

Vista Higher Learning Accessibility Conformance Report

(Based on VPAT® Version 2.5)¹

Name of product/version	Vista Higher Learning website
Product description	Website
Report date	28 March 2025
Contact information	accessibility@vistahigherlearning.com
Notes	
Evaluation methods used	<p>This conformance report is based on the results of an accessibility audit conducted by TetraLogical on a representative sample of pages and components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.2.</p> <p>The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following tools were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Chrome, Firefox, and Safari• Assistive technologies: JAWS, NVDA, and VoiceOver

¹ “Voluntary Product Assessment Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI).

	<ul style="list-style-type: none"> • Accessibility testing tools: ARC Toolkit, axe, and Color Contrast Analyzer
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Applicable standards/guidelines

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

Standard/guideline	Included in report
Web Content Accessibility Guidelines 2.0	Level A – Yes Level AA – Yes Level AAA – No
Web Content Accessibility Guidelines 2.1	Level A – Yes Level AA – Yes Level AAA – No
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
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe – v 3.1.1 (2019-11) and EN 301 549 Accessibility requirements for ICT products and services – V3.2.1 (2021-03)	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.

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WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 – Web, Sections 10.1–10.4 of Chapter 10 – Non-Web documents, and Sections 11.1–11.4 and 11.8.2 of Chapter 11 – Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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: WCAG 2.x Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.1.1.1 (Web)• 10.1.1.1 (Non-web document)• 11.1.1.1 (Open Functionality Software)• 11.1.1.2 (Closed Functionality Software)• 11.8.2 (Authoring Tool)	Partially supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with some exceptions. These include: <ul style="list-style-type: none">• Some images and graphics, such as those representing answer areas in textbooks and animated graphics used to convey the user's microphone input

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>level, have missing text descriptions</p> <ul style="list-style-type: none"> Some images and graphics have text descriptions that don't convey equivalent information; examples include some graphs and charts in textbooks, images in the listen and repeat exercises, and some close buttons inside dialog boxes Some decorative images are not hidden from assistive technologies; examples include decorative images and icons on pre-login pages, and decorative icons on the student dashboard and home pages
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.1 (Web) 	Supports	<p>An equivalent transcript is provided for all prerecorded audio-only content in titles copyright 2020 and later.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) 	Supports	Captions are provided for all prerecorded audio content within synchronized media.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Partially supports	<p>An alternative for all time-based media within synchronized media is provided, with the following exception:</p> <ul style="list-style-type: none"> • Some videos, such as the hotspot exploration videos in the listen and repeat activities and videos in the multi-video activity, do not have an audio description or media alternative to describe the graphical content in the video

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>All information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some exceptions. These include:</p> <ul style="list-style-type: none"> Some headings are not marked up correctly and are therefore not announced as such by assistive technologies; examples include headings in the student dashboard's "Class Bulletin" section, the heading-based month and year on the Calendar page, and some headings within textbook content The active / selected state of some controls is conveyed visibly but not programmatically;

Criteria	Conformance Level	Remarks and Explanations
		examples include the selected “Vocabulary” / “Flashcards” tab panel on the Vocabulary Tools page, and the selected “New” / “Viewed” tab panel on the Announcements page
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	A correct reading sequence can be programmatically determined for all content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 	Partially supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, with some exceptions. These include:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Some links rely on color alone to convey that they are interactive elements; examples include links in the site's footer that are blue as opposed to the surrounding grey non-link text, and the red "Purchase access here" and "Redeem a code now" links embedded within dark red non-link text within the warning dialog that appears on the account home page if the user has joined a course without access to its online materials • Some controls rely on color alone to convey state, such as which of the English / Spanish options that appear when reading and listening to

