

Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product: Packback Application

Date: August 3rd, 2023

Evaluation Methods Used:

- **Automated Testing:** Axe automated plugin has been used for initial scanning of different pages present in the application.
- **Manual Testing:** This report has been generated based on the tests conducted via a paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. The tools which have been used for testing are Freedom Scientific JAWS 2022, NVDA, VoiceOver, Talkback, Paciello Group's Color Contrast Analyzer, Text Spacing tool and Dragon Speech Recognition Software 15.61.

Testing Scope & Compatibility Matrix:

Regular users:

- View marketing site (Homepage, Demo, Blog, Any Single Blog Page)
- Helpdesk (Homepage, Section Page, Article Page, Form Page)
- Sign up
- Login
- Join Community (enter a lookup key or finish registration on an invited community)
- Make and edit posts (questions, responses)

- View posts - View Leaderboard and Featured Tab (highlighted posts)
- Interact with posts (add a "like", flag offending posts)
- View community-specific user profiles
- View their own "global" profile (that counts their activity in all communities)
- Search within a community; search across platform (called "explore")
- Edit account details (billing, username, password)

Professor users:

- All of the above plus:
- View and modify grading reports
- Manage roster (invite students, remove students, filter students)
- Select example posts ("Seeding posts" process)
- Manage Gradebook Sync
- Automated Grading Reports
- Discussion Polls
- Navigation Menu
- Interact with posts as a professor (give feedback, feature the post, moderate the post, edit the post)

- Gradebook Sync
- Insights Dashboard
- Discussion Polls
- Navigation
- Deep Dive
- Copying course

Platforms	Chrome (Latest)	Safari (Latest)	FF (Latest)	Edge
Win 10	JAWS 2022 Full QA		NVDA 2022 Smoke QA	JAWS 2022 Smoke QA
MAC 12. x		Voiceover Smoke QA		
iPhone (iOS 15.x)		Voiceover Smoke QA		
Android Phone (Android v11.x)	Talkback Smoke QA			

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 (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Sections	Total number of Applicable Provisions	Total Number of Supported Provisions		
		Supports	Partially Supports	Does Not Support
Web Content Accessibility Guidelines 2.1 A	22	11	11	0
Web Content Accessibility Guidelines 2.1 AA	17	8	9	0
Functional Performance Criteria	7	4	3	0
Support Documentation and Services	3	3	0	0

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.

WCAG 2.1 Report

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
1.1.1 Non-text Content (Level A)	Supports	All the instances where images/ icons are used to convey some meaningful information, these are accompanied with equivalent text alternatives for the screen reader users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only and video-only content present in the application.
1.2.2 Captions Prerecorded (Level A)	Supports	Synchronized captions are provided for the videos available in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Text transcript is provided for the videos available in the application as a media alternative.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>The screen reader properly identifies most of the information available in the application. Visually impaired users are easily able to perceive the relationships between a particular element and its role. However, there are a few exceptions where visually impaired users have difficulties in understanding the information and its corresponding relationship.</p> <p>Exceptions - the Packback engineering team was notified of four issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<p>The screen reader reads the content available in the application in a meaningful sequence using arrow keys which preserve the meaning and context for visually impaired users. However, there is an exception where the information of content is not present in a meaningful sequence.</p> <p>Exceptions - the Packback engineering team was notified of one minor issue in this criteria, which will be resolved after higher priority issues.</p>
1.3.3 Sensory Characteristics (Level A)	Supports	<p>In all instances, instructions available in the application do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation or sound.</p>
1.4.1 Use of Color (Level A)	Supports	<p>Wherever color is used to convey some meaningful information, it is accompanied with an alternative that does not rely on color to interpret the same information.</p>
1.4.2 Audio Control (Level A)	Not Applicable	<p>There is no such audio available in the application, which plays automatically as soon as the page is launched.</p>
2.1.1 Keyboard (Level A)	Partially Supports	<p>Application has many interactive user interface components like buttons, links, and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions where it is difficult for screen reader/ keyboard only users to access some of these elements using a keyboard.</p> <p>Exceptions - the Packback engineering team was notified of three issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
2.1.2 No Keyboard Trap (Level A)	Supports	<p>Keyboard focus is not trapped anywhere in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Character key shortcuts are not used anywhere in the application.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Application does not have any time-based feature or activity except for captchas, which are an essential exception.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	There is no moving or auto-updating content available in the application.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing / blinking content present anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Partially Supports	“Skip to main content” link is available on each page of the application to bypass the repetitive block of header content. Additionally, all the pages are well organized with headings and landmarks. However, there is an exception where there is no method to bypass the content on the “Helpdesk” page.
2.4.2 Page Titled (Level A)	Supports	Unique and meaningful titles are available for all the web pages available in the Packback Application web application that serves their purpose.
2.4.3 Focus Order (Level A)	Partially Supports	Although the focus order is moving in a correct sequence on the majority of instances. Yet, it has been observed that while interacting with few fields, the focus does not shift directly to the updated content. Exceptions - the Packback engineering team was notified of four issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<p>Most of the links available in the application are provided with sufficient link text, which clearly describes the purpose/ target destination of these links. However, there are a few exceptions where link text is unclear for some of the links.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	<p>No activity/functionality in the application requires any path based or multipoint gestures.</p>
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	<p>Application controls are activated on an UP event even if the user accidentally taps on a control. S/he can move away from his target area & lift his pointer to abort its action.</p>
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	<p>Visible labels of interactive user interface components match with their accessible name throughout the application. Motor impaired users are able to activate these elements by calling their visible text labels using a speech recognition tool like Dragon. However, there are few exceptions where the dragon tool users are not able to access the content.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	<p>There is no functionality/activity available in the application, which requires device or user motion to perform an action.</p>
3.1.1 Language of Page (Level A)	Supports	<p>Application content is available in English language, and this language is programmatically defined using the lang = "en" attribute in the <html> tag on all the pages.</p>

