

Accessibility Statement

Accessibility Statement for GeckoEngage

This accessibility statement applies to the GeckoEngage web application.

It includes the following student facing experiences;

- Chat widget
- Forms
- Embedded events
- RSVP pages

GeckoEngage is made available by a company of the same name.

We strive to make all public-facing elements of our software as accessible as possible by following the latest **WCAG 2.1 AA** guidelines. We want as many people as possible to be able to use our student facing experiences.

For example, this means we want you to be able to;

- Zoom in and out to various levels without text spilling off the screen
- Navigate most experiences with the keyboard alone
- Navigate using speech recognition software
- Ability to listen to the website using most screen readers

AbilityNet can help make your device easier to use

<https://mcmw.abilitynet.org.uk/>.

How accessible is this app?

We have continued to make strides in how accessible these student facing experiences are, with various improvements made to ensure all applicable accessibility guidelines are fully or partially supported. The following areas are areas where we know we need to improve against WCAG AA.

All other guidelines have been reported as fully supported or non-applicable.

Chat Widget (partial support)

▼ Level A

Non Text Content (Level A)

- Some images have alternative text.
- Some date picker graphical controls do not have names

Focus Order (Level A)

- Where there is keyboard operation, the widget can be navigated in an order that preserves meaning and operability. Some text contains tab stops that do not provide a function.

Labels or Instructions (Level A)

- The widget provides name, role, state and value information to assistive technology for some components.
- Fields contain explicit labels.
- Some components such as messages and date picker do not provide their state.

Parsing (Level A)

- The widget shows parsing errors when running a markup validation service

Name, Role & Value (Level A)

- The widget provides name, role, state and value information to assistive technology for some components.
- Fields contain explicit labels.
- Some components such as messages and date picker do not provide their state.

▼ Level AA

Focus Visible (Level AA)

- The visual focus is well defined in some areas. Some buttons do not show visual focus.

Forms (partial support)

▼ Level A

Non Text Content (Level A)

- Some Images have alternative text.
- Some images have non-descriptive alt text.

Keyboard (Level A)

- The application is keyboard operable in some areas.
- Some dropdown menus cannot be accessed with the keyboard.

Labels or Instructions (Level A)

- The application provides name, role, state and value information to assistive technology for some components.
- Some components do not contain explicit labeling.

Parsing (Level A)

- The widget shows parsing errors when running a markup validation service

Name, Role & Value (Level A)

- The application provides name, role, state and value information to assistive technology for some components. Some components (e.g. dropdowns) do not provide some required information (e.g., role, state).

▼ Level AA

Error Suggestion (Level AA)

- Required fields notify the user of an error. Error messages indicate how the error should be corrected

Embedded Events (partial support)

▼ Level A

Non Text Content (Level A)

- Some images have alternative text.
- Some images and graphical controls do not have names.

Info and Relationships (Level A)

- Data tables are not used.
- Some pages do not use proper heading hierarchy.

Use of Color (Level A)

- Color is not used as the sole means of conveying information in some areas.
- Some booking buttons use color only to show visual focus

Keyboard (Level A)

- Some functions of the application are keyboard operable.
- Functions such as date pickers, tab, and links cannot be operated with the keyboard.

Page Titled (Level A)

- The application uses the same title for all pages and does not fully describe what content is on the page.

Focus Area (Level A)

- Where there is keyboard operation, the application can be navigated in an order that preserves meaning and operability. Some areas have repetitive tab stops that navigate to the same location.

Labels or Instructions (Level A)

- The application provides name, role, state and value information to assistive technology for some components.
- Some combo boxes and autocomplete fields do not contain explicit labels.
- Some components such as tabs, date picker, links do not provide their name, role, state.

Parsing (Level A)

- The application shows parsing errors when running a markup validation service.

Name, Role & Value (Level A)

- The application provides name, role, state and value information to assistive technology for some components.
- Some combo boxes and autocomplete fields do not contain explicit labels.

- Some components such as tabs, datepicker, links do not provide their name, role, state.

▼ Level AA

Contrast (minimum) (Level AA)

- The application meets the required contrast ratios in some areas.
- Some grey text throughout the application has a contrast ratio that does not meet the 4.5:1 requirement.

Focus Visible (Level AA)

- The visual focus is well defined in some areas.
- Some buttons do not show visual focus.

RSVP Page (partial support)

Unknown at the moment, will be running a report on this in 2020.

Where applicable, we either fully support or partially support all WCAG 2.1 guidelines across all our public-facing products.

The applications can be used by users with low visual acuity when combined with screen magnification assistive technology.

Reporting accessibility problems

You can contact our customer success team to report accessibility issues within these experiences. Our customer success team will assist you where possible, and pass feedback into our engineering teams.

- You can contact us via support@geckoengage.com

We'll then consider the request alongside other accessibility improvements.

We can also make available a full accessibility report (VPAT reports) should this be necessary for you.

Compliance

Accessibility for companies within the UK is covered by the Equality Act 2010.

The Equality Act 2010 protects individuals from unfair treatment, and promotes a more equal society. It asks for 'reasonable adjustments; to be

made to make our site accessible to people with disabilities. It requires us to anticipate the needs of potential disabled customers.

If you have serious concerns, you can contact the Equality Advisory Support Service (EASS) <https://www.gov.uk/equality-advisory-support-service>.

The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 does not apply to us, as we are not considered a public sector body. We do however attempt to adhere to the spirit of this.

In the US we aim to adhere to ADA/Section 508, and undergo third party VPAT evaluations to confirm our progress against compliance.