Accessible Information Management LLC Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Disability Services Management Suite V5

Report Date: November 12, 2024

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Notes:

Evaluation Methods Used: We tested our application using JAWS 2024.2312.53, NVDA 2023.3.3, and MAC OS's "Accessibility Keyboard" and "Dictation".

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 2.2](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Our site is primarily text-based only. Most images are used for background images and there are text descriptions for each image accessible to assistive technology. No Graph or image that is used to convey information in the application.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	We do not have any audio or video in the application.
1.2.2 Captions (Prerecorded) (Level A)	Supports	We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	We do not have any audio or video in the application.
1.3.1 Info and Relationships (Level A)	Supports	- We use [STRONG] to emphasize on the importance of the element to the Assistive Technology. - For table markup, we have a simple 2-dimensional table with row header (TH) for each column. There are no multiple levels of headers. - Our site provides the ability for the Assistive Technology to navigate using headings. - All groups of links (i.e. navigation links) are properly structured with an un-ordered list. - Each unique link has its own aria-label to ensure no duplicate link on the site. - There are landmarks on the website to properly convey each region function (for example: header, nav, form, region, and footer).

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	The site structure is always consistent, and user has the option to navigate using headings or regions. Reading sequence is thoroughly vetted for screen reader users.
1.3.3 Sensory Characteristics (Level A)	Supports	All items including buttons and links are not dependent on shape/size/location. Each button that requires action by the user is properly described.
1.4.1 Use of Color (Level A)	Supports	- Our website allows users to enable dark mode. The user preference is saved within each user profile. - We do not use color to convey information. We standardized the important message with [STRONG] tag. - Our basic color scheme complies with AAA standards. If school has their own color scheme, we vet the color and provide recommendation if it is not accessible by AA standard. We are limiting color customization on the website.
1.4.2 Audio Control (Level A)	Not Applicable	We do not have any audio or video in the application.
2.1.1 Keyboard (Level A)	Supports	Our application is thoroughly vetted by testing the site with the latest assistive technology (i.e. JAWS or NVDA) and user feedback. The latest browser update might cause incompatibility with the screen reader. Please refer to the screen reader software provider regarding browser compatibility.
2.1.2 No Keyboard Trap (Level A)	Supports	Our application can be navigated entirely using a keyboard. All forms and buttons are accessible just through keyboard. There is no mouse only action. Our application is vetted by our screen reader users and speech-to-text (i.e. Dragon) users.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The system has 7 keyboard shortcuts (please refer to Keyboard Shortcuts). This function can be enabled or disabled in each user preference.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	Supports	Our application allows staff or administrator to maintain a session without a limit when the application is used within: • The approved IP address range. • Based on school security settings on browser and single sign on policies. Staff or administrator will click on the Session Extender button to extend the current session indefinitely by triggered internal refresh every 3 - 5 minutes. This function will not operate if the application is turned off or a computer or a tablet is in Sleep Mode. For currently eligible students and prospective students, every 15 minutes, the system will provide an option to extend session 2 minutes before the session expires.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There are no flashes in the system.
2.4.1 Bypass Blocks (Level A)	Supports	Structure is always consistent, and user has the option to navigate using headings or regions with the screen reader.
2.4.2 Page Titled (Level A)	Supports	Each web page has its own title to help user know each function of each page. The title of each page is designed to show up on the browser tab.
2.4.3 Focus Order (Level A)	Supports	Each web page has a consistent layout. Tab order starts with the Header, Navigation Menus, Page Options, and Main Content.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Every link in the system has a clear description of where it will go. For screen reader user, each link has its own aria label to describe the purpose of the link and the item it represents. For example: there might be multiple View links within the List Classes table. Each link will have an aria label to describe the class ID (i.e. View class CS 101.001).

