Transparent Language Online Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Transparent Language Online 2.45

Report Date: 2/28/22

Product Description: Instructor Portal

Contact Information: cmcgonagle@transparent.com

Notes:

Evaluation Methods Used: Screen reader, keyboard-only, color contrast analyzer

Applicable Standards/Guidelines

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

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"Voluntary Product Accessibility Template" and "VPAT" are registered
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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)

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.x Report

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: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports with exceptions	Some icons lack labels (see 4.1.2). Other non-text content is essentially cosmetic (logos, background images) and exempt from this.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	Not Applicable - there is no audio-only or video-only content in the instructor features.
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	Not Applicable - there is no audio content in the instructor features.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	Not Applicable - there is no video content in the instructor features.
1.3.1 Info and Relationships (Level A)	Supports with exceptions	Tables in general are not labeled in ways that allow users to easily keep track of where they are (what the column and row refer to) when using screen readers. General structure is good but could be further improved by use of Aria regions and/or headers.
1.3.2 Meaningful Sequence (Level A)	Supports with exceptions	Mostly compliant, but pagination controls of TLO UI tables could be cleaned up a bit and the "select all" checkbox is incomprehensible when it's not physically above the other checkboxes. (Some TLO UI modals also show elements appearing in unusual places when testing with WAVE, but I'm not sure what the practical effect of this is.)
1.3.3 Sensory Characteristics (Level A)	Supports with exceptions	Help files contain some descriptions that rely on icons (although they do have Aria labels). Help file descriptions of pagination controls lack labels and should be updated when labels are added to the controls themselves.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Does not support	Import User modal uses color without accompanying explanation to show current location in import flow and whether errors would allow or prevent user import.
1.4.2 Audio Control (Level A)	Not applicable	Not Applicable - there is no audio content in the instructor features.
2.1.1 Keyboard (Level A)	Does not support	Cannot access some of the elements using keyboard - focus will not be brought to those elements at all. It is possible to bring focus to some elements, and then not be able to interact with them. Multiple elements can be interacted with at the same time - actions column for classes, students, assignments, and messages. Element with focus will have incorrect functionality when accessed through the keyboard - classes -> individual class- > enrollment link and classes -> individual class -> copy link. No indication that some elements are in focus
2.1.2 No Keyboard Trap (Level A)	Supports	No violations found.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	No violations found.
2.2.1 Timing Adjustable (Level A)	Supports	Compliant. Node idle message meets these criteria.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No violations found.
2.4.1 Bypass Blocks (Level A)	Supports with exceptions	Navigation headers qualify as repeated blocks of content and can't be skipped.
2.4.2 Page Titled (Level A)	Does not support	Page title exists but is uninformative - the title is always "Instructor Portal" regardless of the specific page being viewed.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports with exceptions	Several areas have been documented where focus order does not work correct.
2.4.4 Link Purpose (In Context) (Level A)	Supports	No violations found.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not applicable	Not applicable - there are no path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Compliant. The only functions operated by down-event involve click-and-drag or selecting items from combo boxes, which are completed on the up-event and can be cancelled or undone. Click-and-drag features also have non-dragging-based alternatives.
2.5.3 Label in Name (Level A 2.1 only)	Supports	No violations found.
2.5.4 Motion Actuation (Level A 2.1 only)	Not applicable	Not applicable - we do not support motion controls.
3.1.1 Language of Page (Level A)	Supports	Compliant - HTML contains appropriate lang tags.
3.2.1 On Focus (Level A)	Supports	No violations found.
3.2.2 On Input (Level A)	Supports with exceptions	When something there is an error, the text on top of screen rather than a separate dialog, may not be an issue, but in some cases, this could cause error message to be missed. When entering an IP for IP Filtering, we do not state anywhere that we move to the next field automatically.
3.3.1 Error Identification (Level A)	Supports with exceptions	Errors are indicated but error text isn't always clear to user.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Supports with exceptions	Required fields are marked with red asterisks to indicate they're required, which is not explained.
4.1.1 Parsing (Level A)	Supports	No violations found for the specific things listed in the description. Devs might want to evaluate this too to make sure tags are in the correct order and appropriate for the HTML Doctypes used.
