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Liaison International Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:	Living Profile
Report Date:	03/31/2026
Product Description:	Living Profile is a web-based student profile platform that enables students to build and manage their academic, biographical, career, and achievement information for use in college and university application processes as well as job searches.
Contact Information:	Michael Margitich, VP CAS Products (mmargitich@Liaisonedu.com)
Notes:	This report reflects an updated accessibility evaluation incorporating findings from automated testing (WAVE, axe), manual keyboard testing, and screen reader testing (NVDA, VoiceOver). Conformance is mapped to WCAG 2.2 guidelines.
Scope:	The functionality in the following list was evaluated as part of the assessment. <ol style="list-style-type: none">1. Login2. Onboarding Page3. Living Profile Home / Dashboard4. Personal Information5. Biographic Information6. Career Goals7. Academic Goals8. Academic History9. Achievements and Experiences10. Community View / Profile View11. Media and Documents

Evaluation Methods Used

A combination of automated and manual testing techniques was used for the accessibility assessment. The

technology platforms on which the testing was performed were Windows 10 Pro OS, Chrome v. 146.0, axe core rule engine, NVDA 2023.3.3, WAVE, and VoiceOver. Testing was conducted against WCAG 2.2 Level A and Level AA success criteria.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

- **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 only be used 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, they 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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Partially Supports	Most non-text content has a text alternative that serves an equivalent purpose. The following exceptions exist: <ul style="list-style-type: none"> • The Living Profile logo is announced by VoiceOver as "CSU Transfer Planner" on certain Keycloak

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		<p>authentication pages, indicating an incorrect or mismatched alternative text value.</p> <ul style="list-style-type: none"> • The delete icon for uploaded documents in the Academic History, Achievements, and other sections is announced only as "icon" rather than conveying its purpose as a delete action, resulting in an insufficient text alternative. • Multiple images in the profile view section are missing alternative text, preventing screen reader users from accessing the information conveyed by those images. • A nearby image shares the same alternative text as another image, which may cause confusion for screen reader users when the images convey different information. • The word "Add" in the Add Relationship, Add Goals, and Add School sections within Biographical Information is announced by VoiceOver as "A.D.D." rather than "Add," indicating an issue with the accessible name or text alternative for those interactive elements.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>The product does not contain prerecorded audio-only or video-only content.</p>
<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>The product does not contain prerecorded synchronized media.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>The product does not contain prerecorded synchronized media.</p>
<p>1.3.1 Info and Relationships (Level A) Also applies to: Revised Section</p>	<p>Partially Supports</p>	<p>Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>

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- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

The following exceptions exist:

- Some blocks of text are marked up as headings but are not headings, misrepresenting the structure of the content to assistive technologies. This occurs on the Create Account page.
- Some text that visually functions as a heading is not marked up as a heading. This occurs on the My Account, Terms & Conditions, and Profile – Academic History pages.
- Content that is visually presented as a list is not marked up as a list. This occurs on the Welcome to Living Profile! component on the Login and Create Account pages.
- A group of navigation links is missing semantic markup. This occurs on the Footer component, which appears on multiple pages.
- Heading levels are out of order or skipped on multiple pages, including the Education Progress, Personal Information, and Career Goals pages.
- A set of radio buttons is not programmatically grouped on the Profile – Academic History page.
- The table displaying uploaded documents does not convey its structure to assistive technologies; VoiceOver does not read the table contents in the Media and Documents section.
- A table header element contains no text on one or more pages, preventing screen reader users from understanding the column structure.
- The Onboarding page lacks proper page region landmarks, so the structure of the page is not conveyed to assistive technologies.
- A fieldset element is missing on the Terms of Use page, preventing the programmatic grouping of related form controls.
- One or more form labels are empty or orphaned across multiple pages, including the Terms of Use section, preventing screen reader users from understanding the purpose of associated form controls.
- One or more form controls do not have a corresponding label on multiple pages, including the Personal Information and Academic History pages.
- ARIA roles assigned to elements on the Personal Information, Career Goals, Academic Goals, Academic History, Biographical Information, Achievements and Experiences, and left-side navigation pages are not appropriate for the

