Morgan & Morgan Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)
Name of Product/Version: For the People website
Report Date: June 30th, 2020
Product Description: Homepage for the Morgan & Morgan law firm.
Contact information: Independent Accessibility Consultant
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Notes: Equal Entry LLC, a third party accessibility consultant, worked with Morgan & Morgan to define a set of User Scenarios (Appendix A) to assess For the People website.
Morgan & Morgan reviewed the detailed issue list, prioritized and fix several items. Exceptions in this document are pending accessibility issues, to be addressed in future product releases. to For the People website. This report, generated on date June 30th, 2020, supersedes any previous report covering these same scenarios.
Evaluation Methods Used: Manual testing using various browser agents, assistive technologies and inspection tools. Scenarios are in Appendix A. Additional details are in Appendix B.
Applicable Standards/Guidelines:
This report covers the degree of conformance for the following accessibility standard/guidelines: Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/, at level A and AA.
Terms
The terms used in the Conformance Level information are defined as follows:
- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG Conformance Requirements.

Success Criteria

Success Criterion	Conformance Level	Remarks
[1.1.1 Non-text Content](#) (Level A)	Partially Supports	Scenario 1: Client testimonial 5 Stars is not read by screen reader
[1.2.1 Audio-only and Video-only (Prerecorded)](#) (Level A)	Not Applicable	Does not contain any Audio-Only or Video-Only pre-recorded content
[1.2.2 Captions (Prerecorded)](#) (Level A)	Supports	Closed Captioning was accurate and synchronized
[1.2.3 Audio Description or Media Alternative (Prerecorded)](#) (Level A)	Partially Supports	Scenario 1: Client testimonial videos lack transcripts
[1.2.4 Captions (Live)](#) (Level AA)	Not Applicable	Does not contain Live Streamed media
[1.2.5 Audio Description (Prerecorded)](#) (Level AA)	Partially Supports	Scenario 1: Videos lack Audio Descriptions
[1.3.1 Info and Relationships](#) (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined
[1.3.2 Meaningful Sequence](#) (Level A)	Supports	Content is presented visually as well as programmatically in a logical sequence
[1.3.3 Sensory Characteristics](#) (Level A)	Not Applicable	No instructions or visuals convey meaning though shape, size, location, orientation or sound
[1.3.4 Orientation](#) (Level AA)	Supports	Respects users choice of landscape or portrait
[1.3.5 Identify Input Purpose](#) (Level AA)	Supports	Autocomplete is supported via a programmatic link purpose
[1.4.1 Use of Color](#) (Level A)	Not Applicable	Color is not used to convey meaning
[1.4.2 Audio Control](#) (Level A)	Supports	User has the ability to pause/stop and adjust the volume independently from the system volume
[1.4.3 Contrast (Minimum)](#) (Level AA)	Supports	Color contrast of text against its background meets or exceeds guideline minimums.
[1.4.4 Resize text](#) (Level AA)	Supports	Text can be resized up to 200 percent without loss of content or functionality

1.4.5 Images of Text (Level AA)	Supports	While images of text are used they are customizable to the user's requirement/preferences
1.4.10 Reflow (Level AA)	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions
1.4.11 Non-text Contrast (Level AA)	Supports	Good color contrast is used for non-text elements
1.4.12 Text Spacing (Level AA)	Supports	Good text spacing is used
1.4.13 Content on Hover or Focus (Level AA)	Not Applicable	Tooltips are not used
2.1.1 Keyboard (Level A)	Partially Supports	Scenario 1: Unable to dismiss **Need Help?** popup
2.1.2 No Keyboard Trap (Level A)	Supports	No Keyboard traps were found
2.1.4 Character Key Shortcuts (Level A)	Not Applicable	Custom keyboard shortcuts are not defined
2.2.1 Timing Adjustable (Level A)	Supports	While timers are used, they meet all WCAG requirements for their length or adjustability
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Does not contain auto-updating, scrolling or flashing content
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Does not contain Flashing text or other visuals
2.4.1 Bypass Blocks (Level A)	Supports	Bypass blocks are used effectively throughout to aid in navigation
2.4.2 Page Titled (Level A)	Supports	Titling is used effectively throughout to aid in understanding
2.4.3 Focus Order (Level A)	Supports	Focus Order is logical aiding in both navigation and understanding
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text was found to be accurate and clear
2.4.5 Multiple Ways (Level AA)	Supports	The user scenario S1: Home specifically addressed the need for an alternative method of finding a web page - Search
2.4.6 Headings and Labels (Level AA)	Supports	Heading and labels are descriptive throughout to aid in understanding
2.4.7 Focus Visible (Level AA)	Supports	A visual focus indicator was

