

Accessibility statement for ‘UCL Go’ – University College London’s student web and mobile app

Contents

1	Introduction	1
2	How accessible is this app and website?	2
3	Feedback and contact information	2
4	Reporting accessibility problems with this website	2
5	Enforcement procedure	2
6	Contacting us by phone or visiting us in person	3
7	Technical information about this website’s accessibility	3
8	Compliance status	3
9	Non-accessible content	3
9.1	Non-compliance with the accessibility regulations	3
9.1.1	Platform accessibility	3
9.1.2	Content accessibility	4
9.1.3	Disproportionate burden	4
9.1.4	Content that’s not within the scope of the accessibility regulations	4
10	Preparation of this accessibility statement	5

1 Introduction

The UCL (University College London) Go web application is the desktop version of the UCL Go app for students and staff to access UCL University and Union information and services online.

The web application is supplied by a third party – campusM – and the accessibility of the technical infrastructure and user interface is the responsibility of the third-party supplier.

The website and mobile application has been designed to ensure:

- Semantic HTML structure supports the Tab keyboard key, enabling both mobile and desktop users to navigate to page content.
- All links and buttons are accessible through keyboard keys and a mouse.
- Forms are accessible using keyboard keys and screen readers.

- Using Accessible Rich Internet Applications (ARIA) attributes for angular-based application, campusM provides screen readers with descriptions of actions performed on the screen and the roles of buttons or objects on the page.
- campusM supports zooming in up to 200% using browser tools, without losing any text or functionality.
- Alternative content: All images and buttons have alternative content for screen-reader users, enabling specific descriptions for non-textual elements.

The accessibility of the content on the website and app is the responsibility of University College London content editors and this is further explained in this statement.

AbilityNet has advice on making your device easier to use if you have a disability.

2 How accessible is this app and website?

We know some parts of this app and website are not fully accessible. You can see a full list of any issues we currently know about in 9. Non-accessible content (page 3) section of this statement.

3 Feedback and contact information

If you need information on this website and app in a different format like accessible PDF (Portable Document Format), large print, easy read, audio recording or braille:

- email servicedesk@ucl.ac.uk
- call 020 7679 5000 (internal 25000)
- see <https://www.ucl.ac.uk/isd/help-support> for details about visiting in person

The IT (Information Technology) Services Service desk aims to respond to emails within one business day.

4 Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements:

- email servicedesk@ucl.ac.uk
- call 020 7679 5000 (internal 25000)
- see <https://www.ucl.ac.uk/isd/help-support> for details about visiting in person

Read tips on [contacting organisation about inaccessible websites](#).

5 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 \(EASS\)](#).

6 Contacting us by phone or visiting us in person

- email servicedesk@ucl.ac.uk
- call 020 7679 5000 (internal 25000)
- see <https://www.ucl.ac.uk/isd/help-support> for details about visiting in person

7 Technical information about this website's accessibility

University College London is committed to making its websites accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

campusM, the third-party supplier, is responsible for the platform's technical accessibility. Visit the [campusM accessibility statement](#) that includes links to the full Accessibility Compliance Reports (WCAG (Web Content Accessibility Guidelines) 2.1AA) for iOS, Android, and website.

We are working with campusM to influence their digital accessibility roadmap, and we have asked them to work on the app's user interface and framework to continually improve compliance.

8 Compliance status

The app and website are partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

9 Non-accessible content

The content listed below is non-accessible for the following reasons.

9.1 Non-compliance with the accessibility regulations

This section covers issues that we need to fix and are working to do so. The issues listed in this section refer to both the platform (campusM) and the UCL content hosted in UCL Go.

UCL Go uses the third party campusM platform which means that some aspects of its accessibility are outside of our immediate control.

9.1.1 Platform accessibility

The CampusM application is compliant with minor exceptions with the Web Content Accessibility Guidelines v2.1 AA standard. The campusM team is continually addressing accessibility issues as part of an annual audit and fix cycle.

CampusM conducted a review in October 2019, and these are the areas that do not comply with WCAG 2.1 AA standards:

- Illogical heading structure is presenting in the library integration. This fails 1.3.1 (A) Info and Relationships.
- Content was found to rely on cascading style sheets (CSS). This fails 4.1.2 (A) Name, Role, Value.

- Some of the colour combinations used fail to meet minimum requirement (1.4.3 Contrast minimum (AA)).
- Although heading mark-up has been used currently illogical heading mark-up is present. This fails 2.4.6 Headings and Labels (AA).

The full set of compliance reports is available on the [campusM Accessibility Statement](#)

9.1.2 Content accessibility

Content in the app can be created by a small number of editors who have been trained in [accessibility standards](#). We always fix any issues we are made aware of, seek to constantly review our content, and build the confidence of content creators to deliver accessible by design content. However, it is possible to break accessibility within content pages as the accessible aspects of the content editor are not automatically enforced for example:

- Descriptive links
- Headings
- Image alt text

We list below further areas within UCL Go that we know are not fully accessible at UCL. We plan to fix or provide alternatives for all issues that we are made aware of alongside our periodic internal testing and auditing processes. Where these issues directly impact you please contact us and we will direct you to an alternative system or connect you with someone who can help you.

- Staff Directory
- PC Availability
- Study Space Availability
- TFL Information
- IT Services Chat
- Laptop Loan Availability

9.1.3 Disproportionate burden

At this time, we have not made any disproportionate burden claims.

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

9.1.4.1 PDFs (Portable Document Formats) and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. We are currently working on fixing these essential documents or replacing them with accessible html web pages. We are undertaking audit work to provide a completion date.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 (See section 3.a.i of [The Public Sector Bodies](#)

(Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018) if they're not essential to providing our services.

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

9.1.4.2 3rd party content

Some of our services include third party content which we have no control over such as events data which is sent to us and imported as part of 'Events' feature. The accessibility regulations do not require us to manage these kinds of content, but if you have a problem with any of the content hosted on this website, please contact us using the methods above and we will try to help.

9.1.4.3 Video content

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations (See section 2.c of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018). We also have some existing pre-recorded video content that was published before the 23rd September 2020. This content is also exempt from the regulations. All new video content we produce will have appropriate captions, audio descriptions and transcripts, as necessary.

9.1.4.4 Online Maps

Our service includes the use of online maps to show certain geographical information. These are not used for navigational purposes and are exempt under the regulations. If you require the information presented in an online map in a different format, please contact us to discuss reasonable adjustments.

10 Preparation of this accessibility statement

This statement was prepared on 13 May 2022. It was last reviewed on 13 May 2022.

The website and mobile apps were last tested on 28th October 2019. The test was carried out by Geraint Bevan of the Digital Accessibility Centre.