



# Liaison Full CRM Accessibility Conformance Report

## Section 508 Edition

(Based on VPAT® Version 2.5)

### **Name of Product/Version:**

Outcomes By Liaison – Full CRM

### **Report Date:**

July 31, 2026

### **Product Description:**

A higher education focused CRM that allows institutions to manage their funnel, send marketing communications, review incoming applications, and issue decision letters.

### **Contact Information:**

accessibility@liaisonedu.com

### **Notes:**

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"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed between 2026 February 12th to 27th. The accessibility evaluation for section 508 was performed between 2026 July 28<sup>th</sup> to 30<sup>th</sup>. The latest validation of issues was performed in the month of July 2026.

## Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility audit. Manual audit was performed using Windows/Chrome and included exclusive use of the keyboard. Automated tools used included Axe Auditor and the Axe DevTools browser extension. Assistive technologies employed included latest version of NVDA v.2025.1.

## Scope of Evaluation

The pages in the following table were evaluated as part of the audit on which this report is based.

| Page Title               | URL                                                                                                                                                                                                           |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add Contact Dialog       | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/contacts">https://client-test-sandbox.ats-uat.slideroom.io/#/contacts</a>                                                                         |
| Add New Contact Type     | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-types/new">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-types/new</a>                                     |
| Add New Contact Views    | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-views/new">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-views/new</a>                                     |
| Add New Contact Workflow | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/workflows/new?objectType=Contact">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/workflows/new?objectType=Contact</a>       |
| Add New Email Message    | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages/manage/new/email">https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages/manage/new/email</a>         |
| Add New Email Template   | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-email-templates/new">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-email-templates/new</a>                 |
| Add New Export Type      | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/exports/new">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/exports/new</a>                                                 |
| Add New Inquiry Form     | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/forms/inquiry/new">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/forms/inquiry/new</a>                                     |
| Add New Users            | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/users/new">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/users/new</a>                                                     |
| Add Task Modal           | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/tasks">https://client-test-sandbox.ats-uat.slideroom.io/#/tasks</a>                                                                               |
| Add Tile Modal           | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#">https://client-test-sandbox.ats-uat.slideroom.io/#</a>                                                                                           |
| API Keys                 | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/developer">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/developer</a>                                                     |
| Bulk Messages            | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages">https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages</a>                                           |
| Contact Profile Flyout   | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/contacts">https://client-test-sandbox.ats-uat.slideroom.io/#/contacts</a>                                                                         |
| Contact Segments         | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-segments">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/contact-segments</a>                                       |
| Create Campaign          | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/outreach/campaigns/build">https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/outreach/campaigns/build</a>                     |
| Create Report            | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/reports/new">https://client-test-sandbox.ats-uat.slideroom.io/#/reports/new</a>                                                                   |
| Edit Criteria Dialog     | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#">https://client-test-sandbox.ats-uat.slideroom.io/#</a>                                                                                           |
| Edit Dashboard           | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#">https://client-test-sandbox.ats-uat.slideroom.io/#</a>                                                                                           |
| Email Template Preview   | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/outreach/email-templates/build/118">https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/outreach/email-templates/build/118</a> |
| Email Templates          | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/outreach/email-templates">https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/outreach/email-templates</a>                     |

| Page Title                   | URL                                                                                                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Export Destinations          | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/export-destinations">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/export-destinations</a>                                           |
| Field Dictionary             | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/field-dictionary">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/field-dictionary</a>                                                 |
| General Settings             | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/organization">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/organization</a>                                                         |
| Goal Details                 | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/analytics/goals/64da46bafa992600011be39a">https://client-test-sandbox.ats-uat.slideroom.io/#/analytics/goals/64da46bafa992600011be39a</a>                   |
| Goals                        | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/analytics/goals">https://client-test-sandbox.ats-uat.slideroom.io/#/analytics/goals</a>                                                                     |
| Grid Columns Modal           | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#">https://client-test-sandbox.ats-uat.slideroom.io/#</a>                                                                                                     |
| Login                        | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/login?redirect=settings%2Forganization">https://client-test-sandbox.ats-uat.slideroom.io/#/login?redirect=settings%2Forganization</a>                       |
| Manage Inquiry Portal        | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/inquiry-portal/manage">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/inquiry-portal/manage</a>                                       |
| Manage Program Properties    | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/program-properties/manage">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/program-properties/manage</a>                               |
| Manage Student Portal        | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/student-portal/manage">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/student-portal/manage</a>                                       |
| Message Details              | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages/details/200">https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages/details/200</a>                             |
| Message Details - Engagement | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages/details/200?tab=messaging">https://client-test-sandbox.ats-uat.slideroom.io/#/marketing/bulk-messages/details/200?tab=messaging</a> |
| My Account                   | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/account">https://client-test-sandbox.ats-uat.slideroom.io/#/account</a>                                                                                     |
| My Dashboard                 | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#">https://client-test-sandbox.ats-uat.slideroom.io/#</a>                                                                                                     |
| Notifications                | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/notifications">https://client-test-sandbox.ats-uat.slideroom.io/#/notifications</a>                                                                         |
| Program Properties           | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/program-properties">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/program-properties</a>                                             |
| Reports                      | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/reports">https://client-test-sandbox.ats-uat.slideroom.io/#/reports</a>                                                                                     |
| Settings - Users             | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/users">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/users</a>                                                                       |
| Student Portal               | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/settings/student-portal">https://client-test-sandbox.ats-uat.slideroom.io/#/settings/student-portal</a>                                                     |
| Tasks                        | <a href="https://client-test-sandbox.ats-uat.slideroom.io/#/tasks">https://client-test-sandbox.ats-uat.slideroom.io/#/tasks</a>                                                                                         |

