Accessibility statement for wiki.govroam.uk

This accessibility statement applies to wiki.govroam.uk.

This website is run by the govroam team at Jisc, using DokuWiki. The site is designed for use by nominated technical contacts at customer organisations.

We would like this site to be as accessible as possible. For example, that means you should be able to:

- Zoom up to 500% without losing content or functionality;
- Use keyboard shortcuts to navigate.
- Listen to most of the website using a screen reader.
- Navigate most of the website using speech recognition software.

We've also made the website text as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- Some older PDF documents aren't fully accessible to screen reader software.
- Some issues with text contrast.
- Some missing elements which may impact navigability.

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email govroam@jisc.ac.uk
- call 0300 3002212 and request the govroam team

We'll consider your request promptly and get back to you.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: govroam@jisc.ac.uk.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector

Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’). If you’re not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Technical information about this website’s accessibility

Jisc is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

Non-accessible content

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations

Third party tools

The site is built using DokuWiki, a third-party open source wiki platform. It is partially compliant with WCAG 2.1, but we are aware of some accessibility issues which would need to be fixed centrally by the developer.

These include:

- Low contrast foreground/background (1.4.3 Contrast)
- Some empty buttons or links (1.1.1 Non-text Content and 2.4.4 Link Purpose)
- Elements missing from ARIA menu (2.1.1 Keyboard and 4.1.2 Name, Role, Value)
- Use of accesskey shortcuts (2.4.1. Bypass Blocks)

We have made the decision to continue using DokuWiki, but will monitor any changes to its accessibility and revisit this as required. We will also contact the developer to establish whether there are any planned improvements to the above.

Documents

Some of our PDFs, Word documents and Excel spreadsheets are essential to providing our services. For example, we have PDFs with information on how customers can configure the govroam service, and our onboarding forms are published as Word documents.

We are in the process of reviewing all essential documentation to ensure that they meet accessibility standards and that they're accessible to screen readers. We're working in order of priority, with those most relevant to service implementation considered more important. This will be completed by end of October 2020.

There are some potential colour contrast issues when accessing our onboarding forms via Apple devices or OpenOffice (1.4.3 Contrast). Our aim is to transfer these from Word to online forms, which would be more consistently accessible, within the next 12 months (September 2021).

Any new documents we publish will meet accessibility standards.

Content that's not within the scope of the accessibility regulations

Older PDFs and other documents

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services. For example, we do not plan to fix our 'High Level Architecture' PDF.

Any new PDFs or Word documents we publish will meet accessibility standards.

What we're doing to improve accessibility

We're committed to working on the issues outlined above, either by investigating our own solutions or by raising any accessibility issues with our third-party providers.

When updates are made to this site, we will ensure that they meet WCAG 2.1 AA.

Preparation of this accessibility statement

This statement was prepared on 22/09/2020. It was last reviewed on 22/09/2020.

This website was last tested on 9th September 2020. The test was carried out by a member of the govroam team.

We have tested a representative sample of pages, which reflect the content and features used across the site.

The following accessibility evaluation tools were used:

- WAVE: https://wave.webaim.org/
- Axe: https://www.deque.com/axe/
- SiteImprove: https://siteimprove.com/en-gb/accessibility/

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