

Accessibility Performance Report

Date of Review	9 March 2021
Name of Product Reviewed	NKoda (Desktop Application, Mac OS 11.2.2, iPhone 6 iOS 14.4.1)
Version Number or Date of Release	Version 2.0.11 (376)
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Introduction

Members of the OIT Support Group conducted a review of the NKoda clearinghouse using a free trial subscription on Mac (Big Sur) and an iPhone 6 (iOS 14). The WCAG standard for UTK is AA; however, NKoda is currently “striving” for level A.

Ultimately, we shortened our evaluation of this product because it is non-functional even for able-bodied users for its basic purpose. Furthermore, even if the developers achieve their goal of usability and accessibility at the “A” level, this will be below our guideline threshold for product accessibility at UT.

We strongly advise that UT Libraries and colleges do not subscribe to NKoda, which we found to be poorly designed and below minimal standards for usability, let alone accessibility.

Findings

Basic Usability

Most often, we do not report on basic usability, as this is exploring whether a platform or tool performs its basic functions, period. In almost all cases, it does! So, this would be superfluous. However, when usability is flawed, it needs to be addressed before questions or concerns of accessibility even become relevant. Essentially, if it is not usable to anyone, it certainly isn't usable by people with disabilities.

In the case of NKoda, we found the platform to be largely unusable and poorly designed.

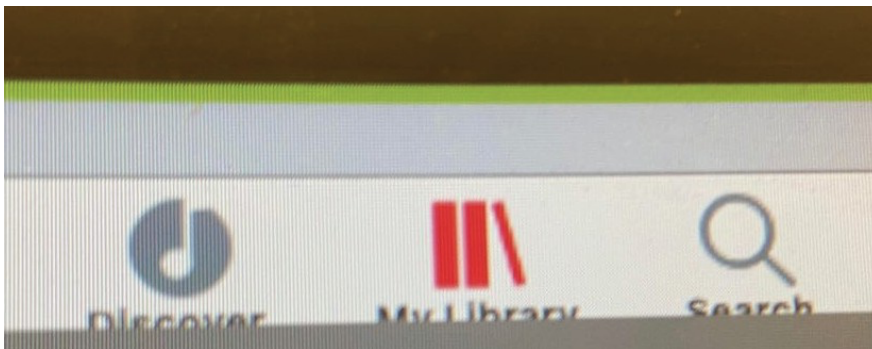
Mac Version

We did not conduct a full evaluation of this product because of the total usability failures at the most basic levels.

From a general usability perspective (precluding accessibility), the platform is confusing for logging in, with institutional login credentials following a non-intuitive and irregular path. Once in, several of the simplest user interface components were poorly constructed and/or unusable.

For example, when selecting sheet music (the purpose of this platform), the sheet music never loaded despite extended wait times on the desktop version.

Interface tools such as the “back” and “forward” buttons worked inconsistently and intermittently. Icons and text at the top of the window were cut off in all contexts.



Essentially, we found the platform - at least on desktop Mac - wholly unusable.

iOS Version

Accessing the platform was somewhat better from an iOS device in the sense that we were (sometimes, not always) able to gain access to the musical scores; however, even when these loaded, page scrolling was intermittent and buggy. For example, we noted that scrolling only works with a compound touch-screen gesture (i.e., up and release), which is not intuitive for iPhone users, for whom scrolling is usually much more natural.

Major Accessibility Concerns

We would reiterate that accessibility is precluded by usability, so these concerns are only relevant after basic usability was established. That said, we have early, major concerns with this platform. If basic usability were established, it would be worth conducting a much more thorough review than what is currently represented here.

Standard

First, Nkoda's goal is to achieve WCAG level "A" accessibility. Level A is the most basic level, and below the expectations from UTK ("AA") and general accessibility standards in education. The fact that Nkoda acknowledges that they have not even achieved Level A is concerning, as is that Level A is their success criterion. Essentially, even if they succeed, they will be below our standard.

Quality Control

The person(s) who put together the Nkoda accessibility statement apparently has limited knowledge of accessibility. For example, they note that Nkoda fails to achieve WCAG 2.2.1 (Timing Adjustable) by saying "Some of the contents on this website may be owned by our publishing partners. Thus, we have contractual obligations to remove contents as and when it is required." **This comment is irrelevant for 2.2.1 indicating that the person completing this doesn't have a basic understanding of the WCAG guidelines.** It would be prudent and necessary for Nkoda to seek external accessibility review, support, and documentation.

Keyboard Functionality

Where Nkoda recognizes that "Not all of the features are currently accessible via keyboard. We will be improving the experience in the future," this overstates the situation. This site is 100% unusable without a mouse.

We also experienced a keyboard trap when using VoiceOver and accessing the help menu. Note that Nkoda incorrectly claims to be successful with "2.1.2: No Keyboard Trap."

Disclaimer: This evaluation was conducted for the University of Tennessee, Knoxville and represents a good faith effort conducted within a limited time frame. It should not be assumed to be complete or free from error. No warranties or guarantees are implied. The University of Tennessee, Knoxville and its staff are not responsible for direct, indirect, or incidental damages based on this work; its use or interpretation by any individual, group, or organization; or on conditions beyond our control.