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	The site allows users to operate touchscreens with single pointer and without requiring user with certain gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	The system can be operated using a single pointer. Users with screen reader on touch screen should be able to select or deselect any links or drop-down list without any function attached to the field. Our site does not have drag-and-drop actions.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	- Our links match with the beginning of the accessible name. - For links with similar names, we have aria-label to describe the link text.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	None of the content is dependent on a user's ability to move a device.
3.1.1 Language of Page (Level A)	Supports	Currently, the site is only in English language. The site has a proper lang attribute, which is en-us.
3.2.1 On Focus (Level A)	Supports	There is a specific CSS to handle all focus related styling. This includes button, text box, drop down list, and checkboxes. Here is the example CSS: a:focus, input:focus, select:focus, textarea:focus, .search_box { outline: .2em solid var(--aim-blue) !important; overflow: -moz-hidden-unscrollable; }
3.2.2 On Input (Level A)	Supports	There will always be a button that will initiate the system to validate and submit the form for additional activities. Each label that relates to the form field has an explicit label that is required. If the field is required, then aria-required is set to true.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The website has a help button that is customized based on the user types.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Supports	There will always be a button that will initiate the system to validate. Each label that relates to the form field has an explicit label that is required. If the field is required, then the field will contain aria-required set to true. When a form is submitted for validation and the system finds an error, our application will provide a list of error at the top of the form and each input field will have aria-describedby (that points to the list error messages), and aria-invalid set to true. This way, user can overview all the errors in one centralized location and when they navigate to the inputs, the assistive technology will provide description of the validation error.
3.3.2 Labels or Instructions (Level A)	Supports	Please review remarks and explanation from 3.2.2 and 3.3.1. In addition to labels, if the field has a longer description, the system provides a button that will expand Hint/Instruction section prior to the input field.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The system does not require the user to enter the same information twice in the system. For example: Scheduling an exam. The student will select accommodation for each course. When scheduling an exam, the student will select from the list of courses and specify date and time to the exam.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, 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.
4.1.2 Name, Role, Value (Level A)	Supports	We do not include element that needs additional description. For example, we do not have a button with "X" to close an application. The role of each button is clearly defined in the text.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The site can be used in any orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Each field has an appropriate label to convey the purpose of each input field. The input fields are divided into its own region with a heading describing the purpose of the region.
1.4.3 Contrast (Minimum) (Level AA)	Supports	We comply with WCAG 2 AAA standards. Our company minimizes color customization with version 5. Our company cannot be held responsible if school wants to enforce its own color scheme.
1.4.4 Resize text (Level AA)	Supports	The web page is controlled using CSS. There is no image that is used to convey any message. The site is a text-based only and support 200% scaling through browser without any issues. User should be able to overwrite the color by overwriting CSS through web browser.
1.4.5 Images of Text (Level AA)	Supports	Our site is primarily text-based only. Most images are for background images and there is text description for each image accessible to assistive technology. No Graph or image that is used to convey information in AIM.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	• Vertical scrolling content at a width equivalent to 320 CSS pixels. • Horizontal scrolling content at a height equivalent to 256 CSS pixels.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	We comply with WCAG 2 AAA standards in regards to all background images including in dark mode.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Line Height within the paragraph is set to 1.5 times the font size.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	For staff view, there are tags that has custom tooltip allowing additional description to be visible when the user hover or focus on a link.
2.4.5 Multiple Ways (Level AA)	Supports	In each web page, all links are available in the navigation section of the page. This can be used as a site map.
2.4.6 Headings and Labels (Level AA)	Supports	The site structure is always consistent, and user has the option to navigate using headings. Each heading is properly identifying each section of the page. For example, you may be reviewing student profile, you can use headings to navigate student disability information, student eligibility, case notes section, etc.
2.4.7 Focus Visible (Level AA)	Supports	There is a specific CSS to handle all focus related styling. This includes button, text box, drop down list, and checkboxes. Here is the example CSS: a:focus, input:focus, select:focus, textarea:focus, .search_box { outline: .2em solid var(--aim-blue) !important; overflow: -moz-hidden-unscrollable; }
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The focus is not obscured by other content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The site does not support Dragging movement.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The size of the target for pointer inputs are at minimum 30 pixels by 30 pixels.
3.1.2 Language of Parts (Level AA)	Supports	Web page language is set as en-us. If there is an additional section of the database in a different language, i.e. Spanish, there is an option to include lang attribute.
3.2.3 Consistent Navigation (Level AA)	Supports	The application structure is always consistent, and user has the option to navigate using headings.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Supports	Our application is a text-based only and has a consistent content through out the site. Each user, depending on the permission level, can expect consistent layout.
3.3.3 Error Suggestion (Level AA)	Supports	There will always a button that will initiate the system to validate. Each label that relates to the form field has an explicit label that is required. If the field is required, then the field will contain aria-required set to true. When a form is submitted for validation and the system finds an error, our application will provide a list of error at the top of the form and each input field will have aria-describedby (that points to the list error messages), and aria-invalid set to true. This way, user can overview all the errors in one centralized location and when they navigate to the inputs, the assistive technology will provide description of the validation error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	For legal document (E-Form Agreement), our system will require user to confirm by typing their names exactly shown by the system. The rest of the entries can be modified by student. Any request to change approved accommodations will need to go through approval process and user has the option to opt out or cancel the changes after it was submitted.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	We rely on the school single sign on to authenticate user into the system. Our application will require additional two factor authentication when accessing our site outside the approved network. We do not have a cognitive function test for any step in an authentication process
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Once a form is submitted, the user will be informed whether the submission is successful or failed. The section/region has a role for status.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Supports	- There are landmarks on the website to properly convey each region function (for example: header, nav, form, region, and footer). - Our site provides the ability for the Assistive Technology to navigate using headings. - All groups of links (i.e. navigation links) are properly structured with an un-ordered list.
1.4.6 Contrast (Enhanced) (Level AAA)	Supports	Contrast ratio in the application is at least 7.3:1.
1.4.7 Low or No Background Audio (Level AAA)	Supports	No audio is included in the application.

