Liaison Outcomes Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product: Outcomes

Report Date: 1 November 2025

Product Description: Outcomes is a cloud-based CRM that provides users with tools to streamline their application and recruitment processes.

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Notes:

Scope:

Sl.no*	Page Name	URL	Testing Methodology*
1	Login	https://outcomescrm.com/#/login https://outcomescrm.com/#/forgot-password https://outcomescrm.com/#/account	Manual and Automated
2	Dashboard	https://outcomescrm.com/#/	Manual and Automated
3	Reports	https://outcomescrm.com/#/reports https://outcomescrm.com/#/analytics/goals	Manual and Automated

4	Contacts	https://outcomescrm.com/#/contacts	Manual and Automated
5	Applications	https://outcomescrm.com/#/applications	Manual and Automated
6	Marketing	https://outcomescrm.com/#/marketing/dashboard https://outcomescrm.com/#/marketing/bulk-messages https://outcomescrm.com/#/marketing https://outcomescrm.com/#/marketing/outreach/email-templates	Manual and Automated
7	Calendar	https://outcomescrm.com/#/calendar	Automated
8	Tasks	https://outcomescrm.com/#/tasks	Manual and Automated
9	Activity	https://outcomescrm.com/#/notifications https://outcomescrm.com/#/downloads https://outcomescrm.com/#/emails	Automated
10	Conversations	https://outcomescrm.com/#/conversations	Automated
11	Settings > Organization	https://outcomescrm.com/#/settings/organization https://outcomescrm.com/#/settings/global-data-restrictions https://outcomescrm.com/#/settings/users https://outcomescrm.com/#/settings/users/new https://outcomescrm.com/#/settings/roles https://outcomescrm.com/#/settings/roles/new https://outcomescrm.com/#/settings/workspaces https://outcomescrm.com/#/settings/workspaces/new https://outcomescrm.com/#/settings/teams https://outcomescrm.com/#/settings/sso https://outcomescrm.com/#/settings/sso/new	Automated
12	Settings > Portals	https://outcomescrm.com/#/settings/student-portal	Automated

		https://outcomescrm.com/#/settings/student-portal/manage https://outcomescrm.com/#/settings/review-portal https://outcomescrm.com/#/settings/review-portal/manage https://outcomescrm.com/#/settings/inquiry-portal https://outcomescrm.com/#/settings/inquiry-portal/manage	
13	Settings > Contacts	https://outcomescrm.com/#/settings/contact-types https://outcomescrm.com/#/settings/contact-types/new https://outcomescrm.com/#/settings/contact-segments https://outcomescrm.com/#/settings/contact-segments/new https://outcomescrm.com/#/settings/contact-views https://outcomescrm.com/#/settings/contact-views/new https://outcomescrm.com/#/settings/contact-routing-tables https://outcomescrm.com/#/settings/contact-routing-tables/new https://outcomescrm.com/#/settings/workflows?objectType=Contact https://outcomescrm.com/#/settings/workflows/new?objectType=Contact https://outcomescrm.com/#/settings/pending-contacts https://outcomescrm.com/#/settings/forms/inquiry https://outcomescrm.com/#/settings/forms/inquiry/new https://outcomescrm.com/#/settings/activity-templates https://outcomescrm.com/#/settings/contact-email-templates https://outcomescrm.com/#/settings/contact-email-templates/new	Automated
14	Settings > Application Setup	https://outcomescrm.com/#/settings/programs https://outcomescrm.com/#/settings/programs/new https://outcomescrm.com/#/settings/program-properties https://outcomescrm.com/#/settings/program-properties/manage https://outcomescrm.com/#/settings/custom-properties https://outcomescrm.com/#/settings/custom-properties/manage https://outcomescrm.com/#/settings/forms/applicant https://outcomescrm.com/#/settings/forms/applicant/new https://outcomescrm.com/#/settings/forms/recommender	Automated

