status-berichten	Hele sample Uitkomst: Voldoende	

Sample met getoetste webpagina's

1. Homepage - https://kansshop.eemsdelta.nl/
2. Regelingen overzicht - https://kansshop.eemsdelta.nl/fondsen
3. Regeling Pasfoto en identiteitskaart - https://kansshop.eemsdelta.nl/fondsen/107

4. Aanbod overzicht - https://kansshop.eemsdelta.nl/aanbod
5. Aanbod theatervoorstelling De grote vloed - https://kansshop.eemsdelta.nl/aanbod/6391
6. Aanbieders - https://kansshop.eemsdelta.nl/aanbieders
7. Aanbieder Cigo Appingedam - https://kansshop.eemsdelta.nl/aanbieders/2163
8. Uitleg - https://kansshop.eemsdelta.nl/uitleg
9. Zoekresultaten - https://kansshop.eemsdelta.nl/search?q=sport
10. Aanvragen (proces) - https://test-kansshop.eemsdelta.nl/fondsen/126
11. Mijn tegoeden - https://test-kansshop.eemsdelta.nl/tegoeden
12. Tegoed digitale leermiddelen - https://test-kansshop.eemsdelta.nl/tegoeden/0x85ef5a9723c672653cdb60ece4b9b79c6c580815
13. Verlanglijst - https://test-kansshop.eemsdelta.nl/verlanglijst
14. Declaraties (kosten terugvragen) - https://test-kansshop.eemsdelta.nl/declaraties
15. Aanvragen - https://test-kansshop.eemsdelta.nl/fondsen-aanvraag
16. Status aanvraag - https://test-kansshop.eemsdelta.nl/fondsen-aanvraag/150
17. Emailinstellingen - https://test-kansshop.eemsdelta.nl/identity-emails
18. Random pagina 1 - Aanbod tegoedbon reparatie smartphone/tablet - https://kansshop.eemsdelta.nl/aanbod/5849
19. Random pagina 2 - Notificatievoorkeuren - https://test-kansshop.eemsdelta.nl/preferences/notifications
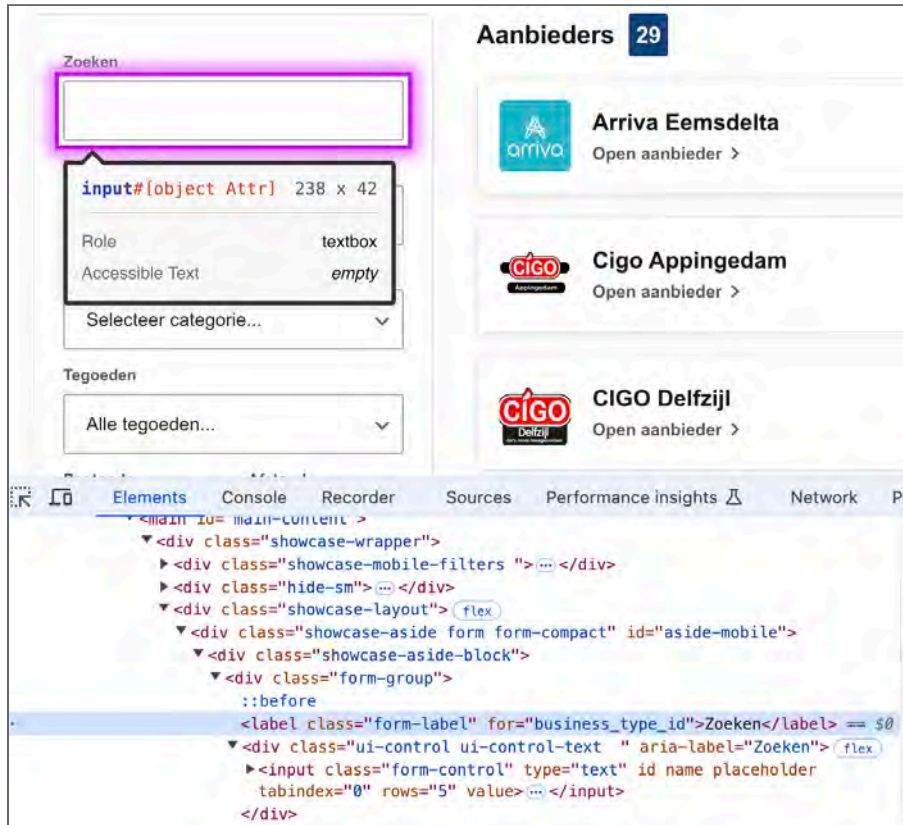
Webtechnologie