4.1.2 Name, Role, Value (Level A)	Does not support	The names/purposes of many checkboxes, fields, and menus are not programmatically determinable and some can't even be put in focus. Icons are routinely unlabeled and text adjacent to fields and menus that could serve as labels are not read with them.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	Not Applicable - there is no live content in the instructor features.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	Not Applicable - there is no video content in the instructor features.
1.3.4 Orientation (Level AA 2.1 only)	Supports	No violations found.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Does not support	When an admin creates/edits a user, the labels for the fields for the user's Main Language and Org Codes are not read by the screen reader.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Does not support	Contrast ratio (3.5-3.8) are not quite in line with recommendations(4.0).
1.4.4 Resize text (Level AA)	Does not support	No Horizontal scroll bar resulting in header text obscuring and unable to see portions of the portal to the right.
1.4.5 Images of Text (Level AA)	Not applicable	Not applicable. There are no images of text that convey information and are not the result of optional user uploads.
1.4.10 Reflow (Level AA 2.1 only)	Does not support	Not compliant from my understanding of the requirements. There is dual scrolling required throughout the portal on everything. hover text cut off unless you are in the right position, pop up dialogs such as edit users wrap text oddly or has text cut off (Force password Reset). It is navigable, however far from ideal.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Does not support	Improvements to contrast ratios have been documented.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports with exceptions	Some text shifting, but by far cleaner and flowed more cleanly for user experience. No severe issues. TLO-15814
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Does not support	Most content that appears on pointer hover is in the form of tooltips that are not dismissible nor hoverable.
2.4.5 Multiple Ways (Level AA)	Supports with exceptions	Navigation header tabs function as "a list of links to all other Web pages" that are not part of a process, and it is present on all pages, but I'm not sure whether they can fulfill the requirement of at least two sufficient methods on their own.
2.4.6 Headings and Labels (Level AA)	Supports	No violations found.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Supports with exceptions	Several instances documented where focus isn't obviously indicated.
3.1.2 Language of Parts (Level AA)	Supports with exceptions	Currently, the only exception to this is the names of lessons, which are not required to match the KL, LL, or localization language, so they would need a mechanism for manually labeling lesson titles...
3.2.3 Consistent Navigation (Level AA)	Supports with exceptions	Only one violation found - in Students table, the "edit" action is last instead of first.
3.2.4 Consistent Identification (Level AA)	Supports	No violations found.
3.3.3 Error Suggestion (Level AA)	Does not support	Suggestions are not given for errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Compliant. The only legal commitment (agreement to TOS/PP) does not gather the kind of data that would be subject to these errors and opting in and confirming that opt-in are two separate steps. An account deletion process compliant with GDPR is available. No financial commitments are made via the instructor portal.
4.1.3 Status Messages (Level AA 2.1 only)	Does not support	Status messages for attempts to save changes (both feedback for successful changes and error messages for invalid entries) are not readable by screen reader.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.

Criteria	Conformance Level	Remarks and Explanations
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
1.2.9 Audio-only (Live) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
1.4.6 Contrast (Enhanced) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
1.4.7 Low or No Background Audio (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
1.4.8 Visual Presentation (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
1.4.9 Images of Text (No Exception) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.1.3 Keyboard (No Exception) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.2.3 No Timing (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.2.4 Interruptions (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.2.5 Re-authenticating (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.2.6 Timeouts (Level AAA 2.1 only)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.3.2 Three Flashes (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.4.8 Location (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.

Criteria	Conformance Level	Remarks and Explanations
2.4.9 Link Purpose (Link Only) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.4.10 Section Headings (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.5.5 Target Size (Level AAA 2.1 only)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
3.1.3 Unusual Words (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
3.1.4 Abbreviations (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
3.1.5 Reading Level (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
3.1.6 Pronunciation (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
3.2.5 Change on Request (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
3.3.5 Help (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.
3.3.6 Error Prevention (All) (Level AAA)	Not evaluated	We currently target WCAG 2.0/2.1 support at the AA level.

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