LendKey

LendKey Lender Landing Page

Accessibility Audit & Roadmap

January 24, 2017

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ABSTRACT

The Challenge

The goal of this document is to outline digital accessibility requirements and implemented functionality for the lender landing page produced by LendKey for collaborating financial entities in order to ensure compliance with the Americans with Disabilities Act. LendKey's efforts are aimed at meeting the WCAG 2.0 Level AA guidelines/standards (https://www.w3.org/TR/WCAG20).

Methodology

A number of methods and processes exist to determine whether or not websites or software are compliant with the WCAG 2.0 guidelines, but for the purposes of this document, WCAG 2.0 is referenced directly for guidance on requirements and suggested remedies for accessibility issues. The Harmonized Processes for Section 508 Testing: Baseline Tests for Software & Web Accessibility (https://www.dhs.gov/publication/dhs-section-508-compliance-test-processes) was also used as a reference to break down accessibility guidelines and concerns into testable and trackable segments, though its coverage is focused on Section 508 and does not cover the full extent of WCAG 2.0 standards.

That being said, this document lists the specified requirements and includes the following details:

1. Requirement Code/Name
2. Requirement Description
3. Requirement Status, Description of Status, Future Actions (to address outstanding issues)

WCAG Principles & Requirement Sorting

The WCAG 2.0 guidelines are sorted according the overarching principle they adhere to, their first digit being drawn from these categories:

1. **Perceivable:** Information and user interface components must be presentable to users in ways they can perceive.

2. **Operable:** User interface components and navigation must be operable.

3. **Understandable:** Information and the operation of user interface must be understandable.

4. **Robust**: Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Tools

To facilitate the assessment, the following tools were utilized:

Wave Accessibility Evaluation Tool (http://wave.webaim.org)
Tool to assess quality of markup structure, role assignment, and alternative text usage.

Achecker Accessibility Evaluation Tool (http://achecker.ca/checker/index.php)
Tool to assess quality of markup structure, role assignment, and alternative text usage.

WCAG Luminosity Contrast Ratio Analyzer (https://chrome.google.com/webstore/detail/wcag-luminosity-contrast/lllpnmpooomecmbmijbmbikaacgfdagi?hl=en)
Tool to check contrast ratios of text and backgrounds for adherence to WCAG 1.4.3

Screen readers used to test for compliance were VoiceOver (www.apple.com/accessibility/mac/vision/) and ChromeVox (http://www.chromevox.com/)

COMPLIANCE STATUS

Summary

For the release of LendKey Lender Landing Pages in effect on 1/23/17, there are no outstanding accessibility issues.

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1.3.2 Meaningful Sequence

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Outstanding Failure Categories

(None)

COMPLIANCE STATUS (CONT.)

N/A Categories (Content)

1.2.1 Audio-only and Video-only (Prerecorded)

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3.3.4 Error Prevention (Legal, Financial, Data)

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3.1.4 Abbreviations

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ADA COMPLIANCE CURRENT STATUS

Guideline 1.1

Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for controls/input, time-based media, test, sensory, CAPTCHA, and decorative imagery contexts. (Level A)

> **Status:** Pass
> **Description:** Content is presented in a non-interactive, textual fashion and isn't dependent upon imagery for its meaning. Images are strictly decorative and only lightly augment the content. Adherent via WCAG technique G94 (https://www.w3.org/TR/WCAG20-TECHS/G94.html).

Guideline 1.2

Time-based Media: Provide alternatives for time-based media.

1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A)

- Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.

- Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

Status: N/A
Description: No audio or video content is utilized on the lender landing page.

1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

Status: N/A
Description: No audio or video content is utilized on the lender landing page.

1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

> **Status:** N/A
> **Description:** No audio or video content is utilized on the lender landing page.

1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)

> **Status:** N/A
> **Description:** No audio or video content is utilized on the lender landing page.

1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)

> **Status:** N/A
> **Description:** No audio or video content is utilized on the lender landing page.

1.2.6 Sign Language (Prerecorded): Sign language interpretation is provided for all prerecorded audio content in synchronized media. (Level AAA)

> **Status:** N/A
> **Description:** No audio or video content is utilized on the lender landing page.

1.2.7 Extended Audio Description (Prerecorded): Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media. (Level AAA)

Status: N/A
Description: No audio or video content is utilized on the lender landing page.

1.2.8 Media Alternative (Prerecorded): An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media. (Level AAA)

Status: N/A
Description: No audio or video content is utilized on the lender landing page.

1.2.9 Audio-only (Live): An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)

Status: N/A
Description: No audio or video content is utilized on the lender landing page.

Guideline 1.3

Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)

> **Status:** Pass
> **Description:** Information on the page is displayed in a linear fashion and, when it does not, markup is written so that assistive technologies emulate the flow that a sighted user would use.

