

SurveyMonkey WCAG2 Conformance Documentation

Product: SurveyMonkey SurveyForm

Date of Claim: December 16, 2015

Independent Auditor: Equal Entry LLC

Conformance Document Reference:

[WCAG 2](http://www.w3.org/TR/2008/REC-WCAG20-20081211/) (<http://www.w3.org/TR/2008/REC-WCAG20-20081211/>)

SurveyMonkey is a dynamic web application where survey authors can build various configurations of surveys. To ensure an accessible base experience for survey participants a quiz was composed utilizing all survey elements that meet WCAG2 conformance level AA. The survey is hosted at [Accessible Survey Test](https://www.surveymonkey.com/r/accessiblesurveytest) (<https://www.surveymonkey.com/r/accessiblesurveytest>).

On December 16, 2015, the web pages encountered in the following user activities related to participating in a survey all conform to the Web Content Accessibility Guidelines 2.0, Level AA.

1. Accessing the survey landing page and locating the survey title
2. Reviewing introductory text that is part of a survey
3. Accessing text alternatives for any non-text elements added to the survey
4. Confirming how many pages the survey is composed of and the participant's current progress
5. Controlling navigation between multiple pages within a survey
6. Submitting a completed survey
7. Responding to questions as a survey participant
 - a. Selecting a single response from a radio button list
 - b. Selecting a single response from a drop down list
 - c. Entering a single text response in an edit box
 - d. Entering multiple responses in to labeled edit fields
 - e. Entering a multiline response in a textarea
 - f. Entering a unique response for multiple rows of radio buttons
 - g. Entering a unique response for dropdown lists composed in rows and columns
 - h. Ranking a series of options
 - i. Entering a piece of formatted information such as date/time information
 - j. Reviewing whether a question has an invalid response after responding

The technologies that this content "relies upon" are HTML5, JavaScript, ARIA, and CSS.

A third party accessibility consultant manually tested each of the pages with various browser agents, assistive technologies and inspection tools to validate all WCAG 2.0 AA Success Criteria. A list of issues were provided to SurveyMonkey with details and recommended fixes for each failure identified. SurveyMonkey worked through each issue and had each item re-evaluated until they were fixed.

On December 16, 2015, all of the above named pages pass all WCAG 2.0 AA Success Criteria.

The exceptions are:

- Fieldsets are used to group elements but a legend element is not properly used to assign the group a logical name.

User Agents and Assistive Technologies

The conformance claim was constructed using Internet Explorer 11.0.9600.17498 on Windows 7 with JAWS 16.0.1722. Additional assistive technologies and browser agents were utilized as part of the evaluation but are not being formally attested to.

Notes

Conformance logos are available at <http://www.w3.org/WAI/WCAG2-Conformance.html>

Success Criterion	Result
1.1.1 Non-Text Content	Supported
1.2.1 Audio/Video only	Not Applicable
1.2.2 Captions (Pre-Recorded)	Not Applicable
1.2.3 Audio Description Alternative	Not Applicable
1.2.4 Captions (Live)	Not Applicable
1.2.5 Audio Description	Not Applicable
1.3.1 Info and Relationships	Supported
1.3.2 Meaningful Sequence	Supported
1.3.3 Sensory Characteristics	Supported
1.4.1 Use of Color	Supported *Note that several default themes are available which are within industry standards for degree of color contrast between foreground text and background color.
1.4.2 Audio Control	Not Applicable
1.4.3 Contrast (Minimum)	Supported
1.4.4 Resize Text	Supported
1.4.5 Images of Text	Supported
2.1.1 Keyboard	Supported
2.1.2 No Keyboard Trap	Supported
2.2.1 Timing Adjustable	Not Applicable
2.2.2 Pause, Stop, Hide	Not Applicable
2.3.1 Three Flashes or Below Threshold	Supported

Success Criterion	Result
2.4.1 Bypass Blocks	Supported
2.4.2 Page Titled	Supported
2.4.3 Focus Order	Supported
2.4.4 Link Purpose (In Context)	Supported
2.4.5 Multiple Ways	Not Applicable
2.4.6 Headings and Labels	Supported *note that SurveyMonkey utilizes headings to facilitate easier navigation of error messages and questions for users of screen readers
2.4.7 Focus Visible	Supported
3.1.1 Language of Page	Supported
3.1.2 Language of Parts	Not Applicable
3.2.1 On Focus	Supported
3.2.2 On Input	Supported with Minor Exception *note that the ranking control can reset values if a user sets a rank to a value that has already been ranked. The user will be able to re-rank the element that gets reset.
3.2.3 Consistent Navigation	Supported
3.2.4 Consistent Identification	Supported
3.3.1 Error Identification	Supported
3.3.2 Labels or Instructions	Supported
3.3.3 Error Suggestion	Not Applicable
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable
4.1.1 Parsing	Supported
4.1.2 Name, Role, Value	Supported

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