Voluntary Product Accessibility Template® (VPAT®)

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Packback Application (https://dev-app.packback.ca/)

Report Date: May 06, 2026

Evaluation Methods Used:

Automated Testing: Axe automated extension has been used for initial scanning of different pages present in the 'Packback' Application.

Manual Testing: This report has been generated based on the tests conducted via a paired testing methodology by one tester. The tools which have been used for testing are Freedom Scientific JAWS 2025, NVDA, Voiceover, Talkback, Color Contrast Analyzer, Text Spacing tool, and Dragon Speech Recognition Software.

Packback Note on Remediation

Remediation Note: The Packback team commits to remediating all medium and high priority issues noted in this VPAT by the end of 2026. Please contact us if you are looking for updates on our remediation progress.

Compatibility Matrix and Testing Scope:

Platforms	Chrome (Latest)	Safari (Latest)	FF (Latest)	Edge
Win 11	JAWS 2025		NVDA 2025	JAWS 2025

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	Full QA		Smoke QA	Smoke QA
MAC 14. x		Voiceover Smoke QA		
iPhone (iOS 15.x)		Voiceover Smoke QA		
Android Phone (Android v12.x)	Talkback Smoke QA			

Features in scope:

Below is the list of the features assessed as part of this VPAT:

Regular users:

- Sign up
- Login
- Product Updates Modal
- Join Community (enter a lookup key or finish registration on an invited community)
- Notifications
- My Communities
- Make and edit posts (questions, responses)
- Document Style Updates and My Resource
- View posts - View Leader board and Featured Tab (highlighted posts)
- Interact with posts (add a "like", flag offending posts)
- View community-specific user profiles
- Course Details
- 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)

- Polls
- Start an Originality Review assignment
    - Upload a file and wait for it to process
    - View your Originality Review essay
    - View your Originality Fingerprint
    - View and download your Original Document
    - Delete the essay and restart
    - Submit the essay

Professor users:

- All 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)
- Assignment Management (Deep Dives, Questions, Polls)
- Manage Writing Assignments
- Copy Community
- Create Community
- Find Community
- Insights
- Publish and Share Course
- Community Settings

    - Edit Community Details
    - Course Goals
    - Teaching Assistant
    - Create Section Groups
    - Download Syllabus Info
    - Invite Students
- Originality Assignments
    - Create an Originality Review assignment
    - Edit an Originality Review assignment
    - Grade an Originality Review Submission

Admin user:

- Content Library
    - (Admin) Create a new template (go to community, in sidebar click “Publish and Share Course”)
    - View homepage, view a template
    - Import a template into a new community
- Writing Lab
- Drop Class

Note:

1. From Admin User, we have tested Writing Labs, Content Library Functionality.

2. Admin Features (like Admin Tools- Campuses, Communities, etc.) using Admin Credentials are not in scope.

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)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(No)

Sections	Total number of Applicable Provisions	Total Number of Supported Provisions		
		Supports	Partially Supports	Does Not Support
Web Content Accessibility Guidelines 2.2 A	24	12	12	0
Web Content Accessibility Guidelines 2.2 AA	19	9	10	0
Functional Performance Criteria	7	2	5	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 criteria without known defects or meets equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criteria.
- **Does Not Support**: The majority of product functionality does not meet the criteria.
- **Not Applicable**: The criteria are not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criteria. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most of the informative images/icons available in the application have appropriate text alternatives that present equivalent information to visually impaired users using screen readers and the images used solely for decorative purposes have been hidden from these assistive technologies. However, there are a few exceptions where text alternatives are missing, unclear, or do not fully convey the intended meaning. **Few Exceptions:** 1. [Global] Select any Community > Course Details > Screen reader focus moves to decorative separator. 2. Account Settings > Edit Avatar > Decorative separator is exposed to assistive technologies. 3. Sign Up > Step 2 > Password pass/fail criteria information is not available for screen reader users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only or video-only content present in the application.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Captions are available for all the multimedia content in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	All meaningful visual information is conveyed through the audio track; no additional audio description or media alternative is required.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	Most of the elements available in the application have been correctly marked up using HTML semantics that allows assistive technologies like screen readers to identify their appropriate structure and relationships. However, there are a few exceptions, where screen reader users face difficulties in identifying the information, structure, and relationships of some elements conveyed via visual representation. **Few Exceptions:** 1. Content Library > My Templates > Heading hierarchy is not logical on page. 2. Admin Details > <dl>, <dt> and <dd> elements are not structured properly. 3. Manage Discussion Assignment > Incorrect screen reader announcement for tab options. 4. Communities > Select any Community > Course grade value is not announced by screen reader.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Screen readers read most of the content available in the application in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users. However, there are a few exceptions where screen reader users face difficulties in perceiving the content in a logical sequence. **Few Exceptions:** 1. Insights > Discussion Assignment > Reading order is not logical in graph.

