

Voluntary Product Accessibility Template® (VPAT®) Revised Section 508 Edition

Version 2.3 (Revised)

MakeMusic Cloud (SmartMusic)

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About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International that includes all of the standards.

This is the Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report
- The VPAT Template

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

MakeMusic, Inc. Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: MakeMusic Cloud (SmartMusic)

Product Description: Web-based, music-practice educational software, providing on-screen notation with audio accompaniment, connecting teachers and students, via assignment, assessment, grading, class management, notation content creation and sharing capabilities.

Report Date: March 2020

Contact Information: fflowerday@peaksware.com

Notes: The core MakeMusic Cloud (SmartMusic) interface and the Practice Application, used for searching the content library, opening and interacting with audio-synchronized sheet music for practice and assessment, is available to all users (with the exception of users with an administrator-only role) and shares general navigation and user interaction commonalities with all areas of MakeMusic Cloud (SmartMusic), including the Authoring Tools and Administrative areas. The Authoring Tools are available only to teachers and administrators, and serve the purpose of creating and reviewing assignments for students, creating compositions, importing and editing notation, generating sight reading content, administrating and creating classes, sending invitations to teachers and students, and curating grades. The exception is Music Sharing, which is available to all users. Where criteria are specific to a particular area of MakeMusic Cloud (SmartMusic), Authoring Tool, or workflow, it will be noted.

More specific detail on the functionality and features of MakeMusic Cloud (SmartMusic) can be found at

<https://www.smartmusic.com/features/>

Evaluation Methods Used: Testing is based on general product knowledge

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 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes)
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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- 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 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>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 / Supports	Primary content in MakeMusic Cloud (SmartMusic) is audio-synchronized music notation for playback, practice and recording for assignments and their review. There is not an available text alternative or relevant description for music notation.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>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>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools.</p> <p>Training videos have text transcriptions in the form of downloadable .PDF documents, and / or text summaries (with links to additional information where relevant) next to the video. MakeMusic Cloud (SmartMusic) Academy example: https://academy.smartmusic.com/getting-started-with-smartmusic-free-teacher-tools/323697</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>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/Does Not Support	<p>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools.</p> <p>Training videos do not support closed caption functionality.</p> <p>Workaround: Where MakeMusic Cloud (SmartMusic) videos are available on YouTube, Auto-Generated Subtitles/ Closed Captioning is available via YouTube functionality.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>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/Does Not Support	<p>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools.</p> <p>Training/ support materials do not support audio description or other media alternatives besides text transcription as described in remarks for 1.2.1.</p>

<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>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 Evaluated</p>	<p>Accessibility and compatibility with assistive technology not evaluated or documented.</p> <p>Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en</p> <p>Considerations: Account creation and payment flows indicate required fields with a red asterisk and clear labeling for purpose at the page and field level. Failure to enter required information results in text to identify omission and required information.</p> <p>Some forms within the assignment creation workflow use color and text to indicate required fields</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>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/ Supports</p>	<p>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools or support documentation.</p> <p>Process steps for some workflows within tools (such as assignment creation, account creation and payment) are structured and progressive, but the text and fields within do not have a Meaningful Sequence as defined; the sequence in which content is presented does not affect its meaning.</p> <p>Some training resources are structured and progressive, but can be consumed asymmetrically, dependant on user need</p>

<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>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>Some functionality of the application is specifically dependent on sound, such as playing back and practicing with notation or completing a practice assignment.</p> <p>Some functionality of the Authoring Tools are dependent on sound such as reviewing submitted student recordings, previewing content during the assignment process or playing back content created via the “Compose” notation creation/ import tool, or the Sight Reading Builder.</p> <p>In some areas of MakeMusic Cloud (SmartMusic) where information is conveyed by shape and/or location (site navigation icons, playback controls, graphic content tiles), color is used as additional information other than shape and/or location to allow people with low vision to understand the information conveyed.</p> <p>In most cases, and where applicable, support resources and documentation combine descriptive text elements with visual cues to locate the described control or element on the interface.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>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>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element with the exception of visual assessment results in the practice application. To accommodate users with limited color perception who are practicing or completing assignments, assessment results can be displayed in user-selected colorblind mode in MakeMusic Cloud (SmartMusic).</p> <p>Colorblind mode is also available for GradeBook.</p> <p>Consideration: Potential additional support for “Use of Color” criteria can be found via Google</p>

