Beyond 12 Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: GradGuru iOS and Android mobile app, November 2020 release 2.3.12, Web Console build v2-542

Report Date: January 11, 2021

Product Description: GradGuru delivers deadlines, tips, and personal guidance to community college students

Contact Information:

Notes: The information contained in this report applies to the mobile apps (labeled "Software"), which use the Flutter cross-platform tool to achieve nearly identical behavior for iOS and Android. Any known differences between iOS and Android are noted. For the web-based administrative console that college staff may use to create and manage content, we use the label "Authoring Tool" below. An * next to conformance level indicates preliminary assessment. For example, support may have existed in the past, but has not completely verified in the current referenced build.

Evaluation Methods Used: General product knowledge

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	Level A
	Level AA
Web Content Accessibility Guidelines 2.1	Level A
	Level AA

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)	Software: Supports* Authoring Tool: Supports*	Software: Actionable Icons either include a label, or can be accessed via textual menu. Decorative graphical icons are associated with textual content that provides contextual information equivalent to graphic. The menu icon itself is purely graphical, however, the Flutter framework itself provides multiple methods to access textual content inside the menu. The back button is also graphical but part of the framework/OS. Authoring Tool: Most console content and navigation is textual. Some navigation elements that are graphical use aria labels.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Software: Supports	Software: When a milestone or step is earned, congratulatory audio plays and a textual dialog appears.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No prerecorded media
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No prerecorded media
1.3.1 Info and Relationships (Level A)	Software: Supports Authoring Tool: Supports	Software: For Milestones, app renders textual descriptions alongside visual depictions of shape/ size/progress. For Calendar, app shows visual representation of event timing and duration, in addition to textual description. Other areas only show textual content. Some items are associated with a category, and the category is strictly rendered as a colored shape. However, textual content generally describes the category. Authoring Tool: Most content is purely text-based. The Analytics area shows graphical charts that indicate

		information using shapes. It is possible to view a version of charts that shows data in a purely textual form.
1.3.2 Meaningful Sequence (Level A)	Software: Supports Authoring Tool: Supports	Software: App includes sequence and date information in textual content. Milestones include textual sequence numbers and target completion dates. Deadlines and date-related tips are organized by date and include date in textual content.
1.3.3 Sensory Characteristics (Level A)	Software: Supports Authoring Tool: Supports	Software: For Milestones, app renders textual descriptions alongside visual depictions of shape/The I I'm I I'm size/progress. Some content includes a graphical, colored icon that represents a category. Information about the category is typically also available within textual content. Other areas only show textual content. The app may show resource locations based on GIS data. We launch the OS-specific maps application to show the location, in addition to a textual description of the location. Authoring Tool: Most content is purely text-based. The Analytics area shows graphical charts that indicate information using shapes. It is possible to view a version of charts that shows data in a purely textual form. Some resources use lat/lon locations for mapped data. A user may either use an embedded map widget, or enter lat/lon numerically or use geocoding.
1.4.1 Use of Color (Level A)	Software: Supports Authoring Tool: Supports	Software: Color is used to show category, but category information is also available from graphics shape and textual content Tappable links include non-color-coded styling graphics to indicate special behavior.
1.4.2 Audio Control (Level A)	Software: Supports Authoring Tool: Not Applicable	Software: The app sends notifications via standard OS mechanisms that may result in a sound being played.

		Standard OS controls decide whether or not to play Audio. Milestone sounds are less than 3 seconds long.
2.1.1 Keyboard (Level A)	Software: Not Applicable Authoring Tool: Supports*	Software: Textual input uses OS keyboard touchscreen input, but there is no physical keyboard. WCAG says "All functionality of the content is operable through a keyboard interface", but this requirement is not consistent with mobile OS capabilities. Builtin OS assistive technology supports various equivalent techniques. Authoring Tool: The keyboard may be used for all actions, including removing target cohorts.
2.1.2 No Keyboard Trap (Level A)	Software: Supports Authoring Tool: Supports	Software: The OS provides support for navigation between textual input elements.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Software: Supports Authoring Tool: Supports	Software: There are no keyboard shortcuts in the mobile app (we think the Enter key may qualify as a shortcut when strictly reading WCAG 2.1 but this behavior is standard OS behavior) Authoring Tool: Aside from OS and Browser keyboard shortcuts, the tool does exposes: When the recipient chip is in focus, the "Backspace" key deletes the chip. This only applies when the element is in focus so meets the requirement.
2.2.1 Timing Adjustable (Level A)	Software: Supports Authoring Tool: Supports	Software: All time limits are associated with real-life events such as academic deadlines. Authoring Tool: Before expiration, the tool shows a popup that allows the user to extend the session timeout.

