



**Questback Group**

**Web Content Accessibility (WCAG)  
Statement v. 1.0**

August 2024, Questback

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## 1. Introduction

This document serves as a guide to the adherence of Questback platform to the Web Content Accessibility Guidelines (WCAG). It outlines the steps taken to ensure that our Questback survey answer module is accessible to users with disabilities, in line with industry standards.

WCAG, provides a framework for creating accessible web content. It aims to enhance the user experience for individuals with disabilities.

The survey answer module is the component of in Questback feedback solution that is presented to all survey participants, and used by them when answering survey questions, providing feedback and submitting their responses.

## 2. Compliance level

Questback survey response module is designed to align with WCAG 2.1, Level AA standards, signifying the commitment to a high level of accessibility.

## 3. Key Accessibility Features

### Perceivable

- Descriptive alternative text is provided for non-text content, ensuring accessibility for users with screen readers.
- Multimedia content includes captions and/or text descriptions for users with audio or visual impairments.

### Operable

- The survey response module is operable using only a keyboard.
- Logical and consistent navigation enhances user experience and ease of interaction.

### Understandable

- A consistent layout and navigation structure contribute to a seamless user experience.
- Text content is presented in a readable font with appropriate colour contrast for improved visibility.

### Robust

- The platform is designed to be compatible with current and future user agents, including assistive technologies.

## 4. Questback survey answer module accessibility limitations

We acknowledge that while we have made significant strides in improving accessibility, there

are parts of our website that may not yet fully support WCAG standards.

Since different screen readers, like web browsers, often interpret elements inconsistently, we have made NVDA (Non-Visual Desktop Access) screen reader our internal standard for accessibility testing to ensure a consistent approach.

Currently, there are two components in answer module that do not fully support WCAG standards when using NVDA:

- file upload - feature does not notify the user when a file is added
- priority drag and drop - does not read out the values on the button or box

Other accessibility challenges we have observed include:

- the introduction text on pages (as well as other additional text) is not being read out by NVDA, and
- field validation along with error messaging is not fully functioning as intended

## 5. Contact us

Questback is committed to continually enhancing the accessibility of Questback survey answer module. If you encounter any issues related to accessibility standards within the Questback answer module or need content from any other Questback modules that is not accessible to you, please contact us. Our typical response time is 1 working day.

You can reach us via: [wcag@questback.com](mailto:wcag@questback.com)

Your feedback is crucial and greatly appreciated as it helps us make necessary improvements.