

The Scorecard in Numbers

Accessibility of Government Websites to Persons with Disabilities



KICTANet
The Power of Communities

Introduction to the Scorecard

Web Content Accessibility Guidelines (WCAG)

- These are a set of internationally recognized standards for making web content more accessible to Persons with disabilities.
- The WCAG standards provide clear guidance to web designers and developers to ensure that web content is accessible and websites are usable by everyone regardless of their abilities.
- WCAG is an international standard incorporated within the National Kenya ICT policy 2019 as a guideline to accessibility to websites.

- The guidelines informed the development of a scorecard as a tool to assess the accessibility of the Government of Kenya websites for Persons with disabilities.
- The scorecard consisted of 4 **POUR** guiding **PRINCIPLES** proposed by the Web Content Accessibility Compliance Guidelines(WCAG) that were used to evaluate website's accessibility.



The POUR Principles...

Perceivable

Presentation of information in multiple formats that accommodates all users

It involves use of screen readers, colour schemes, braille displays, closed captions, or transcripts.

Operable

This relies on interactive elements of websites, such as links, buttons, forms, and menus, that can be accessed using a screen reader, keyboard or other input device, such as a mouse or touch screen.

Understandable

Presentation of information and content in a clear, concise, and easy-to-comprehend way.

It is using simple and familiar language, avoiding technical terms, providing explanations, and using consistent and predictable design elements.

Robust

This is designing websites and content to work seamlessly with assistive technologies.

It enables users with disabilities to access and use digital content in a way that is compatible with assistive technology, and other accessibility features.



The POUR Principles...

Under the POUR Principles the following indicators were assessed:

Perceivable

- Alt text
- Media captions
- Language (Sign language and Swahili)
- Audio Descriptions

Operable

- Character key shortcuts
- Navigation tools present
- Colour contrasts and arrangements
- Screen reader/accessibility Icon or add-on
- Proper use of headings

Understandable

- Readable/Understandable text
- Prediction/input assistance software
- Easy to read/understand context
- Error identification/suggestion features

Robust

- Work seamlessly with other apps e.g. JAWS
- Speech to text converters



Scores per Indicator...

Perceivable	Scores(%)
Alt text	52.7
Media caption	46.9
Language	79.3
Audio description	0.0

Scores per Indicator...

Operable	Scores(%)
Character key shortcuts	73.3
Navigation tools present	62.4
Colour contrast and arrangements	66.2
Screen reader, accessibility icon or add-on	67.8

Scores per Indicator...

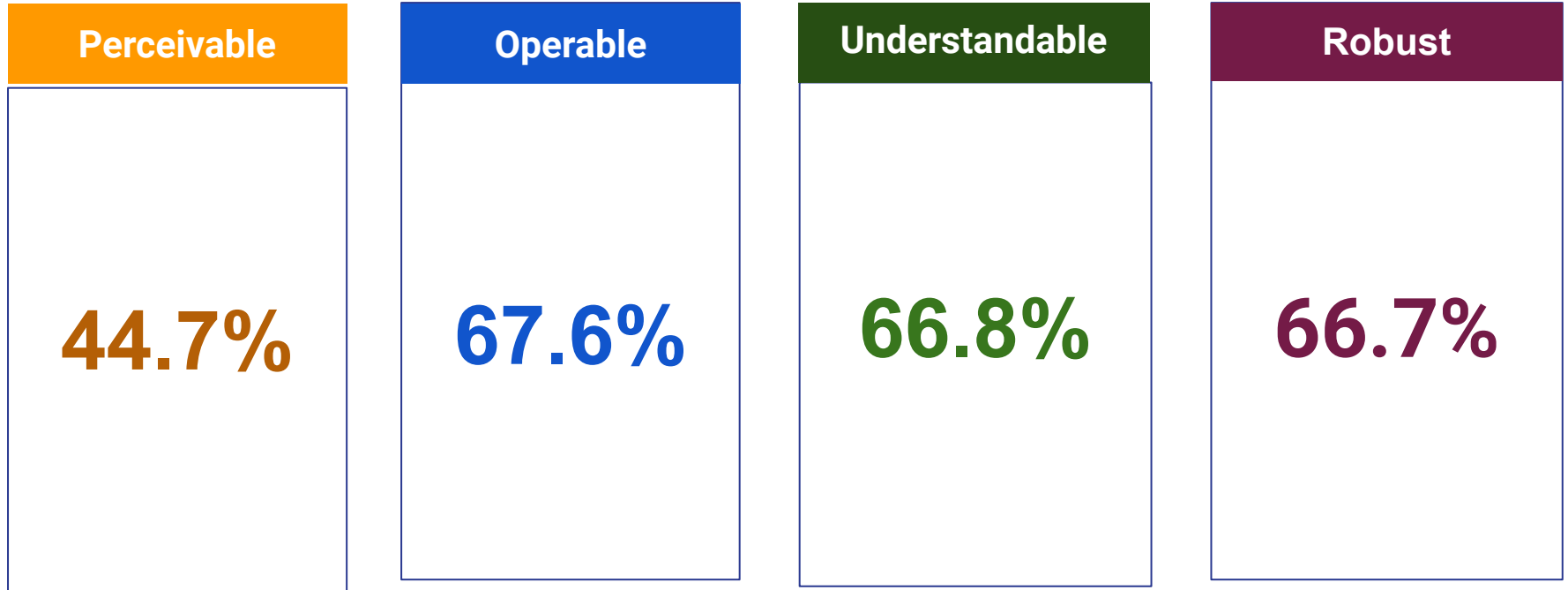
Understandable	Scores(%)
Readable/understandable texts	75.3
Error identification/suggestion features	56.7