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	In all instances, change of context does not initiate when any user interface component receives focus.
3.2.2 On Input (Level A)	Supports	Change of context does not happen in the application while changing the setting of any UI component.
3.3.1 Error Identification (Level A)	Partially Support	<p>All the error messages/warnings available in the application are provided in textual form, however, these error messages are not identified by screen readers automatically.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>Most of the form fields available in the application are properly labeled with the meaningful text label, and appropriate instruction is also associated with them. However, there is an exception, where a form field does not have a label.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
4.1.1 Parsing (Level A)	Partially Supports	<p>Different elements are implemented using markup languages and start and end tags are properly used. Elements are nested according to their specifications, and do not contain duplicate attributes. However, there is an exception where a similar Id attribute value is given for the multiple elements.</p> <p>Exceptions - the Packback engineering team was notified of one issue in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
4.1.2 Name, Role, Value (Level A)	Partially Supports	Application has many interactive elements like buttons, links, edit fields etc., which are provided with proper name, role, state and value which helps screen reader users know the actual purpose

Criteria	Conformance Level	Remarks and Explanations
		<p>and nature of these components. However, there are some components where appropriate name, role and state are not defined for assistive technology users.</p> <p>Exceptions - the Packback engineering team was notified of three issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content present in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Audio description is not needed for the audiovisual media presentation available in the application.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Application does not restrict its view in a single orientation. Application has equivalent support for both portrait & landscape orientations for low vision & motor impaired users.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The forms collecting user's information in the application are defined with sufficient labels, familiar icons, appropriate type attribute, and autocomplete attributes that helps users using different modalities to understand the purpose of these input fields more clearly.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Application has a sufficient contrast ratio i.e., 4.5:1(For regular text) and 3:1 (For large text) for most of the color combinations used in

