

## Accessibility Conformance Report

**Website/Product name:** Labyrinth eLab

**Report Date:** 08 February, 2024

**Company:** Labyrinth Learning

**Contact Information:**

### **Evaluation Methods Used:**

During the testing process of this website, the team made use of multiple evaluation methods, including both automated (WAVE, TPGi Color Contrast Analyzer, axe) and manual testing in Chrome and Firefox on Windows 11. A major part of the process included the use of assistive technology (JAWS and NVDA) to assess conformance with WCAG 2.0 criteria.

This report was provided by accessiBe Ltd.

### **Description:**

The testing process was carried out in compliance with the WCAG 2.0 AA guidelines. The product was found to be overall partially supportive.

### **Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A, Level AA
<a href="#">Revised Section 508 standards as published by the U.S. Access Board</a> in the Federal Register on January 18, 2017.	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.
- **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 2.0 Report

Revised Section 508: Chapter 5 – 501.1 Scope 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 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations	Resolution Roadmap
<a href="#">1.1.1 Non-text Content</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Does Not Support</b>	Application has few graphics present on the pages. For most of those graphics appropriate alternative text is not provided, as well as decorative images are not being hidden. Examples include include: <ol style="list-style-type: none"> <li>1. Global / Login &gt; Logos do not contain a meaningful alternative text.</li> </ol>	To be resolved by March 31, 2024

		2. Release Notes > Images present in the release notes do not contain sufficiently descriptive alternative text.	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There is no audio-only or video-only content.	
<a href="#">1.2.2 Captions (Prerecorded)</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Does not support</b>	Multimedia content present in the application does not provide closed captions.	Resolved. The reason for this Does Not Support entry is the VPAT reviewers reviewed a page of QuickStart videos that has been removed. All other videos and multimedia in eLab use closed captioning.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	A transcript is provided for the media present on the application.	
<a href="#">1.3.1 Info and Relationships</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Partially Supports</b>	Landmarks are not identified. <ol style="list-style-type: none"> <li>1. Login &gt; Labels are not associated with their respective input elements.</li> </ol>	To be resolved by June 30, 2024

		<ol style="list-style-type: none"> <li>2. Login &gt; Required input fields do not contain any indication being required.</li> <li>3. Instructor: LMS Intergration &gt; The tablist present on the page does not use the appropriate markup.</li> <li>4. Instructor: Gradebook Accounting Essentials &gt; Placeholders used as labels.</li> <li>5. Student: Student Content Accounting Essentials &gt; Overview &gt; iFrame is missing a title attribute</li> <li>6. Student: Practice Set &gt; Calculator &gt; Labels are not associated with their respective input elements.</li> <li>7. Global: Some tables do not use the appropriate table structure</li> </ol>	
<p><a href="#">1.3.2 Meaningful Sequence</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>The correct sequence of elements can be programmatically determined.</p>	
<p><a href="#">1.3.3 Sensory Characteristics</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	<p><b>Supports</b></p>	<p>No sensory characteristics are used to convey information.</p>	

<ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul>			
<a href="#">1.4.1 Use of Color</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Partially Supports</b>	Instructor: Color is used as part of a Legend to indicate the status of a component-	To be resolved by June 30, 2024
<a href="#">1.4.2 Audio Control</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There is no audio content that plays automatically.	
<a href="#">2.1.1 Keyboard</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Partially Supports</b>	The application contains numerous interactive user interface components such as buttons, links, and dropdowns, which can be operated via keyboard, making them accessible to screen reader and keyboard users. However, few exceptions are present. <ol style="list-style-type: none"> <li>1. Instructor: Content Tracker Report &gt; Calendar icons are not accessible via keyboard navigation.</li> </ol>	To be resolved by March 31, 2024
<a href="#">2.1.2 No Keyboard Trap</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	There are no keyboard traps.	
<a href="#">2.2.1 Timing Adjustable</a> Also applies to:	<b>Not Applicable</b>	There are no time limits.	

<p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>			
<p><a href="#">2.2.2 Pause, Stop, Hide</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	There is no moving or auto-updating content available in the application.	
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	There is no flashing or blinking content.	
<p><a href="#">2.4.1 Bypass Blocks</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	A mechanism to bypass repetitive blocks of content has been provided.	
<p><a href="#">2.4.2 Page Titled</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Support</b>	Descriptive title is provided for pages of the application page.	
<p><a href="#">2.4.3 Focus Order</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Focusable components receive focus in an order that preserves meaning and operability.	