Criteria	Conformance Level	Remarks and Explanations
		vocabulary in an exploration activity, and to indicate which element currently has focus when navigating through the font size selector in the rich text editor
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	A mechanism is available to pause audio on a web page that plays automatically for more than 3 seconds and a mechanism is available to control audio volume independently from the overall system volume level.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, with some exceptions. These include:</p> <ul style="list-style-type: none"> • The English / Spanish options that appear when reading and listening to vocabulary in an exploration activity are not fully keyboard accessible • Some exercises rely on the user being able to use speech to complete them, and do not provide a way of using a keyboard to complete the exercise
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) 	Supports	<p>For all components that receive keyboard focus, focus can be moved away from that component using the keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Partially supports	<p>The website includes keyboard shortcuts that rely on single character-key shortcuts, but these keyboard shortcuts can be turned off.</p> <p>However, the "?" character is still used to open the keyboard shortcuts dialog box, even when keyboard shortcuts have been disabled.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Mechanisms are provided to extend time limits within the website, with the following exception:</p> <ul style="list-style-type: none"> The “Select anywhere to add a note” status message that appears when adding a note to a book only appears for a few seconds, and there is no way to extend how long this message is displayed
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 	Supports	<p>A mechanism is provided to pause, stop, or hide all moving, blinking, and scrolling content.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	The website does not include content that flashes.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 	Supports	A mechanism is available to bypass blocks of content that are repeated on multiple pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) – Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>All pages have titles that describe their topic or purpose, with some exceptions. These include:</p> <ul style="list-style-type: none"> Some page titles do not accurately describe the contents of the page, and instead only include the activity name
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.3 (Web) 	Partially supports	<p>All focusable components receive focus in an order that preserves meaning and operability, with some</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>exceptions. These include:</p> <ul style="list-style-type: none"> • Keyboard focus sometimes moves “behind” dialog boxes, despite the fact that content behind these dialog boxes is visibly obscured; examples include page content outside of the “Info” dialog box on activity pages, and page content outside of the “Reply” dialog box on Forums pages • Some non-interactive content is unnecessarily keyboard focusable; examples include question text in some exercises, and the page’s main heading after the “Skip to main content” link has been activated • Keyboard focus isn’t moved as expected when

Criteria	Conformance Level	Remarks and Explanations
		the “Skip to main content” link on certain pages, such as the Resources page, is activated
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The purpose of all links can be determined from the link text alone, or from the link text together with its programmatically determined link context.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) 	Not applicable	The website does not require multipoint/path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	For all functionality that can be operated using a single pointer, all pointer event interaction can be cancelled as per the SC requirements.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>For all user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Depending on their state, the accessible name for some play / pause / stop controls doesn't include the text that is presented visually • The "Upload video" button within the video recording activity has the accessible name of "Choose file: No file chosen button", despite the visible label being "Upload Video"
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) 	Not applicable	<p>The website does not include functionality that can be operated by device motion or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	The default language of all pages can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	No user interface component initiates a change of context when it receives focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 	Partially supports	<p>Changing the setting of user interface components does not automatically cause a change of context, with one exception:</p> <ul style="list-style-type: none"> Navigating through the combobox above the "All

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Components” button on the Resources page using the arrow keys causes the page to refresh and keyboard focus to move back to the top of the page
<u>3.2.6 Consistent Help</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Repeated help mechanisms included in the website occur in the same relative order to other page content.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) 	Partially supports	For all input errors that are automatically detected, the item that is in error is identified and the error is described to the user in text, with the following exception: <ul style="list-style-type: none"> • Error messages are not displayed if the user replies to a forum post without entering any text into the field or leaving a recorded message

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>Labels or instructions are provided when content requires user input, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Some comboboxes, such as the combobox for selecting lessons on the Resources page, are missing a visible label, and often rely on their default selected options to label them • The “Study by” label for the related combobox in the Flashcards tab panel on the Vocabulary Tools page is not visible and is only