Criteria	Conformance Level	Remarks and Explanations
		2. Select any Community > Change Section Modal> Screen reader focus moves to background elements after completing Step 1.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	Most of the visual cues and symbols used in the application that convey specific meanings are provided with equivalent text alternatives. However, there are a few exceptions where the information conveyed through symbols does not have equivalent text alternatives. **Few Exceptions:** 1. Course Goals > Video > Tooltip or visible text is missing for share icon control. 2. Communities > Footer > Tooltip is missing for social media icon controls. 3. Product Updates Modal > Tooltip is missing for reaction options in emoji menu.
1.4.1 Use of Color (Level A)	Partially Supports	Most of the information conveyed through color highlights is also presented with text labels and meaningful icons, ensuring it is accessible to users with color vision deficiencies. However, there are a few exceptions where color alone is used to convey information. **Few Exceptions:** 1. Products Updates Modal > Ideas Tab > Voting element status is highlighted only by color. 2. Products Updates Modal > Ideas Tab > Vote > Let us Know Who You Are Modal > Links are distinguishable only by color.

Criteria	Conformance Level	Remarks and Explanations
		3. Sign Up > Error is highlighted only by color on 'Institution' input field.
1.4.2 Audio Control (Level A)	Not Applicable	There is no such audio available in the application that plays automatically as soon as any page is launched.
2.1.1 Keyboard (Level A)	Partially Supports	Application has many interactive user interface components like buttons, links, checkboxes, etc. Most of these elements are operable using keyboard and keyboard interfaces. However, there are a few exceptions, where users dependent upon keyboard operation, such as visually impaired users and motor-impaired users, face difficulties in accessing some components. **Few Exceptions:** 1. Communities > Header > My Account menu is not getting collapsed using Esc key. 2. Writing Assignments > Original Document > 'Adobe' icon control is not accessible with keyboard. 3. Login > 'Product Updates' control is not accessible with keyboard. 4. Course Goals > Video > 'Share' modal is not getting collapsed using Esc key.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is not trapped anywhere in the application.
2.1.4 Character Key Shortcuts (Level A)	Not Applicable	Single key character shortcuts are not used anywhere in the application.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is no such time-based activity available in the application.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The application does not feature any moving, blinking, or auto-updating content that would need to be paused or stopped for individuals with certain disabilities.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There is no flashing / blinking content available anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Partially Supports	The “Skip to main Content’ link is available on most of the pages of the application to help screen reader users and keyboard users to bypass the repetitive block of header content in a single activation to locate the page main content. However, there is an exception on ‘Invite Students’ page under community settings where skip to main content link is not accessible via keyboard.
2.4.2 Page Titled (Level A)	Supports	All pages in the application are given a unique and descriptive title to help users understand the context.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical for most of the interactive elements/widgets available in the application using the keyboard and keyboard interfaces. However, there are a few exceptions, where TAB order is incorrect for some components, and logical focus has not been maintained in some custom dialogs. **Few Exceptions:** 1. Course Goals > Video > Keyboard focus is moving to hidden elements within video frame. 2. Select any community > Keyboard focus does not move inside the expanded menu when hamburger control is activated. 3. Gradebook > Automated Grading Report > Keyboard focus moves to top of the page when 'Next' or 'Previous' control is activated.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	All the links available in the application are provided with sufficient link text that clearly describes the purpose/ target destination of these elements. However, there are few exceptions where link text is not sufficient and does not describe the purpose of target/destination clearly. **Few Exceptions:** 1. [Global] Homepage > Packback logo link has insufficient accessible name. 2. Product Updates Modal > Descriptive aria-label is required for 'here' links.

