

Transparent Language Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

WORK IN PROGRESS – CHECK FOR UPDATES

Name of Product/Version

Transparent Language Online (TLO) 2.68

Report Date

July 31, 2026

Product Description

"Learning Portal" User Interface for a language learning platform and Administrator features for managing the platform

Contact Information

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Notes

Evaluation does not include LessonGin and CourseBuilder, our authoring tools. Any criteria which would be exclusive to them are marked "Not Applicable". Features available in the "learning portal" user interface for creating and editing vocabulary items do not meet the definition of "authoring tools" for the purpose

of these regulations because they do not produce content that is "for use by others", and they are included in the "Web" evaluations for the appropriate criteria. Evaluation also does not include KidSpeak, an optional legacy product only available on certain versions of TLO.

Evaluation Methods Used

QA testers with accessibility training manually reviewed the product features using screen readers, keyboard-only navigation, color contrast analyzers, text spacing plugins, browser and mobile OS text and zoom settings and automatically reviewed the product features using WAVE and a tool based on the Deque axe-core process.

Remarks and Explanations:

Please see the following linked pages for [system requirements for our web app](#) and for [our mobile apps](#). We test on a variety of different devices and configurations.

Applicable Standards/Guidelines

This 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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- Partially Supports: Some functionality of the product does not meet the criterion.

- Does Not Support: The majority of product functionality does not meet the criterion.
- Not Applicable: The criterion is not relevant to the product.
- Not Evaluated: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes: Our product is intended mainly for use as a web app, to be displayed either in a web browser or in our a hybrid mobile app. The mobile app contains some offline features and some content loaded from the internet and displays content very similarly to how it displays in a web browser. Where answers for software differ from answers for web in the following table, this is due to offline-only features or to app-specific differences from the web browser experience. We do not provide offline support docs, only help files available in HTML form, but Support Docs are listed here as a separate category for reader convenience.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Software: Supports Support Docs: Supports	Web: Configurable images in portions of the Node Admin that are typically used only by Transparent employees are missing descriptions (and the ability for users to specify descriptions of custom images). Otherwise, non-text content is used decoratively or has accessible alternatives. Software: Admin features are not available in the app. All non-text content that can appear in the app is used decoratively or has accessible alternatives. Support Docs: Non-text content in support docs is extremely rare and has accessible alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	Web: Partially Supports	Web: Some lessons contain videos without descriptions. These are off by default and can be

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports Support Docs: Not Applicable	available at the discretion of the subscribing organization. Audio content without text is present in some learning activities but this does not meet the WCAG definition of "audio-only" due to being interactive. Some audio-based learning activities require the user to hear to complete them and can't be skipped when inside lessons. We can make such activities skippable if needed. Software: One offline-only activity requires the user to hear to complete them but is presented as purely optional, not included in lessons. Support Docs: There is no audio or video content in support docs.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Not Applicable	Web: Our "courseware player" for learning activities supports captions in its own video player and embedded videos from YouTube and Vimeo. All official TL lessons with videos contain captions when appropriate. Software: Functionality when offline is identical to functionality online. Support Docs: There is no audio or video content in support docs.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Not Applicable	Web: Some lessons contain videos without descriptions. These are off by default and can be available at the discretion of the subscribing organization. We are working on adding descriptions so lessons with videos can be available to all users. Software: Functionality when offline is identical to functionality online.

Criteria	Conformance Level	Remarks and Explanations
		Support Docs: There is no video content in support docs.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: Some improvements needed for navigating tables, especially in the "Table" learning activity. Otherwise, pages are organized and marked up in a way that can be programmatically determined and navigated. Software: Functionality when offline is identical to functionality online. Support Docs: Support docs are organized and marked up in a way that can be programmatically determined and navigated.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: One known bug affecting one page on Android devices. Otherwise, we apply very consistent and clear visual and tab orders for navigation. Software: Functionality when offline is identical to functionality online. Support Docs: We apply very consistent and clear visual and tab orders for navigation.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: We refer to UI elements by their labels, not their characteristics. Software: Functionality when offline is identical to functionality online. Support Docs: We refer to UI elements by their labels, not their characteristics.
1.4.1 Use of Color (Level A) Also applies to:	Web: Partially Supports	Web: Some buttons that change color to indicate they have received focus fall short of the expected contrast