Criteria	Conformance Level	Remarks and Explanations
		<p>available to people using a screen reader</p> <ul style="list-style-type: none"> The “Type here...” text field in the Reply dialog box on Forums pages relies on placeholder text as a visible label, which disappears when text is added to the field
<p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	Information previously entered or provided by the user is not required to be entered again in the same process
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Not required 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>For all user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies, with some exceptions. These include:</p> <ul style="list-style-type: none"> Some controls lack an appropriate role; examples include comboboxes used for selecting the correct word in exercises which are coded as buttons rather than comboboxes,

Criteria	Conformance Level	Remarks and Explanations
		<p>the switch control for turning the audio on / off in vocabulary exercises which are coded as checkboxes rather than switches, and the input area within the rich text editor used in some activities which is missing a role completely</p> <ul style="list-style-type: none"> • The color selection dialog box associated with the rich text editor used in some activities lacks an accessible name • The state of multiple controls across the website is not indicated programmatically; examples include the expanded / collapsed state of the colour picker related to the highlighting functionality, the selected state of the Vocabulary / Flashcards tab on

Criteria	Conformance Level	Remarks and Explanations
		the Vocabulary Tools page, and the currently active link in the Overview / Scores / Unassigned navigation menu on the Grades page

Table 2: WCAG 2.x Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The website does not include live audio content within synchronized media.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) 	Partially supports	Audio descriptions are provided for all prerecorded video content within synchronized media, with some exceptions. These include:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Hotspot exploration activity videos • Episode clips, which have equivalent text transcripts for the conversation but no audio description that describes the overall context of the video
<p><u>1.3.4 Orientation</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	The website does not restrict the view and operation of content to a single display orientation

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>1.3.5 Identify Input Purpose</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	The purpose of all input fields that collect information about the user can be programmatically determined, with some exceptions. These include: <ul style="list-style-type: none"> • Form input fields on the My Account page, such as the username and email fields • Form input fields on the login page, such as the password field
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) 	Partially supports	The visual presentation of all text has a contrast ratio of at least 4.5:1, while large-scale text has a contrast ratio of at least 3:1, with some exceptions. These include: <ul style="list-style-type: none"> • Some links, such as the blue links in the common footer section of learner exercises, have a contrast

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>ratio of less than 4.5:1 against the page's background</p> <ul style="list-style-type: none"> Some non-link text, such as the "Grade pending" text within the Assignment table in the Scores tab panel on the Grades page, has a contrast ratio of less than 4.5:1 against the page's background
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Partially supports	<p>All text can be resized without assistive technology by zooming up to 200% with no loss of content or functionality, with some exceptions. These include:</p> <ul style="list-style-type: none"> Some content inside the Assignments and Learning Tools submenus within the common header on program landing pages is cut off and cannot be scrolled to when

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>zoomed between 100% and 200%</p> <ul style="list-style-type: none"> • The “Press Play to Start” text that overlays the video in dialogue exercises overlaps itself when the page is zoomed between 100% and 200%
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Partially supports	<p>Text, rather than images of text, is used to convey information, with the following exception:</p> <ul style="list-style-type: none"> • Images of text still appear in some listen-and-repeat vocabulary tutorials and, while there is plain text below the image, this plain text doesn’t include the text that appears within the image

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>All content can be resized to a width of 320 CSS pixels/a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions with some exceptions. These include:</p> <ul style="list-style-type: none"> Some content is lost when the viewport is resized per the dimensions set out in this success criterion; examples include the “Open accent bar” control that opens a dialog box containing selectable characters, and the “Cancel” and “Delete” buttons within the “Delete Post?” dialog box on forum pages Both horizontal and vertical scrolling is required on some

Criteria	Conformance Level	Remarks and Explanations
		<p>pages when the viewport is resized per the dimensions set out in this success criterion; examples include the “Expected Call Quality” dialog box that appears after testing a video connection for calls, and a small amount of flashcard content on the Vocabulary Tools page</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Partially supports	<p>The visual presentation of all user interface components and other graphical objects (except for those whose appearance is determined by the browser) has a contrast ratio of at least 3:1, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Close icons within some dialog boxes across the website have a contrast of less than 3:1 against their backgrounds

