Scoir Accessibility Conformance Report

VPAT®– December 2023

Name of Product/Version: Scoir – Student Web

Product Description: Cloud-based software platform providing enrollment marketing and student engagement services.

Date: December 19, 2023

Contact information: accessibility@scoir.com

Notes:

Evaluation Methods Used: The application has been developed with WCAG 2.1 AA guidelines. The application was tested with screen readers, color contrast analyzers and other testing tools e.g., aXe and Wave.

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 2.1, at https://www.w3.org/WAI/standards-guidelines/wcag/new-in-21/	Level A (Yes) Level AA (Yes)
Section 508 as published in 2017, at http://www.Section508.gov	(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.
- **Supports with Exceptions**: 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 2.1 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Search and linked pages allow users to find content.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Alt Text is provided on non-text content like images.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There will be no audio files in the application.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	You Visit tours (third party) on College Profiles have closed captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Virtual college tour videos are available on Scoir via a third-party called YouVisit. YouVisit provides accessible versions of their virtual tours.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Information, structure, and relationships conveyed through presentation is programmatically determined. e.g. Labels, accessible forms, table headers etc.

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1.3.2 Meaningful Sequence (Level A)
Also applies to:
2017 Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
         ● 602.3 (Support Docs)
	Supports	Meaningful sequences are provided.

1.3.3 Sensory Characteristics (Level A)
Also applies to:
2017 Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
         ● 602.3 (Support Docs)
	Supports	Sensory characteristics are not used in instructions.

1.3.4 Orientation (Level AA)
Also applies to:
2017 Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
         ● 602.3 (Support Docs)
	Supports	Scoir is responsive to screen orientation

1.3.5 Identify Input Purpose (Level AA)
Also applies to:
2017 Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
         ● 602.3 (Support Docs)
	Supports	Features like Autocomplete are supported in Scoir.

1.4.1 Use of Color (Level A)
Also applies to:
2017 Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
         ● 602.3 (Support Docs)
	Supports	Scattergrams previously used color to indicate outcome; however, now shapes are used to indicate outcome

1.4.2 Audio Control (Level A)
Also applies to:
2017 Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
	Not Applicable	There is no audio.

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● 602.3 (Support Docs)		

1.4.10 Reflow (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Page elements are responsive to screen magnification and re-sizing

1.4.11 Non-Text Contrast (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Color contrast minimums are met on non-text elements

1.4.12 Text Spacing (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Text spacing minimums have been met

1.4.13 Content on Hover or Focus (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Screen objects that cover other content (like modals and filter controls) are dismissible.
		
		No additional content is triggered by hovering with the cursor.
		
		Additional content remains visible until it is dismissed by the user.

2.1.1 Keyboard (Level A)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports with exception	All standard Scoir elements are accessible from the keyboard with one known exception.
		
		The third-party file uploader used on the My Drive section of the Student Profile is not keyboard accessible. In the scenario where a student's disabilities prevent them from

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| | | uploading files to My Drive, their counselor is able to do this on their behalf.

The third-party has recently released an accessible version of the uploader and it is on Scoir's roadmap to include that in the application. |
|---|---|---|
| **2.1.4 Character Key Shortcuts** (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
      • 602.3 (Support Docs) | Not Applicable | No Keyboard shortcuts are implemented |
| **2.1.2 No Keyboard Trap** (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
      • 602.3 (Support Docs) | Supports | No keyboard traps are found. |
| **2.2.1 Timing Adjustable** (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
      • 602.3 (Support Docs) | Supports | Timeouts are not used. |
| **2.2.2 Pause, Stop, Hide** (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
      • 602.3 (Support Docs) | Supports | There will be no moving content. |
| **2.3.1 Three Flashes or Below Threshold** (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool) | Supports | There will be no flashing content. |

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● 602.3 (Support Docs)		

2.4.1 Bypass Blocks (Level A)
Also applies to:
2017 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
	Supports	'Skip to main content' option is available when using keyboard navigation.

2.4.2 Page Titled (Level A)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Pages are titled.

2.4.3 Focus Order (Level A)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Focus order is logical.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Links are identified by link text alone or in some cases with an accessible ARIA label.

2.5.1 Pointer Gestures (Level A)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	All instances of gesture based functionality have accompanying single pointer controls.

2.5.2 Pointer Cancellation (Level A) Also applies to: 2017 Section 508	Supports	All down-events can be canceled or undone

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501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.5.3 Label in Name (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Labeled user interface components contain the text that is presented visually
2.5.4 Motion Actuation (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	There are no motion activated interfaces
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The HTML lang attribute is provided.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	No actions are controlled by focus changes.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	No actions are controlled on input.
3.3.1 Error Identification (Level A) Also applies to:	Supports	Error messages are in an accessible format. Error message pop-ups have ARIA live attributes.

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Criteria	Conformance Level	Remarks and Explanations

2017 Section 508
   ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
       ● 602.3 (Support Docs)		

3.3.2 Labels or Instructions (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
       ● 602.3 (Support Docs)
	Supports	Labels are programmatically associated with fields.

4.1.1 Parsing (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
       ● 602.3 (Support Docs)
	Supports with exceptions	There are a few parsing errors that do not impact accessibility.

4.1.2 Name, Role, Value (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
       ● 602.3 (Support Docs)
	Supports	Custom controls, if used, will have name, role, and value.

4.1.3 Status Messages (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
       ● 602.3 (Support Docs)
	Supports with exceptions	Status messages in Scoir are accessible except in the college search experience - when a user applies search filters, the number of search results are not available to the screen reader.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

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1.2.4 Captions (Live) (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Not Applicable	There is no live media in the application.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Not Applicable	There is no audio.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Color Contrast minimums have been met.

1.4.4 Resize text (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	The application will support browser Zoom to 200%.

1.4.5 Images of Text (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Images of text are not used.

2.4.5 Multiple Ways (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
	Supports	Search and linked pages allow users to find content.

● 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Headings and labels in the application are used so that they are programmatically available to Assistive Technology.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Focus is exposed visually as the user navigates through the application using a keyboard.
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Language does not change inside the application.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 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	Supports	Navigation will be consistent throughout the application.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 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	Supports	The same user interface elements are used throughout the application to identify objects or other user interface controls.
3.3.3 Error Suggestion (Level AA)	Supports	Error Suggestions, if used, will be provided.

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Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)		

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
2017 Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Not Applicable	No legal commitments are made in this application.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Users who are blind can access the application using screen readers. Note: see exceptions noted above.
302.2 With Limited Vision	Supports	Users who are visually impaired can access the application using assistive technology. Note: see exceptions noted above.
302.3 Without Perception of Color	Supports	Color alone is not used to convey information.

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302.4 Without Hearing	Supports	Captions are provided where videos are found.
302.5 With Limited Hearing	Supports	Captions are provided where videos are found.
302.6 Without Speech	Supports	Speech is not needed.
302.7 With Limited Manipulation	Supports	Limited Manipulation is not needed.
302.8 With Limited Reach and Strength	Supports	Limited Reach and Strength Is not required.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The application is designed with consistency.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Accessibility features can be available upon request.
602.3 Electronic Support Documentation	Supports with exception	Currently we use HelpDocs (a third party) to host support documentation. The template we currently use is not fully accessible; however, we are committed to addressing this in the future.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Accessible electronics format can be delivered upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support Teams are knowledgeable
603.3 Accommodation of Communication Needs	Supports	Support Teams are knowledgeable

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