Criteria	Conformance Level	Remarks and Explanations
		<p>the web pages. However, there are a few exceptions where the color contrast ratio fails for some color combinations.</p> <p>Exceptions - the Packback engineering team was notified of three issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
<p>1.4.4 Resize text (Level AA)</p>	<p>Partially Supports</p>	<p>Most of the application content is easily operable and accessible after resizing the pages. However, there is an exception where content is not properly accessible at 200% browser zoom.</p> <p>Exceptions - the Packback engineering team was notified of three issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
<p>1.4.5 Images of Text (Level AA)</p>	<p>Supports</p>	<p>In all instances, regular text is used to achieve a particular visual presentation instead of images of text. However, there is an exception, where images of text are used without support for assistive technologies users.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>Most of the application components and its layout are accessible when application pages are resized up to 400% browser zoom. Low vision users do not have to scroll the application in two different dimensions to access each page of this application. However, there are a few exceptions, where content is not properly visible at 400% Browser Zoom.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>Application provides sufficient contrast for different active user interface components. Non-Text UI elements such as buttons, input form fields etc. have a contrast ratio of at least 3:1 to their adjacent colors.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>However, there are a few exceptions where the contrast ratio is less than the standard ratio of 3:1 for the visual information used to indicate the type, state and focus of some of the active user interface components.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, and both have been resolved.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>This success criteria has been validated for persons with low vision and reading disabilities using Steve Faulkner’s Text Spacing Bookmarklet, and all the application content is easily readable and accessible after adjusting the text spacing using this tool. However, there is an exception where the text gets truncated.</p> <p>Exceptions - the Packback engineering team was notified of one issue in this criteria, which has been resolved.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Supports</p>	<p>Whenever additional content is displayed when any UI element receives mouse or keyboard focus, the user can dismiss it, or it is hidden when focus is removed from it.</p>
<p>2.4.5 Multiple Ways (Level AA)</p>	<p>Supports</p>	<p>The entire application consists of several pages, which can be accessed from the “Dashboard” page as well as the “explore” feature, along with community navigation links in the sidebar.</p>
<p>2.4.6 Headings and Labels (Level AA)</p>	<p>Partially Supports</p>	<p>Headings present in the application are descriptive enough to understand their purpose, and sufficient labels are provided for the form fields throughout the application. However, there is an exception where the label of some UI elements is unclear.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, and both have been resolved.</p>
<p>2.4.7 Focus Visible (Level AA)</p>	<p>Partially Supports</p>	<p>For most of the instances, a clear focus indicator appears when tab focus moves to the interactive user interface components available</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>in the application. However, there is an exception where the focus indicator is not visible for some of such components.</p> <p>Exceptions - the Packback engineering team was notified of one issue in this criteria, which has been resolved.</p>
<p>3.1.2 Language of Parts (Level AA)</p>	<p>Not Applicable</p>	<p>Whole content in the application is available in English language only. There is no such phrase available in any other secondary language.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p>	<p>Supports</p>	<p>Repeated components are occurring in the same order on every page of the application, which helps users to predict the location of different web elements on each page.</p>
<p>3.2.4 Consistent Identification (Level AA)</p>	<p>Supports</p>	<p>Elements that have the same functionality across multiple pages in the application have the same labels or same name.</p>
<p>3.3.3 Error Suggestion (Level AA)</p>	<p>Partially Supports</p>	<p>On submitting a form with invalid inputs, descriptive suggestions to correct the input error are provided to the user. However, there are a few exceptions where the suggestion is not provided for the screen reader users.</p> <p>Exceptions - the Packback engineering team was notified of two issues in this criteria, which have been resolved.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p>	<p>Supports</p>	<p>There is a feature available in the application where users need to make a financial transaction while joining any community, and users are allowed to review and edit the entered data before the final submission of the payment form.</p>
<p>4.1.3 Status Messages (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>For most instances, dynamic changes and notifications are automatically announced, and screen reader users are able to identify the updated status / progress of any task programmatically. However, there are a few exceptions, where dynamic notification or feedback is not identified automatically while completing a task.</p>

Criteria	Conformance Level	Remarks and Explanations
		Exceptions - the Packback engineering team was notified of three issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Application provides good support for screen readers in different browsers like Chrome, Firefox and Edge. Users using the screen readers can easily operate the application. However, there are a few exceptions where a screen reader user will have difficulties in understanding the information.</p> <p>Exceptions - the Packback engineering team was notified of six issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
302.2 With Limited Vision	Partially Supports	<p>Content of the application is easily readable when the web pages are resized up to 200% and 400%. Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio 4.5:1 and 3:1 except for a few instances mentioned below.</p> <p>Exceptions - the Packback engineering team was notified of five issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	Wherever color is used to convey some meaningful information, it is accompanied with an alternative that does not rely on color to interpret the same information.
302.4 Without Hearing	Supports	Synchronized captions and text transcript are provided for the video available in the application.
302.5 With Limited Hearing	Supports	Synchronized captions and text transcript are provided for the video available in the application.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity in the application.
302.7 With Limited Manipulation	Not Applicable	There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	Partially Supports	<p>Application has many interactive user interface components like buttons, links, and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions where it is difficult for screen reader/ keyboard only users to access some of these elements using a keyboard.</p> <p>Exceptions - the Packback engineering team was notified of three issues in this criteria, and all high priority issues have been resolved. Some minor exceptions to this criteria may still remain.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>Many features on the website have good support for user with cognitive disabilities for following reasons:</p> <ol style="list-style-type: none"> 1. Websites do not have any moving text/images/animations, which disrupts reading. 2. Websites do not have any multimedia, which plays automatically and confuses the user. 3. Website does not have any flashing object, which causes

Criteria	Conformance Level	Remarks and Explanations
		seizure.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The accessibility information section is available on the website, which describes conformance to WCAG 2.1 AA and Section 508.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since the application provides information through the digital medium, it allows users to access the Help feature for further inquiry regarding the digital content and documentation. There is no such requirement of alternate formats for non-electronic support documentation as help services are available electronically.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	There is an Accessibility page available in the application which shows product commitment towards accessibility.
603.3 Accommodation of Communication Needs	Supports	The application provides a Help desk portal including a Request form for support to end users regarding their accessibility related questions.

Legal Disclaimer

*This report is explicitly based on the accessibility audit that has been performed on **'Packback Application'** as per the scope mentioned in 'Compatibility Matrix and Testing Scope' section above. The Remarks and Explanations provided against each success criteria are truly based upon the accessibility test execution results.*