		<p>element type, causing incorrect semantic information to be conveyed to assistive technologies.</p> <ul style="list-style-type: none"> • All page content on the Career Goals and Academic Goals pages is not contained within landmark regions, preventing screen reader users from efficiently navigating the page structure.
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The reading and navigation order of most content is logical and intuitive. The following exceptions exist:</p> <ul style="list-style-type: none"> • The correct reading order of dynamically changing content is not programmatically determinable by screen readers. This occurs on the Add A Course Modal. • VoiceOver does not read the Timeline on the Living Profile Dashboard in a logical order, causing screen reader users to encounter content in a sequence that does not reflect the visual presentation.
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Instructions to operate and/or understand content do not rely solely on sensory characteristics of components such as shape, color, size, or visual location for most pages. The following exception exists:</p> <ul style="list-style-type: none"> • Required field indicators (red asterisk) and validation error indicators (red exclamation mark) on the Edit Personal Information page do not include a textual explanation of their meaning. Users who rely on assistive technologies cannot determine the purpose of these visual indicators without relying on color or shape alone.
<p>1.4.1 Use of Color (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Color is not used as the only visual means of conveying information for most content. The following exceptions exist:</p> <ul style="list-style-type: none"> • On mobile devices, Clear and Done buttons do not meet color contrast thresholds. This is not an issue on desktop and laptop devices. • Buttons on Keycloak authentication screens do not meet color contrast thresholds. • Required field indicators (red asterisk) and error indicators (red exclamation mark) on the Edit Personal Information page rely on color alone to convey meaning, without a corresponding textual or programmatic explanation. • Underlined text that is not a hyperlink is present on multiple pages, which may cause users to incorrectly interpret non-link text as a link, relying

		on visual styling alone to distinguish content types.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	Multiple keyboard navigation failures have been identified across the application. The following issues exist: <ul style="list-style-type: none"> • The Tab key is unable to access the three-dot overflow menu on the top right of the My Profile page. • Left-side navigation icons (Home, Personal Info, Living Profile App Switcher, Help Menu, and My Account) cannot be accessed via the Tab key. • Keyboard tab navigation does not function for already-filled information tiles on the Personal Information page. • Keyboard navigation does not function correctly within the Career Goals side panel. • The (+) Add button is not keyboard accessible on multiple pages throughout the application. • Multi-select dropdown options cannot be selected via the keyboard on multiple pages. • Users are unable to tab through the View Details section of the Timeline on the Dashboard. • Users cannot navigate to the Dual Citizenship "No" option using Tab keys on the Biographical Information page.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
2.1.4 Character Key Shortcuts (Level A)	Supports	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.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section	Supports	If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.

<p>508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	On pages where moving, blinking, scrolling, or auto-updating information is present, that information can be paused, stopped, hidden, or otherwise controlled by the user.
<p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not contain content that flashes more than three times per second.
<p>2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially Supports	<p>A method is provided to skip navigation and other page elements that are repeated across web pages on most pages. The following exception exists:</p> <ul style="list-style-type: none"> • The Onboarding page lacks proper page region landmarks, which may prevent users from efficiently bypassing blocks of repeated content on that page.
<p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pages throughout the application have descriptive and informative titles.
<p>2.4.3 Focus Order (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The navigation order of most interactive elements is logical and preserves meaning and operability. The following exceptions exist:</p> <ul style="list-style-type: none"> • Tab focus is not clear and consistent when tabbing through the profile view of the Living Profile. • Tabbing focus is not logical in some areas of the Living Profile, causing users to encounter interactive elements in an unexpected order. • Users are unable to tab through the View Details section of the Timeline on the Dashboard. • Informational text on the Personal Information tile ("To update your primary email address") is not reachable via Tab key navigation, causing keyboard users to miss this content.

