

High-level accessibility review – BTAA (Factiva Platform)

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Factiva Platform

Summary

Top 3 problems for the Factiva Platform

This assessment covers portions of the Factiva Platform. The assessment revealed serious problems with screen reader compatibility, resulting in screen reader users missing critical information needed to understand content and operate features.

1. **Name, Role, Value** – Several controls on the site are only mouse accessible, and cannot be operated with a keyboard due to missing roles, programmatic names for the controls and required states.
2. **Keyboard** – Several controls on the site are not keyboard accessible, due to the use of device-specific event listeners.
3. **Contrast** – Several interactive controls, text and link text is low in contrast, both in default state and on hover/focus states.

Accessibility findings

Project wide issues

The issues presented in this section were identified in multiple pages and are recorded here to avoid repetition. These are applicable to each screen. Due to particularities, similar issues are still reported on a page per page basis, where applicable.

Automated findings using Axe

Issues found through automated testing come from the Axe plugin, an open source accessibility testing tool that is available for Chrome, Firefox and Edge. Details here: <https://www.deque.com/products/axe/>.

1. **SC 4.1.2 A** – The ‘Dow Jones Factiva’ linked header container is missing programmatic link text.
2. **SC 3.1.1 A** – All HTML pages are missing the lang attribute on the <html> element along with a valid value.
3. **SC 4.1.1 A** – The following element IDs are duplicated: _XFORMSTATE, _XFORMSESSSTATE

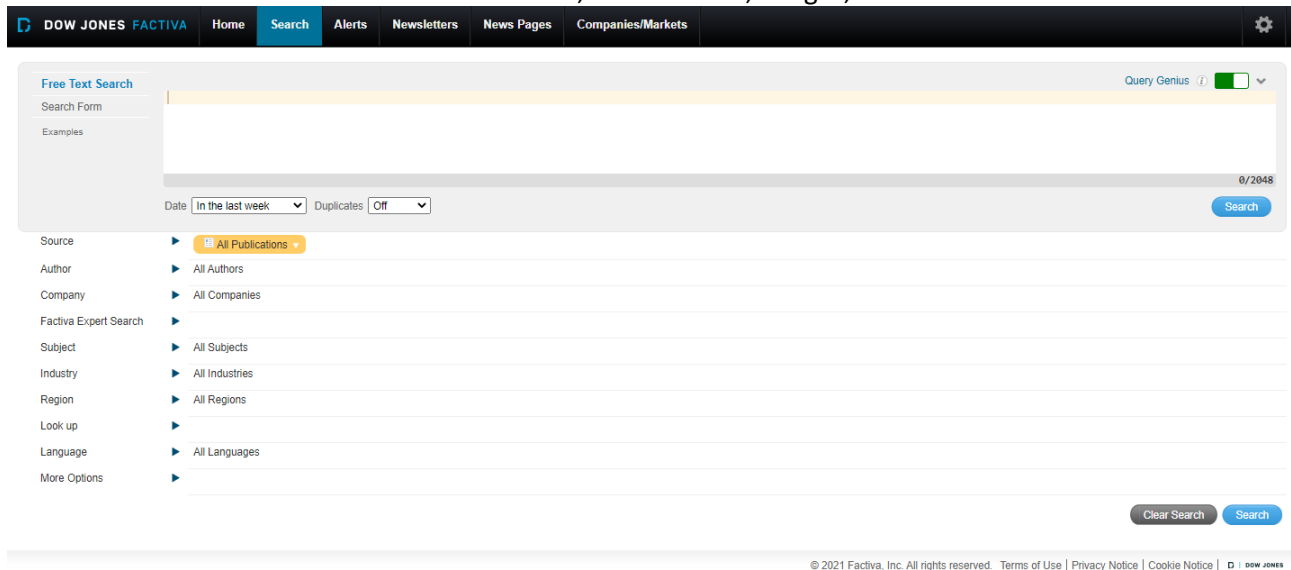
Additional manual findings using NVDA screen reader