Criteria	Conformance Level	Remarks and Explanations
<p>Revised Section 508 – Does not apply</p>		<ul style="list-style-type: none"> • The custom focus indicator used around some controls, such as the Close button in the timeout dialog box, has a contrast of less than 3:1 against adjacent content • The apple icon that indicates that activities are awaiting instructor grading has a contrast of less than 3:1 against its white background
<p><u>1.4.12 Text Spacing</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Supports</p>	<p>The website allows for the changing of all relevant text style properties without loss of content or functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Additional content displayed on hover or focus is dismissible, hoverable, and persistent, with some exceptions. These include: <ul style="list-style-type: none"> • Some custom tooltips associated with speech recognition, headphone, and book icons on activity pages are not hoverable using the mouse • Submenus associated with the Assignments and Learning Tools main menu options in the program header are not dismissible without moving the mouse pointer away from these submenus
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.5 (Web) 	Supports	More than one way is available to locate web pages, except for pages that are the result of, or a step in, a process.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) 	Partially supports	<p>All headings and labels appropriately describe the topic or purpose of their related content, with the following exception:</p> <ul style="list-style-type: none"> • Multiple buttons on the Vocabulary

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Tools page all have the same accessible name of “Add Word”, making it extremely distinguish between each button when using a screen reader</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Partially supports	<p>All keyboard operable user interface components include an indication of keyboard focus, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Some controls do not visually indicate when they have received keyboard focus; examples include the “Select File” option that appears when changing one’s avatar in the

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		account settings, and the logo representing the name of the book in the common header of the Resources page (Chrome and Safari only)
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Partially supports	For user interface components that receive focus, the component is not hidden entirely, with the following exception: <ul style="list-style-type: none"> • Some dialog boxes do not restrict keyboard focus to their contents, which can result in focus moving to focusable elements that are entirely hidden “behind” the dialog box; an example is the “All Clips” dialog box that appears on multi-video pages when the page is viewed as per the dimensions set out in 1.4.10 Reflow (Level AA)

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)</p>	Partially supports	<p>Functionality that requires a dragging movement can be operated with a single pointer without dragging, with some exceptions. These include:</p> <ul style="list-style-type: none"> • In the vText reader, notes can only be repositioned using dragging movements when using the mouse • In the vText reader, highlighting content using a pointing device like a mouse can only be achieved using dragging movements
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>The size of targets for pointer inputs is at least 24 by 24 CSS pixels, with some exceptions. Examples include:</p> <ul style="list-style-type: none"> • The controls to open the accent selector fall below the 24 by 24 CSS threshold, and there is no clearance between them

Criteria	Conformance Level	Remarks and Explanations
		<p>and their adjacent text fields</p> <ul style="list-style-type: none"> In the hotspot exploration activities, the controls used to change the language are insufficiently sizes, at 21px high, without any clearance between each control
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p>	Partially supports	<p>The human language of each passage or phrase in the content of all pages can be programmatically determined, with some exceptions. These include:</p> <ul style="list-style-type: none"> In some pages where the primary language is set to English, Spanish content is not consistently programmatically identified as being written in Spanish, and therefore screen readers will announce the text as if it were in

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>English; examples include link phrases in Spanish within the due date tables on the student dashboard, and some Spanish content within the Info dialog box that appears across activities</p> <ul style="list-style-type: none"> • In some pages, content in English is marked up to be in Spanish, causing the content to be mispronounced by screen readers; one example relates to instructional content written in English within "Listen and Repeat" exercises that is conveyed with a Spanish accent by screen readers
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) 	Supports	<p>Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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 		the same relative order each time they are repeated.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply 	Supports	All components that have the same functionality within a set of web pages are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) 	Partially supports	<p>For all automatically detected input errors where suggestions for correction are known, these suggestions are provided to the user, with the following exception:</p> <ul style="list-style-type: none"> • The browser's native error handling is used