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports Support Docs: Supports	threshold (WCAG 1.4.3) which also impacts this criterion, and we intend to change this in an upcoming release. Otherwise, we ensure that all content that conveys information uses some cue other than color. Software: Functionality when offline is identical to functionality online. Support Docs: We ensure that all content that conveys information uses some cue other than color.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Not Applicable	Web: All features with sound have sound controls. Software: Functionality when offline is identical to functionality online. Support Docs: There is no audio content in support docs.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: Some known difficulties using keyboards with mobile devices, which we are working on support for, and with certain admin features that are typically only used by Transparent Language employees, which we are working on accessible replacements for. Otherwise, the UI is extensively keyboard-supported. Software: Admin features are not available in the app. Other functionality when offline is identical to functionality online. Support Docs: Support docs can be fully navigated by keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Partially Supports Software: Supports.	Web: One known bug affecting an admin feature that is typically only used by Transparent Language Employees. Otherwise, the UI is extensively keyboard-supported.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	Support Docs: Supports	Software: Admin features are not available in the app. Other functionality when offline is identical to functionality online. Support Docs: Support docs can be fully navigated by keyboard.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: All time-sensitive features can be extended indefinitely, can have timing disabled, or have non-timing-based alternatives, except one assessment activity for which timing is considered essential. Software: When offline, there is no automatic logout for inactivity. Other functionality when offline is identical to functionality online. Support Docs: The only timing-based feature in the support docs is the automatic logout for inactivity, which can be configured by admins and dismissed/extended indefinitely by all users.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: All features to which this applies are timers or loading animations that are exempt as "essential". Timers in non-assessment activities may be extended/dismissed, see 2.2.1 above. Software: When offline, there is no automatic logout for inactivity. Other functionality when offline is identical to functionality online. Support Docs: The only automatically-updating feature in the support docs is the automatic logout for inactivity, which can be configured by admins and dismissed/extended indefinitely by all users.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: No content ever intentionally flashes and we are not aware of any current bugs that cause flashing. Software: Functionality when offline is identical to functionality online. Support Docs: No content ever intentionally flashes and we are not aware of any current bugs that cause flashing.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Software: Supports Support Docs: Not Applicable	Web: Bypass menus exist for skipping over the repeated navigation bars and for skipping to specific sections within pages. Software: Functionality when offline is identical to functionality online. Support Docs: Support docs do not contain the types of repeated content this criterion is intended to address.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: All pages have relevant titles. Software: Functionality when offline is identical to functionality online. Support Docs: All pages have relevant titles.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: One known bug when searching for content on a page that we are already redesigning. Some issues affecting admin features that are typically only used by Transparent Language. Some issues with incorporating outside calendar widgets into admin features. Otherwise, we apply very consistent and clear visual and tab orders for navigation.

Criteria	Conformance Level	Remarks and Explanations
		Software: Functionality when offline is identical to functionality online. Support Docs: We apply very consistent and clear visual and tab orders for navigation.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: All links are descriptively labeled. Software: Functionality when offline is identical to functionality online. Support Docs: All links are descriptively labeled.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: All pages are tagged with the currently-selected localization language (or with English when localization is not available). Software: Functionality when offline is identical to functionality online. Support Docs: All pages are tagged with the currently-selected localization language (or with English when localization is not available).
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: We never intentionally make focus cause changes of context and are not aware of any bugs that cause this to happen. Software: Functionality when offline is identical to functionality online. Support Docs: We never intentionally make focus cause changes of context and are not aware of any bugs that cause this to happen.
3.2.2 On Input (Level A) Also applies to: Revised Section 508	Web: Supports Software: Supports	Web: We never intentionally make inputs cause changes of context without an explicit confirmation

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Support Docs: Supports	and are not aware of any bugs that cause this to happen. Software: Functionality when offline is identical to functionality online. Support Docs: We never intentionally make inputs cause changes of context without an explicit confirmation and are not aware of any bugs that cause this to happen.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: We provide specific and actionable error and warning messages. Software: Functionality when offline is identical to functionality online. Support Docs: We provide specific and actionable error and warning messages.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: Mobile mode does not currently display the list of keyboard shortcuts available in learning activities. Otherwise, we provide labels of all UI components and methods to easily find other interaction methods. Software: Functionality when offline is identical to functionality online. Support Docs: We provide labels of all UI components and methods to easily find other interaction methods.
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: Some bugs in how screen readers on mobile devices describe labels or changes to content. Otherwise, we ensure that all UI elements are properly marked up. Software: Functionality when offline is identical to functionality online. Support Docs: We ensure that all UI elements are properly marked up.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Software: Not Applicable Support Docs: Not Applicable	Web: We do not provide live content. Software: We do not provide live content. Support Docs: We do not provide live content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Not Applicable	Web: Some lessons contain videos without descriptions. These are off by default and can be available at the discretion of the subscribing organization. We are working on adding descriptions so lessons with videos can be available to all users. Software: Functionality when offline is identical to functionality online.

