## Siteimprove guidance notes

- Siteimprove scans your site every five days. It therefore may be slightly out of date.
- Whilst you can ask it to rescan your site, or individual pages, this takes a long time.
- Siteimprove cannot be used to edit your site. You have to make the edits on the site itself.
- Siteimprove does not check content which is behind SSO.
- It can only check pdfs which are on Mosaic it cannot check documents which are held on Sharepoint, and other document types held on Mosaic.

Your landing page – called the Dashboard – is as below. Do not be too concerned with the numbers as they can be affected by factors outside your control, though anything you can do to improve the score is obviously beneficial.

(←) → 健 @ 1 Anttps://my2.siteimprove.com/Dashboard/5765905975/16514896518/Dashboard/Index 80% … ⊠ ☆ |||\ ⊡ ٢ Ξ 🔳 Hide menu **O** Siteimprove ? Help Center and Academy ~ 🔅 Settings 🗸 🚊 Peter Stockdale 🚿 Egal Services - Mosaic Search in menu No group selected  $\sim$ s://legal.admin.ox.ac.uk Dashboard DCI Score Dashboard ~ New dashboard Add widget Fullscreen .... Email report Export Quality Assurance **Digital Certainty Index Quality Assurance** Accessibility Overall score: SEO Accessibilit Score Score 81.9/100 94.6/100 63.0/100 Integrations +0.7+1.3 + 0.3 No SEO subscription Settings Fix this issue and reach 88.9 points: Pages at Fix this issue and reach 96.5 points: Pages at Fix this issue and reach 84.0 points: Pages at Need help improving your site's search engine level 2 with broken links level 3 and above with multiple Level A/AA errors level 3 and above with multiple Level A/AA errors rankings? DCI overview Improve score Improve score Explore other modules Get in touch Analytics Analytics Response Policy Response Matches Data Privacy NEW 3 Ads NEW Start tracking your website performance No Response subscription Create your own rules with Policy. Customised checks help keep Performance (NEW) Measure and collect data and insights on your website by Need a way to monitor your website's uptime 24/7? your website aligned with organisational goals and best practices subscribing to the Analytics Suite

The links to the relevant section are in the left-hand menu.

Spelling, links, and the inventory of your site is in Quality Assurance

Issues of accessibility are listed in Accessibility

### Broken links on webpages

You can look at a list of broken links (the 'Broken Links' page) or a list of pages which include broken links ('Pages with Broken Links')



HTTP status gives reasons why the link may be broken:

- Unable to connect or 403 error probably behind SSO or similar system on an external site
- 404 the link is likely to be wrong

- 410 the link likely was correct, but the page is now known to have moved
- Can't resolve hostname a problem with the domain (e.g. missing www) or formatting of the link (e.g. a web address in an email link)
- Timed out A possible error with the crawler or host site, so check the accuracy of the link as it may be OK

Click the page title to open a snapshot of the page, showing where the broken link is situated.

Click the arrow icon to open the page

Click the number of broken links to show what is broken on each page. This list responds like the broken link list on the previous page

