



Disproportionate burden assessment: Virtual Tour (www.derby.ac.uk/virtual-tour/)

Assessment made to support derby.ac.uk website Accessibility Statement



02/01/2020

Summary

We aim to be compliant with all areas of The Public sector Bodies (Website and Mobile Applications) (No.2) Accessibility Regulations 2018 as soon as reasonably practicable to support our students and staff to have access to all information available. This disproportionate burden assessment sets out our assessment of the impact of the failure to provide accessible content and the mitigations and aims specifically in connection with the University of Derby's Virtual Tour, which can be found at <https://www.derby.ac.uk/virtual-tour/>. This was first published in March 2017.

There are partial exemptions to the service:

- Maps used that within the service which are not intended for navigation use - REG 4 (d)

We understand that it is essential for us to make available a virtual tour that is fully accessible. A user with specific access requirements should be able to access the Tour content, without having to refer to other pages. However, given we have commenced a project to create a new accessible Tour, the cost, time and resource needed to implement a temporary fix for the current Tour was deemed to be a disproportionate burden. We assessed that removal of the current Tour altogether until a new fully accessible one was created was extreme and unnecessary. The replacement version is expected to launch in Q1 of 2020.

The non-accessible parts of the current Tour are available in accessible format elsewhere on the website and the new Tour will be available shortly. We believe it will be more beneficial for users to be able to access a new and updated Tour that is fully accessible than delay that work and concentrate solely on making the current version accessible but not as up to date as we would like. Therefore, weighing up the inconvenience to users of having to seek the content in accessible format on other site pages for a little longer, against the burden on the University of either duplicating works on two separate versions of the Tour or fixing the current Tour accessibility but not having an updated tour for now, the most beneficial way to proceed is to create a new Tour that is accessible and provide as much support as possible in the interim for the users affected, by pointing them to the same content in accessible format elsewhere. It is also worth mentioning that anyone can visit the University and with notice we can provide a guided tour of the relevant site of interest.

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Inaccessible elements of this service

We have assessed this service and have identified that the main areas which are inaccessible are:

- A keyboard-only user is unable to access all the content on the page.
- There is insufficient contrast between foreground and background colours for some text and graphical objects.
- All content and functionality does not remain available when the page is zoomed to 200%.
- Some images are incorrectly coded and do not have correct text alternatives
- Eight parsing (coding language) errors were identified, which will affect how assistive technologies access the content.

Assessment of time and cost

We anticipate the costs of carrying out the necessary remedial work on the current version of the University of Derby virtual tour to be a significant expense and high resource requirement considering the current development of a new and accessible virtual tour which will be available soon. At this point the current virtual tour will be removed from the website.

Impact of current virtual tour not being accessible

The current accessibility level of our virtual tour pages means that some users accessing the site with assistive technologies would not be able to get to some of the content within the virtual tour. However, the majority of the information [and all of the inaccessible information] provided in the current virtual tour is available in other, accessible content on our website, in the following areas:

- [Our facilities](#)
- [Accommodation](#)
- [Students Union](#)
- [Sports Centre](#)

Circumstances that impact the decision

We are already in the process of creating a new and fully accessible version of the virtual tour to replace the current version, which we expect to go live during Q1 of 2020.

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In these circumstances, the resources required to update the current version of the virtual tour is considered a disproportionate burden. We will soon be updating the content in our Accessibility statement to acknowledge the fact that the current virtual tour is due to be replaced.