# Equal Entry Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version**: Survey Monkey Main Website Control Set

**Product Description**: .

**Date of Claim**: 6/29

**Contact information**: Independent Accessibility Consultant, Equal Entry LLC – **Contact**
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Notes: Equal Entry LLC, a third party accessibility consultant, worked with Equal Entry to define a set of User Scenarios (Appendix A) to assess Survey Monkey Main Website Control Set. This audit covers common survey question types.

A list of issues was provided to Equal Entry with details and recommended fixes for each failure identified. Equal Entry worked through each issue and had each item re-evaluated until they were fixed. Any issues listed in this document are known accessibility issues to be considered for future updates to the technology product. This report, generated on date 6/29, supersedes any previous report covering these same scenarios.

**Evaluation Methods Used**: Manual testing using various browser agents, assistive technologies and inspection tools against a specific set of User Scenarios. Additional details are provided in Appendix B.

**Applicable Standards/Guidelines**:
Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500), at
**http://www.w3.org/TR/2008/REC-WCAG20-20081211/** at level A and AA.

**Terms**

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

### Success Criteria

| Success Criterion | Conformance Level | Remarks |
|---|---|---|
| 1.1.1 Non-text Content | Supports | All appropriate (as defined by WCAG) non-text content presented to the user has a text alternative that serves the equivalent purpose. |

| | | |
|---|---|---|
| 1.2.1 Audio-only and Video-only (Prerecorded) | Not Applicable | Does not contain Prerecorded content |
| 1.2.2 Captions (Prerecorded) | Not Applicable | Does not contain Prerecorded content |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) | Not Applicable | Does not contain Prerecorded content |
| 1.2.4 Captions (Live) | Not Applicable | Does not contain Live Streamed media |
| 1.2.5 Audio Description (Prerecorded) | Not Applicable | Does not contain Prerecorded content |
| 1.3.1 Info and Relationships | Supports | Information, structure, and relationships conveyed through presentation can be programmatically determined |
| 1.3.2 Meaningful Sequence | Supports | Content is presented visually as well as programmatically in a logical sequence |
| 1.3.3 Sensory Characteristics | Supports | Information is conveyed using multiple indicators |
| 1.4.1 Use of Color | Supports | While color is used to convey information it is not used in isolation |
| 1.4.2 Audio Control | Not Applicable | Does not contain Auto-Play content |
| 1.4.3 Contrast (Minimum) | Supports | Good color contrast is uses |
| 1.4.4 Resize text | Supports | Text can be resized up to 200 percent without loss of content or functionality |
| 1.4.5 Images of Text | Supports | While images of text are used they are customizable to the user's requirement/preferences |
| 2.1.1 Keyboard | Supports | All operable content was accessible and usable via only the keyboard |
| 2.1.2 No Keyboard Trap | Supports | No Keyboard traps were found |
| 2.2.1 Timing Adjustable | Not Applicable | Does not contain timers |
| 2.2.2 Pause, Stop, Hide | Not Applicable | Does not contain timers |
| 2.3.1 Three Flashes or Below Threshold | Not Applicable | Does not contain Flashing text or other visuals |
| 2.4.1 Bypass Blocks | Supports | Bypass blocks are used effectively |

| | | throughout to aid in navigation |
|---|---|---|
| 2.4.2 Page Titled | Supports | Titling is used effectively throughout to aid in understanding |
| 2.4.3 Focus Order | Supports | Focus Order is logical aiding in both navigation and understanding |
| 2.4.4 Link Purpose (In Context) | Supports | Link text was found to be accurate and clear |
| 2.4.5 Multiple Ways | Not Applicable | NA |
| 2.4.6 Headings and Labels | Supports | Heading and labels are used effectively throughout to aid in understanding |
| 2.4.7 Focus Visible | Supports | A visual focus indicator was used throughout to aid in navigation and understanding |
| 3.1.1 Language of Page | Supports | Language is programmatically expressed for assistive technologies at the product or page level |
| 3.1.2 Language of Parts | Not Applicable | Does not contain or allow language changes |
| 3.2.1 On Focus | Supports | As component receives focus, they do not initiate a change of context |
| 3.2.2 On Input | Supports | Good use of Submit button(s). Users are warned that a new window will be opened by the "…" or graphic |
| 3.2.3 Consistent Navigation | Supports | Navigational mechanisms are visually and functionally consistent |
| 3.2.4 Consistent Identification | Supports | Components that have similar functionality are visually and functionally consistent |
| 3.3.1 Error Identification | Supports | Input errors are clearly identified and described to the user in text |
| 3.3.2 Labels or Instructions | Supports | All user input components have clear labels and instructions |
| 3.3.3 Error Suggestion | Supports | Users are provided suggestions for correcting errors |
| 3.3.4 Error Prevention (Legal, Financial, Data) | Not Applicable | Does not contain legal commitments, financial transactions or user controllable data changes within a data storage system |
| 4.1.1 Parsing | Supports | Correct HTML 5 is used throughout |

| 4.1.2 Name, Role, Value | Supports | Accurate and understandable labels, roles, states and values are used throughout |
|---|---|---|

# Appendix A:

Equal Entry LLC worked with Equal Entry to define the following User Scenarios to assess Survey Monkey Main Website Control Set.

