Accessibility statement for UHI Records

This website is run by the University of the Highlands and Islands. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

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 aren't fully accessible:

- Some of our online forms are not accessible
- Older PDF and Word documents aren't fully accessible to screen reader software
- You can't modify the line height or spacing of text
- Some images do not have alternative text
- Some elements may not have sufficient colour contrast

What to do if you can't access parts of this website

If you need information on this website in a different format, or are unable to access part of the site, contact:

- Email - servicedesk@uhi.ac.uk
- Call – 01463 279150
- Web - https://www.uhi.ac.uk/en/lis/servicedesk/

We'll consider your request and get back to you in 14 days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, contact: servicedesk@uhi.ac.uk.

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

Contact Scotland provide a video relay service which allows BSL users to make contact with organisations. They provide a BSL service with fully registered signers and interpreters and you can download the ContactScotland app or call ContactScotland via the video relay service. Further details on the service can be found on the ContactScotland website:

https://contactscotland-bsl.org

You can also visit your local college who will be able to assist with queries. You can find details of our campuses via: https://www.uhi.ac.uk/en/campuses/

Technical information about this website's accessibility

The University of the Highlands and Islands is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

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

Colour Contrast

Throughout the site, text elements do not always have sufficient colour contrast against the background. (WCAG 2.1 success criterion 1.4.3)

We aim to resolve this issue as soon as possible.

Web Forms

Although the majority of forms within the site are accessible there are some forms have issues which as a result are non-accessible. Some form controls are missing labels. (WCAG 2.1 success criterion 1.3.1 & 3.3.2)
Some form element are missing or have incompatible Accessible Rich Internet Applications (ARIA) labels. (WCAG 2.1 success criterion 4.1.2)
There are also instances where colour and/or symbols are used to indicate where items are mandatory, at present there is no other guidance around this. (WCAG 2.1 success criterion 1.3.3)
Some errors are not described to the user in text (WCAG 2.1 success criterion 3.3.1)

Some page components cannot be navigated in a meaningful order (WCAG 2.1 success criterion 2.4.3)

We aim to resolve these issues as soon as possible.

Images

Some images do not have a text alternative, so the information in them isn't available to people using a screen reader. (WCAG 2.1 success criterion 1.1.1)

We plan to add text alternatives for all images as soon as possible. When publishing new content, we will ensure images meet accessibility standards.

Validity of HTML

We are aware that a number of pages throughout the site do not conform the technical specifications for HTML set out by the World Wide Web Consortium (WCAG 2.1 success criterion 4.1.1).

We aim to resolve these issues as soon as possible.

Language of Pages or parts of Pages

Some pages do not have a declared language, therefore may be incorrectly interpreted by assistive technologies. Blocks of Gaelic text on predominantly English pages do not have a defined language, therefore will be incorrectly interpreted by assistive technologies. (WCAG 2.1 success criterion 3.1.2)

We aim to resolve this issue as soon as possible.

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

PDFs and other documents

Many of our older PDFs and Word documents don't meet accessibility standards - for example, they may not be structured so they're accessible to a screen reader. This doesn't meet WCAG 2.1 success criterion 4.1.2

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs which contain guidance information, and forms published as Word documents. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations don't require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

How we tested this website

This website was last tested on 05/10/2020. The test was carried out by the university Learning & Information Services team.

We tested all our student facing pages and a sample selection of our student facing forms. This allowed us to gain an insight in to where our website was falling short with regard to accessibility. Pages and forms were subjected to both automated and manual testing by our internal team.

We tested:

- our student records system, available at https://www.studentjourney.uhi.ac.uk

Other sites within our domain

There are many other sites/applications within the uhi.ac.uk domain; such as our main website and helpdesk application. Accessibility statements for these can be found within each site/application.

What we're doing to improve accessibility

We aim to have our Website fully compliant with the WCAG 2.1 AA Standard. We will be correcting any issues that have been identified, whilst ensuring any new content meets the standard.

This statement was prepared on 3rd October 2019. It was last updated on 5th October 2020.