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>within the “Is your school not listed?” dialog box that appears when selecting a school; the related error messages are generic without clear guidance on how to resolve the error</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	<p>Due to the nature of educational software for the classroom, some forms do not allow students to correct their work immediately. However, educators can set the allowed number of attempts for most activity types or reset submitted work to allow a student to try again, regardless of activity type. This control is in the educator’s hands as it is in physical classrooms.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>A cognitive function test is required to log in to the website (the user must know their username / email and password), but the login form does not prevent the user from copying and pasting in this information from elsewhere, such as from a password manager, nor does it prevent browsers from allowing the user to select their credentials from a list of previously stored credentials</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) 	Partially supports	<p>In all content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus, with the following exception:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<ul style="list-style-type: none"> • An equivalent for the icon-based loading message that appears when navigating between months on the Calendar page using the Previous and Next button isn't conveyed by screen readers when the icon visibly appears on the page • A non-visual equivalent for the progress bar in the "Connectivity Test" dialog box that appears in certain activities is not provided for people who use screen readers

Table 3: WCAG 2.x Success Criteria, Level AAA

Notes: The Vista Higher Learning website has not been evaluated for WCAG 2.1 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: The mapping of WCAG 2.0 success criteria to the criteria in chapter is based on [Section 508: Mapping of WCAG 2.0 to Functional Performance Criteria](#).

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.3 Audio description or media alternative (prerecorded)• 1.2.5 Audio description (prerecorded)• 1.3.1 Info and relationships• 1.4.1 Use of color• 2.1.1 Keyboard• 2.2.1 Timing adjustable• 2.4.2 Page titled• 2.4.3 Focus order• 2.4.6 Headings and labels• 3.1.2 Language of parts• 3.2.2 On input

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value
302.2 With Limited Vision	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.5 Images of text • 2.1.1 Keyboard • 2.2.1 Timing adjustable • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.6 Headings and labels • 2.4.7 Focus visible

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.1.2 Language of parts • 3.2.2 On input • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value
302.3 Without Perception of Color	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 3.3.1 Error identification
302.4 Without Hearing	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 1.1.1 Non-text content • 3.1.2 Language of parts
302.5 With Limited Hearing	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 1.1.1 Non-text content • 3.1.2 Language of parts

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Partially supports	Several activities require users to be able to listen and repeat, but no equivalent is provided for people who cannot repeat what they have heard
302.7 With Limited Manipulation	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.2.1 Timing adjustable • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.3.3 Error suggestion • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded)

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.4.1 Use of color • 1.4.5 Images of text • 2.1.1 Keyboard • 2.2.1 Timing adjustable • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.1.2 Language of parts • 3.2.2 On input • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value

Chapter 4: Hardware

Notes: The Vista Higher Learning website is not a hardware product.

Chapter 5: Software

Notes: While the Vista Higher Learning website is not software, it includes an authoring tool that is subject to the requirements of Section 504 Authoring Tools.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
<u>502 Interoperability with Assistive Technology</u>		
502.2.1 User Control of Accessibility Features	Not applicable	The Vista Higher Learning website is not a software product
502.2.2 No Disruption of Accessibility Features	Not applicable	The Vista Higher Learning website is not a software product
502.3 Accessibility Services		
502.3.1 Object Information	Not applicable	The Vista Higher Learning website is not a software product
502.3.2 Modification of Object Information	Not applicable	The Vista Higher Learning website is not a software product
502.3.3 Row, Column, and Headers	Not applicable	The Vista Higher Learning website is not a software product
502.3.4 Values	Not applicable	The Vista Higher Learning website is not a software product
502.3.5 Modification of Values	Not applicable	The Vista Higher Learning website is not a software product
502.3.6 Label Relationships	Not applicable	The Vista Higher Learning website is not a software product