In addition to the pages listed above, the following components that appear on multiple pages were tested as part of the audit:

- Calendar widget
- Header
- Left nav
- Pagination
- Settings side bar

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline                                                                                      | Included In Report                                |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>                                                | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>                                                | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.2</a>                                                | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a> | (Yes)                                             |

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

## WCAG 2.2 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

### Table 1: Success Criteria, Level A

Notes:

| Criteria                                                                                                                                                                                                                          | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">1.1.1 Non-text Content</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"><li>• 501 (Web)(Software)</li><li>• 504.2 (Authoring Tool)</li><li>• 602.3 (Support Docs)</li></ul> | Web: Partially Supports | Web: Most non-text content has text alternatives or a text alternative that serves an equivalent purpose. The following exceptions exist: <ul style="list-style-type: none"><li>• An image has a text alternative that is different from what the image represents, so people who are blind and/or use a screen reader will be given different information than sighted users. This occurs on the following page: Student Portal.</li><li>• Some images do not have a text alternative that contains essential text from the visual image, so people who are blind and/or use a screen reader will not understand the information available in the image. This occurs in the following component: Left nav and following pages: My Dashboard; Export Destinations; Edit Dashboard.</li></ul> |

| Criteria                                                                                                                                                                                                                                                                   | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                            |                         | <ul style="list-style-type: none"> <li>An author created media file does not allow authors to customize alt, so people who are blind and/or use a screen reader may not now the subject of the file before playing it. This occurs on the following page: Add New Email Template.</li> </ul> |
| <u><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Web: Not Applicable     | Web: Prerecorded audio-only and video-only files are not present.                                                                                                                                                                                                                            |
| <u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                               | Web: Not Applicable     | Web: Prerecorded videos are not present.                                                                                                                                                                                                                                                     |
| <u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Not Applicable     | Web: Prerecorded videos are not present, so the audio description is not required.                                                                                                                                                                                                           |
| <u><a href="#">1.3.1 Info and Relationships</a></u> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                               | Web: Partially Supports | Web: Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. The following exceptions exist:                                                                                                               |

| Criteria | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |                   | <ul style="list-style-type: none"> <li>• Content that is visually presented as a list is not marked up as a list, so the presence and structure of the list are not conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs in the following component: Left nav.</li> <li>• Some text that visually functions as a heading is not marked up as a heading, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: General Settings; API Keys; Create Report; Message Details - Engagement; Notifications.</li> <li>• Some content that is visually presented as a list is not properly marked up as a list, so the structures of those lists are not correctly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs in the following component: Left nav and following pages: Manage Program Properties; API Keys.</li> <li>• One or more data cells is incorrectly marked up as a header cell in some tables, so the table structure and the header/data relationship between the cell(s) and other cells in those tables will be incorrectly conveyed to people who are blind and/or use a screen reader. This occurs on the following pages: Tasks; Contact Segments; Settings - Users; Reports; API Keys.</li> </ul> |

| Criteria                                                                                                                                                                                                                                           | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                    |                         | <ul style="list-style-type: none"> <li>• Some blocks of text are marked up as headings but are not headings, so the structure of the content is misrepresented to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Message Details - Engagement; General Settings; My Dashboard; Notifications; Login.</li> <li>• Some groups of form controls are not programmatically associated with their group label, so the purpose of individual controls in each group cannot be understood by people who are blind and/or use a screen reader. This occurs on the following pages: Manage Student Portal; Bulk Messages.</li> <li>• A set of radio buttons is not programmatically grouped, so the group label for the set of radio buttons will not be conveyed to people who are blind and/or use a screen reader, and they will not understand the purpose of the individual radio buttons. This occurs on the following page: Add New Email Message.</li> </ul> |
| <p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Partially Supports | <p>Web: The reading and navigation order of most content is logical and intuitive. The following exception exists:</p> <ul style="list-style-type: none"> <li>• Some visually hidden content is announced by a screen reader, so people who are blind and/or use a screen reader may be misled or confused when hearing content that is not intended to be part of the reading order on the</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Criteria                                                                                                                                                                                                                                                  | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                           |                         | page. This occurs on the following page: Bulk Messages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports           | Web: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>            | Web: Partially Supports | <p>Web: For most content, color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• Color is used as the only method to convey the state (such as "checked," "pressed," or "selected") of some controls, so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs in the following component: Calendar widget and following pages: Message Details; Add New Email Template; Add New Email Message; Bulk Messages; Edit Dashboard; Message Details - Engagement; Field Dictionary.</li> <li>• Color is used as the only method to convey information so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the following page: Add New Contact Type.</li> <li>• Color is the only visual method used to identify a link, and the contrast ratio of some links' text</li> </ul> |