1. **SC 2.4.3 A** – All top level navigation items contain an extra tab stop due to unnecessary use of tabindex=0
2. **SC 4.1.2 A** – The top level navigation items that contain a submenu do not programmatically indicate that a submenu exists.
3. **SC 4.1.2 A** – The top level navigation items that contain a submenu do not indicate their expanded or collapsed state.
4. **SC 1.4.1 A** – The current item in the top level navigation is only identified by color without an accessible programmatic alternative.
5. **SC 1.4.3 AA** – When a top level submenu is expanded, the submenu items are low in contrast when a user hovers over them. Text foreground #ffffff against a background of #02A3DB results in 2.9:1 contrast ratio.
6. **SC 1.4.4 AA** – When the browser is zoomed to 200%, there are portions of the top level navigation that are obscured because the text links are white and the background also becomes white on zoom.
7. **SC 1.4.10 AA** – When a reflow viewport is applied, the top level navigation does not reflow.
8. **SC 1.4.13 AA** – When the top level navigation submenu items are expanded through a mouse hover, the content cannot be dismissed without moving the pointer or programmatic focus.

1. Factiva Landing Page

Source: <https://global-factiva-com.offcampus.lib.washington.edu/sb/default.aspx?Inep=hp>

Test case: Initial interface – menus & submenus, search boxes, images, etc.



Automated findings using Axe

1. **SC 1.3.1 A** – The Search Form text area is missing a programmatic label / the visible label is not programmatically associated with the input field.
2. **SC 1.4.3 AA** – The “Free Text Search” content is low in contrast. Text foreground #0086c5 against a background of #f0f0f0 results in a 3.53:1 contrast ratio.
3. **SC 1.4.3 AA** – The ‘Search’ button text is low in contrast. Text foreground #ffffff against a background that ranges from #4FACE9 to #3FA0DF results in a contrast ratio range of 2.5:1 to 2.9:1.
4. **SC 1.4.3 AA** – The ‘UI Ver:34.4.0 Mod:13:42 ID:AWSPFWAUTH10’ content is low in contrast. Text foreground #ffffff against a background of #ffffff results in a 1:1 contrast ratio.
5. **SC 1.4.3 AA** – The top portion of the ‘Clear Search’ button text is low in contrast. Text foreground #ffffff against a background that ranges from #828282 to #777777 results in a contrast ratio range of 3.8:1 to 4.478:1.

Additional manual findings using NVDA screen reader

1. **SC 2.4.7** – The ‘Search’ and ‘Clear Search’ controls do not receive a visible focus indicator.
2. **SC 1.4.3 AA** – In the ‘Free Text Search’ and ‘Filters’ section, when links receive focus they are low in contrast. Link foreground color #55B0EB against a background of #F0F0F0 or #FFFFFF results in a 2.1:1 or 2.4:1 contrast ratio.
3. **SC 4.1.2 A** – The ‘Search’ control in the ‘Free Text Search’ section is missing an appropriate interactive role.
4. **SC 4.1.2 A** – The ‘Toggle Query Genius’ toggle-type control in the ‘Free Text Search’ section is missing an appropriate interactive role along with a descriptive programmatic name/label and a programmatic indication of the on/off state.
5. **SC 4.1.2 A** – The ‘Switch color themes..’ control in the ‘Free Text Search’ section is missing an appropriate interactive role along with a descriptive programmatic name/label.
6. **SC 2.1.1 A** – The ‘query helper’ function is not accessible to screen reader users
7. **SC 4.1.3 A** – The ‘query helper’ details and text area counter status message content is not automatically announced by AT.
8. **SC 1.4.3 AA** – In the text area input, operators are low in contrast. Foreground color #F92772 against a background #FFF5E3 results in 3.5:1 contrast ratio.