1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)

> **Status:** Pass
> **Description:** None of the content's meaning is particularly tied to its position, but the intended flow of the content (left-to-right up-down) is presented in a linear fashion within the markup so that it's presented correctly by assistive technologies.

1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)

Note: For requirements related to color, refer to Guideline 1.4.

> **Status:** Pass
> **Description:** All necessary content is provided in text and not tied to imagery.

Guideline 1.4

Distinguishable: Make it easier for users to see and hear content including separating foreground from background.

1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)

- ■ **Note:** This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.

Status: Pass
Description: All charts are provided in a tabular format that don't derive meaning from color, links are underlined so as to indicate their purpose outside of coloration.

1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is avail

Status: N/A
Description: No audio or video content is utilized on the lender landing page.

1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)

- Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;

- Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.

- Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.

Status: Pass
Description: All instances of text meet or exceed the specified contrast ratio of 4.5:1 for small text and 3:1 for large text, the "Powered by LendKey" bump excepted, but the same information is presented in a compliant fashion elsewhere on the page.

1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)

Status: Pass
Description: No content is obscured or functionality obstructed when browser text size is adjusted to 200%.

1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)

- Customizable: The image of text can be visually customized to the user's requirements;

- Essential: A particular presentation of text is essential to the information being conveyed.

- **Note:** Logotypes (text that is part of a logo or brand name) are considered essential.

Status: Pass
Description: Only logotypes are presented as images within the webpage.

1.4.6 Contrast (Enhanced): The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: (Level AAA)

- Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1;

- Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.

- Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.

Status: N/A
Description: Given brand variability, this level of contrast was not pursued, and, regardless, is not required for ADA compliance.

1.4.7 Low or No Background Audio: For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: (Level AAA)

- No Background: The audio does not contain background sounds.

- Turn Off: The background sounds can be turned off.

- 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.

- **Note:** Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.

Status: N/A
Description: There is no background audio on the page.

1.4.8 Visual Presentation: For the visual presentation of blocks of text, a mechanism is available to achieve the following: (Level AAA)

- Foreground and background colors can be selected by the user.

- Width is no more than 80 characters or glyphs (40 if CJK).

- Text is not justified (aligned to both the left and the right margins).

- Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.

- Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.

Status: N/A
Description: Parts of this guideline are met to some extent by the site, but are not required to meet AA level accessibility.

1.4.9 Images of Text (No Exception): Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)

- **Note:** Logotypes (text that is part of a logo or brand name) are considered essential.

Status: Pass
Description: No images of text that aren't logos are extant on the site.

Guideline 2.1

Keyboard Accessible: Make all functionality available from a keyboard.

2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)

■ **Note 1:** This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.

■ **Note 2:** This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

Status: Pass
Description: The webpage can be traversed and operated solely with the use of the keyboard and aids are provided to make this more efficient (skip nav, return to top).

2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)

■ **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.

Status: Pass
Description: All focusable elements can be navigated away from with the use of a keyboard.

2.1.3 Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)

> **Status:** Pass
>
> **Description:** On top of the rest of the functionality, no time limits exist for operation based on keystrokes.

Guideline 2.2

Enough Time: Provide users enough time to read and use content.

2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A)

- Turn off: The user is allowed to turn off the time limit before encountering it; or

- Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or

- 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; or

- Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or

- Essential Exception: The time limit is essential and extending it would invalidate the activity; or

- 20 Hour Exception: The time limit is longer than 20 hours.

- **Note:** This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.

Status: N/A
Description: There are no interactions required from users on the context of a lender landing page outside of navigating to and exposing content, time limits and timeouts are irrelevant.

2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)

- Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and

- Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

Status: N/A
Description: There are no interactions required from users on the context of a lender landing page outside of navigating to and exposing content, time limits and timeouts are irrelevant.

2.2.3 No Timing: Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)

Status: Pass
Description: There are no interactions required from users on the context of a lender landing page outside of navigating to and exposing content, time limits and timeouts are irrelevant.

2.2.4 Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)

Status: N/A
Description: No interruptions or prompts occur on the page without user input.

2.2.5 Re-authenticating: When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (Level AAA)

Status: N/A
Description: Users don't need to authenticate or login to utilize the page.

Guideline 2.3

Seizures: Do not design content in a way that is known to cause seizures.

2.3.1 Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)

- **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.

Status: Pass
Description: No transitions or animations utilized on the page constitute a flash and proceed in one direction only rather than alternating.

2.3.2 Three Flashes: Web pages do not contain anything that flashes more than three times in any one second period. (Level AAA)

Status: Pass
Description: As with the previous guideline, no transitions or animations utilized on the page constitute a flash and proceed in one direction only rather than alternating.

Guideline 2.4

Navigable: Provide ways to help users navigate, find content, and determine where they are.