| Criteria                                                                                                                                                                                                                        | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                 |                         | with the color of the surrounding text is less than 3:1, so people who are colorblind or have low vision may not be able to identify those links. This occurs on the following pages: Add New Users; My Dashboard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">1.4.2 Audio Control</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>    | Web: Supports           | Web: A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">2.1.1 Keyboard</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>         | Web: Partially Supports | Web: On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and access keys are present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exception exists: <ul style="list-style-type: none"> <li>The content in a scrollable region cannot be accessed using a keyboard, so people who use a keyboard to navigate will not be able to view this content. This occurs on the following page: Email Template Preview.</li> </ul> |
| <a href="#">2.1.2 No Keyboard Trap</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports           | Web: Keyboard focus is never locked or trapped in a particular area, and the user can navigate to and from all navigable elements using only a keyboard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Criteria                                                                                                                                                                                                                                      | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)<br>Revised Section 508 – Does not apply                                                                                                                                     | Web: Supports           | Web: If a single-character key shortcut exists, then the single-character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.                                                                                                                                                                                                                                                                                                                                           |
| <b><u>2.2.1 Timing Adjustable</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                | Web: Partially Supports | Web: In most cases, when a time limit exists, the user is given an option to turn off, adjust, or extend the time limit. The following exception exists: <ul style="list-style-type: none"> <li>Some content visually appears and disappears with no ability to adjust how long the content is visible, potentially preventing people who are blind, have low vision, or have mobility or cognitive disabilities from locating or reading the content. This occurs on the following pages: My Account; API Keys; Message Details.</li> </ul> |
| <b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                | Web: Supports           | Web: Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Not Applicable     | Web: The tested application does not contain flashing content.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Criteria                                                                                                                                                                                                                                                                                                              | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) - Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) - Does not apply to non-web docs</li> </ul> | Web: Supports           | Web: A method is provided to skip navigation and other page elements that are repeated across web pages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                                                         | Web: Does Not Support   | <p>Web: Most, if not all, pages do not have descriptive and informative titles. The following issue exists:</p> <ul style="list-style-type: none"> <li>• The page's programmatic title does not identify the purpose of the page, so people who use a screen reader will not know the purpose of the page without reading its content. This occurs on the following pages: Add New Inquiry Form; Add New Contact Type; Reports; Add New Contact Views; Manage Student Portal; Add New Users; Add New Export Type; Notifications; Email Template Preview; API Keys; Create Report; Add New Email Message; Edit Dashboard; Goal Details; Export Destinations; Tasks; Student Portal; Create Campaign; My Account; Message Details; General Settings; My Dashboard; Add New Contact Workflow; Goals; Manage Program Properties; Program Properties; Manage Inquiry Portal; Field Dictionary; Bulk Messages; Contact Segments; Add New Email Template; Settings - Users; Email Templates; Login.</li> </ul> |
| <p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>                                                                                                                                                                                                                   | Web: Partially Supports | Web: The navigation order of most interactive elements (such as links, buttons, or form elements) is                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Criteria                                                                                                                                  | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> |                   | <p>logical and preserves meaning and operability. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• Keyboard focus is lost or misplaced as a result of user interaction or content update, or refresh, so people who use the keyboard to navigate content (including screen reader users) will become disoriented. This occurs in the following component: Header and following pages: Add New Email Template; Add New Users; Grid Columns Modal.</li> <li>• The focus order is not logical and presents content in an order that misrepresents its meaning or operability, so people who use a keyboard, switch control, or other assistive technology to navigate content may become disoriented or confused. This occurs on the following page: Contact Profile Flyout.</li> <li>• Keyboard focus or touch screen swiping goes to multiple elements that are hidden or empty, so people who use the keyboard to navigate content (including screen reader users) may become disoriented or confused. This occurs in the following component: Header and following pages: Field Dictionary; Bulk Messages.</li> <li>• When a modal closes, keyboard focus is not returned to the control that opened the modal or to another logical location, so people who use the keyboard to navigate content (including screen reader users) may become disoriented on the page. This occurs on the</li> </ul> |

| Criteria                                                                                                                                                                                                                                                    | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                                                                                                                                                                                                             |                         | following pages: My Account; Email Templates.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Partially Supports | <p>Web: The purpose of most links can be determined from the link text alone or from the link text and its programmatic context. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• The purpose of multiple links is not made clear by each link's text or the context provided by the content that immediately surrounds it, so people who are blind and/or use a screen reader will not know where each link goes. This occurs on the following pages: Bulk Messages; Message Details.</li> <li>• Multiple links have identical link text but different destinations, and the context provided by the content that immediately surrounds each link does not provide any clarification, so people who are blind and/or use a screen reader will not know or may be confused about where each link goes. This occurs on the following page: Edit Dashboard.</li> <li>• An author created media file does not allow authors to customize the link text, so people who are blind and/or use a screen reader will not know the purpose of the link. This occurs on the following pages: Add New Email Template; Manage student portal.</li> </ul> |
| <p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                               | Web: Supports           | Web: All functionality that can be operated with a pointer can be operated with single-point actions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                           | Web: Supports           | Web: For functionality that can be operated using a single pointer, at least one of the following is true:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Criteria                                                                                                  | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                                                           |                         | <ul style="list-style-type: none"> <li>• The action is not triggered on the down event.</li> <li>• The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion.</li> <li>• The up-event reverses any outcome of the preceding down-event.</li> <li>• Completing the function on the down-event is essential.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)<br/>Revised Section 508 – Does not apply</p> | Web: Partially Supports | <p>Web: For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• The accessible name of multiple interactive elements (such as links, buttons, or form inputs) does not contain the visible label, so people who use speech input to navigate and operate content will not be able to access those elements. This occurs in the following component: Left nav and following pages: Manage Inquiry Portal; Manage Student Portal; Tasks; Notifications; Message Details; Add New Contact Workflow; Bulk Messages; My Account; Contact Profile Flyout; Settings - Users; Add New Users; Contact Segments; Create Report; Add Task Modal.</li> <li>• The accessible name of multiple interactive elements (such as links, buttons, or form inputs) includes the visible label but has other words interspersed, so people who use speech input to navigate and operate content</li> </ul> |

| Criteria                                                                                                                                                                                                                              | Conformance Level | Remarks and Explanations                                                                                                                                                                                                    |
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|                                                                                                                                                                                                                                       |                   | will not be able to access those elements. This occurs on the following pages: Add New Contact Workflow; Tasks.                                                                                                             |
| <a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)<br>Revised Section 508 – Does not apply                                                                                                                                  | Web: Supports     | Web: Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.                                                  |
| <a href="#">3.1.1 Language of Page</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports     | Web: The language of each page is correct and can be determined programmatically.                                                                                                                                           |
| <a href="#">3.2.1 On Focus</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>         | Web: Supports     | Web: When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.                      |
| <a href="#">3.2.2 On Input</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>         | Web: Supports     | Web: When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.           |
| <a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)<br>Revised Section 508 – Does not apply                                                                                                                                      | Web: Supports     | Web: On web pages that contain help features (including human or automated contact options or self-help options), those features occur in the same order relative to other page content unless the user changes that order. |