9. **SC 1.4.3 AA** – In the text area input, DJID operators are low in contrast. Foreground color #029602 against a background #FFF5E3 results in 3.6:1 contrast ratio.
10. **SC 1.4.11 AA** – In the ‘Free Text Search’ section, the “i” (Query Genius) icon is low in contrast. Primary icon color #A1A1A1 against an adjacent color #FFFFFF results in a 2.6:1 contrast ratio.
11. **SC 1.4.11 AA** – In the ‘Free Text Search’ section the ‘Switch color themes...’ icon control is low in contrast when a user hovers over the control. On hover, the primary icon color #C5C6C8 against an adjacent background #F0F0F0 results in a 1.5:1 contrast ratio.
12. **SC 1.4.3 AA** – When the ‘Switch color themes...’ control is expanded, all the text found in the pop up is low in contrast. Text foreground color #A2A4A6 against the background #FFFFFF results in a 2.5:1 contrast ratio.
13. **SC 1.4.11 AA** – The downward pointing arrow icon in the ‘All Publications’ control is low in contrast. Primary color #FFFFFF against an adjacent color of #FFCC66 results in a 1.5:1 contrast ratio.
14. **SC 1.4.10 AA** – When a reflow viewport is applied, the ‘Free Text Search’ section does not reflow and a horizontal scroll bar appears.
15. **SC 4.1.2 A** – The ‘Query Genius’ “i” control cannot be triggered by a keyboard user.
16. **SC 2.4.3 A** – The ‘Query Genius’ modal does not receive programmatic focus when it is triggered.
17. **SC 1.4.3 AA** – In the ‘Query Genius’ modal, the “Warning Area”, “Switch Views” and “Themes” content is all low in contrast. Primary text color #FFFFFF against backgrounds #81C01D, #00C2C2 and #E8A600 results in 2.2:1, 2.2:1 and 2.1:1 contrast ratios.
18. **SC 1.3.1 A** – In the ‘Query Genius’ modal, informative content is implemented using pseudo content.
19. **SC 1.3.3 A** – In the ‘Query Genius’ modal, visual cues are used to communicate vital information.
20. **SC 4.1.2 A** – In The ‘Query Genius’ modal, the “X” close control is missing a semantic role.
21. **SC 4.1.2 A** – The expand/collapse sections below ‘Free Text Search’ are missing their expand/collapse state.
22. **SC 2.1.1 A** – The tree-style expandable controls (such as those found in ‘Factiva Expert Search’ and ‘Subject’) are using device-specific event listeners that are not easily accessible to AT.
23. **SC 4.1.2 A** – The tree-style expandable controls (such as those found in ‘Factiva Expert Search’ and ‘Subject’) are missing an appropriate role and accessible name/label.
24. **SC 1.4.11 AA** – The ‘Get Details...’ “i” icon and ‘Click to exclude’ icons found in the tree-style expandable controls are low in contrast. Primary icon color #9C9C9C against an adjacent color #FFFFFF results in a 2.7:1 contrast ratio. Primary icon color #F69E8C against an adjacent color #FFFFFF results in a 2.1:1 contrast ratio.
25. **SC 2.4.3 A** – All ‘Subject Information’ modals do not receive focus and contain accessibility problems.

2. Factiva Search Results

Source: https://global-factiva-com.offcampus.lib.washington.edu/ha/default.aspx#./!/?&_suid=163208110303103353781537035472

Test case: Search for "climate change" on initial landing page/interface. Test search results page (menus, buttons, etc.).

o "Sort by" dropdown & Display options

o Limit to: "Date" – select one date from bar graph; Source: Select Reuters – All Sources

The screenshot shows the Factiva search interface. At the top, there's a search bar with the text "climate change" and filters for "DATE: In the last week" and "SOURCE: All Publications". Below the search bar, there are filters for "Source: Reuters - All sources" and "Date: 12 September 2021". A sidebar on the left shows filters for "Date", "Companies", "Sources", and "Subjects". The main content area displays a list of news articles with checkboxes, including headlines like "In Hungary, pope meets PM Orban, his political opposite" and "REUTERS NEWS SCHEDULE AT 10 a.m GMT/ 6 a.m. ET". A bar chart shows the distribution of results for the date 12-Sep-2021.