		<p>Chrome Extension “Color Enhancer” found here: https://chrome.google.com/webstore/detail/color-enhancer/ipkjmjaldkapilfdigkgfmpekpfnkih?hl=en</p>
<p>1.4.2 Audio Control (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	Sounds do not play without user interaction
<p>2.1.1 Keyboard (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>Partially Supports</p>	<p>Mouse input is required in certain areas of the Software and Authoring Tools. Elements of navigation, creating / opening content, and creating / completing assignments are not accessible via the keyboard.</p> <p>Mouse input is required in certain areas of documentation and support navigation and selection.</p> <p>Practicing or performing an assignment for assessment is a path-dependent input via the users musical instrument and does not have a keyboard analog.</p>
<p>2.1.2 No Keyboard Trap (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	User actions via available keyboard functionality do not result in a trapped scenario.
<p>2.2.1 Timing Adjustable (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	There are no operational limitations in the software except when a student is specifically directed by a teacher via an assignment that can create an Essential Exception. An example would be sight-reading assignment where the time to review and tempo of content is restricted and predetermined by the assigner.

<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>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>Scrolling and recording behavior (playback of notation and recording to complete or review an assignment) is started and stopped via user input.</p> <p>Auto-updating is not user-facing</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>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>There are no application limitations related to this.</p> <p>No web pages contain anything that flashes more than three times in any one second.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>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>Not Applicable/ Supports</p>	<p>Content is music notation-based and not organized into “blocks of content that are repeated on multiple Web pages.”</p> <p>Support documentation is not organized into “blocks of content that are repeated on multiple Web pages.”</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>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>Pages in MakeMusic Cloud (SmartMusic) are all titled and color-coded to describe purpose clearly.</p> <p>Support documentation resources are titled consistently.</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>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>Focus order is supported in certain areas of the MakeMusic Cloud (SmartMusic) and its Authoring Tools. Specifically, in the areas of form entry for account creation, payment flow, class creation, and some areas of the assigner.</p> <p>Focus order in the Practice Application and support documentation is not applicable.</p>

<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>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>Whenever possible in MakeMusic Cloud (SmartMusic), link text is provided that identifies the purpose of the link without needing additional context.</p> <p>Exceptions: Some links are graphic-only. For example: MakeMusic Cloud (SmartMusic) Academy, Notifications, Account, Help and Home.</p> <p>When a link is created at user direction as part of the Music Sharing functionality, users are unable to determine the purpose of the link via the text alone.</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>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>The defined default human language of MakeMusic Cloud (SmartMusic) is English</p>
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>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>No forms are submitted automatically when a component receives focus</p> <p>No new windows are launched when a component receives focus</p> <p>Focus is not changed automatically to another component when that component receives focus</p>