<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The purpose of most links can be determined from the link text alone or from the link text and its programmatic context. The following exception exists:</p> <ul style="list-style-type: none"> • Redundant links are present on the Terms of Use page, where multiple links with the same destination appear without sufficient differentiation in their accessible names, which may cause confusion for screen reader users.
<p>2.5.1 Pointer Gestures (Level A)</p>	Supports	<p>All functionality that can be operated with a pointer can be operated with single-point actions.</p>
<p>2.5.2 Pointer Cancellation (Level A)</p>	Supports	<p>For functionality that can be operated using a single pointer, at least one of the following is true: the action is not triggered on the down event; the action triggers on the up event with an abort or undo mechanism; the up-event reverses the down-event outcome; or completing the function on the down-event is essential.</p>
<p>2.5.3 Label in Name (Level A)</p>	Partially Supports	<p>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"> • 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 on the Terms & Conditions, Profile – Personal Information, Onboarding, and Profile – Academic History pages. • The word "Add" in the Add Relationship, Add Goals, and Add School sections is announced by VoiceOver as "A.D.D." rather than "Add," indicating a mismatch between the visible label and the accessible name.
<p>2.5.4 Motion Actuation (Level A)</p>	Supports	<p>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.</p>
<p>3.1.1 Language of Page (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The language of each page is correct and can be determined programmatically.</p>

<p>3.2.1 On Focus (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>When an element receives focus, a change in context that may disorient the user does not occur.</p>
<p>3.2.2 On Input (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>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.</p>
<p>3.2.6 Consistent Help (Level A)</p>	<p>Supports</p>	<p>Help mechanisms that are repeated on multiple pages appear in the same relative order each time they appear.</p>
<p>3.3.1 Error Identification (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>For most form controls, input errors are automatically detected and a text message identifies the field and describes the error. The following exception exists:</p> <ul style="list-style-type: none"> • Required field indicators (red asterisk) and validation error indicators (red exclamation mark) on the Edit Personal Information page do not include a programmatic or textual explanation of their meaning, which may prevent users of assistive technologies from understanding the nature or location of the error.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Labels or instructions are provided for most user interface components that require user input. The following exceptions exist:</p> <ul style="list-style-type: none"> • The Description Text box when uploading documents in the Achievements and Experiences section does not have a compliant label. • One or more form controls are missing labels across multiple pages, including the Personal Information and Academic History pages. • Empty and orphaned form labels are present on the Terms of Use page, preventing users from understanding the purpose of associated form controls. • Form elements on the Academic History – High School Attended section do not have a visible label. • Required field indicators (red asterisk) on the Edit Personal Information page do not include a textual explanation of their meaning.

<p>3.3.7 Redundant Entry (Level A)</p>	<p>Supports</p>	<p>Information previously entered by or provided to the user that is required to be entered again in the same process is either auto-populated or available for the user to select.</p>
<p>4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>The name, role, state, and value of user interface components necessary for core application functionality cannot be programmatically determined across multiple areas of the application. The following issues exist:</p> <ul style="list-style-type: none"> • Multiple buttons do not have a programmatic role, so each button's role is not conveyed to screen readers and other assistive technologies. This occurs on the Profile – Personal Information and Profile – Academic History pages. • Some elements that appear and function like a modal dialog do not have the required attributes in their HTML code needed to provide programmatic role, name, state, and other properties to assistive technology. This occurs on the Profile – Personal Information, Profile – Academic History pages, and the Add A Course Modal. • VoiceOver does not read some greyed-out (disabled) fields in the Living Profile, indicating that the disabled state is not being programmatically conveyed to assistive technologies. • VoiceOver does not read all content within the Terms of Use and GDPR boxes when creating a new Living Profile account, indicating that the content is not fully accessible to screen reader users. • NVDA does not synthesize audio for dropdown menu options in the Career Goals side panels (Job Type, Job Roles of Interest, Industries of Interest), indicating that the dropdown options are not accessible to screen reader users. • Left-side navigation panel options (Home, Personal Info, Living Profile App Switcher, Help Menu) are not read by NVDA, and keyboard navigation to these elements is also not functioning. • One or more buttons are empty or have no value text, so their purpose cannot be determined by assistive technologies. This occurs on multiple pages. • Broken ARIA references are present on one or more pages, causing assistive technologies to be unable to resolve the referenced elements and correctly convey their properties. • ARIA roles assigned to elements on the Personal

