

# Scoir Accessibility Conformance Report

VPAT® – January 2022

**Name of Product/Version:** Scoir – Student Web

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

**Date:** January 2022

**Contact information:** [accessibility@scoir.com](mailto: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 <a href="https://www.w3.org/WAI/standards-guidelines/wcag/new-in-21/">https://www.w3.org/WAI/standards-guidelines/wcag/new-in-21/</a>	Level A (Yes) Level AA (Yes )

Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	(Yes )
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## 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](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Alt Text is provided on non-text content like images.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	There will be no audio files in the application.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	You Visit tours (third party) on College Profiles have closed captions.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Virtual tours on College Profiles on the site do not require audio description.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Information, structure, and relationships conveyed through presentation is programmatically determined. e.g. Labels, accessible forms, table headers etc.

<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Meaningful sequences are provided.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Sensory characteristics are not used in instructions.
<p><b><u>1.3.4 Orientation</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Scoil is responsive to screen orientation
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Does not support	Features like Autocomplete are not supported
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Color alone is not used to convey information.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Not Applicable	There is no audio.

<ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>1.4.10 Reflow</b> (Level AA )</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Page elements are responsive to screen magnification and re-sizing
<p><b>1.4.11 Non-Text Contrast</b> (Level AA )</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Color contrast minimums are met on non-text elements
<p><b>1.4.12 Text Spacing</b> (Level AA )</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Text spacing minimums have been met
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA )</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	<p>Screen objects that cover other content (like modals and filter controls) are dismissible.</p> <p>No additional content is triggered by hovering with the cursor.</p> <p>Additional content remains visible until it is dismissed by the user.</p>
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports with exception	<p>All standard Scoir elements are accessible from the keyboard with a few exceptions.</p> <p>The third-party file uploader used on the My Drive section of the Student Profile is not keyboard accessible</p> <p>Scoir is in dialog with the third party to resolve this issue.</p>

<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	<p>Not Applicable</p>	<p>No Keyboard shortcuts are implemented</p>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	<p>Supports</p>	<p>No keyboard traps are found.</p>
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	<p>Supports</p>	<p>Timeouts are not used.</p>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	<p>Supports</p>	<p>There will be no moving content.</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	<p>Supports</p>	<p>There will be no flashing content.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> </ul>	<p>Supports</p>	<p>‘Skip to main content’ option is available when using keyboard navigation.</p>

<ul style="list-style-type: none"> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Pages are titled.
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Focus order is logical.
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Links are identified by link text alone or in some cases with an accessible ARIA label.
<p><b>2.5.1 Pointer Gestures</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	All instances of gesture based functionality have accompanying single pointer controls.
<p><b>2.5.2 Pointer Cancellation</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	All down-events can be cancelled or undone
<p><b>2.5.3 Label in Name</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p>	Supports	Labeled user interface components contain the text that is presented visually

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>		
<p><b>2.5.4 Motion Actuation</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Not Applicable	There are no motion activated interfaces
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	The HTML lang attribute is provided.
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	No actions are controlled by focus changes.
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	No actions are controlled on input.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Error messages are in an accessible format. Error message pop-ups have ARIA live attributes.
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p>		Labels are programmatically associated with fields.



<p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports with exceptions	There are a few parsing errors that do not impact accessibility.
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Custom controls, if used, will have name, role, and value.
<p><b>4.1.3 Status Messages</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Does not support	Status change messages are not presented to the user without changing focus. We are aware that it is inaccessible in its current state and are committed to addressing this in the future.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Not Applicable	There is no live media in the application.

<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Not Applicable	There is no audio.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Color Contrast minimums have been met.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	The application will support browser Zoom to 200%.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Images of text are not used.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> </li> </ul>	Supports	Search and linked pages allow users to find content.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Supports	Headings and labels in the application are used so that they are programmatically available to Assistive Technology.

<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>		
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Focus is exposed visually as the user navigates through the application using a keyboard.
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Not Applicable	Language does not change inside the application.
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> </li> </ul>	Supports	Navigation will be consistent throughout the application.
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> </li> </ul>	Supports	The same user interface elements are used throughout the application to identify objects or other user interface controls.
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Error Suggestions, if used, will be provided.
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p>	Not Applicable	No legal commitments are made in this application.

Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)             <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> </li> </ul>		
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# 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 with one exception	Color alone is not used to convey information.
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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	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	Does not support	Currently we use HelpDocs to host support documentation. We are aware that it is inaccessible in its current state and 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.
<b>603 Support Services</b>	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