<p><u>3.2.2 On Input</u> (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	Entering data or selecting a form control has predictable effects within MakeMusic Cloud (SmartMusic) except when it is clear that a context change will happen in response to the user's action, such as clicking on a graphic content tile, site navigation or advancing through the assignment flow.
<p><u>3.3.1 Error Identification</u> (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	There are no limitations in the software related to this.
<p><u>3.3.2 Labels or Instructions</u> (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	There are no limitations in the software related to this.
<p><u>4.1.1 Parsing</u> (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 Evaluated	Accessibility and compatibility with assistive technology not evaluated or documented.
<p><u>4.1.2 Name, Role, Value</u> (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 Evaluated	Accessibility and compatibility with assistive technology not evaluated or documented.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (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>Not Applicable / Supports</p>	<p>None of the Software, Authoring Tools or support documentation outputs are live-streamed in a manner that is consumed by other users in real time.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (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>Does Not Support</p>	<p>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools.</p> <p>Support documentation does not support audio description or other media alternatives besides text transcription.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (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>Does Not Support</p>	<p>MakeMusic Cloud (SmartMusic) does not currently meet Contrast (Minimum) requirements as described in 1.4.3 (AA)</p> <p>Workaround: Potential additional support for Contrast (Minimum) criteria can be found via Google Chrome Accessibility Extension: “High Contrast” found here: https://chrome.google.com/webstore/detail/high-contrast/djcfdncoelnbljdjfhinijlhjlikmph?hl=en</p>
<p><u>1.4.4 Resize text</u> (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 text can be resized and zoomed independently of notation displayed to 200% without assistive technology.</p> <p>Exceptions: The Admin section of MakeMusic Cloud (SmartMusic) will not zoom text quite to 200%</p> <p>Text in music notation content opened via the practice application (Titles, tempo marking etc.) Zoom only with Zoom Music controls</p>

		Consideration:
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		<p>MakeMusic Cloud (SmartMusic) requires a minimum window size to display necessary software functions concurrently. In certain circumstances, the size of the users display will affect where this cutoff can be when zooming text.</p>
<p><u>1.4.5 Images of Text</u> (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>In most areas of MakeMusic Cloud (SmartMusic), its Authoring Tools and support documentation, text is used to convey information rather than images of text (Level AA)</p> <p>Exceptions:</p> <p>Some content in the “Find Music” carousel use graphics that contain images of text. Some of these are considered Essential per 1.4.5 definition, but a sub-set, for example: “MakeMusic Cloud (SmartMusic)’s Top 40” are not.</p> <p>Alt text is not defined for the “Categories” in the “Find Music” carousel.</p> <p>Text in music notation content opened via the practice application (Titles, tempo marking etc.) behaves as a rendered graphic and can't be selected.</p>

<p>2.4.5 Multiple Ways (Level AA)</p> <p>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>Users can find content in MakeMusic Cloud (SmartMusic) by multiple methods: User specified search via “Find Music” search bar, search by category via graphic tiles on the home page, exploration of content via graphic tiles on the carousel via “Explore” via user defined filter criteria: genre, instrument, difficulty and category.</p> <p>Links to all areas of MakeMusic Cloud (SmartMusic) and Authoring Tools (including to the Home Screen from other areas) are available from all pages, are consistently located and can also serve as a site map.</p> <p>Where applicable (for example, from within Class Tools), additional links are provided to related web pages.</p> <p>Support documentation content can be found by multiple methods: Quick Search, Contact Us (case system), Help Center, Community, and by Phone.</p> <p>Considerations:</p> <ul style="list-style-type: none"> ● The Practice Application is only accessed by the user selecting and opening content via one of the search mechanisms described above, Music Sharing link or by performing an assignment. ● Where web pages are the result of, or, a step in a process. Examples of such areas are assignment creation flow, account creation, making a payment, or the result of a content search
<p>2.4.6 Headings and Labels (Level AA)</p> <p>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>All areas of the software and support documents have clear headings and labels for forms and fields.</p>

<p><u>2.4.7 Focus Visible</u> (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>Supports</p>	<p>In keyboard operable areas of MakeMusic Cloud (SmartMusic), where text fields receive focus, a vertical bar is displayed in the field, indicating that the user can insert text, OR all of the text is highlighted, indicating that the user can type over the text.</p> <p>Where a user interface control can receive focus, a visible border is displayed around it.</p>
<p><u>3.1.2 Language of Parts</u> (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>Supports</p>	<p>Software, Authoring Tools and support documentation are in English only.</p>
<p><u>3.2.3 Consistent Navigation</u> (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>MakeMusic Cloud (SmartMusic) has consistently located navigation controls in the same relative order on every page in all areas of the Software and Authoring Tools in the form of: “Home” link (skip navigation), consistently placed site navigation menu and links to: Help, Account Settings, Notifications and MakeMusic Cloud (SmartMusic) training resources.</p> <p>Support documentation supports consistent navigation.</p>
<p><u>3.2.4 Consistent Identification</u> (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>Components that have the same functionality, including in non-text content (icons) are identified consistently on all pages in all areas of MakeMusic Cloud (SmartMusic).</p>
<p><u>3.3.3 Error Suggestion</u> (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 errors suggest user action.</p>