The recheck icon can be used to ask Siteimprove to rescan that page

e	Lashboard	Page	es w	ith Broken Links			
	Quality Assurance	34 Pa See all t might or	ages W he pages ( ccur.	ith Broken Links where broken links have been found. If a link seems to work fine in your browser but is flagged here, you can learn about the <u>different s</u>	cenarios where false positive	broken links help	© Export
	QA Overview				Page level 🗸 URL	✓ Search	Q
)	Summary 🗸 🗸 🗸			¢ Title   ≑ URL		🕈 Broken links 🔺 🕯	Page level
	Links ^		9	Home - new   Compliance https://compliance.admin.ox.ac.uk		3 🗸	1
	Summary		9	Guide to information   Compliance https://compliance.admin.ox.ac.uk/guide-to-information	<u>تا</u> =	4 🗸	2
h	Pages with Broken Links		9	How we we your data   Compliance https://compliance.advin.ov.ac.uk/how-we-use-your-data	ii C	3 🗸	2
	Unsafe Domains		Э	onder sie deste applicant privacy policy. Sempliance https://compliance.admin.ox.ac.uk/privacy-policy-several-dest-student-applicanta		3 🗸	2
	PDFs with Broken Links Broken Links in PDFs		e	Postgraduate applicant privacy policy   Compliance https://compliance.admin.cx.ac.uk/postgraduate-applicant-privacy-policy		3 🗸	2
	Ignored Links		9	Student privacy policy   Compliance https://compliance.admin.ox.ac.uk/student-privacy-policy		3 🗸	2
	Spelling 🗸 🗸		9	Staff privacy policy   Compliance https://compliance.admin.ox.ac.uk/staff-privacy-policy		3 🗸	2
	Readability		e	Submit an information request   Compliance https://compliance.admin.ox.ac.uk/submit-an-information-request		3 🗸	2
	Inventory V		e	Submit a Subject Access Request (SAR)   Compliance https://compliance.admin.ox.ac.uk/submit-a-subject-access-request-sar		3 🗸	2
			e	Other information requests   Compliance https://compliance.admin.ox.ac.uk/other-information-requests		3 🗸	2
			0	Publication Scheme   Compliance https://compliance.admin.ox.ac.uk/publication-scheme		3 🗸	2
			e	Complaints procedure   Compliance https://compliance.admin.ox.ac.uk/complaints-procedure		3 🗸	2
			9	Policies and statements   Compliance https://compliance.admin.ox.ac.uk/policies-ad-statements		3 🗸	2
			0	Data protection policy   Compliance https://compliance.admin.ox.ac.uk/peta-protection-policy		3 🗸	2
			e	Modern alavery   Complianc https://compliance.admin.ge.ac.uk/modern-alavery		3 🗸	2
			С	Risk management i kompliance https://compliance/induin.ov.co.uk/risk management	ii C	3 🗸	-

On all pages the columns can be sorted by clicking the column header, and you can search within the page title or URL by using the search feature at the top of the list.

When a snapshot of a page is opened the relevant link/area in which the link is found, is highlighted if possible. If there are multiple on the page you may need to select each link from the left-hand menu. It may not be highlighted exactly - it may be within the highlighted navigation area, accordion section, etc. as Siteimprove cannot open these in the snapshot

A link to open to the webpage is at the top of the screen:

HTTP status code: 404 Not Found

Link reference @

Information security

Nested within @

Highlight in



## Broken links in pdfs

- Click the magnifying glass to see a snapshot of the pdf, showing where the broken link is situated.
- Click the arrow to open the (broken) link.

- Click the numbers to show a list of pdfs where the broken link is found
- The 'ignore' option can be used to add the link to a list of those which will not be flagged again. Can be used, for example, when the link takes you to content behind SSO – i.e. the link is correct but Siteimprove cannot access it

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QA Overview				HTTP status code 🗸 🛛 All document	types V Search: Broken link	<b>_</b> 2
Summary 🗸 🗸		e Broken link		PDFs     O First detected	© HTTP status code	+
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		P https://www.conted.ox.ac.uk/courses/details.php?id=176&utm_source=msud&utm_campaign=sud1516&utm_medium=email		<b>№</b> 1 ∨ 01/09/2019	Too many redirects	0
		P http://www.qaa.ac.uk/en/Publications/Documents/qualifications-frameworks.pdf		▶ 01/09/2019	404: Not Found	0
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		P http://www.ox.ac.uk/about/introducing_oxford/strategic_plan_201318/index.html		<b>№</b> 1 ∨ 01/09/2019	404: Not Found	0
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Click the arrow icon to open the pdf

Click the pdf title to open a picture of the page, showing where the broken link is situated.