2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)

> **Status:** Pass
> **Description:** A "Skip to Main" link is presented at the top of the page as the second item in the tab order past the logo/home link, and a "Return to Top" link is provided after the footer material.

2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)

> **Status:** Pass
> **Description:** Different pages within the site have their respective purposes called out in the title.

2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)

> **Status:** Pass
> **Description:** Focus proceeds in a LtR fashion from the top of the page to the base.

2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

> **Status:** Pass
>
> **Description:** Different pages within the site have their respective purposes called out in the title, links that are more oblique (footnote indicators) are oblique and con-text-dependent for all users.

2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)

> **Status:** Pass
> **Description:** The number of pages within the website is limited and access to them is straightforward

2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)

> **Status:** Pass
> **Description:** Headings introduce and describe the purpose of the following content.

2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)

> **Status:** Pass
> **Description:** Default browser focus indicators are visible and unobscured.

2.4.8 Location: Information about the user's location within a set of Web pages is available. (Level AAA)

> **Status:** Pass
> **Description:** Only one level of depth is present in the navigation and titles and headings are sufficient for keeping the user's place in the context of the landing page.

2.4.9 Link Purpose (Link Only): A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)

> **Status:** Pass
> **Description:** Links are labeled clearly when possible and, otherwise, maintain the same level of ambiguity across user types.

2.4.10 Section Headings: Section headings are used to organize the content. (Level AAA)

> **Status:** Pass
> **Description:** Section headings are traversable via assistive technologies and describe the content.

Guideline 3.1

Readable: Make text content readable and understandable.

3.1.1 Language of Page: The default human language of each Web page can be programmatically determined. (Level A)

> **Status:** Pass
> **Description:** English is specified as the default language in the html opening tag.

3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)

> **Status:** Pass
> **Description:** While financial terminology is often obscure, the entire page is composed in English and thusly, no additional language specification was needed within the webpage.

3.1.3 Unusual Words: A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (Level AAA)

> **Status:** N/A
> **Description:** Financial jargon is used and often footnoted within the context of the landing page, but this parameter isn't necessary to meet Level AA compliance.

3.1.4 Abbreviations: A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)

> **Status:** N/A
> **Description:** Financial jargon is used and often footnoted within the context of the landing page, but this parameter isn't necessary to meet Level AA compliance.

3.1.5 Reading Level: When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)

> **Status:** N/A
> **Description:** Financial jargon is used and often footnoted within the context of the landing page, but this parameter isn't necessary to meet Level AA compliance.

3.1.6 Pronunciation: A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)

> **Status:** N/A
> **Description:** None of the content of the page hinges on pronunciation for understanding, but this parameter isn't necessary to meet Level AA compliance.

Guideline 3.2

Predictable: Make Web pages appear and operate in predictable ways.

3.2.1 On Focus: When any component receives focus, it does not initiate a change of context. (Level A)

Status: Pass
Description: Focusing on any element on the page does not cause a change of context.

3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)

Status: Pass
Description: No relevant inputs exist on the page that would invoke this particular standard.

3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)

Status: Pass
Description: Header content is consistent between webpages within the LLP system.

3.2.4 Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)

> **Status:** Pass
> **Description:** The header element appears consistent across pages, and link elements maintain the same appearance.

3.2.5 Change on Request: Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)

> **Status:** Pass
> **Description:** Users are only directed to a new context upon clicking links or interacting with button elements.

Guideline 3.3

Input Assistance: Help users avoid and correct mistakes.

3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)

> **Status:** N/A
> **Description:** No form elements exist on the page to invoke this standard.

3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)

> **Status:** N/A
> **Description:** No form elements exist on the page to invoke this standard.

3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)

> **Status:** N/A
> **Description:** No form elements exist on the page to invoke this standard.

3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)

- Reversible: Submissions are reversible.

- Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

- Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Status: N/A
Description: No form elements exist on the page to invoke this standard.

3.3.5 Help: Context-sensitive help is available. (Level AAA)

Status: N/A
Description: No form elements exist on the page to invoke this standard.

3.3.6 Error Prevention (All): For Web pages that require the user to submit information, at least one of the following is true: (Level AAA)

- Reversible: Submissions are reversible.

- Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

- Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Status: N/A
Description: No form elements exist on the page to invoke this standard.

Guideline 4.1

Compatible: Maximize compatibility with current and future user agents, including assistive technologies.

4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)

- ■ **Note:** Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

> **Status:** Pass
> **Description:** HTML elements are properly closed and nested. attributes aren't duplicated, and while certain element ids may be used more than once, they're not readable by browsers or other assistive technologies simultaneously.

4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)

- ■ **Note:** This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

> **Status:** Pass
> **Description:** No component on the site is custom-made, and component behavior is consistent with HTML5 standards.