		Information, Career Goals, Academic Goals, Academic History, Biographical Information, Achievements and Experiences, and left-side navigation pages are not appropriate for the element type.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Live multimedia files with audio are not present, so synchronized captions are not required.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Prerecorded multimedia files are not present, so audio descriptions are not required.
1.3.4 Orientation (Level AA)	Supports	Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.
1.3.5 Identify Input Purpose (Level AA)	Partially Supports	The purpose of most input fields that collect an individual's personal data are programmatically defined based on the WCAG list of Input Purposes for User Interface Components. The following exception exists: <ul style="list-style-type: none"> • The programmatic purposes provided for some input elements (such as text input fields) are not accurate, so information automatically suggested by the browser or assistive technology to fill in the inputs will be incorrect. This occurs on the Profile – Personal Information page.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Most text and images of text have a contrast ratio of at least 4.5:1. The following exceptions exist: <ul style="list-style-type: none"> • On mobile devices, Clear and Done buttons do not meet the minimum color contrast threshold. This is not an issue on desktop and laptop devices. • Buttons on Keycloak authentication screens do not

		<p>meet the minimum color contrast threshold.</p> <ul style="list-style-type: none"> • Very low color contrast has been identified on one or more pages via automated testing, where text or interactive elements do not meet the 4.5:1 minimum contrast ratio required for normal text.
<p>1.4.4 Resize Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exception exists:</p> <ul style="list-style-type: none"> • 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 Onboarding page of the Living Profile.
<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>When content can be presented visually using only text, an image of text is not used to present that text.</p>
<p>1.4.10 Reflow (Level AA)</p>	Partially Supports	<p>The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exception exists:</p> <ul style="list-style-type: none"> • 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. This occurs on the Onboarding page.
<p>1.4.11 Non-text Contrast (Level AA)</p>	Does Not Support	<p>Most of the boundaries and indicators of the visual states of each active user component and any graphics required to understand content do not have a 3:1 color contrast ratio with adjacent colors or their background. The following issues exist:</p> <ul style="list-style-type: none"> • The visual boundaries of some interactive elements (such as radio buttons or input fields) do not have a 3:1 color contrast ratio with the background. This occurs on the Create Account, Login, Privacy and Security, and Profile – Academic History pages, as well as the Add A Course Modals. • Some icons (or parts of an icon required to understand its content) do not have a 3:1 color contrast ratio with the background or adjacent colors. This occurs on the Profile – Personal Information, Profile – Academic History, and Onboarding pages, as well as the Add A Course Modal.

		<ul style="list-style-type: none"> • The indicators for the state of some interactive elements (such as checkboxes or radio buttons) do not have a 3:1 color contrast ratio with the background. This occurs on the Profile – Personal Information, Profile – Academic History, and Onboarding pages, as well as the Add A Course Modal. • The focus indicators of some interactive elements (such as buttons or input fields) do not have a 3:1 color contrast ratio with the background. This occurs on the Terms & Conditions, Profile – Personal Information, Privacy & Security, Profile – Academic History, and Onboarding pages, as well as the Additional Details Modal and Add A Course Modal.
<p>1.4.12 Text Spacing (Level AA)</p>	<p>Partially Supports</p>	<p>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"> • When text spacing is adjusted to help people with vision, reading, and/or cognitive disabilities, the spacing for some or all text on the page does not adjust. This occurs on the Onboarding page.
<p>1.4.13 Content on Hover or Focus (Level AA)</p>	<p>Supports</p>	<p>When additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it.</p>
<p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Multiple ways are available to find other pages on the site.</p>
<p>2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Most headings and labels describe the topic or purpose of the content they introduce. The following exceptions exist:</p> <ul style="list-style-type: none"> • The Description Text box when uploading documents in the Achievements and Experiences section does not have a compliant label. • The word "Relationships" on the Biographical Information tile is not being read correctly by the screen reader, indicating a labeling issue. • Heading levels on the Personal Information and Career Goals pages do not increase sequentially,