Criteria	Conformance Level	Remarks and Explanations
		Support Docs: There is no video content in support docs.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Supports Support Docs: Supports	Web: Some elements in admin features that are typically used only by Transparent employees fail the minimum contrast thresholds and we plan to replace them. Otherwise, we ensure that all content that conveys information meets contrast standards. Software: Admin features are not available in the app. Other functionality when offline is identical to functionality online. Support Docs: We ensure that all content that conveys information meets contrast standards.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: One feature we are in the process of redesigning causes text to not consistently follow browser zoom settings in certain learning activities. Otherwise, all features are compatible with browser and device zoom and/or text resizing. Software: Functionality when offline is identical to functionality online. Support Docs:
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Supports Support Docs: Supports	Web: Images of text are in use only in learning activities where they are deemed essential and in one admin feature only used by Transparent Language employees which we plan to replace. Software: Admin features are not available in the app. Other functionality when offline is identical to functionality online.

Criteria	Conformance Level	Remarks and Explanations
		Support Docs: Support pages are compatible with browser and device zoom and/or text resizing.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Software: Not Applicable Support Docs: Does Not Support	Web: Inside of learning activities, the user can open a menu to select any of the activities in the current lesson at any time instead of proceeding through the preset sequence. In all other contexts, they can navigate between pages at least by navigation bar or sitemap, with some pages also connected by direct links when appropriate. Software: Per regulations, this does not apply to non-web software. Support Docs: Per regulations, this does not apply to <i>non-web</i> documents, but our documentation (help files) are online and accessed from the website or app. Help is currently contextual to the page the user opens it from, so it lacks navigation options. We plan to add a help landing page/index which will be added to the sitemap and link to the other help files.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Supports	Web: We provide text headings and labels for almost all features and ARIA labels in case other methods of marking things are not adequate. Software: Functionality when offline is identical to functionality online. Support Docs: We provide text headings and labels for almost all features and ARIA labels in case other methods of marking things are not adequate.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508	Web: Partially Supports Software: Partially Supports	Web: One known bug where a visible focus indicator is missing from certain buttons. Some specific buttons with low-contrast focus indicators. All focusable