<p><a href="#">2.4.4 Link Purpose (In Context)</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Partially Supports</b></p>	<p>The purpose of most links is clear. Some instances of an unclear link purpose are present. These include, but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Global / Login &gt; eLearning logo is a link, but does not contain an accessible name.</li> </ol>	<p>To be resolved by March 31, 2024</p>
<p><a href="#">3.1.1 Language of Page</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Partially Supports</b></p>	<p>Some pages do not contain an HTML Language declaration,</p>	<p>To be resolved by June 30, 2024</p>
<p><a href="#">3.2.1 On Focus</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Nowhere on the site does change of focus initiate a change of context.</p>	
<p><a href="#">3.2.2 On Input</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Nowhere on the site does input initiate a change of context.</p>	
<p><a href="#">3.3.1 Error Identification</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Input errors are identified and described in text.</p>	

<p><a href="#">3.3.2 Labels or Instructions</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Partially Supports</b></p>	<p>Most inputs have clear labels, however some exceptions are present:</p> <ol style="list-style-type: none"> <li>1. Login &gt; Email and Password fields are mandatory but are not indicated as such.</li> </ol>	<p>To be resolved by March 31, 2024</p>
<p><a href="#">4.1.1 Parsing</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Partially Support</b></p>	<p>Duplicate IDs have been found across the application. Examples include:</p> <ol style="list-style-type: none"> <li>1. Login &gt; The ID “createAccount” is present multiple times on various components</li> <li>2. Instructor: My Courses &gt; “count_AAN” is present multiple times on various components</li> <li>3. Student: Student Content Accounting Essentials &gt; Overview &gt; Duplicate IDs found on multiple components</li> </ol>	<p>To be resolved by June 30, 2024</p>
<p><a href="#">4.1.2 Name, Role, Value</a> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>Partially Supports</b></p>	<p>The application contains various interactive elements such as buttons, links, and input fields that have been appropriately labeled with a name, role, state, and value to help screen reader users understand their purpose and functionality.</p>	<p>To be resolved by March 31, 2024</p>



		However, some exceptions are present: <ol style="list-style-type: none"> <li>1. Instructor: My Courses &gt; No aria-current state is provided for navigation components, on the main navigation section.</li> <li>2. Instructor: My Courses &gt; The “Collapse / Expand all” component is missing a collapsed / expanded state.</li> <li>3. Student: Accounting Essentials &gt; Expanded / Collapsed state of accordion components is missing.</li> </ol>	
--	--	---	--

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations	Resolution Roadmap
<a href="#">1.2.4 Captions (Live)</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There is no media with live audio content.	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> Also applies to: Revised Section 508	<b>Does not Support</b>	Media present on the application does not contain Audio Descriptions.	To be resolved by June 30, 2024

<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>			
<p><a href="#">1.4.3 Contrast (Minimum)</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	A mechanism is in place to control contrast across the application.	
<p><a href="#">1.4.4 Resize text</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	A mechanism to resize text is provided on the page, with which components are operable and accessible after resizing the application pages up to 200% browser zoom.	
<p><a href="#">1.4.5 Images of Text</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	No images of text are present on the release notes page.	
<p><a href="#">2.4.5 Multiple Ways</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Does not Support</b>	No alternative ways of navigation are present across the application.	To be resolved by June 30, 2024
<p><a href="#">2.4.6 Headings and Labels</a></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Labels clearly describe topic or purpose for input fields.	
<p><a href="#">2.4.7 Focus Visible</a></p> <p>Also applies to:</p>	<b>Supports</b>	Focus outline is visible for interactive components.	

Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>			
<a href="#">3.1.2 Language of Parts</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	Application content is available in English language only.	
<a href="#">3.2.3 Consistent Navigation</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	The navigation menu appears on each page, with its elements in the same order.	
<a href="#">3.2.4 Consistent Identification</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Components with the same functionality are identified consistently across different pages.	
<a href="#">3.3.3 Error Suggestion</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Does not Supports</b>	Input errors are identified and described in text, however no error suggestions are provided.	To be resolved by June 30, 2024
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	No data of a legal or financial nature is requested.	