<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>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>Error prevention measures such as suggestion and required user confirmation are part of accepting Terms and Conditions, payment and assignment processes to ensure user accuracy and review. User profile information and account settings can be changed at any time by the user once logged in to MakeMusic Cloud (SmartMusic).</p> <p>Support documentation: not applicable.</p>
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Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools.</p> <p>Training videos do not support sign language.</p>
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools.</p> <p>Training videos do not support an extended audio description.</p>
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools.</p> <p>Training videos do not support a Media Alternative at the 1.2.8 AAA conformance level.</p>

<p><u>1.2.9 Audio-only (Live)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Not Applicable/ Supports</p>	<p>None of the Software, Authoring Tool or support documentation outputs are live-streamed in a manner that is consumed by other users in real time. Training videos are pre recorded.</p>
<p><u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>MakeMusic Cloud (SmartMusic) does not currently meet Contrast Enhanced requirements as described in 1.4.6 (AAA)</p> <p>Workaround: Potential additional support for contrast enhanced criteria can be found via Google Chrome Accessibility Extension: “High Contrast” found here: https://chrome.google.com/webstore/detail/high-contrast/djcfdncoelnlbljfhinnjlhdjlikmph?hl=en</p>
<p><u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Software and Authoring Tools: not applicable. Core MakeMusic Cloud (SmartMusic) functionality relies on audio-synchronized playback of notation as part of its core functions and is started and stopped by the user.</p> <p>Support documents: Supports. Training videos do not have sound effects or music playing behind narration audio.</p>

<p>1.4.8 Visual Presentation (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Primary content within MakeMusic Cloud (SmartMusic) is not organized to blocks of text. Primary content is music notation-based.</p> <p>In most areas of MakeMusic Cloud (SmartMusic) where the text within MakeMusic Cloud (SmartMusic) is used to describe or control function (such as links, tabs controls), it can be resized without assistive software to 200% without scrolling in a way that requires the user to scroll horizontally to read a line of text on a full-screen window.</p> <p>Exception: The Admin section of MakeMusic Cloud (SmartMusic) will not zoom text quite to 200%</p> <p>Consideration: MakeMusic Cloud (SmartMusic) requires a minimum window size to display necessary software functions concurrently. In certain circumstances, the size of the users display will affect where the cutoff can be when zooming text.</p> <p>Workaround: Potential additional support for 1.4.8 contrast criteria can be found via Google Chrome Accessibility Extension: “High Contrast” found here: https://chrome.google.com/webstore/detail/high-contrast/djcfdncoelnblldjfhinnjlhdjlikmph?hl=en</p> <p>Workaround: Potential additional support for 1.4.8 color enhancement criteria can be found via Google Chrome Accessibility Extension “Color Enhancer” found here: https://chrome.google.com/webstore/detail/color-enhancer/ipkjmjaledkapilfdigkgfmpekpfnkjh?hl=en</p>
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<p><u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>MakeMusic Cloud (SmartMusic) does not support this criteria without exception</p> <p>Exceptions:</p>
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		<p>Some content in the “Find Music” carousel use graphics that contain images of text. Some of these are considered essential per 1.4.5 definition, but a sub-set, for example: “MakeMusic Cloud (SmartMusic)’s Top 40” are not.</p> <p>Alt text is not defined for the “Categories” in the “Find Music” carousel</p> <p>Where opened music content in the Practice Application has text, the text behaves as a rendered graphic and can't be selected.</p>
<p><u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Does Not Support	Does not meet requirements.
<p><u>2.2.3 No Timing</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable / Supports	Timing is an essential part of the event or activity presented by content interaction in MakeMusic Cloud (SmartMusic). Core functionality of MakeMusic Cloud (SmartMusic) is to practice or complete an assignment with audio-synchronized sheet music in real time as directed by the user or defined in an assignment.
<p><u>2.2.4 Interruptions</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Supports	Interruptions can be dismissed by the user. Updates are not user-facing.
<p><u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Supports	Re-authentication does not happen in a way that is destructive to user data or occurs mid-task such as during practice or recording as part of an assignment.
<p><u>2.3.2 Three Flashes</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Supports	There are no limitations in MakeMusic Cloud (SmartMusic) related to this. No web pages contain anything that flashes more than three times in any one second.
<p><u>2.4.8 Location</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Supports	MakeMusic Cloud (SmartMusic) contains consistently placed and designed elements across all pages to help users identify their location. Additionally, a constant link to the home page is displayed on the top left of every page in MakeMusic Cloud (SmartMusic).