		https://outcomescrm.com/#/settings/forms/recommender/new https://outcomescrm.com/#/settings/reference-portal https://outcomescrm.com/#/settings/reference-portal/manage https://outcomescrm.com/#/settings/application-email-templates https://outcomescrm.com/#/settings/application-email-templates/new https://outcomescrm.com/#/settings/content https://outcomescrm.com/#/settings/content/new https://outcomescrm.com/#/settings/program-stage-templates https://outcomescrm.com/#/settings/program-stage-templates/new	
15	Settings > Application Review	https://outcomescrm.com/#/settings/application-view https://outcomescrm.com/#/settings/application-view/summary-fields https://outcomescrm.com/#/settings/ application-timeline https://outcomescrm.com/#/settings/ application-timeline/category/new https://outcomescrm.com/#/settings/forms/evaluation https://outcomescrm.com/#/settings/forms/evaluation/new https://outcomescrm.com/#/settings/decisions https://outcomescrm.com/#/settings/decisions/manage https://outcomescrm.com/#/settings/decision-letters https://outcomescrm.com/#/settings/decision-letters/new https://outcomescrm.com/#/settings/phases https://outcomescrm.com/#/settings/phases/manage https://outcomescrm.com/#/settings/segments https://outcomescrm.com/#/settings/segments/new https://outcomescrm.com/#/settings/routing-tables/evaluation https://outcomescrm.com/#/settings/routing-tables/evaluation/new https://outcomescrm.com/#/settings/automation-rules https://outcomescrm.com/#/settings/automation-rules/new https://outcomescrm.com/#/settings/workflows?objectType=Application https://outcomescrm.com/#/settings/workflows/new?objectType=Application	Automated
16	Settings > Marketing	https://outcomescrm.com/#/settings/marketing/email-info https://outcomescrm.com/#/settings/marketing/voice	Automated

		https://outcomescrm.com/#/settings/marketing/conversations https://outcomescrm.com/#/settings/marketing/suppressed-items	
17	Settings > Calendar	https://outcomescrm.com/#/settings/event-types https://outcomescrm.com/#/settings/forms/calendar-inquiry https://outcomescrm.com/#/settings/forms/inquiry/new	Automated
18	Settings > Import/Export	https://outcomescrm.com/#/settings/integrations/data-sources https://outcomescrm.com/#/settings/file-sources https://outcomescrm.com/#/settings/file-sources/add https://outcomescrm.com/#/settings/application-sources https://outcomescrm.com/#/settings/application-sources/add https://outcomescrm.com/#/settings/exports https://outcomescrm.com/#/settings/exports/new https://outcomescrm.com/#/settings/export-destinations https://outcomescrm.com/#/settings/export-destinations/add/sftp https://outcomescrm.com/#/settings/export-destinations/add/webhook https://outcomescrm.com/#/settings/export-destinations/add/s3 https://outcomescrm.com/#/settings/pdf-export-templates https://outcomescrm.com/#/settings/pdf-export-templates/applicationExport https://outcomescrm.com/#/settings/translation-tables https://outcomescrm.com/#/settings/translation-tables/new https://outcomescrm.com/#/settings/field-dictionary	Automated
19	Settings > System	https://outcomescrm.com/#/settings/email-templates https://outcomescrm.com/#/settings/email-templates/new https://outcomescrm.com/#/settings/email-templates/ReferenceNotification https://outcomescrm.com/#/settings/payments https://outcomescrm.com/#/settings/payments/new-gateway https://outcomescrm.com/#/settings/developer https://outcomescrm.com/#/settings/key-vault https://outcomescrm.com/#/settings/key-vault/new	Automated