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Support Docs: Supports	elements are supposed to have indicators, and we have a plan to redesign our focus indicators in general for better visibility, including those that already meet the letter of WCAG. Software: Functionality when offline is identical to functionality online. Support Docs: All focusable elements inside of support docs have compliant focus indicators.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Supports	Web: Substantial changes needed for full support. Some mixed-language content has language tags, but most does not. We intend to add tags for lesson titles, vocabulary items, and anything else that does not necessarily match the user's selected UI localization language unless the expected language is unpredictable. Software: Functionality when offline is identical to functionality online. Support Docs: Support docs do not currently contain mixed-language text that would require this. If we add any in the future, it can be tagged easily.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 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	Web: Supports Software: Supports Support Docs: Supports	Web: We use similar layouts and consistent terminology across different pages. Software: Per regulations, this does not apply to non-web software. However, functionality when offline is identical to functionality online. Support Docs: We use similar layouts and consistent terminology across different pages.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Software: Not Applicable Support Docs: Supports	Web: We use similar or identical names for elements with the same function. Software: Per regulations, this does not apply to non-web software. Support Docs: We use similar or identical names for elements with the same function.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports Support Docs: Not Applicable	Web: Some error messages should be clarified, particularly those in admin features intended for use by Transparent Language employees only. Features where error suggestion is valid allow it, for example by showing correct answers in non-assessment learning activities when learners answer incorrectly to allow them to practice the material and try again. Software: Functionality when offline is identical to functionality online. Support Docs: Support docs do not contain any input fields. If we add a search function, we will revisit this.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Software: Supports Support Docs: Not Applicable	Web: All interactions that this criterion applies to have some form of confirmation step to avoid unintentional submissions. Software: Functionality when offline is identical to functionality online. Support Docs: Support docs do not contain any input fields or otherwise collect any information to which this criterion applies.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most features are designed to be usable with a screen reader, but certain learning activities require the use of images and when they appear inside lessons, they can't be skipped or substituted for.
302.2 With Limited Vision	Partially Supports	Our baseline of using WCAG-compliant labels, color contrast, and compatibility with zooming/resizing means that the default settings <i>are</i> usable with limited vision except when bugs occur as noted in the WCAG section above.
302.3 Without Perception of Color	Supports	We never use color as the only distinguishing feature between elements or states or otherwise as the only way to communicate information.
302.4 Without Hearing	Partially Supports	Some uses of audio have captions or other text alternatives, but certain learning activities require hearing and when they appear inside lessons, they can't be skipped or substituted for.
302.5 With Limited Hearing	Partially Supports	Some uses of audio have captions or other text alternatives, but certain learning activities require hearing and when they appear inside lessons, they can't be skipped or substituted for.
302.6 Without Speech	Supports	Speech is only used in certain learning activities that are skippable at no penalty to the user.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	All features are operable by keyboard only or by single-pointer non-timed interactions, except as described as bugs in the WCAG section above.
302.8 With Limited Reach and Strength	Supports	No feature ever expects greater reach or strength than that needed to operate a keyboard, mouse, touchscreen, or other input device, and all features are intended to be operable by voice controls through use of appropriate labeling.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	We use familiar terms are so that users they do not have to learn new symbols, terms or design patterns. Error tooltips are given to help prevent the user from making mistakes, and make it easy to correct mistakes when they do occur. Items like Navigation headers and breadcrumbs are used to help orient the user and help the user restore the context when it is lost. Help file pages are written in an easy to understand manner. Learning content and activities are written for appropriate-level audiences.

Chapter 4: [Hardware](#)

Notes: this chapter does not apply to any of our products, so was not evaluated.

Chapter 5: [Software](#)

Notes: In this section, whenever the ICT Standards refer to "platform" features, we construe this to refer to both when our web content displays in a browser and when embedded content from elsewhere displays within our products.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology		

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Supports	We mainly build our products to be broadly accessible without using optional features, but the optional features that we do provide are enabled through settings menus and can be chosen/customized independently of each other.
502.2.2 No Disruption of Accessibility Features	Partially Supports	One feature we are in the process of redesigning causes text to not consistently follow browser zoom settings in certain learning activities. (See WCAG 1.4.4, above.) All other features are designed to be compatible with platform features.
<i>502.3 Accessibility Services</i>		
502.3.1 Object Information	Partially Supports	All UI elements are properly labeled and exposed except when there are bugs impacting the ability to get this information. See WCAG section, above, particularly 1.3.1 and 4.1.2.
502.3.2 Modification of Object Information	Partially Supports	All UI elements are compatible with a variety of input methods except where there are bugs impacting specific uses. See WCAG section, above, particularly 2.1.1.
502.3.3 Row, Column, and Headers	Partially Supports	Most tables are constructed and marked up in ways that meet this requirement, but see WCAG section above, particularly 1.3.1.
502.3.4 Values	Supports	All UI elements are designed to have programmatically determinable values and we are not aware of any bugs that impact this.

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Partially Supports	All UI elements are compatible with a variety of input methods except where there are bugs impacting specific uses. See WCAG section, above, particularly 2.1.1.
502.3.6 Label Relationships	Supports	All labels are associated with their UI elements.
502.3.7 Hierarchical Relationships	Supports	We use a hierarchical header structure that is compliant with WCAG and use iframes for embedded content.
502.3.8 Text	Supports	Text is implemented in standard ways that are programmatically determinable.
502.3.9 Modification of Text	Partially Supports	All UI elements are compatible with a variety of input methods except where there are bugs impacting specific uses. See WCAG section, above, particularly 2.1.1.
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification	Supports	Our notifications and updates to UI elements are designed to comply with WCAG 2.1 AA-level 4.1.3: Status Messages.
502.4 Platform Accessibility Features		
503 Applications		
503.2 User Preferences		
503.3 Alternative User Interfaces		
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools		

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services		
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.