Automated findings using Axe

1. **SC 1.3.1 A** – The 'Filters' unordered list has errors in its markup. It contains two elements that are not allowed to be the direct ascendants of .
2. **SC 1.3.1 A** – All the checkboxes are not programmatically associated with their visible labels.
3. **SC 1.3.1 A** – The visually hidden 'lastHeadlineStateId' input is missing a programmatic name/label.
4. **SC 1.1.1 A** – The decorative 'plotdot.png' result images in the filters panel are all missing an empty alt attribute and value.
5. **SC 2.4.1 A** – The 'iframe' IFRAME is missing a programmatic name through the 'title' attribute.
6. **SC 4.1.1 A** – The following element IDs are duplicated: iefs, divc, oddEvenPreview, verifyUser, hso, isrd, cd_minMax.
7. **SC 1.4.3 AA** – All the number of results in the filters panel is low in contrast. Text foreground #999999 against the background #ffffff results in a 2.84:1 contrast ratio.
8. **SC 1.4.3 AA** – The 'FILTERS' slider text is low in contrast. Text foreground #c0c0c0 against the background #e7e5e5 results in a 1.45:1 contrast ratio.
9. **SC 1.4.3 AA** – All the 'leadFields' text is low in contrast. Text foreground #888888 against the background #ffffff results in a 3.54:1 contrast ratio.
10. **SC 1.4.3 AA** – The 'Modify Search' button text is low in contrast. Text foreground #ffffff against a background that ranges from #4FACE9 to #3FA0DF results in a contrast ratio range of 2.5:1 to 2.9:1.
11. **SC 1.4.3 AA** – The 'Publications' text is low in contrast. Text foreground #0086C5 against a background that ranges from #F5F5F5 to #FEFEFE results in a contrast ratio range of 3.7:1 to 4:1.

Additional manual findings using NVDA screen reader

1. **SC 4.1.2 A** – The "More" and "Modify Search" controls are missing a valid programmatic role.

2. **SC 4.1.2 A** – The ‘Display Options’ control does not indicate that it contains a submenu nor does it indicate its expanded / collapsed state.
3. **SC 1.4.1 A** – The Full-pane and Split-pane options only rely on color to communicate the currently selected option.
4. **SC 1.4.11 AA** – The format and download tool option icons (e.g. Format for Printing, Download articles in RTF format, etc.) are low in contrast. Primary icon color #9B9B9B against an adjacent color #F4F4F4 results in a 2.5:1 contrast ratio.
5. **SC 2.4.4 A** – The ‘Collapse’ and ‘Export’ links in the filter section all contain the same link text and link text but are all missing additional context to inform a user of the purpose of the link.
6. **SC 2.1.1 A** – The ‘Distribution: Daily’ interactive graph is not accessible to keyboard only users.
7. **SC 1.4.11 AA** – The ‘Distribution: Daily’ graph elements are low in contrast. Primary graph foreground color #5BB4E5 against an adjacent color #FFFFFF results in a 2.3:1 contrast ratio.
8. **SC 2.1.1 A** – The ‘Click to exclude’ content can only be exposed by a mouse user and is not accessible to keyboard-only users.
9. **SC 4.1.2 A** – The ‘Click to exclude’ controls are missing a valid programmatic role.
10. **SC 4.1.2 A** – The ‘More’ controls in each filter category are missing a valid programmatic role and accessible name / label.
11. **SC 1.4.11 AA** – The ‘More’ controls in each filter category are low in contrast. Primary icon color #FFFFFF against an adjacent color #CCCCCC results in a 1.6:1 contrast ratio.
12. **SC 1.4.3 AA** – Nearly all links in the results section are low in contrast on hover. Text link color #007EC5 against a background #FFFFFF results in a 4.4:1 contrast ratio on hover.
13. **SC 1.4.3 AA** – The ‘Publications’ bar links (e.g. Dow Jones (401), All (16,274), etc.) are all low in contrast on hover. Text link color #0086C5 against a background range of #F5F5F5 to #FEFEFE results in a contrast ratio range 3.7:1 to 4:1.

3. Factiva Item Page

Source: <https://global-factiva-com.offcampus.lib.washington.edu/redirect/default.aspx?P=sa&NS=16&AID=9UNI076000&an=LBA0000020210907eh9703aad&cat=a&ep=ASI>

Test case: Article landing page, including “listen to article” if time/available.