Click the number of broken links to show what is broken on each pdf. This list responds like the broken link list on the previous page

The recheck icon can be used to ask Siteimprove to rescan the pdf

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Links ^	C 🖡 Uchnown 🖗 Haps://seademics.admin.ox.ac.uk/eites/default/files/academics/documents/media/collaborativehighereducationpartnerships.pdf	09/12/2016	4 🗸	1 🗸
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	Showing all 12 items		Show 20 items	🗸 per page

### Ignored links

	🗮 Hide menu	O Siteimprove	? Help Center and Academy 🗸 🔅	Settings 🗸 💄 Peter Stockdale 🕚
1	Search in menu Q	C Academic Support - Mosaic V Report - Mosaic V		O Search for a page
	Lashboard	Ignored Links		
	< MAIN MENU			
	Quality Assurance	Ignored Links Links that have been ignored – errors with these links will no longer be highlighted within QA.		Part Part Part Part Part Part Part Part
	QA Overview			Search: Ignored link Q
<b>\</b>	Summary V	tignored link		Decision
	Links ^	https://projects.it.ox.ac.uk/edu-it-omar	Julia Heitmann	Ignored P
	Summary	https://academic.admin.ox.ac.uk/visa-and-immigration-quick-reference-guides	Julia Heitmann 07/08/2019	Ignored P
	Pages with Broken Links Broken Links	https://academic.admin.ox.ac.uk/passport-scanning-and-visa-checking	Julia Heitmann 07/08/2019	Ignored P
	Unsafe Domains	https://academic.admin.ox.ac.uk/graduate-studies-administrator-handbook	Julia Heitmann 07/08/2019	Ignored P
	Broken Links in PDFs	https://academic.admin.ox.ac.uk/pre-arrival/visas/types-of-visa	Julia Heitmann 07/08/2019	Ignored P
	Ignored Links	https://academic.admin.ox.ac.uk/visiting-and-recognised-students	Julia Heitmann 07/08/2019	Ignored P

Ignored links are accessed via a link in the left menu.

To stop the link from being ignored in future, click the 'undo decision' button.

## Spelling errors

At the top of the misspellings page are three tabs through which you can move to change the list of words below.

- Misspellings all instances where a word which is known to be misspelled has been used. This can be because Siteimprove recognises it as a misspelled word, or because you have marked it as such (see Needs Review)
- Needs Review words which Siteimprove is querying as it believes it may be a misspelling. You can either correct these words, or indicate that they are correct or misspelled, and they will be moved to the Misspelling or Approved Words sections.
- Approved Words all instances where approved words have been used. Approved words can be set on a site-by-site basis, but can also be assigned on a system-wide basis, where administrators have identified commonly used words which Siteimprove doesn't recognise but which are known to be correct. Some words and phrases used within the University have already been added.

Click the number to show the pages where the word is misspelled	Misspellings 2 Needs Review 6 Approved Words 1						
Hover over the word to show the snippet of text where it has been misspelled	F <sup>*</sup> 0 selected     On this site	Confirm as missp	elling 🌓 Approv	e word	Misspelling	probability 🗸 Search: We	C Export
To confirm it as a misspelling click the	🔲 🗢 Word	Spelling suggestion	Decision for site	Language	First detected	<ul> <li>Misspening probability (</li> </ul>	Pages
thumbs down, to add it to the list of	auidence	audience	<b>4</b> 1 1 <b>b</b>	English (U.K.)	29/05/2019	•••	1 ~
approved words for your site, click the thumbs up	noticies	notices	<b>4</b> 1 1 <b>b</b>	English (U.K.)	29/05/2019	•••	1 🗸
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the spelling on your site. This may be	pseudonymised		<b>4</b> 1 1 <b>b</b>	English (U.K.)	29/05/2019	•••	1 🗸
should be spelled – this may be useful	pseudonymisation	/	<b>4</b> 1 1 <b>6</b>	English (U.K.)	29/05/2019	•••	2 🗸
for acronyms, software names, etc.	Showing all 6 items					Show 2	10 items 🗸 per page