## Section 508 Report

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations	Resolution Roadmap
302.1 Without Vision	<b>Partially Supports</b>	Users without vision can perceive and use some of the components and available features, however challenges may be experienced in relation to certain criteria, as described in <b>Table 1:</b> 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.2, 2.4.4, 3.1.1, 4.1.1, 4.1.2 <b>Table 2:</b> 1.2.5, 2.4.5, 3.3.3	To be resolved by June 30, 2024
302.2 With Limited Vision	<b>Partially Supports</b>	Users with low vision can perceive some of the components and available features without undue strain, however challenges may be experienced in relation to certain criteria, as described in <b>Table 1:</b> 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.2, 2.4.4, 3.1.1, 3.3.2, 4.1.2 <b>Table 2:</b> 1.2.5, 2.4.5, 3.3.3	To be resolved by June 30, 2024
302.3 Without Perception of Color	<b>Partially Supports</b>	Users with limited or no perception of color will have issues with identifying and/or differentiating many components	To be resolved by June 30, 2024

		in the website, as described in <b>Table 1: 1.4.1</b> , and <b>Table 2: 1.4.3</b> .	
302.4 Without Hearing	<b>Partially Supports</b>	Captions are not provided for synchronized media that contains audio content, default page language are not consistently programmatically determinable, as described in <b>Table 1: 1.1.1</b> , 1.2.2, 3.1.1	This item is already resolved. The reason for this Does Not Support entry is the VPAT reviewers reviewed a page of QuickStart videos that has been removed. All other videos and multimedia in eLab use closed captioning.
302.5 With Limited Hearing	<b>Not Applicable</b>	<i>See 302.4 Without Hearing</i>	
302.6 Without Speech	<b>Not Applicable</b>		
302.7 With Limited Manipulation	<b>Partially Supports</b>	Users with limited manipulation can operate some of the components and available features, however challenges may be experienced in relation to the following criteria, as described in <b>Table 1: 2.1.1</b> , 2.4.2, 2.4.4, 4.1.1, 4.1.2, <b>Table 2: 2.4.5</b>	To be resolved by June 30, 2024
302.8 With Limited Reach and Strength	<b>Not Applicable</b>		
302.9 With Limited Language, Cognitive, and Learning Abilities	<b>Partially Supports</b>	Users with limited language, cognitive, and learning disabilities can understand and operate some of the components and available features without issue, however challenges may be experienced in relation to the following criteria, as described in <b>Table 1: 1.1.1</b> , 1.2.2, 1.2.3, 1.2.4,	To be resolved by June 30, 2024

		1.3.1, 1.4.1, 2.1.1, 1.4.1, 2.1.1, 2.2.2, 2.4.1, 2.4.2, 2.4.4, 3.1.1, 3.2.2, 3.3.2, 4.1.1 and 4.1.2, and <b>Table 2: 2.4.5</b>	
--	--	--	--

#### Chapter 4: [Hardware](#)

Notes: This is a web-only application that is subject to the requirements of WCAG 2.0, Levels A and AA, as specified in Tables 1 and 2.

#### Chapter 5: [Software](#)

Notes: This is a web-only application that is subject to the requirements of WCAG 2.0, Levels A and AA, as specified in Tables 1 and 2.

#### Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations	Resolution Roadmap
601.1 Scope	<b>Heading cell – no response required</b>	Heading cell – no response required	
<a href="#">602 Support Documentation</a>	<b>Heading cell – no response required</b>	<i>Heading cell – no response required</i>	
602.2 Accessibility and Compatibility Features	<b>Does Not Support</b>	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.	We will add a section by March 31, 2024 to meet this requirement.
602.3 Electronic Support Documentation	<b>See WCAG 2.1 section</b>	See information in WCAG 2.1 section	

602.4 Alternate Formats for Non-Electronic Support Documentation	<b>Not Applicable</b>	All support documentation is available online.	
<a href="#"><u>603 Support Services</u></a>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>	
603.2 Information on Accessibility and Compatibility Features	<b>Does Not Support</b>	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.	We will add a section by March 31, 2024 to meet this requirement.
603.3 Accommodation of Communication Needs	<b>Supports</b>	Multiple options are provided for support services, including email, direct phone numbers with business hours, and live chat.	