<p>2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>The purpose of most links can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p> <p>Exceptions: Some links are graphic-only. For example: MakeMusic Cloud (SmartMusic) Academy, Notifications, Account, Help and Home.</p> <p>Authoring tools: When a link is created at user direction as part of the Music Sharing functionality, users are unable to determine the purpose of the link via the text alone.</p>
<p>2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Applicable areas within MakeMusic Cloud (SmartMusic) such as forms, data management and certain content creation steps and tools (profile data, administration, assigner, and class tools) contain section headings to identify purpose and subsections within pages.</p>
<p>3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>MakeMusic Cloud (SmartMusic) is music software. All terms are related to music function and are context for all unusual words, and jargon.</p> <p>The exceptions occur in content titles, which are under the creative control of the authors and can, in rare circumstances, contain unusual words.</p>
<p>3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Abbreviations are not used without explanation or context in MakeMusic Cloud (SmartMusic)</p>
<p>3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Not Applicable/ Supports</p>	<p>Text within MakeMusic Cloud (SmartMusic) is functional and directly in context to software features and operations. Examples of this are: Navigation Links, Page Titles, Controls and Labels for entry fields.</p>

<p><u>3.1.6 Pronunciation</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Not applicable/ Supports</p>	<p>Primary content in MakeMusic Cloud (SmartMusic) is music notation for playback, practice and recording for assignments.</p>
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		Text within MakeMusic Cloud (SmartMusic) is functional and directly in context to software features and operations, such as links, titles controls and requirements for entry fields. Understanding words within MakeMusic Cloud (SmartMusic) are not contingent on pronunciation and are not heteronyms.
<p>3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Supports	<p>Changes in context are at user direction. Forms do not automatically submit and new windows do not launch automatically.</p> <p>Updates are not user-facing</p>
<p>3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Does Not Support	<p>Does not meet requirements.</p> <p>Workaround: Help is available in several forms from any page in MakeMusic Cloud (SmartMusic): Searchable “Quick Help” with a link to contact Support for additional assistance, “User Guide” to provide reference assistance, and “Help Center”, leveraging user-case how-tos and links to the community forum for peer to peer support. Any of these can be established in a concurrent tab and can approximate contextual assistance.</p>
<p>3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Supports	Areas of data entry and form submission are checked and confirmed.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not Evaluated	<p>Accessibility and compatibility with assistive technology not evaluated or documented for users without vision.</p> <p>Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en</p>
302.2 With Limited Vision	Partially Supports	<p>MakeMusic Cloud (SmartMusic) can independently zoom both text and music notation.</p> <p>Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en</p>
302.3 Without Perception of Color	Partially Supports	<p>MakeMusic Cloud (SmartMusic) supports users without perception of color through Colorblind Mode for assessment results where color is the only method of visual feedback. Colorblind mode is also available for GradeBook.</p> <p>Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en</p>