# When you hover over a word to see where it was misspelled, you can follow a link to the page in question:

Words to Review Decisions on Spellings		Misspel	lings 2 Nee	ds Review 6	Approved Words 1		
Word Inventory Add Words Progress and Trends	<sup>↑</sup> 0 selected	Example in context		Misspelling probability V Search: Word			
Readability	> = + Word	t version. This will ensure you are providing your auidence with the most up-to-date information. If your privacy	ecision for site	Language	* First detected	🗸 Misspelling probability 🕖	\$ Pages
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	Showing all 6 ite	ms				S	how 20 items 🗸 per page

Click the arrow icon to open the page

Click the page title to open a snapshot of the page, showing where the misspelled word is situated.

Click the number of misspellings or words needed to be reviewed to show what is on each page. These lists responds like the misspelled words list on the previous page

The recheck icon can be used to ask Siteimprove to rescan the page

When a snapshot of a page is opened the relevant misspelled word is highlighted if possible. If there are multiple on the page you may need to select each link from the lefthand menu.

As Siteimprove cannot open menus, accordion sections, etc. in these snapshots, the location of the misspelling may not be highlighted and this will be noted in the left menu. To see the location, use the hover feature on the 'Find Misspellings' page (see previous page).

To open the page, click the link at the top

Hide menu	O Siteimprove	(?) Help	Center and Academy $ \smallsetminus $	🔅 Settings 🗸 💄	Peter Stockda
Search in menu Q	Academic Support - Mosaic     Https://academic.admin.ox.ac.uk/			Sea	O ch for a pag
Dashboard	Fages with Misspellings or Words to Review				
					0
Quality Assurance	A list of all pages with misspellings or words that need to be miswed.				Export
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Find Misspellings	Getting help with Striss rule, it leadernic Support https://academic.admin.ox.ac.uk/getting.help war our folgo		0	2~	
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Decisions on Spellings Word Inventory	About the Academic Administration Division   Academic Support https://ecademic.admin.ox.ac.uk/about/aad	= Ľ	1 1	3 ~	
Add Words	Information Custodians   Academic Support     https://ecademic.admin.ox.ac.uk/information-custodians		0	3 🗸	
Progress and Trends	Getting help with OxCORT   Academic Support		0	2 🗸	



#### Decisions on Spellings

The page lists all spelling decisions for the account. It can be filtered for those for your site, and to show only misspellings or approved words, using the menu option at the top of the list.

Hide menu				O Siteimprove	9	Help Center and Academy V	Settings	V 💄 Peter	Stockdale 🕚
Search in menu	٩	Cademic Support - Mosaic https://academic.admin.ox.ac.uk	/ 🗸 🐐 No group selected	~				ر Search for	a page
Dashboard		Decisions on Sp	ellings			$\mathbf{i}$			
< MAIN MENU									0
Quality Assurance		See all the decisions that have been r	nade on confirmed spellings and misspellings.						Export
						All de	cisions 🔨 Sear	rch: Word	۹
QA Overview		🗋 💠 Word	¢ Added by → Decided on	Decisi	on	Language All de	ecisions	Decision for	¢
Summary	~	pegman	Clemency Pleming 12/06/2018	Appro	oved for account	English (U.K.)	oved for account	tire account	Ş
Links	~	Jimbob's	Clemency Pleming 12/06/2018	Аррго	oved for account	English (U.K.) Appr	oved for page	tire account	Ģ
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Pages with Misspellings or Words to Review		TripAdvisor	Clemency Pleming 12/06/2018	Appro	oved for account	English (U.K.) Mark	ed as misspelling	tire account	Ģ
Decisions on Spellings Word Inventory		Proscholium	Clemency Pleming 12/06/2018	Appro	oved for account	English (U.K.)	E	ntire account	Q
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Readability	~	Sciencewise	Luke Caunt	Appro	oved for account	English (U.K.)	E	ntire account	Ģ

## Word Inventory

This lists every word used on your site, and how often and where it is used – though remember that it doesn't search content which is behind SSO.