2.2.2 Pause, Stop, Hide (Level A)	NSoftware: Supports Authoring Tool: Supports	Software: There is no animated content that is started automatically. All animated content can only be started by explicit action by the user and is short in duration (for example, animation indicating content is reloading, or a list that scrolls with momentum after a swipe gesture). Incoming chat messages are displayed automatically on the chat tab and portal chat area, but the user may navigate away from chat to stop automatic updates from being displayed. A user may decide not to use the chat system. If a user decides to use the chat system, we consider chat updates to be essential. Authoring Tool: The tool shows an animated loading graphic (a circle that swirls around continuously) that may last longer than 5 seconds. This cannot be turned off, hidden, or paused. However, there is a WCAG exception for such loading graphics.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	No animated flashes
2.4.1 Bypass Blocks (Level A)	Software: Not Applicable Authoring Tool: Supports	Software: No web pages, no repeated content similar to web page repeated content. Authoring Tool: The tool uses infinite scrolling techniques that avoid the need for repeated navigation. Also, the tool hides repeated navigation content when the detected browser window width is less than a threshold value. In this mode, navigation is hidden but may still be accessed using a menu button or keyboard shortcuts.
2.4.2 Page Titled (Level A)	Software: Supports Authoring Tool: Supports	Software-Android: No web pages. Individual app screens always include a title. Authoring Tool: The tool always shows a title to indicate page context

2.4.3 Focus Order (Level A)	Software: Supports* Authoring Tool: Supports*	Software: Navigation sequence meets requirement Authoring Tool: Navigation sequence meets requirement
2.4.4 Link Purpose (In Context) (Level A)	Software: Partially Supports Authoring Tool: Supports	Software: All URL-based HTTP links include associated textual descriptions available to OS assistive technology. Some navigation links (calendar next/previous month) do not identify link purpose textually and would seem to not meet this requirement. Authoring Tool: All navigation link intent can be determined programmatically and from link text.
2.5.1 Pointer Gestures (Level A 2.1 only)	Software: Supports* Authoring Tool: Supports	Software: Scrolling is a path-based gesture. Calendar content allows navigating by clicking a calendar date instead of using a gesture. However, other scrolling lists such as Milestones do not have such alternatives. However, OS-based assistive technology may provide alternatives for scrolling gestures and other gestures in general. Authoring Tool: No gestures
2.5.2 Pointer Cancellation (Level A 2.1 only)	Software: Supports* Authoring Tool: Supports*	Preliminary tests indicate both components support but further verification is needed
2.5.3 Label in Name (Level A 2.1 only)	Software: Partially Supports* Authoring Tool: Partially Supports*	This requirement is that programmatic labels match visible labels. Further tests and changes will be needed to ensure compliance.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	No motion actuation
3.1.1 Language of Page (Level A)	Software: Supports Authoring Tool: Supports	Software: Exposes language using OS localization APIs* Authoring Tool: Uses HTML language tags

