Accessibility statement for Wisdom

Wisdom is the University's Electronic Document and Records Management System; it is the storage location for many active and semi-active University records, including student files, module boxes and Health and Safety information. It can be accessed via both a web-based interface and File Explorer; access is restricted to on-campus (including remote desktops) and staff only.

This accessibility statement applies to https://wisdom.hud.ac.uk/wisdom/, the web-based interface for Wisdom (Version 11).

This website is run by the University of Huddersfield and is supplied by Daisy Communications Ltd. We want as many people as possible to be able to use this website. 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:

- you cannot skip to the main content when using a screen reader
- content does reflow in a single column, but there is no vertical scroll available to access the lower part of that column; on the home page, whether or not horizontal scrolling is required depends on the size of the navigation pane
- there isn't adequate alternative description of images that function as buttons to hide or reveal content, which means they cannot be understood by a screen reader
- there is a misleading alternative name for the arrow image next to document names; it states 'Open [name of document]' but in fact opens the menu, which contains an 'open' option alongside other functions
- you need to use a path-based gesture to resize the panes
- On the 'register document' page, text spacing in editable fields and dropdown menus cannot be changed
- some menus open on the down-event
- when navigating via keyboard, there is no visible focus when 'hide contents panel' or 'show contents panel' is selected on a folder page.

If you are unable to access parts of this website or functionality, you may prefer to use the File Explorer version of Wisdom (the R drive). You can access the Wisdom file plan and all its documents in File Explorer (on a University machine); you will be able to open, edit and upload documents, including previous versions. You will not, however, be able to access or edit additional metadata about files or folders, nor undertake more advanced actions such as disposing of documents at the end of their retention period.

Feedback and contact information

If you need assistance or advice about accessing this website:

- email recordsmanagement@hud.ac.uk
- call 01484 472963

We'll get back to you within 2 working days.

Reporting accessibility problems with this website

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact the Records Management Service at recordsmanagement@hud.ac.uk or on 01484 472963.

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).

Contacting us by phone or visiting us in person

Find out how to contact us on [our webpage](#).

Technical information about this website's accessibility

University of Huddersfield 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

Daisy, the third-party suppliers of Wisdom, are currently investigating potential fixes for the non-compliances listed below. This statement will be updated with further information about fixes and timescales when it is available.

- The plus/minus symbols for revealing/hiding content do not have discernible or alternate text. There are blank images used to create an indentation effect that do not have alternate text. There is a misleading alternative name for the arrow image next to document names; it states 'Open [name of document]' but in fact opens the menu, which contains an 'open' option alongside other functions. The arrow images in filepaths have alternate text that is not adequately descriptive. Some images are incorrectly coded as meaningful. These items fail WCAG 2.1 success criteria 1.1.1 (non-text content), 2.4.4 (link purpose in context) and 4.1.2 (name, role, value).
- When CSS styles are disabled, the fields for entering information are not available on the 'register document' page. This fails WCAG 2.1 success criterion 1.3.1 (info and relationships)
- Content does reflow in a single column, but there is often no vertical scroll available to access the lower part of that column or the area for content is so small that it is difficult to use. On the home page, whether or not horizontal scrolling is required depends on the size of the navigation pane. This fails WCAG 2.1 success criterion 1.4.10 (reflow).

- Text spacing in editable fields and dropdown menus on the register document page cannot be changed, which can make it more difficult for people with low vision, dyslexia, or other cognitive disabilities to read that text. This fails WCAG 2.1 success criterion 1.4.12 (text spacing).
- It is not possible to skip to main content of bypass repeated blocks of content, due to <iframe> elements not having a title attribute, which can cause people using screen readers to have to listen to repeated information and require people using keyboard navigation to use many unnecessary keystrokes. This fails WCAG 2.1 success criterion 2.4.1 (bypass blocks).
- Pages in Wisdom do not have unique or descriptive titles, which makes it more difficult for users to quickly judge whether a page contains relevant content or exactly where they are within the site. This fails WCAG 2.1 success criterion 2.4.2 (page titles).
- On the home page and in the navigation tree, when revealing or hiding content (for example, opening a branch of the tree) using the keyboard, the focus returns to the start instead of entering the revealed content or continuing from the hidden content, which causes additional keystrokes to be required. This fails WCAG 2.1 success criterion 2.4.3 (focus order).
- A path-based gesture is required to resize the different panes on each page but there is no single-point alternative, so this could be difficult to execute for people with limited fine motor control or using tracking or speech commands. This action also commences on the down events and cannot be aborted, which may cause difficulties for people who are more likely to inadvertently initiate an event. This fails WCAG 2.1 success criteria 2.5.1 (pointer gestures) and 2.5.2 (pointer cancellation).
- Drop down menus on the 'register document' page are opened on the down event, which may cause difficulties for people who are more likely to inadvertently initiate an event. This fails WCAG 2.1 success criterion 2.5.2 (pointer cancellation).
- On the 'register document' page, if the 'Enter' key on a keyboard is used to attempt to check one of the checkboxes, the document is submitted, even though the 'submit' button is not selected. This is an unexpected change of context that could cause confusion for many users. This fails WCAG 2.1 success criterion 3.2.2 (on input).
- Where there is a 'jump to page' field, it will only accept numeric characters but there is no error identification message when text is entered. In addition, as a native widget, this field states that the input is text, but it is not. This fails WCAG 2.1 success criteria 3.3.1 (error identification) and 3.3.2 (labels or instructions).
- The 'title' field on the 'Register document' page visually indicates that it is required when it is not. This fails WCAG 2.1 success criteria 1.3.1 (info and relationships).
- When navigating via keyboard, there is no visible focus when 'hide contents panel' or 'show contents panel' is selected on a folder page. This causes a problem for those who rely on keyboard navigation or who would benefit from being able to discover when focus is located. This fails WCAG 2.1 success criterion 2.4.7 (focus visible).
- On folder pages, there is an element coded as a heading (H2) that is not visible on the page, which could cause confusion for people using screen readers. This fails WCAG 2.1 success criteria 1.3.1 (info and relationships) and 2.4.6 (headings and labels).

Disproportionate burden

Once Daisy, the third-party supplier of Wisdom, have conducted their investigation and reported back, some of the non-compliances listed above might be moved to this section as it may be a disproportionate burden to rectify them.

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

There are no issues that fall outside the scope of these regulations.

Preparation of this accessibility statement

This statement was originally prepared on 04/01/2021. It was last reviewed and updated on 09/04/2022.

This website was last tested on 21/02/2022, following an upgrade from Version 10 to Version 11. The test was carried out by University of Huddersfield.

We used this approach to decide on a sample of pages to test: the System Administrators for the website identified three commonly used types of pages that were representative of the functionality of the entire site. These pages were the home page, a page showing a list of documents in a folder and that folder's metadata, and a page for uploading a new document to the system. The results were compared with the findings from the testing of Wisdom 10 in 2020.

Testing was conducted using Accessibility Insights for Web.