		which may cause confusion for screen reader users navigating by heading.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Focus visibility is present for most interactive elements. The following exception exists: <ul style="list-style-type: none"> • Tab focus is not consistently visible when navigating through the profile view of the Living Profile, making it difficult for keyboard-only users to determine which element currently has focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA)	Partially Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content on most pages. The following exception exists: <ul style="list-style-type: none"> • In certain areas of the profile view, the focused component may be partially obscured by overlapping content, making it difficult for keyboard users to identify the focused element.
2.4.13 Focus Appearance (Level AA)	Partially Supports	Focus indicators do not consistently meet the minimum size and contrast requirements across all interactive elements in the Living Profile. In particular, focus appearance is not sufficiently visible in the profile view and on several pages including Terms & Conditions, Privacy & Security, and Onboarding.
2.5.7 Dragging Movements (Level AA)	Supports	All functionality that uses a dragging movement for operation can also be achieved with a single pointer without dragging.
2.5.8 Target Size (Minimum) (Level AA)	Partially Supports	Most interactive targets meet the minimum 24x24 CSS pixel size requirement. The following exception exists: <ul style="list-style-type: none"> • Some small icon buttons, such as the three-dot overflow menu and certain left-side navigation icons, may not meet the minimum target size requirement, making them difficult to activate for users with motor impairments.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	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.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section	Supports	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

<p>508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		through the site.
<p>3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
<p>3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	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.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	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.
<p>3.3.8 Accessible Authentication (Minimum) (Level AA)</p>	Supports	The authentication process does not rely solely on a cognitive function test (such as remembering a password or solving a puzzle) without providing an alternative method or assistance.
<p>4.1.3 Status Messages (Level AA)</p>	Partially Supports	<p>In most cases, status messages can be programmatically determined and presented by assistive technologies without receiving focus. The following exceptions exist:</p> <ul style="list-style-type: none"> • The "Updated successfully" confirmation message is not automatically announced by the screen reader after a user updates their personal information, so users who are blind and/or use a screen reader may not be aware that the update was successful. • The informational text "To update your primary email address" on the Personal Information tile is not announced by the screen reader when

		<p>navigating via Tab key, causing screen reader users to miss this guidance.</p> <ul style="list-style-type: none"> Some status messages are not automatically announced by the screen reader on the Create Account, Programs – Grid View, and Profile – Academic History pages, as well as the Add A Course Modal.
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Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria have not been evaluated and hence, the Success Criteria, Level AAA table has been removed.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>302.1 Without Vision</p>	<p>Partially Supports</p>	<p>Living Profile supports modes of operation that do not require user vision. The following exceptions exist:</p> <ul style="list-style-type: none"> Some status messages are not automatically announced by the screen reader. This occurs on the Create Account and Profile – Academic History pages, as well as the Add A Course Modal. Multiple buttons do not have a programmatic role, so each button's role is not conveyed to screen readers and other assistive technologies. This occurs on the Profile – Personal Information and Profile – Academic History pages. Some elements that appear and function like a modal dialog do not have the required attributes in their HTML code needed to provide programmatic role, name, state, and other properties to assistive technology. This occurs on the Profile – Personal Information, Profile – Academic History pages, and the Add A Course Modal. VoiceOver does not read some greyed-out fields, the table of uploaded documents, or all content within the Terms of Use and GDPR boxes. NVDA does not read left-side navigation panel options or dropdown menu options in the Career Goals side panels. Multiple keyboard navigation failures prevent

		screen reader users who rely on keyboard access from reaching all interactive elements.
302.2 With Limited Vision	Partially Supports	<p>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"> • Content is lost, clipped, or obscured when the page is zoomed to 200% on the Onboarding page. • When the page is adjusted to an equivalent width of 320 pixels, some content or functionality becomes unavailable on the Onboarding page. • Focus indicators on several pages do not meet the minimum contrast and size requirements, making it difficult for users with low vision to track keyboard focus.
302.3 Without Perception of Color	Partially Supports	<p>Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements for most content. The following exception exists:</p> <ul style="list-style-type: none"> • Required field indicators (red asterisk) and error indicators (red exclamation mark) on the Edit Personal Information page rely on color alone to convey meaning, without a corresponding textual or programmatic explanation.
302.4 Without Hearing	Not Applicable	Living Profile does not rely on any auditory modes of operation.
302.5 With Limited Hearing	Not Applicable	Living Profile does not rely on any auditory modes of operation and also has no mode which improves clarity, reduces background noise, or allows user control of volume.
302.6 Without Speech	Not Applicable	No mode of operation is provided that requires user speech. ICT shall provide at least one mode of operation that does not require user speech on the Liaison product.
302.7 With Limited Manipulation	Partially Supports	<p>Most functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. The following exception exists:</p> <ul style="list-style-type: none"> • Multiple keyboard navigation failures have been identified across the application, including inaccessible navigation icons, overflow menus, dropdown options, and interactive elements, which prevent users with limited manipulation from accessing all functionality.