| Criteria                                                                                                                                                                                                                                                 | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Web: Supports           | Web: For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Partially Supports | <p>Web: For most form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• The labels for some form fields are missing, so each field's purpose is not clear. This occurs on the following pages: Reports; Contact Segments; Settings - Users; Email Templates; Tasks; API Keys; Add New Email Template; Bulk Messages; Add Contact Dialog.</li> <li>• Some labels of elements are not persistent (always visible on the page), so each element's purpose may be difficult to discover. This occurs in the following component: Header and following pages: Add Task Modal; Field Dictionary; Manage Inquiry Portal.</li> <li>• Some select or dropdown controls are missing visible labels, so the information or selection expected before interacting with each control cannot be understood. This occurs on the following pages: Edit Dashboard; Tasks; Settings - Users; Reports.</li> <li>• Some visible Instructions for a form input field are not available for people who use assistive</li> </ul> |

| Criteria                                                                                                                                                                                                                                      | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                                                                                                                                                                                                                               |                         | technology. This occurs on the following page: Add New Email Template.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)<br/>Revised Section 508 – Does not apply</p>                                                                                                                                        | Web: Supports           | Web: If information previously entered by, or provided to, the user is required to be entered again in the same process, that information is either automatically populated or available for the user to select unless the previously entered information is no longer valid or re-entering the information is essential or required to ensure security.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)<br/>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Partially Supports | <p>Web: The name, role, state, and/or value of most user interface components can be programmatically determined. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• A link does not have discernible text, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the destination or function of the link. This occurs on the following page: Manage Inquiry Portal.</li> <li>• Multiple elements that appear and function like a combo box do not have the required attributes in its HTML code needed to provide its programmatic role, name, state, and other properties to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of each element or how to interact with it. This occurs on the following pages: Add Task Modal; Edit Dashboard.</li> </ul> |

| Criteria | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|          |                   | <ul style="list-style-type: none"> <li>• In a table that can be sorted by column, the sorted state (ascending or descending) of the table's columns is not conveyed to assistive technology or the state conveyed is incorrect, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the order in which the table's content is presented and whether that order is meaningful when interpreting the data. This occurs on the following pages: Tasks; Bulk Messages; Reports.</li> <li>• Multiple elements with a "link," "button," or "menu item" role are missing or has an incorrect programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to determine the name of each element and may not understand its purpose or content or how to interact with it. This occurs on the following pages: Manage Student Portal; Email Template Preview.</li> <li>• A link does not have a programmatic role, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose and function of the link or how to interact with it. This occurs on the following page: Goals.</li> <li>• Multiple buttons do not have a programmatic role, so each button's role (usually button, but sometimes link or something else) is not conveyed to screen readers and other</li> </ul> |

| Criteria | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|          |                   | <p>assistive technologies and will not be available to people who use those technologies. This occurs in the following component: Calendar widget and following pages: Bulk Messages; Email Templates; Add New Contact Views; Message Details.</p> <ul style="list-style-type: none"> <li>• When a button is pressed, its pressed state is not conveyed programmatically, so people who are blind and/or use a screen reader or other assistive technology will not be informed that the button is pressed. This occurs on the following page: Bulk Messages.</li> <li>• When some controls are disabled, their disabled state is not conveyed programmatically, so people who are blind and/or use a screen reader or other assistive technology will not be informed that the controls are disabled. This occurs on the following pages: Add New Export Type; Contact Segments.</li> <li>• For some elements that allow a user either to select or not select a single option (like a checkbox or radio buttons) or to select from among 2 or more options (like a select dropdown), the state (such as checked/unchecked or selected/not selected) is not conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of each element, the options available, and whether</li> </ul> |

| Criteria | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|          |                   | <p>the element or an option is currently checked. This occurs in the following components: Calendar widget; Left nav and following pages: Field Dictionary; Add Tile Modal; Message Details; Manage Student Portal; Email Template Preview; Notifications; Add New Email Template; Bulk Messages; Reports; Goals; Edit Dashboard; Manage Inquiry Portal; Add New Contact Type.</p> <ul style="list-style-type: none"> <li>• The programmatic state of some elements that reveal or hide content ("expanded" or "collapsed") is missing or is used incorrectly, so people who are blind and/or use a screen reader or other assistive technology will not be informed of the current state of each element or the state will be misrepresented. This occurs in the following component: Header and following pages: Add New Email Template; Email Templates; Email Template Preview.</li> <li>• Inappropriate Index count is provided for the radio buttons. This occurs on the following page: Add New Email Message.</li> </ul> |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria                                                                                    | Conformance Level   | Remarks and Explanations                                                                          |
|---------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------|
| <a href="#">1.2.4 Captions (Live)</a> (Level AA)<br>Also applies to:<br>Revised Section 508 | Web: Not Applicable | Web: Live multimedia files with audio are not present, so synchronized captions are not required. |