Scores per Indicator...

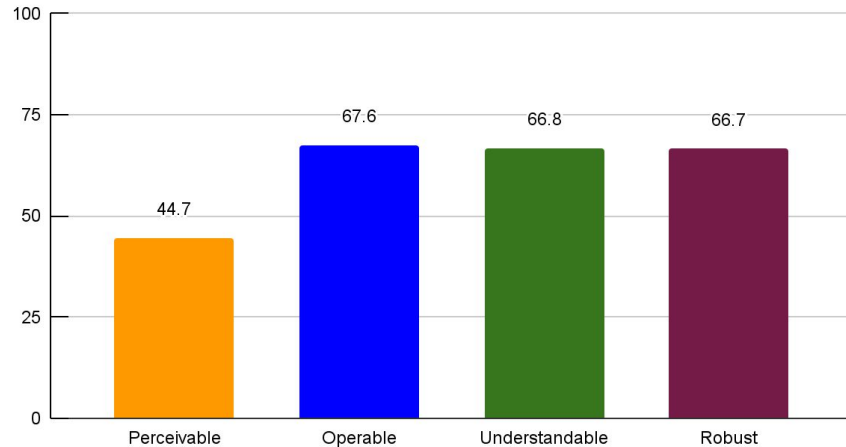
Robust	Scores(%)
Compatibility with other applications eg JAWS	74.0
Speech to text convertors	69.6

Scores per POUR Principle

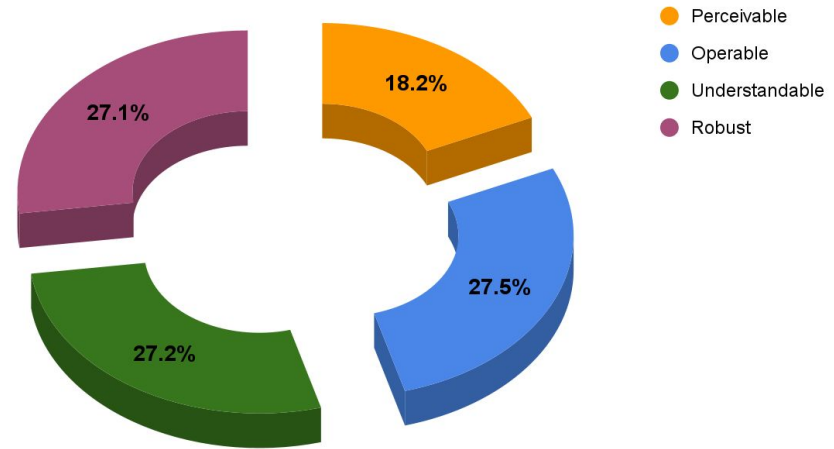


Scores per POUR Principle...