		used throughout to aid in navigation and understanding
2.5.1 Pointer Gestures (Level A)	Not Applicable	Multipoint or path-based gestures are not used
2.5.2 Pointer Cancellation (Level A)	Supports	Operations that use a single pointer execute on the up-events allowing for
2.5.3 Label in Name (Level A)	Supports	Programmatic names match visual labels
2.5.4 Motion Actuation (Level A)	Not Applicable	Device motion sensors are not used
3.1.1 Language of Page (Level A)	Supports	Language is programmatically expressed for assistive technologies at the product or page level
3.1.2 Language of Parts (Level AA)	Supports	When language changed, it correctly programmatically expressed this change so assistive technologies could read the text appropriately
3.2.1 On Focus (Level A)	Supports	As component receives focus, they do not initiate a change of context
3.2.2 On Input (Level A)	Supports	Controls have clear purpose and behavior
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms are visually and functionally consistent
3.2.4 Consistent Identification (Level AA)	Supports	Components that have similar functionality are visually and functionally consistent
3.3.1 Error Identification (Level A)	Supports	Input errors are clearly identified and described to the user in text
3.3.2 Labels or Instructions (Level A)	Supports	All user input components have clear labels and instructions
3.3.3 Error Suggestion (Level AA)	Supports	Users are provided suggestions for correcting errors
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Does not contain legal commitments, financial transactions or user controllable data changes within a data storage system
4.1.1 Parsing (Level A)	Supports	Correct HTML 5 is used throughout
4.1.2 Name, Role, Value (Level A)	Supports	Accurate and understandable labels, roles, states and values

		are used throughout
4.1.3 Status Messages (Level AA)	Not Applicable	No status messages are sent

Appendix A:

Equal Entry LLC worked with Morgan & Morgan to define the following User Scenarios to assess For the People website.

The following Criteria were **Not Applicable** based on a review with Morgan & Morgan that confirmed that current scenarios do not contain this functionality.

- 1.2.1 Audio-only and Video-only (Prerecorded)
- 1.2.4 Captions (Live)
- 1.3.3 Sensory Characteristics
- 1.4.1 Use of Color
- 1.4.13 Content on Hover or Focus
- 2.1.4 Character Key Shortcuts
- 2.2.2 Pause, Stop, Hide
- 2.3.1 Three Flashes or Below Threshold
- 2.5.1 Pointer Gestures
- 2.5.4 Motion Actuation
- 3.3.4 Error Prevention (Legal, Financial, Data)
- 4.1.3 Status Messages

Scenarios

S1: Home

1. Open the homepage for Morgan and Morgan
2. Navigate to and activate **Skip to main content**; find start of main content area; return to top of page
3. Navigate to each menu element in header (Morgan & Morgan logo for navigation back to the homepage, Locations, Practice Areas, Personal Injury, Attorneys, About, Our Results, Contact, Search, call with current wait time) and their submenus
4. Navigate to and read each homepage section (For the People. Not the Powerful, Personal Injury Lawyers for the People, We Can Help, We Fight for Our Clients, Featured Attorneys, No Fee Unless We Win, What Our Clients Say, Stay Informed, Serving Clients Nationwide, Get your Free, Immediate Case Evaluation), ensuring that screenreader can find and describe all text, alt text and interactive elements
5. Navigate to and read each text element and link in footer (Trending News, Most Asked Questions, Social media links, links to other legal websites)
6. Navigate to and activate **Chat now**, then dismiss
7. Navigate to and activate **Search**
8. Read available search options and close
9. Pop-up Ad for **Everything You Need to Know Before Hiring a Lawyer** free E-Book
10. Pop-up Ad for **Get A Free Case Evaluation**

S2: Personal Injury

1. Open the [homepage for Morgan and Morgan](#)
2. Navigate to and activate **Personal Injury** from the menu structure, which will open [Personal Injury Claims & Lawsuits | Morgan & Morgan Law Firm](#)
3. Navigate to and read all **Related Pages**
4. Navigate to and read each section of the page (Personal Injury, Featured Lawyers in Personal Injury, FAQs, Office near, Client Testimonial Videos, Free Personal Injury Case Review)
5. Navigate to and active the in page nav links **Overview | Lawyers | FAQs | Offices**
6. Navigate to and watch **Lifetime is a long time | Attorney John Morgan | Morgan & Morgan** video
7. Pause the video, evaluate options available, and restart the video
8. Turn on Captions, and read the captions for accuracy
9. Turn Captions off, re-watch the video for any visual information that isn't provided via audio
10. Adjust the volume, independent of the system volume
11. Adjust the speed of the video
12. Activate **Watch from YouTube.com**, which will open [YouTube - Lifetime Is A Long Time | Attorney John Morgan | Morgan & Morgan](#)
13. Read transcript of video
14. Return to [Personal Injury Claims & Lawsuits | Morgan & Morgan Law Firm](#)
15. Navigate to and active **View all lawyers**
16. Activate **Go Back**
17. Navigate to and active the **Client Testimonial | Stephanie** watch the video