| Criteria                                                                                                                                                                                                                                                        | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                                                                                                       |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Not Applicable     | Web: Prerecorded multimedia files are not present, so audio descriptions are not required.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                       | Web: Supports           | Web: Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                            | Web: Partially Supports | <p>Web: The purpose of most input fields that collect an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components. The following exception exists:</p> <ul style="list-style-type: none"> <li>• No programmatic purpose is provided for some input elements (like text input fields), so browsers or assistive technology are not able to automatically suggest information to fill in the inputs. This occurs on the following pages: Login; My Account; Add New Users.</li> </ul> |
| <p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>              | Web: Does Not Support   | <p>Most, if not all, text and images of regular text does not have the required color contrast ratio with their backgrounds. The following issues exist:</p> <ul style="list-style-type: none"> <li>• The color contrast ratio between text and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following pages: Add New Email Template;</li> </ul>                                                                                                          |

| Criteria                                                                                                                                                                                                                                      | Conformance Level              | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                                                                                                                                                                                               |                                | <p>Manage Student Portal; Email Template Preview; Goal Details; Add New Contact Workflow; Manage Program properties; Message Details – Engagement; Manage Inquiry Portal; Add New Inquiry Form; Add New Contact Workflow; API Keys; Add New Contact Views.</p> <ul style="list-style-type: none"> <li>• The color contrast ratios on hover or focus between the text labels of some controls and their background are less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text label of each control. This occurs in the following component: Calendar widget and following page: Bulk Messages.</li> <li>• The color contrast ratio between text placed over an image and that image is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following page: Message Details - Engagement.</li> </ul> |
| <p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Partially Supports</p> | <p>Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to that content. This occurs on the following pages: Message Details; Bulk Messages; Email Template Preview; Add New Contact Views.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Criteria                                                                                                                                                                                                                                 | Conformance Level     | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|                                                                                                                                                                                                                                          |                       | <ul style="list-style-type: none"> <li>Functionality is lost when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to this functionality. This occurs on the following pages: Manage Inquiry Portal; Add New Inquiry Form; Add New Users; Email Template Preview.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports         | Web: When content can be presented visually using only text, an image of text is not used to present that text.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                    | Web: Does Not Support | <p>Web: The content of most, if not all, pages is not viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following issues exist:</p> <ul style="list-style-type: none"> <li>When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content does not fit horizontally, so it cannot be viewed without scrolling. People with low vision who increase the size of text and other content using the browser zoom may have difficulty accessing the content that can only be seen by horizontal scrolling. This occurs on the following pages: Add New Users; My Account; Add New Contact Type; Create Campaign.</li> <li>When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and</li> </ul> |

| Criteria                                                                                                      | Conformance Level              | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|                                                                                                               |                                | <p>cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following pages: Goals; Edit Dashboard; Tasks; Email Template Preview; Add New Email Message; My Dashboard; Bulk Messages.</p> <ul style="list-style-type: none"> <li>When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content or functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access all of the page's content and/or functionality. This occurs in the following components: Header; Settings side bar; Left nav and following pages: Add New Contact Views; Message Details; Manage Inquiry Portal; Add New Email Template; Edit Dashboard; General Settings; Create Report; Email Template Preview; Add Tile Modal; My Account; Add New Email Message; Bulk Messages; Grid Columns Modal; Add New Inquiry Form; My Dashboard; Notifications; API Keys; Edit Criteria Dialog; Add New Users; Reports; Create Campaign; Settings - Users; Add Task Modal.</li> </ul> |
| <p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 and 2.2)<br/>Revised Section 508 – Does not apply</p> | <p>Web: Partially Supports</p> | <p>Web: Most of the boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Criteria | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|          |                   | <p>color contrast ratio with adjacent color(s) or their background. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• The visual boundaries of some interactive elements (like a radio button or input fields) do not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty in perceiving the boundaries of the interactive element. This occurs on the following pages: Edit Criteria Dialog; Add New Email Template; Manage Student Portal; My Account; Create Report; Add New Inquiry Form; Add New Users; Contact Segments; Add New Contact Workflow; Add New Contact Type; Add New Contact Views; Notifications; Edit Dashboard; Add Contact Dialog; Login; Create Campaign.</li> <li>• The focus indicators of some interactive elements (like buttons or input fields) do not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving when each interactive element is receiving focus. This occurs in the following components: Calendar widget; Settings side bar and following pages: Bulk Messages; Manage Student Portal; Grid Columns Modal.</li> <li>• The indicators for the state of some interactive elements (like checkboxes or radio buttons) do not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty in</li> </ul> |

| Criteria                                                                                                                | Conformance Level              | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                                                                         |                                | <p>perceiving the state of the interactive elements. This occurs in the following components: Settings side bar; Left nav and following pages: Add New Users; Add New Contact Workflow; Notifications; Create Campaign; My Account; Add New Contact Type; Email Template Preview; Manage Student Portal.</p> <ul style="list-style-type: none"> <li>Some images or graphics (like a chart) or parts of the image/graphic required to understand its content do not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able to understand the information presented by the image/graphic. This occurs on the following pages: Add New Contact Workflow; Manage Inquiry Portal.</li> </ul> |
| <p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)<br/>Revised Section 508 – Does not apply</p>              | <p>Web: Partially Supports</p> | <p>Web: For most content, the spacing between letters, words, lines of text, and paragraphs can be adjusted with no loss of content or functionality. The following exception exists:</p> <ul style="list-style-type: none"> <li>When text spacing is adjusted to help people with vision, reading, and/or cognitive disabilities, some content cannot be seen because it is cut off. This occurs on the following pages: Message Details; Message Details - Engagement; Bulk Messages.</li> </ul>                                                                                                                                                                                                                                                                       |
| <p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)<br/>Revised Section 508 – Does not apply</p> | <p>Web: Partially Supports</p> | <p>Web: In most cases, when additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Criteria                                                                                                                                                                                                                                                                                                           | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                                                                                                                                                                                                                                                                                                    |                         | <p>over, and the content persists until the user dismisses it. The following exception exists:</p> <ul style="list-style-type: none"> <li>Content that appears on mouse hover (such as tooltips, drop-down menus, or popups) disappears when the mouse pointer is moved over that content, meaning people with disabilities, especially people with low vision who need to magnify text, may not be able to read the additional content. This occurs on the following page: Manage Student Portal; Email Template Preview; Goal Details; Manage Inquiry Portal; Add New Contact Workflow; Manage Program properties.</li> </ul> |
| <p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) - Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) - Does not apply to non-web docs</li> </ul> | Web: Supports           | Web: Multiple ways are available to find other pages on the site.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                 | Web: Partially Supports | <p>Web: Most headings and labels for form and interactive controls are informative. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>Multiple buttons have identical programmatic labels but different functionality, and there is no programmatic context, so people who are blind and/or use a screen reader will not know or may be confused or misled about what each button does. This occurs on the following pages: Edit Dashboard; Manage Inquiry Portal;</li> </ul>                                                                                                                          |