Criteria	Conformance Level	Remarks and Explanations
		3. Page header > Screen reader identifies repetitive label for "Notifications" link.
2.5.1 Pointer Gestures (Level A)	Not Applicable	This application does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A)	Supports	All the user interface controls available in the application get activated on an UP event. Even if a user accidentally clicks on a control, she/he can move away from its target area and lift the pointer to abort the action.
2.5.3 Label in Name (Level A)	Partially Supports	Most of the visible labels of the active user interface elements match their accessible names. Motor-impaired users can activate these interactive elements by calling their visible text labels using a speech recognition tool like 'Dragon'. However, there is an exception on the 'Subscribe Now' page under the writing lab where the accessible name of the link does not match its visual label.
3.1.1 Language of Page (Level A)	Supports	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 web pages.
3.2.1 On Focus (Level A)	Supports	There is no change in context when keyboard focus moves to any element in most of the components in the application.
3.2.2 On Input (Level A)	Supports	This application ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A)	Supports	Help mechanisms such as contact details links and contact us links are occurring in the same order on every page of the application, which helps the user to locate help options on every screen consistently.
3.3.1 Error Identification (Level A)	Supports	All error messages/warnings available in the application are available in textual form that is readable using screen readers.
3.3.2 Labels or Instructions (Level A)	Partially Supports	The form fields available in the application are associated with meaningful text labels that explain their purpose. However, there are a few exceptions where appropriate labels and instructions are missing some input elements. **Few Exceptions:** 1. Products Updates Modal > Ideas Tab > Vote > Let us Know Who You Are Modal > Visual label is missing for input fields. 2. Product Updates Modal > Visual label is missing for 'Add a comment' input field.
3.3.7 Redundant Entry (Level A)	Supports	For all multi-step processes present in the application having repeated input fields, previously entered information would not need to be re-entered.
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 meaningful accessible name, role, state and value that helps screen reader users to know the actual purpose and nature of

Criteria	Conformance Level	Remarks and Explanations
		these components. However, there are a few exceptions where appropriate names, role, and state are not defined for some components to assist assistive technology users. **Few Exceptions:** 1. Homepage > Chat Bot > Name, role and state is missing for 'Sound' toggle button. 2. Polls > Select any Poll > "Poll #1" and "2 Responses" elements are unnecessary implemented as links. 3. My Courses > Tab control container (with role="tablist") does not have an accessible name. 4. Gradebook > Automated Grading Report > 'Next' and 'Previous' controls are implemented incorrectly inside anchor element.