Dashboard	Word Inve	ntory			
< MAIN MENU					•
Quality Assurance	The word inventory gives	s you an alphabetical overview of every word tha	t has been detected on your w	ebsite.	Export
QA Overview				All statuses 🗸 Search: Word	Q
	<sup>↑</sup> 0 selected 0	n this site 🗸 👎 Confirm as misspelling	Approve word		
Summary ~	Word	Decision for site	Status	Language	Pages
Links ~	∕ □ A-Z	<b>9</b> 1 16	Correctly spelled	English (U.K.)	2 🗸
Spelling ^	abide	<b>4</b> 1	Correctly spelled	English (U.K.)	1 🗸
Find Misspellings Pages with Misspellings or	□ ability	<b>9</b> 1 16	Correctly spelled	English (U.K.)	4 🗸
Words to Review	□ able	<b>9</b> 1 160	Correctly spelled	English (U.K.)	4 🗸
Word Inventory	about	<b>4</b> 1 16	Correctly spelled	English (U.K.)	18 🗸
Add Words Progress and Trends	ABOUT	<b>4</b> 1 16	Correctly spelled	English (U.K.)	34 🗸
Deadahility v	About	<b>4</b> 1 16	Correctly spelled	English (U.K.)	34 🗸
	Above	<b>9</b> 1 167	Correctly spelled	English (U.K.)	1 🗸
	above	<b>9</b> 1 16	Correctly spelled	English (U.K.)	11 🗸
	absence	<b>41</b> 100	Correctly spelled	English (U.K.)	1 🗸

### Accessibility

Accessibility issues are divided in three ways – by who Siteimprove believes is responsible for resolving them, by the Level of Conformance, and by the Severity.

- It is likely that you should focus on those which it identifies as being for the Editor and Webmaster, and some of those may be things which you cannot correct and need to be addressed by Mosaic or the UAS Project. Some issues which are known to be beyond the scope of website editors are listed on the final page of this guidance.
- We are only required to conform to AA standards. Whilst achieving AAA standards is ideal and you should resolve these issue where you can, it is not possible in some areas, and your priority should be to resolve problems identified as being of A and AA standard.
- Siteimprove lists some things as 'Error', others as 'Warning', and others as 'Review'. Items for 'Review' are things which Siteimprove cannot fully check as they require visual inspection some of these may be errors which require correction. Some listed as 'Warning' only relate to 'best practice' within the guidelines, however we should aim to fix all of these as we are aiming to adhere to best practice at all times.

The easiest way to approach addressing issues of accessibility is to use the 'Issues' page from the left menu:

Hide menu		O Siteimprove	? Help Center and Academy $\vee$	🏚 Settings 🗸 🖉	Peter Stockdale 🚿
Search in menu Q	C Academic Support - Mosaic	~		s	O earch for a page
Dashboard	Issues				
< MAIN MENU					
Accessibility	ISSUES Accessit my issues on your website, as defined by the WCAG 2 Guidelines. Issues an	re grouped by conformance level (A, AA, AAA) and severity (error, warning	, review).		Provide the second s
Accessibility Overview		All issues			
Summary 🗸 🗸 🗸					C Export
Issues	C Re-calculate issues		Responsibility V Priority Issues	Conformance level	<ul> <li>✓ Severity ✓</li> </ul>
Guidelines	104 issues fixed	Overall progress			33 issues to fix
Pages					
PDFs		A			
Validation ~	① 2 Form elements are not grouped 1.3.1 3.3.2		104 pages	6.1% ▲ 6 more pages	~
All Decisions V	() 2 Element ID is not unique 1.3.1 4.1.1		104 pages	5 more pages	~
Chrome extension	★ ① Link identified only by colour 1.4.1 @		104 pages	5.1%  5 more pages	20
	★ (!) Link text used for multiple different destinations 2.4.4 @		31	19.2%	* •