| Criteria                                                                                                                                                                                                                                | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                                                                                                                                                                                                                         |                         | <p>Settings - Users; Manage Student Portal; Bulk Messages; Reports.</p> <ul style="list-style-type: none"> <li>Multiple programmatic labels for controls or form input fields do not convey the purpose of the control or input, so people who are blind and/or use a screen reader may not understand what a control does or what data to enter. This occurs on the following pages: Manage Student Portal; Tasks; Edit Dashboard; API Keys; Add New Email Template; My Account; Reports; Add New Contact Workflow; Create Report; Contact Segments; Notifications.</li> </ul> |
| <p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Partially Supports | <p>Web: In most cases, it is visually apparent which page element is currently receiving keyboard focus. The following exception exists:</p> <ul style="list-style-type: none"> <li>The visual focus indicator for multiple interactive elements (such as links, buttons, or form inputs) is not visible, so sighted people who use a keyboard to navigate content will not know when those elements are receiving focus. This occurs on the following pages: Add New Email Message; Email Templates.</li> </ul>                                                                |
| <p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only)</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                | Web: Partially Supports | <p>Web: When most user interface components receive keyboard focus, each component is not entirely hidden due to author-created content. The following exception exists:</p> <ul style="list-style-type: none"> <li>A focused element is completely covered by other author-created content, which may cause people who use the keyboard to</li> </ul>                                                                                                                                                                                                                          |

| Criteria                                                                                                        | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                                                                 |                         | navigate content to become disoriented. This occurs on the following page: Add New Users.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)<br/>Revised Section 508 – Does not apply</p>    | Web: Partially Supports | <p>Web: Most functionality that uses a dragging movement can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author. The following exception exists:</p> <ul style="list-style-type: none"> <li>Some functionality relies on a dragging movement with no single-pointer, single-touch alternative, making it difficult or impossible for persons with motor difficulties and users of assistive technology to perform the gesture. This occurs on the following pages: Edit Dashboard; Grid Columns Modal; Email Template Preview; Manage Program Properties; Add New Contact Views.</li> </ul>                                                                              |
| <p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)<br/>Revised Section 508 – Does not apply</p> | Web: Partially Supports | <p>Web: The size of the target for most clickable controls is at least 24 by 24 CSS pixels, except where the target size is determined by the user agent; there is a different control with equivalent functionality; the target is in line with text; the presentation of the target is essential to the function or otherwise exempted under the rule; or each control is spaced such that a 24-pixel circle placed around the bounding box of the control will not intersect any similar circle for another control. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>Multiple target hit areas do not meet a minimum 24x24 pixel size or spacing. making it difficult for users with hand tremors and those who have difficulty with fine motor</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                      | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|                                                                                                                                                                                                                                                                                                               |                         | movement to activate them accurately. This occurs on the following pages: Contact Profile Flyout; API Keys; Add New Email Template.                                                                                                                                                                                                                                                                                                                                              |
| <b><u>3.1.2 Language of Parts</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                               | Web: Supports           | Web: The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.                                                                                                                                                                                                                                                                                                             |
| <b><u>3.2.3 Consistent Navigation</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) - Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) - Does not apply to non-web docs</li> </ul>     | Web: Supports           | Web: Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.                                                                                                                                                                                                                                                                                                 |
| <b><u>3.2.4 Consistent Identification</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) - Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) - Does not apply to non-web docs</li> </ul> | Web: Supports           | Web: Labels, names, and/or text alternatives for content that have the same functionality across multiple web pages are consistently identified.                                                                                                                                                                                                                                                                                                                                 |
| <b><u>3.3.3 Error Suggestion</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                | Web: Partially Supports | Web: In most cases, if input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server. The following exception exists: <ul style="list-style-type: none"> <li>A form field has a required input format (such as "MM/DD/YYYY" for a date), but the field's error message does not indicate the required data format, so users do not know the correct</li> </ul> |

| Criteria                                                                                                                                                                                                                                                      | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|                                                                                                                                                                                                                                                               |                         | format to use. This occurs on the following page: Add New Inquiry Form.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports           | Web: If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)<br>Revised Section 508 – Does not apply                                                                                                                                           | Web: Supports           | Web: A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless either another method is available that does not rely on a cognitive function test; help is available to assist the user in completing the test; or the test is to recognize objects or identify non-text content the user provided to the website.                                                                                                                                                                                                                            |
| <b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2)<br>Revised Section 508 – Does not apply                                                                                                                                                            | Web: Partially Supports | Web: In most cases, status messages can be programmatically determined and presented by assistive technologies without receiving focus. The following exception exists: <ul style="list-style-type: none"> <li>• Some status messages are not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive technology may completely miss the status messages, or they may not hear them in a timely fashion. This occurs in the following component: Header and following pages: Tasks; Add Contact Dialog; Add Task Modal; Edit Criteria Dialog; Add New Users;</li> </ul> |

| Criteria | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                            |
|----------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |                   | Manage Inquiry Portal; Contact Profile Flyout; Add New Inquiry Form; Add New Email Message; Goal Details; Add New Contact Workflow; Manage Program properties; Bulk Messages; Login; Email Template Preview; Create Report; My Account; Email Templates; Settings - Users; Manage Student Portal; Contact Segments. |

### Table 3: Success Criteria, Level AAA

Notes: Not Applicable. Website was not audited for WCAG 2.2 AAA conformance.

