EAB Accessibility Conformance Report

WCAG Edition VPAT® 2.4

Name of Product/Version

Starfish

Report Date

January 2, 2023

Product Description

Enterprise Student Success Platform

Contact Information

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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:

- <u>Supports</u>: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- <u>Partially Supports</u>: Some functionality of the product does not meet the criterion.

- <u>Does Not Support</u>: The majority of product functionality does not meet the criterion.

- <u>Not Applicable</u>: 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	Partially Supports	There are instances of some decorative images not being hidden from screen reader.

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	There are instances of missing labels, roles and aria attributes for some elements as well as missing/ incorrect usage of alternative text across the application. There are instances of list structures not implemented correctly and some table headers being empty There are instances of aria-hidden as well as non-focusable elements getting focus.
1.3.2 (A) Meaningful Sequence	Partially Supports	There are instances of focus order not following the visual layout order. The search input does not receive focus once it is open.
1.3.3 (A) Sensory Characteristics	Supports	

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Guideline 1.4 Distinguishable

Criteria	Conformance	Notes
1.4.1 (A) Use of Color	Partially Supports	There are instances of indicating link using color only across the application.
1.4.2 (A) Audio Control	Not Applicable	
1.4.3 (AA) Contrast	Partially Supports	The focus ring does not show for the High Contrast Mode. There are instances of some elements having low contrast across the application.
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	There are instances of focus getting lost as well as elements not getting focus which causes keyboard interaction to not function as expected. 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	Supports	
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	

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Guideline 2.4 Navigable

Criteria	Conformance	Notes
2.4.1 (A) Bypass Blocks	Supports	
2.4.2 (A) Page Titled	Supports	
2.4.3 (A) Focus Order	Partially Supports	There are instances of focus getting lost as well as elements not getting focus.
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	

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Guideline 3.2 Predictable

Criteria	Conformance	Notes
3.2.1 (A) On Focus	Supports	
3.2.2 (A) On Input	Partially Supports	There are instances of change of context on input without prior indication to the user.
3.2.3 (AA) Consistent Navigation	Supports	
3.2.4 (AA) Consistent Identification	Supports	

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Guideline 3.3 Input Assistance

Criteria	Conformance	Notes
3.3.1 (A) Error Identification	Supports	
3.3.2 (A) Labels or Instructions	Supports	
3.3.3 (AA) Error Suggestions	Partially Supports	There are instances of forms buttons being disabled throughout the application.
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	There are instances of missing or misconfigured aria attributes as well as missing alternate text for images.

Summary

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