HTML,CSS,WAI-ARIA,JavaScript,SVG

Onderbouwing van de evaluatie

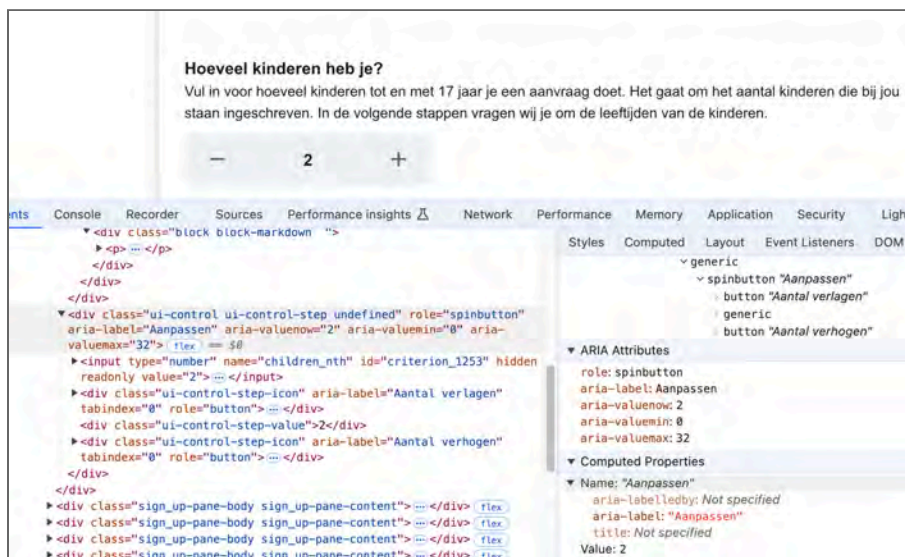Gebruikte systemen tijdens het onderzoek:
- Chrome 128 en Safari 17.6 met Voiceover op Mac 13.6.9
- Chrome 128 op Android 14
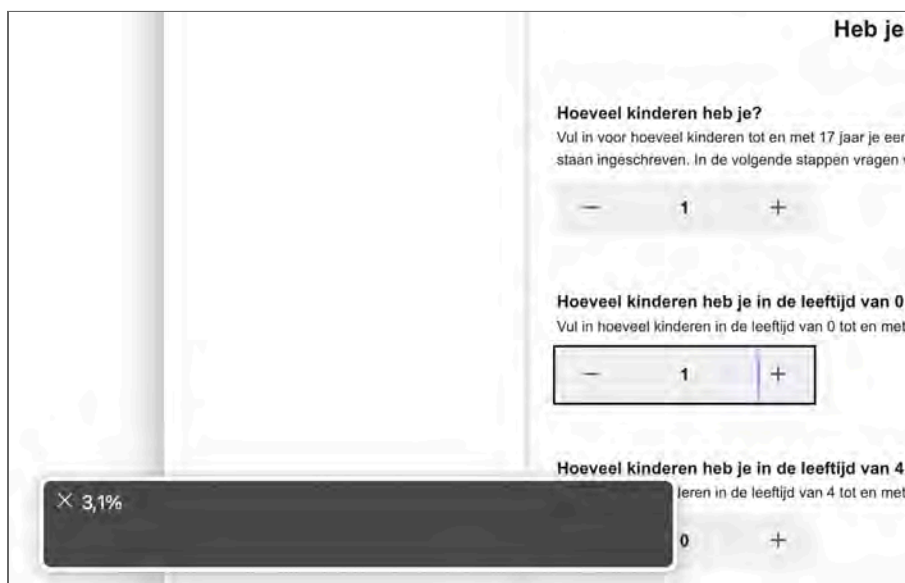- Edge 127 op Windows 10

Screenshots

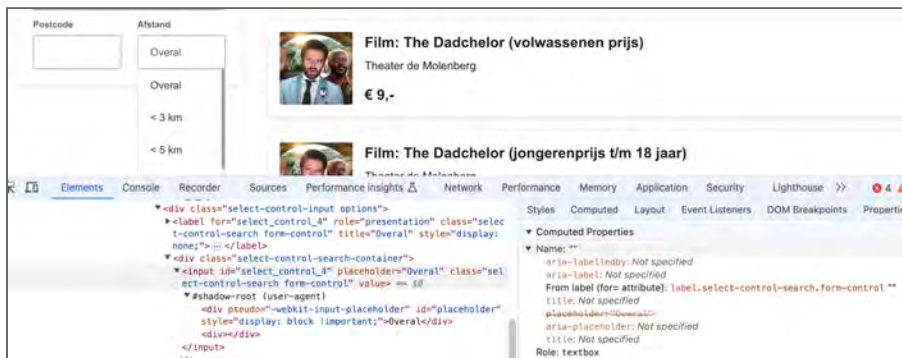Figuur 1: the label is not connected to the input

