IXL Learning, Inc. Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: IXL

Product Description: IXL Learning is a personalized learning platform that provides standards-aligned content for math, English language arts, science, social studies and Spanish.

Date: May 25, 2023

Contact information: help@ixl.com

Notes: N/A

Evaluation Methods Used:

The following screen readers were tested on desktop/laptop devices:

- JAWS (Windows)
- NVDA (Windows)
- VoiceOver (MacOS)
- ChromeVox (ChromeOS)

These were paired with Chrome on MacOS/Windows, FireFox on MacOS/Windows, Safari, and Microsoft Edge.

Since screen readers read out different things while tabbing through a site vs. reading through a site, IXL split testing results between these two navigation methods. IXL tested while signed out as well as signed in as different types of users.

Based on our testing results, IXL recommends that students use JAWS on Windows or VoiceOver on MacOS for the best user experience. IXL will investigate how to optimize our updates for ChromeVox and NVDA, as well as continue to improve accessibility for the entire student experience.

This evaluation is limited to pages comprising the student experience on IXL, which includes signing into the product, answering questions, reading explanations, and more. Because it is not practical to measure the exact percentage of support for the various standards, IXL used the "Partially Supports" terminology when at least some of the assessed functionality met and/or was designed to meet a standard.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)

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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: IXL applies proper labeling and context for controls and inputs in most cases. Although IXL does not frequently rely on time-based media, it provides descriptive alternatives in most cases. IXL enables assistive technologies to ignore purely decorative non text content. For some skills that require the user to analyze an image in order to complete the skill, IXL has text alternatives that can be read by assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: In most instances, IXL only uses audio as a media alternative for text, and it is clearly labeled as such. The only case in which this is not true is when a singular presentation medium (in this case audio) is strictly required as part of the educational objective.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Instructional videos in IXL skills provide English captions for students. We are currently in the process of expanding this support to Spanish captions in skills that offer Spanish translation.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not applicable	Web: IXL does not implement synchronized media, so this does not apply.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: In most cases, IXL groups related links into lists and includes descriptive headers when possible to convey the same information, structure, and relationships that are conveyed through presentation.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: In most cases, IXL matches the tab order to the order of elements in the DOM, so users will interact with each element in the intended order.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: When navigating the product, students are not required to solely rely on sensory characteristics like shape, size, or visual location to understand instructions. Questions in IXL skills may reference these characteristics when they're essential to the educational objective of the skill (eg - Name the two-dimensional shape).
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Students can use IXL and navigate the product without solely relying on color to glean information or understand the meaning of user interface elements. There are a small number of skills where identifying color is the main educational objective (eg - Use color words). There are a small number of skills that rely on color in ways that aren't educationally essential (eg - Color patterns). For these skills, IXL offers alternative skills that allow students to learn the

Criteria	Conformance Level	Remarks and Explanations
		concept without needing to identify color (eg - Shape patterns).
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: IXL does not automatically play any audio, so this does not apply.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Students can navigate the product using a keyboard in addition to a pointing device like a mouse. The vast majority of IXL skills can be practiced using a keyboard, including question types like multiple choice text, multiple choice images, questions with text input, and drag and drop. A smaller number of skills with complex interactions like graphing do not support keyboard input at this time.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: When navigating the product, students trained in the use of IXL's preferred screen reader will be able to move focus away with just a keyboard interface from any previously focused component.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: For the completion of tasks on the product, IXL does not include any time limits that would cause unexpected changes in the content.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: When navigating the product, students should not encounter moving, blinking, scrolling, or auto-updating information. There are a few places where animations occur as part of a preload phase, and we do not currently indicate that progress is happening.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: When navigating the product, students should not encounter any content that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Partially Supports	Web: Students can bypass the navigation during skills practice, but they cannot currently bypass repeated content when navigating throughout the site.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	IXL includes titles for all pages that describe the topic or purpose.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Focusable components on IXL pages receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: The purpose of links on IXL can be determined from the link text alone.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: The default human language of each page on IXL can be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: When any component on IXL receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Students will not initiate a change of context upon changing the setting of any user interface component.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: In most cases, IXL identifies errors and describes them to students in text.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: In most cases, IXL provides students with sufficient labeling or instructions when content requires user input.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: HTML elements on IXL have complete start and end tags, are nested according to their specifications, do not contain duplicate attributes, and any IDs are unique.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: The name, role, and value of user interface components that students engage with can be identified programmatically. This holds true for website navigation and the majority of common question types like multiple choice text, multiple choice images, text input, and simple drag and drop questions. More complex question types like graphing are not supported at this time, and we are working to review and expand this coverage over time.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: IXL does not offer students any live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Does Not Support	Web: Audio description is currently not provided for instructional videos appearing in IXL skills.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: On some IXL pages where students are engaging with essential components, the color contrast ratio for at least some components does not meet 4.5 : 1. IXL is investigating options to improve color contrast.
1.4.4 Resize text (Level AA) Also applies to:	Web: Partially Supports	Web: In most cases on IXL, text can be resized without assistive technology up to 200 percent

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software)		without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Students should not encounter images of text used to convey information rather than text outside of the logo or other text where a particular presentation is essential.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Users can navigate IXL using the search bar, the primary navigation at the top of the page, or the site map in the footer.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: In most cases where IXL provides headers and labels for content, they describe the topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: In most cases when students navigate IXL with a keyboard interface, a keyboard focus indicator is visible.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: IXL is available in six different languages, and within each edition, all pages are marked with the appropriate language tag. There are three different locations where users can change their edition, and the names of those editions appear in their native languages. The human language of each passage or phrase in those sections can't currently be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to:	Web: Supports	Web: IXL has a consistent location for its search bar, main navigation and sub

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software		navigation on every page.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Partially Supports	Web: In most places, components on IXL that have the same functionality within a set of pages are identified consistently.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: In most cases, IXL identifies input errors as they happen and provides in-line validation that instructs users what input is required.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: When users submit, modify, or delete user controllable data on IXL, those submissions should either be reversible, checked, or confirmed.

Table 3: Success Criteria, Level AAA

Notes: We have not yet evaluated IXL at the AAA level.

Legal Disclaimer (Company)

The foregoing VPAT is provided on a good-faith basis based on IXL's current understanding of the compliance of the IXL Service with the standards and criteria set forth above. This VPAT was created by IXL employees based on their knowledge of the WCAG standards and the IXL Service. This VPAT does not reflect a comprehensive audit of the IXL Service or an expert opinion regarding the accessibility of the IXL Service. Accordingly, this documentation is provided "AS-IS" without any warranty or guarantee. If any suspected errors are found in this documentation, please promptly contact IXL so that we may investigate.