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Not applicable	The Vista Higher Learning website is not a software product
502.3.8 Text	Not applicable	The Vista Higher Learning website is not a software product
502.3.9 Modification of Text	Not applicable	The Vista Higher Learning website is not a software product
502.3.10 List of Actions	Not applicable	The Vista Higher Learning website is not a software product
502.3.11 Actions on Objects	Not applicable	The Vista Higher Learning website is not a software product
502.3.12 Focus Cursor	Not applicable	The Vista Higher Learning website is not a software product
502.3.13 Modification of Focus Cursor	Not applicable	The Vista Higher Learning website is not a software product
502.3.14 Event Notification	Not applicable	The Vista Higher Learning website is not a software product
502.4 Platform Accessibility Features	Not applicable	The Vista Higher Learning website is not a software product
<u>503 Applications</u>		
503.2 User Preferences	Not applicable	The Vista Higher Learning website is not a software product
503.3 Alternative User Interfaces	Not applicable	The Vista Higher Learning website is not a software product

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not applicable	The Vista Higher Learning website is not a software product
503.4.2 Audio Description Controls	Not applicable	The Vista Higher Learning website is not a software product
<u>504 Authoring Tools</u>		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The authoring tool does not provide conversion to alternative formats, or saving in multiple formats
504.2.2 PDF Export	Not applicable	The authoring tool does not support PDF export
504.3 Prompts	Not applicable	The authoring tool is limited to allowing the user to enter simple text, with little semantic customization. For this content, prompts are not relevant
504.4 Templates	Not applicable	The authoring tool does not provide templates

Chapter 6: Support Documentation and Services

Notes: The Documentation and Support Services for this product were not evaluated.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.3 Audio description or media alternative (prerecorded)• 1.2.5 Audio description (prerecorded)• 1.3.1 Info and relationships• 1.4.1 Use of color• 2.1.1 Keyboard• 2.1.4 Character key shortcuts• 2.2.1 Timing adjustable• 2.4.2 Page titled• 2.4.3 Focus order• 2.4.6 Headings and labels• 2.5.3 Label in name• 3.1.2 Language of parts

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.2.2 On input • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.2 Usage with limited vision	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.5 Images of text • 1.4.10 Reflow • 1.4.11 Non-text contrast • 1.4.13 Content on hover or focus

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.3 Label in name • 3.1.2 Language of parts • 3.2.2 On input • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.3 Usage without perception of color	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.11 Non-text contrast • 3.3.1 Error identification

Criteria	Conformance Level	Remarks and Explanations
4.2.4 Usage without hearing	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 3.1.2 Language of parts
4.2.5 Usage with limited hearing	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 3.1.2 Language of parts
4.2.6 Usage with no or limited vocal capability	Partially supports	<p>Several activities require users to be able to listen and repeat, but no equivalent is provided for people who cannot repeat what they have heard</p>
4.2.7 Usage with limited manipulation or strength	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.4.13 Content on hover or focus • 2.1.1 Keyboard • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.4.2 Page titled • 2.4.3 Focus order

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.3 Label in name • 3.3.3 Error suggestion • 4.1.2 Name, role, value
4.2.8 Usage with limited reach	Supports	
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Partially supports	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.5 Identify input purpose • 1.4.1 Use of color • 1.4.5 Images of text • 2.1.1 Keyboard • 2.1.4 Character key shortcuts

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.2.1 Timing adjustable • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.3 Label in name • 3.1.2 Language of parts • 3.2.2 On input • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Notes: The Vista Higher Learning website is not a closed functionality product and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication	Supports	
6.2.1.2 Concurrent voice and text	Supports	
6.2.2.1 Visually distinguishable display	Supports	
6.2.2.2 Programmatically determinable send and receive direction	Supports	
6.2.2.3 Speaker identification	Supports	
6.2.2.4 Visual indicator of Audio with RTT	Does not support	A real-time visual indicator of audio activity is not displayed
6.2.3 Interoperability	Supports	
6.2.4 RTT responsiveness	Supports	
6.3 Caller ID	Supports	
6.4 Alternatives to voice-based services	Not applicable	The two-way voice communication features do not provide voice mail, auto-attendant, or interactive voice response facilities
6.5 Video communication		