302.4 Without Hearing	Partially supports	Some areas of MakeMusic Cloud (SmartMusic) are hearing-critical and require at least limited hearing: Practice and assessment rely on auditory feedback to execute and evaluate. Most other areas of MakeMusic Cloud (SmartMusic), such as Administration, Class Management and most areas of Authoring Tools (such as musical score creation, editing or import) do not require hearing to execute successfully.
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302.5 With Limited Hearing	Supports	Some areas of MakeMusic Cloud (SmartMusic) are hearing-critical and require at least limited hearing: Practice and assessment rely on auditory feedback to execute and evaluate. Most other areas of MakeMusic Cloud (SmartMusic), such as Administration, Class Management and most areas of Authoring Tools (such as musical score creation, editing or import) do not require hearing to execute successfully.
302.6 Without Speech	Supports	MakeMusic Cloud (SmartMusic) does not require the use of speech.
302.7 With Limited Manipulation	Does Not Support	Fine motor skills are required to practice, complete assignments and interact with the Authoring Tools
302.8 With Limited Reach and Strength	Supports	MakeMusic Cloud (SmartMusic) does not require extended reach or strength
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Limitations in the areas of language, cognitive and learning abilities can affect success in MakeMusic Cloud (SmartMusic). However, assistive tools are available in the Practice application to tune, slow down music, subdivide beats, understand any note's correct fingering and correct pitch.

Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable/ Supports	Not Hardware
402.2.2 Transactional Outputs	Not Applicable/ Supports	Not Hardware
402.2.3 Speech Delivery Type and Coordination	Not Applicable/ Supports	Not Hardware
402.2.4 User Control	Not Applicable/ Supports	Not Hardware

402.2.5 Braille Instructions	Not Applicable/ Supports	Not Hardware
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402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable/ Supports	Not Hardware
402.3.2 Non-private Listening	Not Applicable/ Supports	Not Hardware
402.4 Characters on Display Screens	Not Applicable/ Supports	Not Hardware
402.5 Characters on Variable Message Signs	Not Applicable/ Supports	Not Hardware
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable/ Supports	Not Hardware
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable/ Supports	Not Hardware
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable/ Supports	Not Hardware
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable/ Supports	Not Hardware
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable/ Supports	Not Hardware
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable/ Supports	Not Hardware
407.3.2 Alphabetic Keys	Not Applicable/ Supports	Not Hardware
407.3.3 Numeric Keys	Not Applicable/ Supports	Not Hardware
407.4 Key Repeat	Not Applicable/ Supports	Not Hardware
407.5 Timed Response	Not Applicable/ Supports	Not Hardware
407.6 Operation	Not Applicable/ Supports	Not Hardware
407.7 Tickets, Fare Cards, and Keycards	Not Applicable/ Supports	Not Hardware
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable/ Supports	Not Hardware

407.8.1.1 Vertical Plane for Side Reach	Not Applicable/ Supports	Not Hardware
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable/ Supports	Not Hardware
407.8.2 Side Reach	Not Applicable/ Supports	Not Hardware
407.8.2.1 Unobstructed Side Reach	Not Applicable/ Supports	Not Hardware
407.8.2.2 Obstructed Side Reach	Not Applicable/ Supports	Not Hardware
407.8.3 Forward Reach	Not Applicable/ Supports	Not Hardware
407.8.3.1 Unobstructed Forward Reach	Not Applicable/ Supports	Not Hardware
407.8.3.2 Obstructed Forward Reach	Not Applicable/ Supports	Not Hardware
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable/ Supports	Not Hardware
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable/ Supports	Not Hardware
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable/ Supports	Not Hardware
408.3 Flashing	Not Applicable/ Supports	Not Hardware
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable/ Supports	Not Hardware
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable/ Supports	Not Hardware
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable/ Supports	Not Hardware
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<i>412.2 Volume Gain</i>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable/ Supports	Not Hardware
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable/ Supports	Not Hardware
<i>412.3 Interference Reduction and Magnetic Coupling</i>	Heading cell – no response required	Heading cell – no response required