Criteria	Conformance Level	Remarks and Explanations
1.4.8 Visual Presentation (Level AAA)	Supports	• Dark mode feature can be enabled by the user. Foreground and background colors can be selected by the user. • Most regions or section can be limited to 80 characters. • Text in paragraph is not justified. • Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. • Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.
1.4.9 Images of Text (No Exception) (Level AAA)	Supports	Our site is primarily text-based only. Most images are used for background images and there are text descriptions for each image accessible to assistive technology. No Graph or image that is used to convey information in the application.
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	All functions can be performed using a keyboard interface without specific timing requirement.

Criteria	Conformance Level	Remarks and Explanations
2.2.3 No Timing (Level AAA)	Supports	Our application allows staff or administrator to maintain a session without a limit when the application is used within: • The approved IP address range. • Based on school security settings on browser and single sign on policies. Staff or administrator will click on the Session Extender button to extend the current session indefinitely by triggered internal refresh every 3 - 5 minutes. This function will not operate if the application is turned off or a computer or a tablet is in Sleep Mode. For currently eligible students and prospective students, every 15 minutes, the system will provide an option to extend session 2 minutes before the session expires.
2.2.4 Interruptions (Level AAA)	Not Applicable	No interruption in the application.
2.2.5 Re-authenticating (Level AAA)	Supports	There are parts of the system that supports auto-save (Student Profile, Case Notes, and Student Applications).
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Supports	Our application allows staff or administrator to maintain a session without a limit when the application is used within: • The approved IP address range. • Based on school security settings on browser and single sign on policies. Staff or administrator will click on the Session Extender button to extend the current session indefinitely by triggered internal refresh every 3 - 5 minutes. This function will not operate if the application is turned off or a computer or a tablet is in Sleep Mode. For currently eligible students and prospective students, every 15 minutes, the system will provide an option to extend session 2 minutes before the session expires.

Criteria	Conformance Level	Remarks and Explanations
2.3.2 Three Flashes (Level AAA)	Not Applicable	There are no flashes in the system.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Applicable	There are no animations in the system.
2.4.8 Location (Level AAA)	Supports	Every page has a breadcrumb indicating the module, section, and the current page title.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	Each unique link has its own aria-label to ensure no duplicate link on the site.
2.4.10 Section Headings (Level AAA)	Supports	User of screen reader can use section headings to navigate the site efficiently.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Supports	The focus is not obscured by other content.
2.4.13 Focus Appearance (Level AAA 2.2 only)	Supports	There is a specific CSS to handle all focus related styling. This includes button, text box, drop down list, and checkboxes. Here is the example CSS: a:focus, input:focus, select:focus, textarea:focus, .search_box { outline: .2em solid var(--aim-blue) !important; overflow: -moz-hidden-unscrollable; } - The focus line is almost 3 pixel thick/ - The focus line a contrast ratio of at least 7:1 between the same pixels in the focused and unfocused states.
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Supports	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Supports	The application does not restrict use of input mechanisms.
3.1.3 Unusual Words (Level AAA)	Not Applicable	
3.1.4 Abbreviations (Level AAA)	Supports	Please review mechanism on 1.4.13.
3.1.5 Reading Level (Level AAA)	Not Applicable	
3.1.6 Pronunciation (Level AAA)	Not Applicable	
3.2.5 Change on Request (Level AAA)	Supports	
3.3.5 Help (Level AAA)	Supports	The website has a help button that is customized based on the user types. Each field may have additional hints or instructions.

Criteria	Conformance Level	Remarks and Explanations
3.3.6 Error Prevention (All) (Level AAA)	Supports	There will always be a button that will initiate the system to validate. Each label that relates to the form field has an explicit label that is required. If the field is required, then the field will contain aria-required set to true. When a form is submitted for validation and the system finds an error, our application will provide a list of error at the top of the form and each input field will have aria-describedby (that points to the list error messages), and aria-invalid set to true. This way, user can overview all the errors in one centralized location and when they navigate to the inputs, the assistive technology will provide description of the validation error.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Supports	We rely on the school single sign on to authenticate user into the system. Our application will require additional two factor authentication when accessing our site outside the approved network. We do not have a cognitive function test for any step in an authentication process

Legal Disclaimer

This document is for informational purposes only.