Criteria	Conformance Level	Remarks and Explanations
6.5.1 General (informative)		
6.5.2 Resolution	Supports	
6.5.3 Frame rate	Supports	
6.5.4 Synchronization between audio and video	Supports	
6.5.5 Visual indicator of audio with video	Does not support	A real-time visual indicator of audio activity is not displayed
6.5.6 Speaker identification with video (sign language) communication	Not applicable	The two-way voice communication features do not provide speaker identification for voice users
6.6 Alternatives to video-based services (advisory only)		

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Supports	
7.1.2 Captioning synchronization	Supports	
7.1.3 Preservation of captioning	Supports	
7.1.4 Captions characteristics	Does not support	There is no way provided to adapt the display of captions
7.1.5 Spoken subtitles	Not applicable	Spoken subtitles are only required in cases where the subtitle language is different from the language spoken in the video, which is not the case in this website
7.2.1 Audio description playback	Not applicable	Audio descriptions are not provided
7.2.2 Audio description synchronization	Not applicable	Audio descriptions are not provided
7.2.3 Preservation of audio description	Not applicable	Audio descriptions are not provided
7.3 User controls for captions and audio description	Supports	

Chapter 8: Hardware

Notes: The Vista Higher Learning website is not a hardware product.

Chapter 9: Web

See the WCAG 2.x Report section.

Chapter 10: Non-Web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)		
10.1.1.1 through 10.4.1.3	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
10.5 Caption positioning	Supports	The captions in synchronized media do not obscure relevant information in the synchronized media
10.6 Audio description timing	Not applicable	The synchronized media does not include any audio descriptions

Chapter 11: Software

Notes: While the Vista Higher Learning website is not software, it includes an authoring tool that is subject to the requirements of Section 11.8 Authoring tools.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)		
11.1.1.1 through 11.4.1.3	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.5 Object information	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.6 Row, column, and headers	Not applicable	The Vista Higher Learning website is not a software product

Criteria	Conformance Level	Remarks and Explanations
11.5.2.7 Values	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.8 Label relationships	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.9 Parent-child relationships	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.10 Text	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.11 List of available actions	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.12 Execution of available actions	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.13 Tracking of focus and selection attributes	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.14 Modification of focus and selection attributes	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.15 Change notification	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.16 Modifications of states and properties	Not applicable	The Vista Higher Learning website is not a software product
11.5.2.17 Modifications of values and text	Not applicable	The Vista Higher Learning website is not a software product
11.6 Documented accessibility usage		

Criteria	Conformance Level	Remarks and Explanations
11.6.1 User control of accessibility features	Not applicable	The Vista Higher Learning website is not a software product
11.6.2 No disruption of accessibility features	Not applicable	The Vista Higher Learning website is not a software product
11.7 User preferences	Not applicable	The Vista Higher Learning website is not a software product
11.8 Authoring tools		
11.8.1 Content technology		
11.8.2 Accessible content creation	See WCAG 2.0/2.1 section. (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.0/2.1 section
11.8.3 Preservation of accessibility information in transformations	Not applicable	The authoring tool does not provide restructuring transformations or re-coding transformations
11.8.4 Repair assistance	Not applicable	The authoring tool does not check for requirements against clause 9 (Web) or 10 (Non-web documents)
11.8.5 Templates	Not applicable	The authoring tool does not provide templates

Chapter 12: Documentation and Support Services

Notes: The Documentation and Support Services for this product were not evaluated.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: The Vista Higher Learning website does not offer ICT Providing Relay or Emergency Service Access and is therefore not subject to the requirements of this section.

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