412.3.1 Wireless Handsets	Not Applicable/ Supports	Not Hardware
412.3.2 Wireline Handsets	Not Applicable/ Supports	Not Hardware
412.4 Digital Encoding of Speech	Not Applicable/ Supports	Not Hardware
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable/ Supports	Not Hardware
412.7 Video Communication	Not Applicable/ Supports	Not Hardware
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable/ Supports	Not Hardware
412.8.2 Voice and Hearing Carry Over	Not Applicable/ Supports	Not Hardware
412.8.3 Signal Compatibility	Not Applicable/ Supports	Not Hardware
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable/ Supports	Not Hardware
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable/ Supports	Not Hardware
413.1.2 Pass-Through of Closed Caption Data	Not Applicable/ Supports	Not Hardware
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable/ Supports	Not Hardware
414.1.2 Other ICT	Not Applicable/ Supports	Not Hardware
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable/ Supports	Not Hardware
415.1.2 Audio Description Controls	Not Applicable/ Supports	Not Hardware

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section

<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable/ Supports	Web-only application
502.2.2 No Disruption of Accessibility Features	Not Applicable/ Supports	Web-only application
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable/ Supports	Web-only application
502.3.2 Modification of Object Information	Not Applicable/ Supports	Web-only application
502.3.3 Row, Column, and Headers	Not Applicable/ Supports	Web-only application
502.3.4 Values	Not Applicable/ Supports	Web-only application
502.3.5 Modification of Values	Not Applicable/ Supports	Web-only application
502.3.6 Label Relationships	Not Applicable/ Supports	Web-only application
502.3.7 Hierarchical Relationships	Not Applicable/ Supports	Web-only application
502.3.8 Text	Not Applicable/ Supports	Web-only application
502.3.9 Modification of Text	Not Applicable/ Supports	Web-only application
502.3.10 List of Actions	Not Applicable/ Supports	Web-only application
502.3.11 Actions on Objects	Not Applicable/ Supports	Web-only application
502.3.12 Focus Cursor	Not Applicable/ Supports	Web-only application
502.3.13 Modification of Focus Cursor	Not Applicable/ Supports	Web-only application
502.3.14 Event Notification	Not Applicable/ Supports	Web-only application
502.4 Platform Accessibility Features	Not Applicable/ Supports	Web-only application
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable/ Supports	Web-only application
503.3 Alternative User Interfaces	Not Applicable/ Supports	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/ Supports	Web-only application
503.4.2 Audio Description Controls	Not Applicable/ Supports	Web-only application
<u>504 Authoring Tools</u>	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 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable / Supports	Authoring Tools do not convert content from one format to another or save content in multiple formats. The primary output of authored content is consumed within the MakeMusic Cloud (SmartMusic) services.
504.2.2 PDF Export	Not Applicable / Supports	MakeMusic Cloud (SmartMusic) does not export PDFs
504.3 Prompts	Partially Supports	Partially Supports
504.4 Templates	Partially Supports	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	Partially Supports	Documentation includes information on accessibility features that are built-in to MakeMusic Cloud (SmartMusic), but does not contain information on accessibility features that provide compatibility with assistive technology. Accessibility and compatibility with other assistive technology not evaluated or documented.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable/ Supports	All support documentation is electronic.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Support services provide information on accessibility features that are built-in to MakeMusic Cloud (SmartMusic), but do not provide information on accessibility features that provide compatibility with assistive technology.

		Accessibility and compatibility with other assistive technology not evaluated or documented.
603.3 Accommodation of Communication Needs	Partially Supports	Users requiring additional assistance can call Customer Support or click a “Contact Us” button in Quick Search to ask a specific question or ask for clarification via text.

Legal Disclaimer

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