		https://outcomescrm.com/#/settings/key-vault/{id} https://outcomescrm.com/#/settings/system-activity https://outcomescrm.com/#/settings/functions https://outcomescrm.com/#/settings/functions/add https://outcomescrm.com/#/settings/functions/{id} https://outcomescrm.com/#/settings/metrics https://outcomescrm.com/#/settings/global-admin	
20	Activity	https://outcomescrm.com/#/notifications https://outcomescrm.com/#/downloads https://outcomescrm.com/#/emails	Manual and Automated
21	Student Portal Login/Registration	https://outcomescrm.com/sign-in	Automated
22	Student Portal Profile	https://outcomescrm.com/profile/my-profile https://outcomescrm.com/profile/privacy-and-security	Automated
23	Student Portal Dashboard	https://outcomescrm.com/dashboard	Automated
24	Student Portal Programs	https://outcomescrm.com/programs	Automated
25	Student Portal Application	https://outcomescrm.com/applications https://outcomescrm.com/application/{id}	Automated
26	Student Portal Events	https://outcomescrm.com/events	Automated

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Evaluation Methods Used: A combination of automated and manual accessibility assessment techniques were used to evaluate the Outcomes application. The technology platforms on which the testing was performed were Windows 11, Chrome 141.0, NVDA 2025.3 for Manual assessment and Linux, Firefox 142.0, aXe core rule engine 4.11.0 for Automated assessment.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2 https://www.w3.org/TR/2024/REC-WCAG22-20241212/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 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
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Partially Supports	Some Contacts and Reports page elements are missing text alternatives.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Not Applicable	There is no time-based media available in the current iteration of the product.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Not Applicable	There is no time-based media available in the current iteration of the product.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Not Applicable	There is no time-based media available in the current iteration of the product.

1.3.1 Info and Relationships (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Partially Supports	Some Contact and Report page elements are missing text alternatives.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some hidden content on Contact pages is readable with a screen reader.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions do not rely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some Reports, Quick Messages and Field Dictionary pages have elements that rely on color to convey info.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of the product.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Most screens and the form elements within support keyboard navigation. Exceptions on a few pages - 1. Settings

Criteria	Conformance Level	Remarks and Explanations
		2. Switch Organizations 3. Dashboards/Reports 4. Campaigns 5. Events 6. Tasks 7. Student Portal > Program List
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Settings and Application pages have some elements that focus cannot be moved away from using only a keyboard interface.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	System supports time-out limit. User is allowed to extend the time limit, and the user is given at least 20 seconds to extend the time limit at least ten times.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	For moving, blinking, scrolling, or auto-updating information, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential. There is no real-time streaming or media content in the application and as such the system does support moving or scrolling without hindering user experience caused by browser refresh. Successful save messages on some pages cannot be paused or stopped.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Not Applicable	Outcomes does not have a feature or capability that flashes more than three times in one second.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ● 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	Does Not Support	Users of assistive technologies e.g. screen readers, as well as other users (keyboard only, screen magnifiers, etc.) are not able to scan the page quickly and efficiently using bypass blocks (Skip links, headings, Landmarks, Iframe titles). Outcomes does not currently support the bypassing feature on the webpages either by skip link or structural markup on the sections.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Settings pages are missing title element to aid navigation.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Settings and Application pages have focusable components that don't receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Report pages have links with purpose that is not clear.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	The default human language of each page is provided programmatically by Outcomes. Currently English is the default and only supported language in the product.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	A component merely receiving focus will never automatically initiate a change of context. Outcomes fully supports this requirement.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Outcomes provides for ways to identify errors that will be interpreted by people with disabilities and/or using assistive technologies.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Settings and Marketing pages are missing labels or instructions on some elements when content requires user input.
4.1.1 Parsing (Level A) Also applies to: WCAG 2.2 – Always answer 'Supports' Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	For WCAG 2.2 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.2 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Reports and Marketing pages have elements that state is missing or incorrect.

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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of the product.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of the product.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Reports and Contacts pages have elements that lack minimum contrast ratio.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508	Partially Supports	Some Reports and Contacts pages have content lost when zoomed in 200%.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Reports and Contacts pages have elements that use images of text instead of real text.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 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	Does Not Support	The left navigation bar is the only method available to navigate to the main pages on the site.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Reports pages have elements that have - Form controls nota associated with label - Label does not convey purpose of control - Text should not be marked as a heading
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Some Applications and Applications Grid pages have elements where focus is not visible.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Outcomes does use different languages in the content or in parts in this iteration.

