

Accessibility Audit/user Testing

Month and Date, 2025

Compiled by Sarah Massengale, CPACC, ADS

To: John Doe

Co-founder Doe Enterprises

Date

Dear John,

I'm so excited to be a part of your digital accessibility journey at Doe Enterprises. Below are the results of the informal audit and user testing I've conducted throughout Month, 2025. Please note, the enclosed document does not represent a full compliance audit for WCAG 2.2 levels A and AA but an overview of issues found. It also evaluates Doe Enterprise's user experience for people with disabilities and makes recommendations for improvement. At the time of this testing, both Doe Enterprise's mobile application and browser-based platform fail to comply with WCAG V 2.1/2.2 levels A and AA and could benefit from UX improvements as a result.

Next steps:

At this point in your journey, there are two ways to proceed. One option is to remediate the issues found in this informal audit, schedule another review, and evaluate where the company is in terms of accessibility at that point. Another option is to contract with someone who can provide a full compliance audit and make all remediations once the full scope of the issues is found. I would be glad to discuss these options with you during our scheduled meeting.

In the meantime, please let me know if you require any further information before our meeting. I will be glad to assist in any way I can.

All the best,

Sarah Massengale 

Sarah Massengale, CPACC, ADS

Owner and Founder

SM Accessibility Consulting, LLC

Mobile feedback

- Test device: iPhone 16 Pro
- Test device software version: IOS 18.3.2
- Tested on app version: 1.3.5 (86)

Testing results

- Initial set-up: These first few screens look great. They are easy to understand and only ask the user to complete one task per screen. Plain language is also very good, making the purpose of each screen clear to individuals with cognitive disabilities.
- App home screen: Once the set-up process is complete, the user is taken to the home screen, which presents cause for concern. The first issue is that all buttons on the screen are unlabeled, causing Voiceover to read them only as “button”. WCAG failure, [2.4.6: headings and labels](#) and [2.5.3: Label in name](#).
- Account set-up: Navigating to the account opening screens is successful, and the user can move past the initial screen of the set-up process. However, upon reaching the phone number input screen, the user encounters issues with the screen reader focus.
 - First, combo boxes on mobile with screen readers are rarely successful. This is because the mobile screen reader does not allow for the use of gestures to navigate through the list of available choices.
 - Second issue is related to focus, because even though the user attempts to interact with the phone number field, they are focused back to the country code combobox. WCAG failure: [2.4.3: Focus order](#). It’s important to note this means a screen reader user on mobile cannot advance through the account process.
- Second unlabeled button on home screen: When this button is pressed, user receives an error that says “something went wrong”. Error persists with repeated attempts.
- Account monitoring: Upon pressing the third unlabeled button from the home screen, user can determine this is the account monitoring screen. User encounters instructions to select living situation, however, no dropdown, list of radio buttons, Etc. can be found with screen reader. This means that user is unable to continue past the initial screen.
- Document upload screen appears to be fully accessible with screen reader, though no attempt was made to actually submit a document.

Additional UX notes:

- Login process: When thinking of a product that's exclusively targeted toward people with disabilities, I don't feel the login process is as streamline as it should be. While account data should be highly secured, having to provide to authentications, one for email and one for phone number, may feel overwhelming to individuals with a variety of disabilities.
- App layout: While there is nothing inherently "inaccessible" about the way the app home screen is laid out, I feel like there's a possibility of making it much more user friendly. Instead of seeing a list of buttons for actions I can take, I would much prefer to see an account summary of everything I have set up in the app. Then I can tap into this for more information or to break down each account individually.

Browser testing results

- Operating system: Windows 11 Pro V. 24H2, build261003476
- Browser: Google Chrome V. 134.0.6998.178 (Official Build) (64-bit)
- Screen reader: JAWS 2025

Browser testing feedback:

- Web app login page presents a couple of problems: no heading level one on page (WCAG 2.4.6: headings and labels). While an argument can be made my next concern is UX, I'd call it best practice instead. The text "hey there" is not sufficient for heading text. Headings should convey meaning and purpose for content on a page. Q: why password-less login?
- Homepage: Page contains no H1 and heading hierarchy is incorrect (WCAG 2.4.6: headings and labels) Automated testing tool detects links with no discernable text, though tester cannot confirm ([WCAG 2.4.4: Link purpose in context](#)) Button to open nav is not keyboard accessible, ([WCAG 2.1.1: keyboard accessible](#)). I am also concerned that when one is viewing the home page, they are logged out fairly quickly without warning or ability to extend time ([WCAG 2.2.1: Timing adjustable](#), note particularly subpoint 3) Lastly, there is no way to skip the nav or alternative to navigate such as sitemap or search functionality, ([WCAG 2.4.1: Bypass blocks](#) and [WCAG 2.4.5: multiple ways](#)).
- Account opening experience: This is much better than the experience on the app. There is a small thing that bothers me a touch, and it's a combination of compliance and UX. When working with the third-party platform to enter all the information

needed, there's nothing to indicate to a screen reader that content is dynamically updating. This could be done either with Aria attributes, or by simply completely changing screens for each step. There's just too much happening on the account creation screen in general, and one of the things I always recommend when training for digital accessibility is that content should always be simple and clean but never has to be ugly.

- UX notes: previous UX notes from app feedback also appl to browser. In addition, when screen reader loads pages, it doesn't announce that the page has switch and title of new page. This doesn't represent a compliance failure, because the pages are titled. They simply aren't being announced.