Scores per POUR Principle



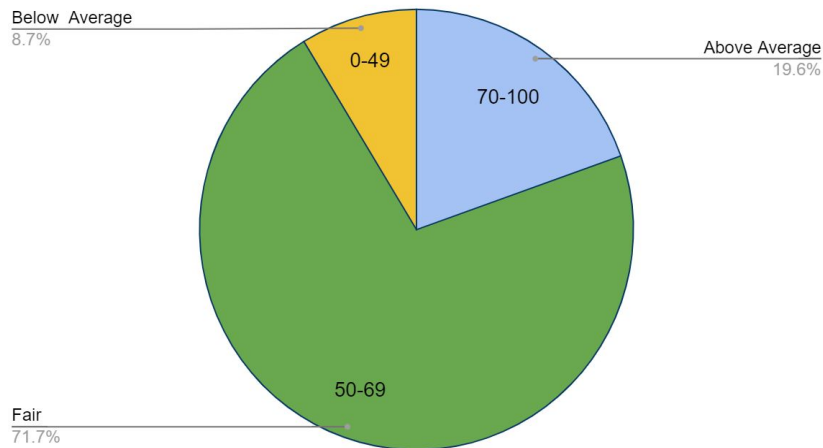
Scores per POUR Principle



Analysis

Accessibility and Compliance

Website Percentage Score



Most public websites comply with international accessibility and Website Content Accessibility Guidelines at an average level.

71.7% of the websites scored a range of **50-59** out of 100.

19.6% scored above average with scores ranging from **70-100**

Only 8.7 scored below average

Scores per Website...

- There is a positive trend in accessibility of government websites for people with disability
- Some of the websites have the lowest scores, among which include the **National Transport and Safety Authority** Website which contains a self-service portal (NTSA) and is critical for citizen mobility and safety.

- Leading by example is the **National Council for Persons with Disability**
- It scored the highest scores on all the indicators
- It is recommended that the Council in its ongoing collaboration with the ministry of ICT puts up guidelines to ensure accessibility compliance for government e-services.



Findings from the Focus Groups Discussion(FGD)

Compatibility with third party websites and applications.

There is need to involve and engage persons with disabilities in the procurement or development processes of websites.

When one is required to make contact call centre/help , they are hindered from effectively interacting with the person on the other end of the line.



There are free and open source software, however, these options often suffer from delays in upgrades and may require technical knowledge to use.

Most accessibility issues arise due to developers or procuring bodies lacking awareness on needs and challenges faced by individuals with disabilities.

Recommendation...

- **Continuous assessments**

- Challenges in accessing government websites for persons with disabilities were identified to be rooted on matters of perception and functionality.
- Government agencies need to review and prioritise perception and functionality of their websites to the disability community.
- All government websites should schedule an accessibility check on a regular basis.

Recommendation...

- **Minimise errors in Alternative texts**

- Some of the most common errors were alternative text especially for images, audiovisual capture and colour contrasts. These are minor errors that can be corrected right from the design of the website.

Recommendation...

- **Language**

- The ICT sector is built on the English language and therefore Kiswahili though our national language will be identified as an error.
- Most government websites use technical terms that cause confusion and cognitive dissonance
- On accessibility, language must be simple, easy to read and easy to understand.

Recommendation...

- **Placement of links, images, accessibility icons and information across the page**

- This should not be complex to avoid navigation problems or information overload.

Recommendation...

- **Awareness raising amongst persons with disabilities and their communities on online government services**

- One cannot use what they do not know.
- There needs to be awareness raising amongst the digitally skilled and knowledgeable on matters disability and ICT inclusion.

Recommendation...

- **The government should develop policy guidelines along the W3CAG standards**

- This is to enhance accessibility of government services and communications among persons with disabilities.
- These standards should be complied with by both national and county governments.

Recommendation...

- **Standards of compliance should take into account the issue of Internet affordability as a barrier**

- Considerations should be made to ensure web content and accessibility features do not consume heavy bandwidth and longer time such that cost for internet access for persons with disabilities is more costly.

Thank You



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