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

| Criteria                  | Conformance Level       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 302.1 Without Vision      | Web: Partially Supports | Web: Most functionality is usable without vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.3.2 Meaningful Sequence</li><li>• 1.4.1 Use of Color</li><li>• 2.1.1 Keyboard</li><li>• 2.2.1 Timing Adjustable</li><li>• 2.4.2 Page Titled</li><li>• 2.4.3 Focus Order</li><li>• 2.4.4 Link Purpose (In Context)</li><li>• 2.4.6 Headings and Labels</li><li>• 3.3.3 Error Suggestion</li><li>• 4.1.2 Name, Role, Value</li></ul> |
| 302.2 With Limited Vision | Web: Partially Supports | Web: Most functionality is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.3.2 Meaningful Sequence</li><li>• 1.4.1 Use of Color</li><li>• 1.4.3 Contrast (Minimum)</li><li>• 1.4.4 Resize text</li><li>• 2.1.1 Keyboard</li><li>• 2.2.1 Timing Adjustable</li><li>• 2.4.2 Page Titled</li><li>• 2.4.3 Focus Order</li></ul>                                                                              |

|                                   |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|                                   |                         | <ul style="list-style-type: none"> <li>• 2.4.4 Link Purpose (In Context)</li> <li>• 2.4.6 Headings and Labels</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.2 Labels or Instructions</li> <li>• 3.3.3 Error Suggestion</li> <li>• 4.1.2 Name, Role, Value</li> </ul>                                                                                                                                                                                                                                                |
| 302.3 Without Perception of Color | Web: Partially Supports | Web: Most functionality is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 1.4.1 Use of Color</li> <li>• 1.4.3 Contrast (Minimum)</li> </ul>                                                                                                                                                                                                                                                                                                                  |
| 302.4 Without Hearing             | Web: Supports           | Web: All functionality is usable without hearing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 302.5 With Limited Hearing        | Web: Supports           | Web: All functionality is usable with limited hearing.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 302.6 Without Speech              | Web: Supports           | Web: All functionality is usable without speech.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 302.7 With Limited Manipulation   | Web: Partially Supports | Web: Most functionality is usable with limited manipulation and does not require fine motor control or simultaneous manual operations. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard</li> <li>• 2.2.1 Timing Adjustable</li> <li>• 2.4.2 Page Titled</li> <li>• 2.4.3 Focus Order</li> <li>• 2.4.4 Link Purpose (In Context)</li> <li>• 2.4.6 Headings and Labels</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.3 Error Suggestion</li> <li>• 4.1.2 Name, Role, Value</li> </ul> |

|                                                                |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 302.8 With Limited Reach and Strength                          | Web: Supports           | Web: All functionality is usable with limited reach and strength.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Web: Partially Supports | <p>Web: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 1.3.2 Meaningful Sequence</li> <li>• 1.4.1 Use of Color</li> <li>• 2.1.1 Keyboard</li> <li>• 2.2.1 Timing Adjustable</li> <li>• 2.4.2 Page Titled</li> <li>• 2.4.3 Focus Order</li> <li>• 2.4.4 Link Purpose (In Context)</li> <li>• 2.4.6 Headings and Labels</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.2 Labels or Instructions</li> <li>• 3.3.3 Error Suggestion</li> <li>• 4.1.2 Name, Role, Value</li> </ul> |

## Chapter 4: [Hardware](#)

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

## Chapter 5: [Software](#)

Notes:

| Criteria                                                       | Conformance Level                    | Remarks and Explanations            |
|----------------------------------------------------------------|--------------------------------------|-------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA                     | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section |
| <a href="#">502 Interoperability with Assistive Technology</a> | Heading cell – no response required  | Heading cell – no response required |

|                                                 |                                     |                                                                                                                                                                                                                                                                                                                                                                   |
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| 502.2.1 User Control of Accessibility Features  | Web: Not Applicable                 | Web: The website or application is not platform software, so this requirement does not apply.                                                                                                                                                                                                                                                                     |
| 502.2.2 No Disruption of Accessibility Features | Web: Not Applicable                 | Web: The website or application is not platform software, so this requirement does not apply.                                                                                                                                                                                                                                                                     |
| <b>502.3 Accessibility Services</b>             | Heading cell – no response required | Heading cell – no response required                                                                                                                                                                                                                                                                                                                               |
| 502.3.1 Object Information                      | Web: Partially Supports             | Web: The role, state(s), properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>                                                          |
| 502.3.2 Modification of Object Information      | Web: Partially Supports             | Web: For most objects that allow the user to set their respective properties and/or state, the act of setting a property or state is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>                       |
| 502.3.3 Rows, Column, and Headers               | Web: Partially Supports             | Web: In most instances, when a data table is present, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 1.3.1 Info and Relationships</li> </ul> |
| 502.3.4 Values                                  | Web: Partially Supports             | Web: For most objects that have a current value or have a set or range of                                                                                                                                                                                                                                                                                         |

