

EAB Accessibility Conformance Report

WCAG Edition VPAT® 2.4

Name of Product/Version

Starfish

Report Date

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Product Description

Enterprise Student Success Platform

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Notes

Product tested for WCAG 2.0 Level A and AA guidelines only.

Starfish is committed to ensuring equal access to our products regardless of age, ability, or situation and to creating a usable, friendly user experience for all users. We fulfill this commitment through frequent audits of our applications, both the underlying code and the user interface design.

We also solicit feedback and work with our client community to determine any changes that should be made to ensure compliance. Any compliance issues that are found either by our clients or by our Quality Assurance and Product Development teams are prioritized in the development process to ensure that these issues are addressed in a timely manner.

Evaluation Methods Used

Conformance was tested by EAB Quality Assurance Engineers and Accessibility experts using a combination of automated analysis tools and manual testing using assistive technologies.

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

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.
- Mostly Supports: Most functionality of the product does meet the criterion.
- 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.

WCAG 2.0 Report

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.

Success Criteria (1) Perceivable

Guideline 1.1 Text Alternatives

Criteria	Conformance	Notes
1.1.1 (A) Non-text Content	Supports	

Guideline 1.2 Time-based Media

Criteria	Conformance	Notes
1.2.1 (A) Audio-only and Video-only	Not Applicable	
1.2.2 (A) Captions	Not Applicable	
1.2.3 (A) Audio Description or Media Alternative	Not Applicable	
1.2.4 (AA) Captions	Not Applicable	
1.2.5 (AA) Audio Description	Not Applicable	

Guideline 1.3 Adaptable

Criteria	Conformance	Notes
1.3.1 (A) Info and Relationships	Partially Supports	<p>(1) There are instances of missing labels and aria properties for Appointment Preferences form elements.</p> <p>(2) Heading order does not always proceed from H1 to H6.</p> <p>(3) Student Dashboard table headers are empty.</p> <p>(4) The Closed Waiting Room has an image without alternative text.</p> <p>(5) One region which is aria-hidden has elements which are focusable, which should not be.</p>
1.3.2 (A) Meaningful Sequence	Partially Supports	<p>(1) In Progress Surveys when opening the search, the search input opens above the toggle visibility control but should open beneath so focus can naturally move to the newly opened widget. Using Shift & Tab will allow the user to move focus to the Search.</p> <p>(2) There are instances of Upload Photo Dialog not receiving focus on open.</p> <p>(3) Focus is lost during destructive actions where focus returns to the top of the page.</p>
1.3.3 (A) Sensory Characteristics	Supports	

Guideline 1.4 Distinguishable

Criteria	Conformance	Notes
1.4.1 (A) Use of Color	Mostly Supports	(1) There are instances of indicating link using color only across the site; notably on the My Services Card and Dashboard Notifications.
1.4.2 (A) Audio Control	Not Applicable	
1.4.3 (AA) Contrast	Partially Supports	(1) High Contrast Mode does not show a focus ring (2) Progress Survey has buttons with icons and text which has low contrast (3) Waiting Room has low contrast on content and elements (4) Student Dashboard has low contrast on elements in the calendar
1.4.4 (AA) Resize Text	Supports	
1.4.5 (AA) Images of Text	Supports	

Success Criteria (2) Operable

Guideline 2.1 Keyboard Accessible

Criteria	Conformance	Notes
2.1.1 (A) Keyboard	Partially Supports	(1) Upload Photo Dialog does not receive focus, so the keyboard cannot control it. (2) In Appointment Preference Advisor, focus is lost when any button in menu is clicked. (3) In Appointment Preference Advisor the Delete Button does not fire when Enter is pressed. (4) Across the application, links do not respond to Space, but only Enter.
2.1.2 (A) No Keyboard Trap	Supports	

Guideline 2.2 Enough Time

Criteria	Conformance	Notes
2.2.1 (A) Timing Adjustable	Not Applicable	
2.2.2 (A) Pause, Stop, Hide	Not Applicable	

Guideline 2.3 Seizures

Criteria	Conformance	Notes
2.3.1 (A) Three Flashes or Below Threshold	Not Applicable	

Guideline 2.4 Navigable

Criteria	Conformance	Notes
2.4.1 (A) Bypass Blocks	Mostly Supports	(1) There are instances where repeated content cannot be skipped. In Schedule Appointment there are numerous time options so skipping across time options to the next day should be provided.
2.4.2 (A) Page Titled	Supports	
2.4.3 (A) Focus Order	Partially Supports	(1) There are instances of Upload Photo Dialog not receiving focus on open. (2) There are instances of focus getting lost, mostly during destructive actions where focus returns to the top of the page. (3) Dialogs put focus on the close button first, but it should focus on content first. (4) In the Tutoring Center focus is lost as controls are clicked. (5) In Appointment Preference Advisor, when clicking the Add Location button the focus is lost.
2.4.4 (A) Link Purpose	Supports	
2.4.5 (AA) Multiple Ways	Supports	
2.4.6 (AA) Headings and Labels	Supports	
2.4.7 (AA) Focus Visible	Supports	

Success Criteria (3) Understandable

Guideline 3.1 Readable

Criteria	Conformance	Notes
3.1.1 (A) Language of Page	Supports	
3.1.2 (AA) Language of Parts	Supports	

Guideline 3.2 Predictable

Criteria	Conformance	Notes
3.2.1 (A) On Focus	Supports	
3.2.2 (A) On Input	Mostly Supports	(1) In the Service Profile there are links which do not announce a new tab (loss of context) will be opened when clicked on. (2) In Edit Notification Preferences, clicking Edit Profile Contact Info opens a new page without indicating this functionality.
3.2.3 (AA) Consistent Navigation	Supports	
3.2.4 (AA) Consistent Identification	Supports	

Guideline 3.3 Input Assistance

Criteria	Conformance	Notes
3.3.1 (A) Error Identification	Mostly Supports	(1) Add Location Dialog does not announce or show errors.
3.3.2 (A) Labels or Instructions	Supports	
3.3.3 (AA) Error Suggestions	Partially Supports	(1) On forms throughout the application, buttons are disabled, but should be enabled and show the errors with forms.
3.3.4 (AA) Error Prevention	Supports	

Success Criteria (4) Robust

Guideline 4.1 Compatible

Criteria	Conformance	Notes
4.1.1 (A) Parsing	Supports	
4.1.2 (A) Name, Role, Value	Partially Supports	<p>(1) Search inputs are missing aria attributes.</p> <p>(2) Edit Profile has <div> tags with incorrect aria attributes.</p> <p>(3) Text accepts focus because of misuse of tab-index or link tags</p> <p>In general, there are small issues where one of ten aria attributes may be misconfigured on a custom component.</p>

Summary

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