302.8 With Limited Reach and Strength	Partially Supports	Most functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. The following exception exists: <ul style="list-style-type: none"> Multiple keyboard navigation failures have been identified across the application that prevent users with limited reach and strength from accessing all functionality via keyboard alone.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Living Profile provides features which are simpler and easier to use by individuals with limited cognitive, language, and learning abilities.

Chapter 4: Hardware

Notes: Hardware is not applicable for this product and hence, the hardware table has been removed.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	<i>Heading cell – no response required</i>	
502.2.1 User Control of Accessibility Features	Not Applicable	Living Profile is a web only application
502.2.2 No Disruption of Accessibility Features	Not Applicable	Living Profile is a web only application
502.3 Accessibility Services	<i>Heading cell – no response required</i>	
502.3.1 Object Information	Not Applicable	Living Profile is a web only application
502.3.2 Modification of Object Information	Not Applicable	Living Profile is a web only application
502.3.3 Row, Column, and Headers	Not Applicable	Living Profile is a web only application
502.3.4 Values	Not Applicable	Living Profile is a web only application
502.3.5 Modification of Values	Not Applicable	Living Profile is a web only application
502.3.6 Label Relationships	Not Applicable	Living Profile is a web only application
502.3.7 Hierarchical Relationships	Not Applicable	Living Profile is a web only application

502.3.8 Text	Not Applicable	Living Profile is a web only application
502.3.9 Modification of Text	Not Applicable	Living Profile is a web only application
502.3.10 List of Actions	Not Applicable	Living Profile is a web only application
502.3.11 Actions on Objects	Not Applicable	Living Profile is a web only application
502.3.12 Focus Cursor	Not Applicable	Living Profile is a web only application
502.3.13 Modification of Focus Cursor	Not Applicable	Living Profile is a web only application
502.3.14 Event Notification	Not Applicable	Living Profile is a web only application
502.4 Platform Accessibility Features	Not Applicable	Living Profile is a web only application
503 Applications	<i>Heading cell – no response required</i>	
503.2 User Preferences	Not Applicable	Living Profile is a web only application
503.3 Alternative User Interfaces	Not Applicable	Living Profile is a web only application
503.4 User Controls for Captions and Audio Description	<i>Heading cell – no response required</i>	
503.4.1 Caption Controls	Not Applicable	Living Profile is a web only application
503.4.2 Audio Description Controls	Not Applicable	Living Profile is a web only application
504 Authoring Tools	<i>Heading cell – no response required</i>	
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Living Profile is a web only application
504.2.2 PDF Export	Not Applicable	Living Profile is a web only application
504.3 Prompts	Not Applicable	There are no prompts provided in Living Profile
504.4 Templates	Not Applicable	There are no templates provided in Living Profile

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance	Remarks and Explanations
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	Level	
601.1 Scope	<i>Heading cell – no response required</i>	
602 Support Documentation	<i>Heading cell – no response required</i>	
602.2 Accessibility and Compatibility Features	Supports	Living Profile provides an electronic version of the support documentation on the use of the portal. End users with disabilities can request additional product support documentation by contacting our support center at livingprofile@myliaison.com
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by contacting our support center at livingprofile@myliaison.com
603 Support Services	<i>Heading cell – no response required</i>	
603.2 Information on Accessibility and Compatibility Features	Supports	Living Profile provides an electronic version of the support documentation on the use of the portal. End users with disabilities can request additional product support documentation by contacting our support center at livingprofile@myliaison.com
603.3 Accommodation of Communication Needs	Supports	Support service related to Living Profile can be found at the Living Profile help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support requests directly at livingprofile@myliaison.com