

# Evaluation Report for Therapieland

## November '25

### About the Evaluation

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<b>Evaluation date</b>	Nov 27 2025

### Executive Summary

Website: Therapieland B.V. (<https://app.therapieland.nl>)

Date: November 27 2025

Status: Partial Conformance with WCAG 2.1 Level AA

This self assessment evaluates the 10 most visited pages covering both client and professional user journeys.

Key Findings:

- 29 criteria compliant
- 19 criteria non-compliant (remediation planned)

Next Steps: Remediation planned for [Q1 2026 / Q2 2026]

**Contact:** [info@therapieland.nl](mailto:info@therapieland.nl) for accessibility questions or feedback.

## Scope of the Evaluation

<b>Website name</b>	<a href="http://app.therapieland.nl">http://app.therapieland.nl</a>
<b>Scope of the website</b>	All web content of the application of Therapieland located at <a href="http://app.therapieland.nl">http://app.therapieland.nl</a>
<b>WCAG Version</b>	2.2
<b>Conformance target</b>	AA
<b>Accessibility support baseline</b>	Baseline defined but not yet fully tested: - Windows 10/11 + NVDA + Chrome - macOS + VoiceOver + Safari - iOS + VoiceOver + Safari. Actual testing will be conducted during remediation phase. Current assessment based on automated tools and manual keyboard/visual inspection.
<b>Additional evaluation requirements</b>	Not provided

# Detailed Audit Results

## Summary

Reported on 55 of 55 WCAG 2.2 AA Success Criteria.

- 29 Passed
- 19 Failed
- 0 Cannot tell
- 7 Not present
- 0 Not checked

## All Results

### 1 Perceivable

#### 1.1 Text Alternatives

Success Criterion	Result	Observations
<b>1.1.1: Non-text Content</b>	Failed	Applicable to Program content. We currently miss a field in the CMS that can add an alternative text. Planned for Q1 2026.

#### 1.2 Time-based Media

Success Criterion	Result	Observations
<b>1.2.1: Audio-only and Video-only (Prerecorded)</b>	Passed	
<b>1.2.2: Captions (Prerecorded)</b>	Failed	Planned for Q1 2026
<b>1.2.3: Audio Description or Media Alternative (Prerecorded)</b>	Passed	

<b>1.2.4: Captions (Live)</b>	Not present	
<b>1.2.5: Audio Description (Prerecorded)</b>	Not present	

### 1.3 Adaptable

<b>Success Criterion</b>	<b>Result</b>	<b>Observations</b>
<b>1.3.1: Info and Relationships</b>	Failed	Content structure and relationships are currently only visible (e.g., through larger or bold text). This information is not correctly communicated in the code (e.g., due to incorrect headings or lists). As a result, users of assistive technologies, such as screen readers, cannot understand the page's organization and cannot navigate efficiently. Planned for Q1 2026.
<b>1.3.2: Meaningful Sequence</b>	Passed	
<b>1.3.3: Sensory Characteristics</b>	Passed	
<b>1.3.4: Orientation</b>	Passed	
<b>1.3.5: Identify Input Purpose</b>	Passed	

### 1.4 Distinguishable

<b>Success Criterion</b>	<b>Result</b>	<b>Observations</b>
<b>1.4.1: Use of Color</b>	Passed	
<b>1.4.2: Audio Control</b>	Passed	
<b>1.4.3: Contrast (Minimum)</b>	Failed	Brand color palette is being updated in order to update specific colors on several pages to provide the right contrast ratio. This is currently in progress. Expected to be finished in Q1.
<b>1.4.4: Resize text</b>	Passed	
<b>1.4.5: Images of Text</b>	Failed	Currently, some key textual content on the platform is presented as images of text rather than actual HTML text. This prevents users who rely on assistive technologies from resizing, restyling, or adjusting the contrast of the text. Because our program library is extensive, addressing this issue requires significant manual changes across all existing programs, making the content inaccessible and posing a substantial remediation challenge. Planned for Q2 2026.
<b>1.4.10: Reflow</b>	Passed	
<b>1.4.11: Non-text Contrast</b>	Passed	

<b>1.4.12: Text Spacing</b>	Failed	The platform's design currently fails to accommodate user-customized text spacing. When a user adjusts spacing settings (such as line height, paragraph spacing, or letter spacing) to improve readability, content frequently overlaps, breaks the layout, or becomes hidden. This makes the text illegible for users who require these adjustments. Planned for Q1 2026.
<b>1.4.13: Content on Hover or Focus</b>	Passed	

## 2 Operable

### 2.1 Keyboard Accessible

<b>Success Criterion</b>	<b>Result</b>	<b>Observations</b>
<b>2.1.1: Keyboard</b>	Failed	Solution is pending, expect to deliver January Q1.
<b>2.1.2: No Keyboard Trap</b>	Failed	Interactive components on the platform (modals, date selectors & widgets) can currently trap keyboard focus, preventing users from moving to other parts of the page using the standard Tab and Shift + Tab keys. This blocks keyboard-only users from accessing all content and functionality, making certain areas of the platform unusable. Planned for Q1 2026.

