The New York Times Accessibility Conformance Report WCAG Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Website

Product Description: Digital companion or replacement of the print newspaper.

Report Date: November 25th 2019

Contact information: Independent Accessibility Consultant

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Notes: Equal Entry LLC, a third party accessibility consultant, worked with The New York Times to define a set of User Scenarios (Appendix A) to assess Website.

Original audit results were provided on August 9th, 2019. The New York Times reviewed the detailed issue list, prioritized and fixed several items. Exceptions in this document are pending accessibility issues, to be addressed in future product releases. Note, any new issue introduced after August 9th, 2019 are not included in this report. This report, generated on date November 25th 2019, 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/,](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 2: ● The **S&P 500** chart does not have a text description ● The information of time posted is announced twice by screen reader ● Impacted by an External/3rd Party Issue - Advertisement information is not available to screen reader Scenario 3: Images in search results do not have a text alternative supplied Scenario 4: Image and link for author have the exact same information Scenario 6: Link text with CSS styled > after announces as 2 elements Scenario 8: ● Several head shot image links lack link text ● The Privacy Project image is missing a text alternative ● The T List Newsletter is not sufficient text alternative ● Most Follow NYTimes options have a stutter effect, but Twitter link isn't explained ● Decorative images create a stutter effect ● Image and article title create a stutter effect
[1.2.1 Audio-only and Video-only (Prerecorded)](#) (Level A)	Supports	Alternative time-base media are provided
[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)	Supports	Alternative time-base media are provided

Success Criterion	Conformance Level	Remarks
[1.2.4 Captions (Live)](#) (Level AA)	Not Applicable	Does not contain Live Streamed media
[1.2.5 Audio Description (Prerecorded)](#) (Level AA)	Does Not Support	Scenario 10: No audio description available for video content
[1.3.1 Info and Relationships](#) (Level A)	Partially Supports	Scenario 2: ● The heading text **KASHMIR DISPUTE** is not logical compared to other heading level 3 elements on page ● The sub headings under news should be marked up as heading element under the news header Scenario 7: Accounts **Profile**, **Subscription**, **What's included**, **Billing** and **Settings** pages all have headers that skip levels Scenario 11: Highlighted areas for guesses to be entered are not programmatically labeled
[1.3.2 Meaningful Sequence](#) (Level A)	Partially Supports	Scenario 3: Date information is read after the article information even though it is displayed differently in visual Scenario 4: The text Image is announced multiple times when trying to process a single image in the article
[1.3.3 Sensory Characteristics](#) (Level A)	Not Applicable	No instructions or visuals convey meaning though shape, size, location, orientation or sound
[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)	Partially Supports	Scenario 2: ● Grey and white text for the opinionist name do not meet color contrast requirements ● Default text colors for most front page subheadings is too light Scenario 9: White and Grey text color combination on **Saved for Later** is poor contrast

Success Criterion	Conformance Level	Remarks
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)	Not Applicable	No images of text are used to convey information
2.1.1 Keyboard (Level A)	Partially Supports	Scenario 1: Unable to open submenus via the keyboard
2.1.2 No Keyboard Trap (Level A)	Partially Supports	Scenario 11: Keyboard trap when focus moves to clue columns
2.2.1 Timing Adjustable (Level A)	Not Applicable	Does not contain timers
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	Scenario 2: No way to play, pause, stop, or hide the stock ticker
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

Success Criterion	Conformance Level	Remarks
2.4.3 Focus Order (Level A)	Partially Supports	Scenario 1: Extraneous tab stop on "Give the Times" button in header Scenario 2: Focus order is incorrect for logical navigation to highlights section of page Scenario 8: reCAPTCHA does not behave as a modal dialog Scenario 11: ● Keyboard focus lost when trying to print puzzle ● Dialogs that blur background are not able to get keyboard focus
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Scenario 6: Axe reports a link without link text
2.4.5 Multiple Ways (Level AA)	Supports	The user scenario S3: Search and Topic landing page 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)	Partially Supports	Scenario 5: Impacted by an External/3rd Party Issue - Multiple account sign-in dialog has no visible focus indicator
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

Success Criterion	Conformance Level	Remarks
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)	Partially Supports	Scenario 11: ● Buttons for settings and pause/restart timer are not labeled ● Previous/Next scroll buttons in gallery of past puzzles not programmatically labeled
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)	Supports	User submissions are Checked
4.1.1 Parsing (Level A)	Partially Supports	Scenario 5: Duplicate IDs are used on the Subscription page Scenario 6: With both **Edit** email and **Change Password** open, edit boxes are not uniquely identified

Success Criterion	Conformance Level	Remarks
4.1.2 Name, Role, Value (Level A)	Partially Supports	Scenario 3: ● The information announced to screen reader explains there are 7 items even though there 0 results which will be confusing ● When user initiates **SHOW MORE** action the screen reader should announce change ● Information announced to screen reader is overly verbose for search results Scenario 5: Strikethrough text requires more information Scenario 9: After activating the bookmark there is no notification to screen reader user

Appendix A:

Equal Entry LLC worked with The New York Times to define the following User Scenarios to assess Website.

