

## University of Lapland EXAM system accessibility statement

This accessibility statement explains how well EXAM system complies with the Act on the Provision of Digital Services, what shortcomings there are in the accessibility of the service and how you can give us feedback on accessibility problems.

University of Lapland is responsible for this system. We want as many users as possible to be able to access our digital services. We take accessibility into account in the development of digital services.

### How accessible is the website?

This system partly meets the A and AA level accessibility criteria required by law (WCAG criteria 2.1). The online service has some shortcomings in accessibility, which are described in more detail below.

### Did you notice any gaps in accessibility?

We are constantly striving to improve the accessibility of the system. If you observe any issues that are not described on this page, please let us know and we will do our best to fix any shortcomings. We will respond to requests and comments as soon as possible, but no later than within two weeks.

You can contact us by sending an email to [exam\(at\)ulapland.fi](mailto:exam(at)ulapland.fi).

### Accessibility monitoring

The Finnish Transport and Communications Agency Traficom monitors the implementation of accessibility requirements. If you are not satisfied with the response you have received or you do not receive a response at all within two weeks, you can give feedback to the Finnish Transport and Communications Agency Traficom. The website of the Finnish Transport and Communications Agency Traficom provides detailed information on how to file a complaint and how the matter will be processed.

Finnish Transport and Communications Agency Traficom  
Digital Accessibility Supervision Unit  
[www.webaccessibility.fi](http://www.webaccessibility.fi)  
[saavutettavuus@traficom.fi](mailto:saavutettavuus@traficom.fi)  
Telephone (switchboard) +358 295 345 000

### More detailed information on technical accessibility

The system is not yet fully accessible.

## **Content or features that are not yet accessible - Student View**

### **Calendar**

- Some functionalities of the calendar have inappropriate roles, and some functionalities do not have any role. Screen readers do not read all the content correctly. (WCAG 4.1.2)
- Screen reader users are not notified of all visible changes happening in the calendar. (WCAG 4.1.3)
- Using the calendar with mobile screen reader is very difficult. The screen reader does not always read all the relevant content but reads some irrelevant noise content. In addition, mobile screen reader focus often gets trapped in the calendar. (WCAG 1.3.1)

### **Changes of page and other content**

- In the search of exams, there is no notification of search results for screen reader users. When changing the subject area of exams, there is no notification of the change of content. (WCAG 4.1.3)

## **Content or features that are not yet accessible - Tentator and Admin View**

### **General accessibility problems**

- The page titles in the service are not unique. (WCAG 2.4.2)
- The parts of the web pages that are in different language do not have correct language attribute. (WCAG 3.1.1 and 3.1.2)
- Some content does not adapt properly to smaller screens. (WCAG 1.4.10)
- In some cases, the visible keyboard focus indicator does not meet contrast requirements. (WCAG 1.4.11)
- The HTML code of the online service does not fully comply to the specification. (WCAG 4.1.1)

### **Headings and text content**

- In some texts, the screen reader does not interpret line breaks correctly. (WCAG 1.3.1)

### **Links, buttons and forms**

- At some places, the relationships of information are difficult to understand with screen reader. The form fields and their labels are not always programmatically associated. The checkboxes and radio groups of exam questions have not been grouped correctly. In addition, the movement of screen reader focus is not correctly limited in radio groups. This makes it difficult to understand borders of a radio group. (WCAG 1.3.1 and 2.4.3)
- There are extra stops of focus when tabbing through some user interface components. There are also non-informative arrow icons that have not been hidden from screen readers. Sometimes the screen reader reads too much information at one step. Screen reader users receive guidance on how to open a keyboard shortcut guide, but the same information is not given to sighted keyboard-only users who might also benefit from the shortcut instructions. (WCAG 1.3.1)

- Some functionalities do not have an appropriate element or role. At many places, state of functionalities (e.g. whether an accordion is collapsed or expanded, whether a menu item is selected, or if some element is disabled) is not announced to screen reader users. Some functionalities lack an accessible name, or the name is indescriptive or written in English. Actions of these kinds of elements are difficult to understand with screen reader. (WCAG 4.1.2)
- Some functional elements cannot be accessed at all with keyboard. These functionalities include for example adding an attachment in the exam, the text formatting functions in the text editor, and showing the evaluation of an exam. (WCAG 2.1.1)

## Calendar

- Some functionalities of the calendar have inappropriate roles, and some functionalities do not have any role. Screen readers do not read all the content correctly. (WCAG 4.1.2)
- Screen reader users are not notified of all visible changes happening in the calendar. (WCAG 4.1.3)
- Using the calendar with mobile screen reader is very difficult. The screen reader does not always read all the relevant content but reads some irrelevant noise content. In addition, mobile screen reader focus often gets trapped in the calendar. (WCAG 1.3.1)

## Non-textual content

- The online service includes icons whose alt text or accessible name is indescriptive and/or in English. Some icons do not have alt text at all. There are also some decorative icons that have not been hidden from screen readers. (WCAG 1.1.1)

## Modal dialogs

- The focus is not always directed straight to modals. In some cases, the focus is directed to a position inside a modal that is not logical. When closing a modal, the focus does not always remain in the element from which the modal was opened. (WCAG 2.4.3)
- Some headings in the modals have not been programmatically marked as headings. (WCAG 1.3.1)

## Changes of page and other content

- Activating navigation links does not cause ordinary loading of a new page. As a result, a screen reader user does not receive the information that a page has changed. (WCAG 4.1.3)
- In the search of exams, there is no notification of search results for screen reader users. When changing the subject area of exams, there is no notification of the change of content. (WCAG 4.1.3)
- Focus has not been controlled on the website, which results in illogical focus behavior during transitions especially with VoiceOver screen reader. In addition, the tab order of the exam view is inconsistent and differs from the visual reading order. (WCAG 2.4.3)

An effort will be made to correct the shortcomings listed in this statement by 31 December 2026.

## How have we tested accessibility?

The observations in this accessibility statement are based on a third-party assessment of whether the online service meets legal requirements.

This statement was prepared on 19 May 2023.

The statement was last updated on 25 October 2024.

[Act on the Provision of Digital Services \(306/2019\)](#) (in Finnish and Swedish)

[Accessibility Requirements website](#) (in Finnish and Swedish)