3.2.1 On Focus (Level A)	Software: Supports Authoring Tool: Supports	
3.2.2 On Input (Level A)	Software: Supports Authoring Tool: Supports	Software: When entering text in the college search page, the app dynamically updates a list of matching colleges. This appears to not be a change of context and is acceptable for this requirement.
3.3.1 Error Identification (Level A)	Software: Supports Authoring Tool: Supports	Software: App checks that Student ID matches pattern and notifies student of expected pattern if it does not match. Other inputs, such as password, are validated and user is informed of incorrect content. Authoring Tool: Input errors are detected and explained
3.3.2 Labels or Instructions (Level A)	Software: Supports Authoring Tool: Supports	Software: All input is labeled
4.1.1 Parsing (Level A)	Software: Not Applicable Authoring Tool: Supports*	Software: No markup Authoring Tool: Standard HTML
4.1.2 Name, Role, Value (Level A)	Software: Not Applicable Authoring Tool: Supports*	Software: No markup Authoring Tool: Tool uses standard HTML and Angular extensions are used. Further verification is needed.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No streamed content
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No prerecorded media

[1.3.4 Orientation](#) (Level AA 2.1 only)	Software: Does Not Support Authoring Tool: Supports	Software: Landscape orientation is disable to simplify layout
[1.3.5 Identify Input Purpose](#) (Level AA 2.1 only)	Software: Does Not Support Authoring Tool: Does Not Support	Software: It is not clear if this is possible in a mobile app Authoring Tool: Does not meet
[1.4.3 Contrast (Minimum)](#) (Level AA)	Software: Supports* Authoring Tool: Supports*	Further verification needed for latest build
[1.4.4 Resize text](#) (Level AA)	Software: Supports* Authoring Tool: Supports*	Software: Using OS assistive technology, a user can enlarge text. Authoring Tool: Browser-based text resizing works for most areas. Tool shows a preview of mobile content, which correctly resizes when browser resizes.
[1.4.5 Images of Text](#) (Level AA)	Software: Supports Authoring Tool: Supports	Software: Some icons for categories include text shapes as part of the image (such as dollar sign for financial aid). The icons are implemented as a font library and technically are rendered as text. Also, we consider this essential because it is part of an icon bundle that also includes non-text shapes. We also display college logos that may have text, and gift card logos with text, which are also an exception in WCAG, and we also show the college name in text. Authoring Tool: Only uses text
[1.4.10 Reflow](#) (Level AA 2.1 only)	Software: Supports* Authoring Tool: Supports*	This requirement was not considered during design and testing of current builds. However, we regularly test on small devices and it is likely we meet this requirement as a result.
[1.4.11 Non-text Contrast](#) (Level AA 2.1 only)	Software: Supports* Authoring Tool: Supports*	This requirement was not considered during design and testing of current builds However, we frequently test any low-contrast areas (text or graphics) to ensure WCAG compliance, so it is likely we meet this requirement.

[1.4.12 Text Spacing](#) (Level AA 2.1 only)	Software: Partially Supports* Authoring Tool: Partially Supports*	This requirement was not considered during design and testing of current builds. It is likely that some layouts support this requirement and some do not.
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only)	Software: Not Applicable Authoring Tool: Does Not Support	Software: The app does not use hover events Authoring Tool: The tool uses hovering events to show content, and does not support this requirement. For example, a user may hover over a calendar to view the number of events on a day, but may only dismiss by moving the pointer.
[2.4.5 Multiple Ways](#) (Level AA)	Software: Partially Supports Authoring Tool: Does not support	Software: Most areas can be reached either using a hierarchical menu, tab-based navigation, or actions within pages. However, push notifications sometimes result in a page that asks a question about the notification (such as "was the notification helpful?" or a yes/no question related to the notification content) that can only be reached by tapping the notification. Certain other areas can only be reached through one path (settings, college questions, etc). Authoring Tool: Navigation can only be performed using a single navigation menu. There is no site map or other site-wide navigation mechanism. Individual content types (notifications, milestones, etc) have search functionality, but this only applies to the specific content type, and not to the overall site.
[2.4.6 Headings and Labels](#) (Level AA)	Software: Supports* Authoring Tool: Supports*	Software: Portal groups content using hierarchical labelled content, milestones and event areas are organized by labeled descriptive content. Authoring Tool: Navigation and content area are organized using hierarchical descriptive labels and headings.