<b>2.1.4: Character Key Shortcuts</b>	Not present	
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## 2.2 Enough Time

Success Criterion	Result	Observations
<b>2.2.1: Timing Adjustable</b>	Not present	
<b>2.2.2: Pause, Stop, Hide</b>	Not present	

## 2.3 Seizures and Physical Reactions

Success Criterion	Result	Observations
<b>2.3.1: Three Flashes or Below Threshold</b>	Not present	

## 2.4 Navigable

Success Criterion	Result	Observations
<b>2.4.1: Bypass Blocks</b>	Passed	
<b>2.4.2: Page Titled</b>	Passed	
<b>2.4.3: Focus Order</b>	Failed	The order in which interactive elements (buttons, links, form fields) receive keyboard focus is sometimes illogical and unpredictable, frequently jumping across the page. This breaks the visual and functional flow of content, causing keyboard users

		to lose their place and struggle to understand the page layout, which prevents efficient task completion. Planned for Q1 2026.
<b>2.4.4: Link Purpose (In Context)</b>	Failed	Solution pending, expected to deliver January 2026.
<b>2.4.5: Multiple Ways</b>	Passed	
<b>2.4.6: Headings and Labels</b>	Passed	
<b>2.4.7: Focus Visible</b>	Failed	Interactive elements on the platform sometimes lack a clear, visible focus indicator when navigated using the keyboard. This prevents keyboard-only users from knowing exactly which element is currently active, making it difficult or impossible to predict the result of an action (like pressing Enter) and leading to user errors. Planned for Q1 2026.
<b>2.4.11: Focus Not Obscured (Minimum)</b>	Passed	

## 2.5 Input Modalities

<b>Success Criterion</b>	<b>Result</b>	<b>Observations</b>
<b>2.5.1: Pointer Gestures</b>	Passed	

<b>2.5.2: Pointer Cancellation</b>	Passed	
<b>2.5.3: Label in Name</b>	Failed	Solution pending, expected to deliver Januari 2026
<b>2.5.4: Motion Actuation</b>	Not present	
<b>2.5.7: Dragging Movements</b>	Passed	
<b>2.5.8: Target Size (Minimum)</b>	Passed	

### 3 Understandable

#### 3.1 Readable

<b>Success Criterion</b>	<b>Result</b>	<b>Observations</b>
<b>3.1.1: Language of Page</b>	Passed	
<b>3.1.2: Language of Parts</b>	Failed	The system's outgoing HTML emails currently lack a proper language declaration (the lang attribute). This prevents email clients and assistive technologies from correctly interpreting the language of the content, which can lead to mispronounced words by screen readers and failure to apply language-specific display settings, hindering comprehension. Planned for Q2 2026.

### 3.2 Predictable

Success Criterion	Result	Observations
3.2.1: On Focus	Passed	
3.2.2: On Input	Passed	
3.2.3: Consistent Navigation	Passed	
3.2.4: Consistent Identification	Passed	
3.2.6: Consistent Help	Passed	

### 3.3 Input Assistance

Success Criterion	Result	Observations
3.3.1: Error Identification	Passed	
3.3.2: Labels or Instructions	Failed	Planned for Q2 2026.
3.3.3: Error Suggestion	Failed	When users encounter input errors in forms, the system in some cases fails to provide clear, context-specific suggestions on how to correct the mistake (e.g., suggesting the correct format for an email or the required structure for a password). This forces users to guess how to fix the error, leading to frustration and

		preventing efficient completion of tasks. Planned for Q1.
<b>3.3.4: Error Prevention (Legal, Financial, Data)</b>	Passed	
<b>3.3.7: Redundant Entry</b>	Failed	Planned for Q2 2026.
<b>3.3.8: Accessible Authentication (Minimum)</b>	Failed	Planned for Q2 2026.

#### 4 Robust

##### 4.1 Compatible

<b>Success Criterion</b>	<b>Result</b>	<b>Observations</b>
<b>4.1.2: Name, Role, Value</b>	Failed	Interactive components (buttons, links, form fields, and custom widgets) on the platform fail to consistently communicate their name, role, and current value to assistive technologies. This lack of essential semantic information prevents users who rely on screen readers from accurately understanding the function, state (e.g., checked, selected), and intended action of elements, making the platform difficult to use efficiently. Planned for Q2 2026.

<b>4.1.3: Status Messages</b>	Failed	The platform's NotificationBar component fails to communicate dynamic status messages to users of assistive technologies (such as screen readers). Because the component is missing the necessary ARIA attributes (role, aria-live, and aria-atomic), users are not automatically alerted to important updates, errors, or changes on the page, leading to missed information and a failure to perceive critical system feedback. Planned for Q2 2026.
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## Sample of Audited Web Pages

1. Program step - `/**/organisations/*/treatment-assignment/*/step/*parameter*`
2. Dashboard - `/**/dashboard`
3. Login - `/**/login`
4. Program overview - `/**/organisations/*/treatments`
5. Chat - `/**/chat`
6. Program detail - `/**/organisations/*/treatment-assignment/*`
7. Client overview - `/*/patients (PROF)`
8. Program step (prof) - `/**/organisations/*/treatment/*/step/*parameter* (PROF)`
9. Care plan - `/**/patient-care-plans && /**/patient-care-plans/* (CLIENT)`
10. Careplan - Client (Prof) - `///patients/*`

## Web Technology

HTML,CSS,WAI-ARIA,JavaScript,PDF

## Recording of Evaluation Specifics

Not provided