Figuur 2: the code of the spinbutton is not correct and the labels are not clear ('aanpassen')
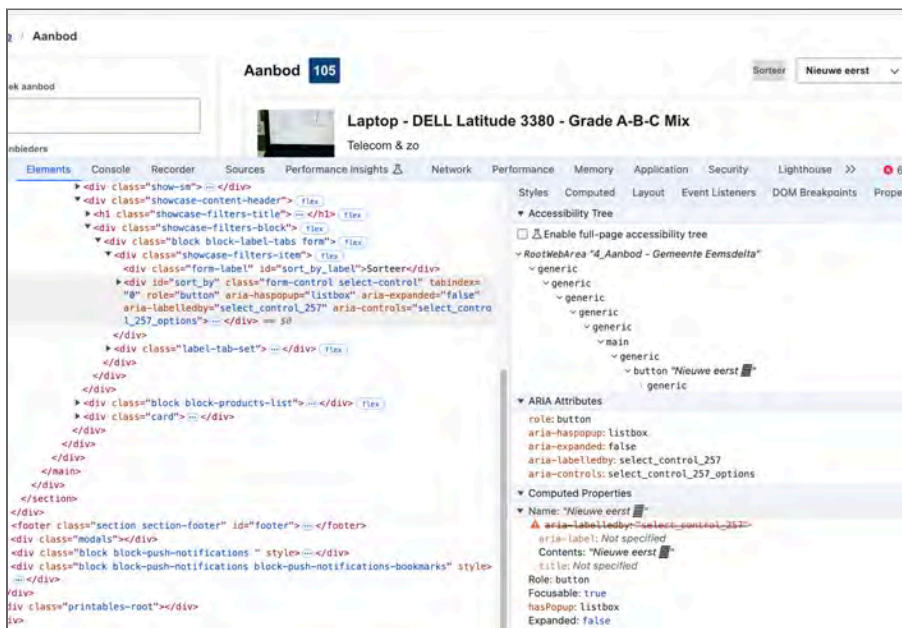
↵

Figuur 3: the code of the spinbutton is not correct, the screenreader can't read the right amount
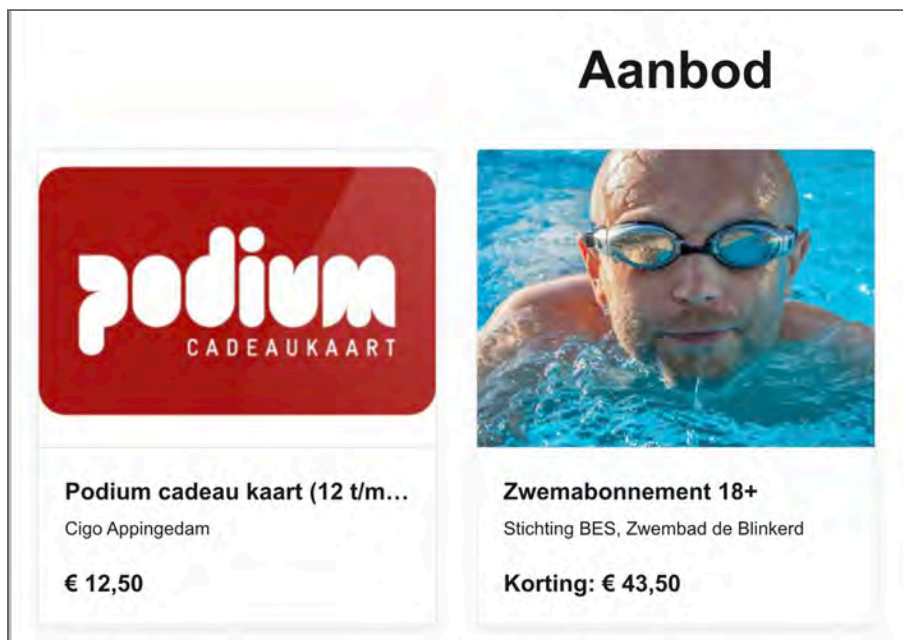
↵

Figuur 4: the input for distance has no label

↵

Figuur 5: the label 'sorteer' is not linked to the input (listbox)

↵

Figuur 6: titels worden afgebroken bij inzoomen

↵

Figuur 7: titels worden afgebroken bij inzoomen

↵

Figuur 8: the serach input is not visible

↵

Figuur 9: the message can't be closed with keyboard

↵

Figuur 10: the errors are not clearly identified

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Dit rapport is gemaakt met behulp van de WCAG-EM Report Tool.