The following Criteria were **Not Applicable** based on a review with Equal Entry that confirmed that there are no Scenarios we could have done to assess the accessibility of this aspect of the product.

- 1.2.1 Audio-only and Video-only (Prerecorded)
- 1.2.2 Captions (Prerecorded)
- 1.2.3 Audio Description or Media Alternative (Prerecorded)
- 1.2.4 Captions (Live)
- 1.2.5 Audio Description (Prerecorded)
- 1.4.2 Audio Control
- 2.2.1 Timing Adjustable
- 2.2.2 Pause, Stop, Hide
- 2.3.1 Three Flashes or Below Threshold
- 2.4.5 Multiple Ways
- 3.1.2 Language of Parts
- 3.3.4 Error Prevention (Legal, Financial, Data)

## Scenarios

### Scenario 1 of 4: Scenario 1: Overall Theme; Multiple Choice; Dropdown; Text/Image; Ranking

1. Open **https://www.surveymonkey.com/r/T2D2DQL**
2. On start page, check theme for color contrast and color usage; click next
3. Click prev to return to previous page; read contents; click next
4. Section: Multiple Choice Questions; read contents of page
5. Attempt to click Next without filling in required questions
6. Read error message(s); Fill in required question values; click next
7. Click prev to return to previous page; ensure previous answers are present
8. Evaluate page with automated tools; click next
9. Section: Dropdown Questions; read contents of page
10. Evaluate page with automated tools; click next
11. Section: Text and image only Questions: read contents of page
12. Evaluate page with automated tools; click next
13. Section: Rankings: read contents of page
14. Attempt to click Next without filling in required questions; Read error message(s)
15. In the required ranking questions, adjust rankings without unchecking the checkboxes for N/A and ensure the checkboxes update in sync
16. In the required ranking questions, adjust rankings by dragging items and ensure the dropbox values update in sync
17. Evaluate page with automated tools; click next

### Scenario 2 of 4: Text boxes; Comment boxes; Slider

1. Section: Single text boxes : read contents of page
2. Provide incorrect format answers in the numerical format questions at the end (e.g. the word "text" instead of a 1); read error message(s)
3. Provide correct format answers
4. Evaluate page with automated tools; click next
5. Section: Comment box; read contents of page

6. Attempt to click Next without filling in required questions; Read error message(s); provide minimal answer
7. Evaluate page with automated tools; click next
8. Section: Slider; read contents of page
9. Adjust slider value via mouse and keyboard; ensure text box value updates
10. Adjust text box value; ensure slider value updates to match
11. Evaluate page with automated tools; click next

### Scenario 3 of 4: File Upload; NPS; Star Rating; Form; Image Choice

1. Section: File Upload; read contents of page
2. Choose small text file for upload; upload file
3. Evaluate page with automated tools; click next
4. Section: NPS; read contents of page
5. Attempt to click Next without filling in required questions; Read error message(s); provide minimal answer
6. Select values via keyboard and ensure both current value and value to change to are discoverable
7. Evaluate page with automated tools; click next
8. Section: Star Rating; read contents of page
9. Select values via keyboard and ensure both current value and value to change to are discoverable
10. Evaluate page with automated tools; click next
11. Section: Form : read contents of page
12. Provide minimal values for form completion
13. Evaluate page with automated tools; click next

### Scenario 4 of 4: Image Choice; Matrix Questions; Checkboxes

1. Section: Image choice; read contents of page
2. Select values via keyboard and ensure both current value and value to change to are discoverable
3. Evaluate page with automated tools; click next
4. Section: Date Time; provide minimal information to be able to click next, testing out of scope for this audit
5. Section: Matrix Questions; read contents of page
6. Ensure that questions that have multiple values, are associated with those values. E.g. a question that has a dropdown for Love and for Hate makes clear that these dropdowns refer to the question "Tabby Cat"
7. Evaluate page with automated tools; click next
8. Section: Checkboxes; read contents of page
9. Click prev to return to previous page; ensure previous answers are present
10. Evaluate page with automated tools; click Done
11. Review survey completion page; Evaluate page with automated tools

# Appendix B:

Additional information about the evaluation methods used.

## Survey Monkey Main Website Control Set Technologies

The technologies that this content "relies upon" are:

- HTML5
- CSS
- JavaScript

## User Agents and Assistive Technologies

The technology platforms used in the verification:

- macOS 10.10/Chrome
- Windows 10/Firefox
- Windows 10/Chrome

The assistive technologies used in the verification:

- JAWS
- Keyboard
- NVDA
- aXe
- Large Text
- Magnifier
- PixelGrid
- Colour Contrast Analyser
- AudioEye
- TalkBack
- Web Developer Toolbar