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

- 1.2.4 Captions (Live)
- 1.3.3 Sensory Characteristics
- 1.4.1 Use of Color
- 1.4.5 Images of Text
- 2.2.1 Timing Adjustable
- 2.3.1 Three Flashes or Below Threshold

Scenarios

S1: First time visitor exploring the site for understanding of navigation and structure

1. Open [The New York Times homepage](#)
2. Navigate to and activate **Skip to content**
3. Navigate to and open the "hamburger" menu
4. Read all menu options, including any submenus, then close
5. Read language options for the Times
6. Read the responsive UI "hamburger" menu
7. Navigate to and activate **Log in**
8. Use provided Email and Password to log in
9. Navigate to and activate **Account**
10. Read all options then close
11. Navigate to and read all footer options
12. Read the responsive UI footer options, including sub menu options
13. Navigate to and activate **[Site Map](#)**

S2: Homepage explorations

1. Open [The New York Times homepage](#)
2. Read the section fronts available: **World, US, Politics, NY, Business, Opinion, Tech, Science, Health, Sports, Arts, Books, Style, Food, Travel, Magazine, T Magazine, Real Estate, Video
3. Read the top teasers: **Briefing, The Daily, stock info, weather**
4. Read about the top stories: what section it's from, it's title, when it was posted, number of comments
5. Read the Opinion: name of the opinionist, the topic they are discussing
6. Read the **Editors' Picks** being highlighted
7. Read **In Other News** top stories being highlighted
8. Read the **Smarter Living** stories being highlighted
9. Read the **Features** stories being highlighted
10. Read the **Discovery** stories being highlighted
11. Read the **Most Popular** stories being highlighted
12. Read the **Play** games being highlighted
13. Read the **News, Option, Arts, Living** stories being highlighted by section

S3: Search and Section Front page template

1. Open [The New York Times homepage](#)
2. Navigate to and activate **[Politics](#)**
3. Read the template heading: U.S. Politics, Tracking Trump's Agenda, Video and The Upshot
4. Read about the top 4 stories: title, teaser, when it was posted, who wrote the piece
5. Read the **Latest** stories: date, title, teaser, who wrote the piece
6. Navigate to and activate **Show More**

7. Read how you can **Follow us**: Twitter, Facebook, etc
8. Navigate to and activate **Search** tab
9. Set a value of: 3x
10. Update the search to be: Accessibility
11. Change the sort to be by relevance
12. Read the search results: date, title, teaser, who wrote the piece
13. Navigate to and activate **Search** within the header
14. Set a value of: Accessibility
15. Activate **Go** taking you to [Search Results](#)
16. Navigate to and activate **Sort** and change it to *Sort by Newest*
17. Navigate to and activate **Restrict by Date Range**
18. Set the value to be 7/1/2019 - 7/15/2019
19. Review the number of results, and first 10 results (note date, section, title, teaser, and author)
20. Review **Have search feedback? Let us know what you think.**
21. Activate **SHOW MORE**

S4: Reading an article

Future audit could dive into **Flag** - Report inappropriate comment" but was not discussed at kickoff this round.

1. Open [New York Times article "Where Luxury Meets Accessibility"](#)
2. Read the article title and teaser
3. Read the information available about the featured picture, including who's credited with the photo
4. Read who the author is and when the article was written
5. Navigate to and activate the **More sharing options** button to review all options
6. Read the number of comments posted
7. Read the article, including image information, links, info on when a version of the article appeared in print, what section and page.
8. Read **More in Real Estate** and **Editors' Picks** cards
9. Read **Most Popular**
10. Navigate to and activate the Comments button
11. In the Common panel navigate to and activate **Reader Picks**
12. Read the top comment and it's reply
13. Activate **Recommend**
14. Activate **Share**
15. Activate **Reply** to learn about required fields and options
16. Activate **Cancel**
17. Activate **Close**

S5: Subscribing

Insure you're not logged in.

1. Open [The New York Times Subscription page](#)
2. Read whats available in the Basic Subscription
3. Navigate to and expand **Get unlimited articles, NYT Cooking and the Crossword on any device**
4. Read the **Other Options**
5. Navigate to and activate **Get Basic** which will take you to [Let's get started](#)
6. Without entering any data activate **Continue**
7. Review error message and set the value of **Email Address** to: A11y@EqualEntry.com
8. Set the value of **Password** to: A11yTesting!
9. Activate **Show**
10. Unselect *Receive occasional updates and special offers from Times products and services. You may opt out or contact us anytime.*
11. Activate **Create Account**
12. Set the value of **First Name** to: Subscription
13. Set the value of **Last Name** to: Testing

14. Set the value of **Card Number** to: 4807 0000 3936 9019
15. Set the value of **Expiration Date** to: 01/22
16. Set the value of **Security Code** to: 610
17. Select **Country** to be *United States*
18. Set the value of **Zip/Postal Code** to: 11249
19. Navigate to and activate **Purchase Subscription**
20. Review error message
21. Update the value of **Zip/Postal Code** to: 10018
22. Activate **Purchase Subscription** again
23. Review success message

S6: Account details - Profile and Settings

Must be logged in.