The screenshot shows the top navigation bar of the Factiva platform with links for Home, Search, Alerts, Newsletters, News Pages, and Companies/Markets. Below the navigation bar is a toolbar with icons for print, PDF, and other actions. The main content area displays the Reuters logo and the article title: "U.S. House panel sets debate on its portion of \$3.5 trillion bill". The article text begins with "WASHINGTON (Reuters) - A U.S. House of Representatives committee this week will attempt to advance sweeping legislation to expand healthcare benefits for the elderly and other social services as part of Democrats' \$3.5 trillion domestic investment plan." The text continues with details about the House Ways and Means Committee's plans to debate the measure, the expected opposition from Republicans, and the support from Democrats with key Senate moderate Joe Manchin. It also mentions that the package is expected to draw lock-step opposition from Republicans and faces uncertain support from Democrats. The article concludes with a quote from committee Chairman Richard Neal and a statement from President Joe Biden.

Automated findings using Axe

1. **SC 1.1.1 A** – The decorative speaker.png and icon_share.png images are missing an empty alt attribute and value.
2. **SC 1.1.1 A** – The informative ‘Reuters’ logo is missing a descriptive alt attribute and value.
3. **SC 1.4.3 AA** – The ‘UI Ver:34.4.0 Mod:13:42 ID:AWSPFWAUTH13’ content is low in contrast. Text foreground #ffffff against a background of #ffffff results in a 1:1 contrast ratio.

Additional manual findings using NVDA screen reader

Not completed due to Insufficient time

4. Factiva Advanced Search Result Page

Source: https://global-factiva-com.offcampus.lib.washington.edu/ha/default.aspx#./!/?&_suid=163219815865709395265956157581

Test case: (Go to Search->Search Builder). Search for: “Ronan Farrow”

o Limit to date: last year; Source: Washington Post – All Sources (Remove “All Publications” from Source by selecting down arrow)

The screenshot displays the Factiva search interface. At the top, there's a navigation bar with 'DOW JONES FACTIVA' and menu items like 'Home', 'Search', 'Alerts', 'Newsletters', 'News Pages', and 'Companies/Markets'. Below this is a search bar with the query 'TEXT: Ronan Farrow' and filters for 'DATE: In the last year' and 'SOURCE: Washington Post - All sources'. A 'Modify Search' button is visible. The main content area shows search results for 'Ronan Farrow' from 'Washington Post'. On the left, there are filter panels for 'Date' (with a bar chart), 'Companies' (listing NBCUniversal Media, LLC, Associated Press, Home Box Office, Inc.), 'Sources' (listing Washington Post), and 'Subjects' (listing Crime/Legal Action, Executive Branch, Political/General News, Domestic Politics, Television/Radio, Child Abuse). The search results list includes several items, each with a checkbox, a headline, and a brief description. The first result is 'Literary Calendar Sept. 20-26' from The Washington Post. The second result is 'By giving Trump a town hall to rival Biden's, NBC is playing into his ratings obsession — again.' from Washington Post.com. The third result is another instance of the same headline. The fourth result is 'Trump will be Trump, and NBC his trump' from The Washington Post. The fifth result is 'The Daily 202: Five Reagan White House lawyers endorse Biden, saying Trump has 'tomed hatred'' from Washington Post.com. The sixth result is 'A House Republican wanted proof of incitement. Here are four rioters who came to D.C. because of Trump.' from Washington Post.com. At the bottom of the page, there is a copyright notice: '© 2021 Factiva, Inc. All rights reserved. Terms of Use | Privacy Notice | Cookie Notice | DOW JONES'.

Automated findings using Axe

1. **SC 1.3.1 A** – All the checkboxes are not programmatically associated with their visible labels.
2. **SC 1.3.1 A** – The visually hidden 'lastHeadlineStateId' input is missing a programmatic name/label.
3. **SC 1.1.1 A** – The decorative 'plotdot.png' result images in the filters panel are all missing an empty alt attribute and value.
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Additional manual findings using NVDA screen reader

Not completed due to Insufficient time