Accessibility Testing

Client

Client is a leading American travel company that owns and operates several international global online travel brands. Their travel website has scored the highest, a 10 out of a possible 11, on accessibility across the board in "Sigma's checklist of accessible features" according to a recent report on travel websites by Sigma, a digital user experience agency in the UK.

Background:

We have been providing accessibility services to this client for more than 2 years now. And during this time we have tested their website and mobile apps, both on Android and iOS. The approach that we have been following for this project is a combination of automated and manual methodologies along with a paired testing approach wherein a sighted engineer tests the application along with a non-sighted engineer to specifically make the application accessible to visually impaired users.

Accessibility Checks and Assistive Tools Used:

aXe:

An add-on for Firefox and Chrome, primarily used for finding accessibility violations per page at code level.

Screen Reader:

For the visually impaired users to read the booking credentials on a computer screen with a speech synthesizer.

Keyboard:

For users with motor or agility impairment to use keyboard for accessing pages on the travel site.

High Contrast:

For users with low vision to navigate through the site that needs to have a high colour contrast.
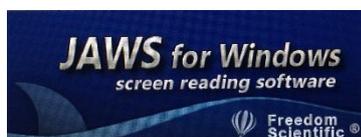
Browser Zoom & Text-only Zoom:

For users with visual impairment who need to zoom the site or the travel content on the screen to 200% in order to access the application.

Devices to Test:

Testing Tools:

The Problem

The client had a straightforward accessibility testing requirement. There weren't any huge challenges to start with except that it was a large testing landscape. We illustrated the challenges and techniques with them in order to simplify the process of accessibility testing. The client further assisted us by segregating business flows and paths. It is worth mentioning that the application had quite a few features which were initially inaccessible, however multiple test cycles resolved the challenges pertaining to respective features. We also came across some native features while testing the mobile application for the

client which made us realize that if these features are made accessible, their application could certainly create a positive impact on people using assistive technologies. One such instance is described below:

A major problem, or rather a blocker issue was found on the Android application which was not enabling a screen reader user to select the 'Pick-up' & 'Drop-off' time in a half an hour interval using the up/down volume keys.

When these keys were used with the TalkBack screen reader to select the 'Pick-up' & 'Drop-off' time, the seek control was jumping in the interval of 1 hour or 4%.
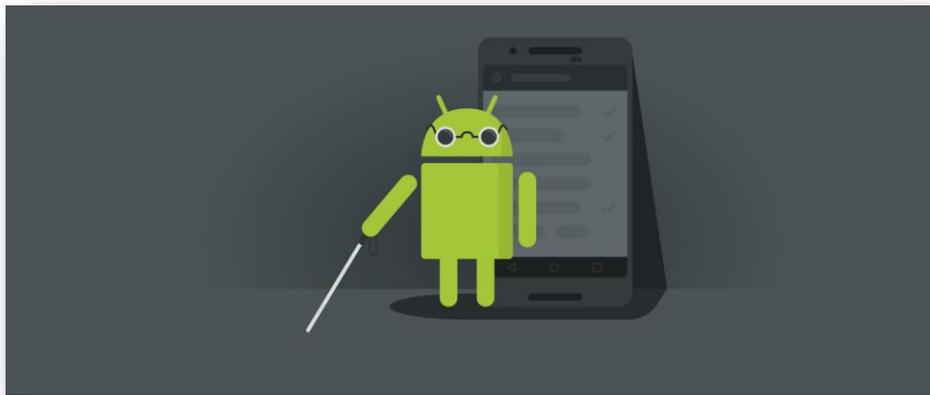
The Solution

1. We proposed a solution to fix the interval of the seek control by providing the following parameters to the seek control:
   Minimum - 0%
   Interval - 2%
   Maximum - 100%

2. By keeping the interval to 2%, we cut down the time by 30 minutes, helping the visually impaired users to conveniently book through the application and not waste half an hour in wait.

3. We also leveraged our accessibility android developer and connected him with the client's android developer to discuss and share the code specific to this issue.

Client Benefits

1. The client was able to incorporate our solution in their development framework and remedy the problem.

2. Visually impaired users who were mainly impacted by this issue, could now access the application with ease.

About QA InfoTech

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- ✓ 1000+ QA engineers and domain experts
- ✓ An ISO 9001:2008, CMMi Level 3, ISO 20000-1:2011 and ISO 27001:2005 compliant company
- ✓ Thought Leaders in E2E testing, specifically Test Automation, Performance Testing, Localization and Accessibility Testing

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