[2.4.7 Focus Visible](#) (Level AA)	Software: Supports Authoring Tool: Partially Supports*	Software: OS is responsible for showing when keyboard focus is in effect. This is very obvious because it shows the keyboard visually. Authoring Tool: Need to confirm that no elements hide focus state. It is likely that a small number of elements do not show focus state currently.
[3.1.2 Language of Parts](#) (Level AA)	Software: Does not support Authoring Tool: Does not support	Software: Content supplied as part of notifications, events, deadlines, etc, sometimes includes phrases or content in other languages but this is not indicated in data that can be consumed by assistive technologies. Android and iOS do support indicating locale for specific text elements, but we do not use this API, and our content creation tools do not currently support specifying a locale when content is created. Authoring Tool: A user may choose to enter and view content in multiple languages, but it is not possible to indicate the specific language used.
[3.2.3 Consistent Navigation](#) (Level AA)	Software: Supports Authoring Tool: Supports	
[3.2.4 Consistent Identification](#) (Level AA)	Software: Supports Authoring Tool: Supports	
[3.3.3 Error Suggestion](#) (Level AA)	Software: Supports Authoring Tool: Does not support	Software: OS keyboards have builtin autocomplete capability that can help here. Otherwise, no further error correction suggestions are generally possible because of the nature of information collected by the app (user/password, zipcodes, etc). When searching for a college, we allow location search based on name, GPS location or zipcode. The app searches partial matches of a college name (Alam matches College of Alameda), and

		also suggests matching acronyms (COA or CA match College of Alameda), to facilitate entry using a small number of keystrokes. GPS search does not require data entry and is often effective. Authoring Tool: The authoring tool makes no effort to provide suggested error corrections.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Software: Partially Supports Authoring Tool: Supports	Software: We are on the edge of compliance regarding motivation questions. After submitting questions about demographics and motivations, there is no way for a user to change or withdraw a submitted answer. However, after entering this data, a user never sees it again, and it does not currently affect app behavior, so we believe it does not qualify as WCAG "user-controllable" data. Other data, such as student ID, can be changed. When the user signs up for an account, they enter an email address. It is not possible for the user to later change the email address, and the email address is not validated. We believe this email address collection behavior does not meet the requirement. Authoring Tool: The tool validates user-entered content where possible. For example, during bulk notification upload, the tool checks for valid notification recipients, valid colleges, contract terms, etc.
4.1.3 Status Messages (Level AA 2.1 only)	Software: Not Applicable Authoring Tool: Does Not Support	Software: Does not use a markup language Authoring Tool: Uses status messages, but does not use required markup or descriptive labels/headings.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)		
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)		
1.2.8 Media Alternative (Prerecorded) (Level AAA)		
1.2.9 Audio-only (Live) (Level AAA)		
1.3.6 Identify Purpose (Level AAA 2.1 only)		
1.4.6 Contrast (Enhanced) (Level AAA)		
1.4.7 Low or No Background Audio (Level AAA)		
1.4.8 Visual Presentation (Level AAA)		
1.4.9 Images of Text (No Exception) (Level AAA)		
2.1.3 Keyboard (No Exception) (Level AAA)		
2.2.3 No Timing (Level AAA)		
2.2.4 Interruptions (Level AAA)		
2.2.5 Re-authenticating (Level AAA)		
2.2.6 Timeouts (Level AAA 2.1 only)		
2.3.2 Three Flashes (Level AAA)		
2.3.3 Animation from Interactions (Level AAA 2.1 only)		
2.4.8 Location (Level AAA)		
2.4.9 Link Purpose (Link Only) (Level AAA)		
2.4.10 Section Headings (Level AAA)		
2.5.5 Target Size (Level AAA 2.1 only)		
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)		
3.1.3 Unusual Words (Level AAA)		
3.1.4 Abbreviations (Level AAA)		
3.1.5 Reading Level (Level AAA)		
3.1.6 Pronunciation (Level AAA)		
3.2.5 Change on Request (Level AAA)		

3.3.5 Help (Level AAA)		
3.3.6 Error Prevention (All) (Level AAA)		