1. Open [The New York Times Accounts page](#)
2. Read the left hand nav options: Profile, Subscription, What's included, Billing, Settings Contact, Need Help?
3. Read the **Account details**: Account number, Email
4. Read the **Subscription details**: Subscription, Rate
5. Read **Your articles and newsletters**
6. Navigate to and activate **[Profile](#)**
7. Activate **Edit**
8. Read **Email** and then activate **Cancel**
9. Activate **Change password**
10. Set the value of **Current password, New password** and **Confirm password** to: NOWork
11. Activate **Save**
12. Read the error message and dismiss
13. Navigate to and activate **[Settings](#)**
14. Read what Newsletters your account is currently subscribed to

S7: Account settings - Subscription

1. Open [The New York Times Subscription page](#)
2. Review **Details** and **Gift Subscription** options
3. Navigate to and activate **See what's included**
4. Read the [New York Times What's included page](#)
5. Navigate to and activate **Billing** from the left hand nav
6. Read the [Billing page](#)
7. Expand **When is my next bill due?**
8. Read the answer then collapse

S8: Newsletters

Can navigate to the Newsletter page via Account | Settings | View all

1. Open [The New York Times Email Subscription page](#)
2. Read the new Email Newsletters options
3. Navigate to and activate the **See Sample** for **Today's Headlines** under News and Politics, which will launch [Today's Headlines](#)
4. Navigate to and activate **Politics** from **In this email:**
5. Read the 3 features articles
6. Continue reading down to review how you can **Follow NYTimes**
7. Read **About this email** then return to [The New York Times Email Subscription page](#)
8. Navigate to and activate **Sign up** for **Race/Related** under News and Politics, which will take you to [Race/Related](#)
9. Without entering any data, activate **Sign up**

10. Review error message then enter **Email address** value: A11y@EqualEntry.com
11. Activate **Sign up**
12. Review the confirmation message

S9: Saving an article and retrieving

Logged in and with a few articles bookmarked to be read later.

1. Open New York Times article "Where Luxury Meets Accessibility"
2. Navigate to and activate the bookmark icon (**Save articles and visit later on any device**)
3. Navigate to and activate **Account**
4. Read the articles that are saved for later
5. Navigate to and activate **Save for later** from within the Account dropdown, to open Reading List this page has the old navigation template so ignore that and only review the page content.
6. Read the **Reading List, Saved Items**
7. Navigate to and activate **Account**
8. Review the articles under **Saved for later**
9. Navigate to and activate **Share**
10. Review the sharing options and copy the **Permalink**
11. Remove the "Where Luxury Meets Accessibility" from the reading list

S10: Accessibility review of Videos

Last 3 steps are links to repeat steps 8 and 9 IF there is time.

1. Open Video article The Taliban Promise to Protect Women. Here's Why Women Don't Believe Them
2. Activate the video to play
3. Turn on Closed Captioning
4. Adjust the volume
5. Activate **Full Screen** view, then return to embedded size
6. Is the article a substitute for a transcript?
7. Open Amazon Pulls Out of Planned New York City Headquarters
8. Read CC for accuracy
9. Is the article a substitute for a transcript?
10. Open Where Are All the Bob Ross Paintings? We Found Them.
11. Open On a Trip Around the World, and the Plane Just Left Without Me
12. Open Meet an Artist Who Matches His Suit to His Couch

S11: NYT Crossword Puzzle

1. Open https://www.nytimes.com/crosswords
2. Print copy of puzzle
3. Download .puz format copy of puzzle
4. Find and activate link for today's puzzle
5. Read and dismiss opening message about new feature (AutoCheck)
6. Find and read about links to previous puzzles from recent days
7. Find and open puzzle settings dialog
8. Change settings for behavior of arrow keys and space; confirm settings dialog; ensure changes still work with user's preferences and assistive technology
9. Switch tabs and then switch back; find and read UI saying that game is paused; resume
10. Pause and resume puzzle timer
11. Reveal a square; find and accept "this will exclude this puzzle from a streak" dialog
12. Navigate by tab key to move through puzzle clues
13. Navigate by arrow keys to move through puzzle squares

Appendix B:

Additional information about the evaluation methods used.

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/Safari
- macOS 10/Chrome
- Windows 10/Chrome

The assistive technologies used in the verification:

- Keyboard
- JAWS
- VoiceOver
- NVDA
- Narrator
- aXe
- Large Text
- Accessibility Insights for Web
- Colour Contrast Analyser
- Web Developer Toolbar
- Code Inspection / Dev Tools