S3: Attorneys

1. Open the [homepage for Morgan and Morgan](#)
2. Navigate to and activate **Attorneys** from the menu structure, which will open [Meet our amazing Lawyers | Morgan & Morgan Law Firm](#)
3. Navigate to and remove the **Featured** search filter
4. Navigate to **City** and select *Tennessee | Nashville*
5. Navigate to and activate **View Profile** for Barnett, Kathryn E., which will open [Kathryn E. Barnett's profile page](#)
6. Read her years of Experience, bio, Education and memberships, Practice Areas, Product Liability and Labor & Employment verdict amounts, recent Wins and News coverage)
7. Return back to [Meet our amazing Lawyers | Morgan & Morgan Law Firm](#)
8. Remove the **Nashville** filter and navigate to the search control enter: James
9. Select *Arnold, James D., Jr.* from the drop down list, which will open [James D. Arnold, Jr.'s profile page](#)
10. Read his bio, practice areas, and recent successes

S4: About; Our Results

1. Open the [homepage for Morgan and Morgan](#)
2. Navigate to and activate [About | Who We Are](#) from the menu structure, and read the page
3. Navigate to and activate [About | In The Community](#) from the menu structure, and read the page
4. Navigate to and activate [About | Testimonials](#) from the menu structure, and read the page

5. Navigate to and activate [About | FAQ](#) from the menu structure, and read the page
6. Navigate to and activate [About | In The Media](#) from the menu structure, and read the page
7. Navigate to and activate [About | Pound Law](#) from the menu structure, and read the page
8. Navigate to and activate [About | Referrals](#) from the menu structure, and read the page
9. Navigate to and activate [About | TV Commercials](#) from the menu structure, and read the page
10. Navigate to and activate [About | Careers](#) from the menu structure, and read the page
11. Navigate to and activate [Our Results](#) from the menu structure, and read the page

S5: Resources; Contact; Locations

1. Open the [homepage for Morgan and Morgan](#)
2. Navigate to and activate [About | Resources | Car Accidents](#) from the menu structure, and read the page
3. Navigate to and activate [About | Resources | Workers' Compensation](#) from the menu structure, and read the page
4. Navigate to and activate [Contact](#) from the menu structure, and read the page
5. Navigate to and activate [Locations| Florida | Big Pine Key](#) from the menu structure, and read the page

S6: Mobile view

1. Open the [homepage for Morgan and Morgan](#) resize to mobile view
2. Navigate to and activate the hamburger menu to review the options (Locations, Practice Areas, Personal Injury, Attorneys, About, Our Results, Contact, FAQs, Terms & Conditions, Employment, and social media links)
3. Navigate to and read each homepage section (Personal Injury Lawyers for the People, Get your Free- Immediate Case Evaluation, We Fight for Our Clients, What Our Clients Say, We Can Help, Serving Clients Nationwide, Get your Free- Immediate Case Evaluation (the second one),), ensuring that screenreader can find and describe all text, alt text and interactive elements
4. Navigate to and watch the video **Journey for Justice**
5. Navigate to and read each text element and link in footer (Trending News, Most Asked Questions, Social media links, links to other legal websites)
6. Navigate to and review the mobile navigation elements (Call, Chat, Email, Download)
7. Navigate to and activate Read more, under Most Asked Questions in the footer and read the page
8. Return to the homepage, and activate Find out if you have a case and read the page
9. Use the hamburger menu to navigated to and activate Locations | Florida | Big Pine Key and read the page

Appendix B:

Additional information about the evaluation methods used.

For the People website Technologies

The technologies that this content "relies upon" are:
- HTML5
- CSS
- JavaScript

User Agents and Assistive Technologies

The technology platforms used in the verification:
- macOS 10.10/Safari
- macOS 10.10/Chrome
- Windows 10/Chrome
- Windows 10/Edge
- Windows 10/IE
- Windows 10/Firefox

The assistive technologies used in the verification:
- Keyboard
- JAWS
- VoiceOver
- NVDA
- Narrator
- aXe
- Large Text
- Magnifier
- Colour Contrast Analyser
- Web Developer Toolbar
- Code Inspection / Dev Tools
- Accessibility Insights for Web
- ANDI
- WAVE