Criteria	Conformance Level	Remarks and Explanations

3.2.3 Consistent Navigation (Level AA)
Also applies to:
Revised Section 508
   • 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	The user interface has a consistent structure.
		i.e., navigation elements (such as navigation menus, search forms or table of contents) are used on multiple pages, and are presented in the same relative order which will help users with disabilities to quickly anticipate how to find (or skip) the content each time they encounter it.

3.2.4 Consistent Identification (Level AA)
Also applies to:
Revised Section 508
   • 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	Most user interface components (such as links, buttons, active icons, informational icons, objects, etc.) that are used on multiple pages in Outcomes are labelled consistently across all pages.

3.3.3 Error Suggestion (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The error messages in Outcomes provide suggestions on how to correct the input.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Liaison does not cause legal commitments, offer financial transactions, modify, or delete user controllable data in data-storage systems, or submit user test responses.

Table 3: Success Criteria, Level AAA

Notes: Notes: Level AAA success criteria are not evaluated hence Level AAA SC tables are deleted

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Outcomes supports modes of operation that do not require user vision.
302.2 With Limited Vision	Supports	Outcomes supports standard browser magnification and mode that reduces the field of vision required.
302.3 Without Perception of Color	Supports	Outcomes does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
302.4 Without Hearing	Not applicable	Outcomes does not rely on any auditory modes of operation.
302.5 With Limited Hearing	Not applicable	Outcomes does not rely on any auditory modes of operation and 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. ICT shall provide at least one mode of operation that does not require user speech on the Liaison product
302.7 With Limited Manipulation	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
302.8 With Limited Reach and Strength	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.

| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Outcomes 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 2.2 AA	See WCAG 2.2 section	See information in WCAG 2.2 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Outcomes is a web only application
502.2.2 No Disruption of Accessibility Features	Not Applicable	Outcomes is a web only application
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Outcomes is a web only application
502.3.2 Modification of Object Information	Not Applicable	Outcomes is a web only application
502.3.3 Row, Column, and Headers	Not Applicable	Outcomes is a web only application
502.3.4 Values	Not Applicable	Outcomes is a web only application
502.3.5 Modification of Values	Not Applicable	Outcomes is a web only application
502.3.6 Label Relationships	Not Applicable	Outcomes is a web only application
502.3.7 Hierarchical Relationships	Not Applicable	Outcomes is a web only application
502.3.8 Text	Not Applicable	Outcomes is a web only application
502.3.9 Modification of Text	Not Applicable	Outcomes is a web only application
502.3.10 List of Actions	Not Applicable	Outcomes is a web only application
502.3.11 Actions on Objects	Not Applicable	Outcomes is a web only application
502.3.12 Focus Cursor	Not Applicable	Outcomes is a web only application
502.3.13 Modification of Focus Cursor	Not Applicable	Outcomes is a web only application
502.3.14 Event Notification	Not Applicable	Outcomes is a web only application
502.4 Platform Accessibility Features	Not Applicable	Outcomes is a web only application

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Outcomes is a web only application
503.3 Alternative User Interfaces	Not Applicable	Outcomes is a web only application
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Outcomes is a web only application
503.4.2 Audio Description Controls	Not Applicable	Outcomes is a web only application
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.2 section	See information in WCAG 2.2 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Outcomes is a web only application
504.2.2 PDF Export	Partially Supports	
504.3 Prompts	Partially Supports	
504.4 Templates	Partially Supports	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Outcomes 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 Outcomessupport@liaisonedu.com
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by contacting our

Criteria	Conformance Level	Remarks and Explanations
		support center at admissionssupport@liaisonedu.com
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Outcomes 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 Outcomessupport@liaisonedu.com
603.3 Accommodation of Communication Needs	Supports	Support service related to Outcomes can be found at the Outcomes help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at Outcomessupport@liaisonedu.com