Use the options at the top of the list to filter by role, conformance level, and severity

The symbol next to the issue gives its 'severity' rating

Click on the issue to open a page which lists the pages of your site on which this error occurs. You can then link to a snapshot of each page and the error will be highlighted (if possible). You can link out from this to each live page

Hovering over the question mark gives more information about the error and how to resolve it. This is also given at the top of the page for each issue. The number next to the error title refers to the relevant part of the Web Content Accessibility Guidelines.

Clicking on the grey 'no errors' box shows possible sources of error which do not occur on your site.

				O Ex
Re-calculate issues		* Editor V X Priority Issues	Conformance level	✓ Severity
15 issues fixed	Overall progress			13 issues to fi
	A			
Link text used for multiple different destinations 24.4 @		31 pages	19.2% ▲ 5 more pages	* *
Heading is missing text 1.3.1 @		4 C	33.3% ▼ 2 fewer pages	*
<ol> <li>Local link destination does not exist 1.3.1 Ø</li> </ol>		page C	0% ) No changes	* \$
★ ① Link text is too generic in its current context 24.4 ⊘		1 page C	50.0% - 1 fewer pages	*
★ ① iFrame is missing a title 4.1.2 @		1 page	0% ⊧ No changes	*
★		27 pages	NEW A 27 more pages	* \$
*      Should the table have a description? 1.3.1		9 pages	80.0%  4 more pages	*
27 issue types with no errors				~
	AA			
★		104 pages	5.1% ▲ 5 more pages	*
2 issue types with no errors				~
	AAA			
		45 -		
🜟 🕛 Headings are not nested properly 2.4.10 🝘		pages	12.5% ▲ 5 more pages	* \$

## Accessibility issues which editors cannot resolve

А	Element ID is not unique	For Mosaic - mobile nav problem
А	Link identified only by colour	This is a problem with our designs – for UAS to consider
А	HTML is used to format content	For Mosaic - this applies to tables and accordions
А	Label is not connected to a form control	For Mosaic - problem with grid filter labels (taxonomy names)
А	Form elements are not grouped	For Mosaic – believed to be related to the Feedback form
А	Language of page has not been set	For Mosaic - Sitelist does not have a language set
А	No option to skip repeated content	For Mosaic - we believe we do have a skip to content control, but it's not visible, so we may not be failing on this
А	Non-distinguishable landmarks	For Mosaic – this refers to the information card buttons
А	Content not included in landmarks	For Mosaic
А	Redundant WAI-ARIA attribute	For Mosaic
А	"i" tag used to format text	Ignore – this is how we implement icons
А	No top-level heading on the page	For Mosaic - homepages don't have a visible <h1></h1>
А	Provide enough time	Ignore
А	Is the "small" tag correctly used?	For Mosaic – refers to cookie notice
А	Are landmarks appropriately applied?	For Mosaic
А	Can options logically be grouped together?	Ignore – refers to drop downs having lots of options
А	Is the tabbing sequence logical?	Ignore for now
А	Does the "aria-label" attribute accurately describe the element?	For Mosaic – refers to information card buttons
А	Does the "aria-label" attribute accurately describe the interface control?	For Mosaic - this is about taxonomy filters in grids
AA	Element not highlighted on focus	For Mosaic
AA	Is the image free of text?	Ignore as this seems to pick up the University logo in the header, though be aware of this requirement for your other images
AAA	Colour contrast is insufficient	Ignore – we are meeting AA standards
AAA	Headings are not nested properly	Ignore - this refers to card titles, which are level 3. The grid heading would be level 2, but we mostly don't need those. As long as it's only AAA, we should ignore this.