|                                    |                         |                                                                                                                                                                                                                                                                                                                                                                                               |
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|                                    |                         | <p>values associated with the object, the value(s) are available programmatically, so they can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>                                                                                                                                    |
| 502.3.5 Modification of Values     | Web: Partially Supports | <p>Web: For most objects that allow the user to set or modify their value, the act of setting a value is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>                                                                           |
| 502.3.6 Label Relationships        | Web: Partially Supports | <p>Web: For most elements that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 1.3.1 Info and Relationships</li> <li>• 4.1.2 Name, Role, Value</li> </ul> |
| 502.3.7 Hierarchical Relationships | Web: Supports           | <p>Web: When a page contains elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology.</p>                                                                                                                                                                                                     |
| 502.3.8 Text                       | Web: Partially Supports | <p>Web: Most text, text attributes (such as whether text is static or editable), and text boundaries are programmatically determinable, so they can be perceived and conveyed by assistive technology. Exceptions are noted in:</p>                                                                                                                                                           |

|                                       |                         |                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       |                         | <ul style="list-style-type: none"> <li>1.3.1 Info and Relationships</li> </ul>                                                                                                                                                                                                                                                              |
| 502.3.9 Modification of Text          | Web: Supports           | Web: When text can be set by the user (such as by typing in an input field), the act of adding or modifying text is available programmatically, so that it can be perceived and performed using assistive technology.                                                                                                                       |
| 502.3.10 List of Actions              | Web: Supports           | Web: When one or more actions may be performed on an element, all of those actions are programmatically determinable, so that each action can be perceived and conveyed by assistive technology.                                                                                                                                            |
| 502.3.11 Actions on Objects           | Web: Partially Supports | Web: For most of the elements on which one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>2.1.1 Keyboard</li> </ul>                                                |
| 502.3.12 Focus Cursor                 | Web: Partially Supports | Web: On most pages, the position and content of the focus indicator, text insertion point, and/or text selector are programmatically determinable, so that focus position and content can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>2.4.7 Focus Visible</li> </ul> |
| 502.3.13 Modification of Focus Cursor | Web: Supports           | Web: When the focus indicator, text insertion point, and/or text selector indicator can be modified, the modifications are programmatically                                                                                                                                                                                                 |

|                                                                      |                                      |                                                                                                                                                                                                                                |
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|                                                                      |                                      | determinable, so they can be performed by assistive technology.                                                                                                                                                                |
| 502.3.14 Event Notification                                          | Web: Partially Supports              | Web: In most cases, status messages relevant to user interactions are available to, and presented by, assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.3 Status Messages</li> </ul> |
| 502.4 Platform Accessibility Features                                | Web: Not Applicable                  | Web: The website or application is not platform software, so this requirement does not apply.                                                                                                                                  |
| <b><u>503 Applications</u></b>                                       | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                                                            |
| 503.2 User Preferences                                               | Web: Not Applicable                  | Web: Not Applicable web                                                                                                                                                                                                        |
| 503.3 Alternative User Interfaces                                    | Web: Not Applicable                  | Web: The website or application does not offer an alternative user interface.                                                                                                                                                  |
| <b><i>503.4 User Controls for Captions and Audio Description</i></b> | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                                                            |
| 503.4.1 Caption Controls                                             | Web: Not Applicable                  | Web: The website or application does not contain media with an audio component that has closed captions.                                                                                                                       |
| 503.4.2 Audio Description Controls                                   | Web: Not Applicable                  | Web: The website or application does not contain media with a video component that offers audio descriptions.                                                                                                                  |
| <b><u>504 Authoring Tools</u></b>                                    | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                                                            |
| 504.2 Content Creation or Editing                                    | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section                                                                                                                                                                                            |
| 504.2.1 Preservation of Information Provided for Accessibility       | Web: Not Applicable                  | Web: The website or application is not an authoring tool.                                                                                                                                                                      |
| 504.2.2 PDF Export                                                   | Web: Not Applicable                  | Web: The website or application is not an authoring tool.                                                                                                                                                                      |

|                 |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 504.3 Prompts   | Web: Partially Supports | <p>Web: In most instances, in its capacity as an authoring tool, the website or application prompts content creators to make the content accessible during or after creation, so the information necessary to make portions of the content accessible may be added, and that content will be available to some people with disabilities. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• Add New Email Template</li> </ul> |
| 504.4 Templates | Web: Partially Supports | <p>Web: In most instances, in its capacity as an authoring tool, the website or application provides templates that allow the creation of accessible content, so content created using these templates will include content that will be accessible to people with disabilities. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• Email Templates</li> </ul>                                                                |

## Chapter 6: [Support Documentation and Services](#)

Notes:

| Criteria                                       | Conformance Level                    | Remarks and Explanations                                           |
|------------------------------------------------|--------------------------------------|--------------------------------------------------------------------|
| <a href="#">601 Scope</a>                      | Heading cell – no response required  | Heading cell – no response required                                |
| <a href="#">602 Support Documentation</a>      | Heading cell – no response required  | Heading cell – no response required                                |
| 602.2 Accessibility and Compatibility Features | Web: Not Applicable                  | Web: Documentation is not provided for the website or application. |
| 602.3 Electronic Support Documentation         | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section                                |

|                                                                  |                                     |                                                                        |
|------------------------------------------------------------------|-------------------------------------|------------------------------------------------------------------------|
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Web: Not Applicable                 | Web: Documentation is not provided for the website or application.     |
| <a href="#"><u>603 Support Services</u></a>                      | Heading cell – no response required | Heading cell – no response required                                    |
| 603.2 Information on Accessibility and Compatibility Features    | Web: Not Applicable                 | Web: Support services are not provided for the website or application. |
| 603.3 Accommodation of Communication Needs                       | Web: Not Applicable                 | Web: Support services are not provided for the website or application. |