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 available in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	All meaningful visual information is conveyed through the audio track; no additional audio description or media alternative is required.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA)	Supports	This application does not restrict its view and operation to a single display orientation, such as portrait or landscape [unless a specific orientation is essential].
1.3.5 Identify Input Purpose (Level AA)	Partially Supports	The application ensures that all forms that collect users' personal information include appropriate autocomplete attributes. However, there is an exception on 'Sign Up' page where 'First name' and 'Last name' input fields do not have the autocomplete attribute.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Application has a sufficient contrast ratio of 4.5:1 or greater for most of the color combinations used for regular text and its background, and 3:1 for the large text. However, there are few exceptions where the color contrast ratio is not sufficient. **Few Exceptions:** 1. Community Settings > Edit Community Details > Date Picker > Color contrast ratio fails for 'Close Calendar' control. 2. Account Settings > Writing Lab Subscription > The color contrast ratio of text "Cancel subscription" control is less than standard ratio 4.5:1. 3. Login > Product Updates Modal > Placeholder text has insufficient color contrast ratio.
1.4.4 Resize text (Level AA)	Supports	The application components remain easily operable and accessible when the application pages are resized up to 200% browser zoom.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Not Applicable	Application does not have images of text, instead Regular text, HTML and CSS are used to provide different visual presentations to all the meaningful content.
1.4.10 Reflow (Level AA)	Partially Supports	Most of the web pages in the application properly reflow into a vertical single column when the viewport width is set to 320px, which is equivalent to 400% zoom on a 1280px-wide screen. However, there are a few exceptions where some content is lost at that width. **Few Exceptions:** 1. Publish and Share Course > At 320 CSS Pixels, main section content is not visible properly. 2. Match & Message > Sent Messages > At 320 CSS Pixels, combo box value is not visible properly. 3. Community Settings > Edit Community Details > Date Picker > At 320 CSS Pixels, content present in date picker flyout is not visible properly.
1.4.11 Non-text Contrast (Level AA)	Partially Supports	Application has 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. However, there are a few exceptions where the color contrast ratio is not sufficient. **Few Exceptions:** 1. Publish and Share Course > Color contrast ratio fails for focus indicator on form steps.

Criteria	Conformance Level	Remarks and Explanations
		2. Writing Assignments > Select any Deep Dive Assignment > Color contrast ratio fails for focus indicator on 'Back to deep dive assignments' control. 3. Product Updates Modal > The color contrast ratio of graphical element is less than standard ratio 3:1.
1.4.12 Text Spacing (Level AA)	Supports	This success criteria have 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.
1.4.13 Content on Hover or Focus (Level AA)	Partially Supports	Most of the additional content in the application triggered by keyboard focus or mouse hover is dismissible, hoverable, and remains persistent. However, there are few exceptions where tooltip content is not dismissible, persistent or hoverable. **Few Exceptions:** 1. Course Goals > Video > Packback logo tooltip text is not dismissible using Esc key. 2. My Profile > My Grades > Tooltip of table headers are not dismissible using Esc key. 3. Account Settings > Edit Avatar > Radio buttons tooltip is not getting closed using Esc key.
2.5.4 Motion Actuation (Level A)	Not Applicable	This application does not contain functionality that requires device motion or user motion.
2.4.5 Multiple Ways (Level AA)	Supports	All application sections are directly accessible via the navigation menu located at the top of the page, and there is

Criteria	Conformance Level	Remarks and Explanations
		a navigation menu available on the left side of the page to access all features.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and labels throughout the application are generally descriptive, providing clear context and purpose. Most user interface components are appropriately labeled. However, there is an exception on the 'Notifications' page where pagination control buttons do not have descriptive accessible names.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most of the interactive elements receive a clear visual focus indicator while using the keyboard. Users are able to identify the currently focused element while navigating the page using the Tab key. However, there are a few exceptions where the focus indicator is not visible on elements. **Few Exceptions:** 1. Course Goals > Video > Keyboard focus is not visible on social media links in Share Modal. 2. Content Library > My Templates > Focus indicator is not proper on 'Back' control. 3. Products Updates Modal > Ideas Tab > Vote > Let us Know Who You Are Modal > Keyboard focus is not visible on checkbox control in checked state. 4. Product Updates Modal > Keyboard focus is not visible on reaction options.

Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA)	Partially Supports	Most of the user interface components are clearly visible when they receive keyboard focus, which helps keyboard users, low vision users, and people with attention limitations to locate the components easily. However, there are exceptions where the currently focused elements are not visible. **Few Exceptions:** 1. Course Goals > Video > 'Forward' and 'Backward' icons in video are not visible on screen. 2. Course Goals > Video > 'Packback' logo is not visible while receiving keyboard focus.
2.5.7 Dragging Movements (Level AA)	Not Applicable	Application does not have any author created draggable components.
2.5.8 Target Size (Minimum) (Level AA)	Partially Supports	Most of the interactive elements available in the application have target size of 24 by 24 or above for the pointer inputs, that helps users with dexterity impairment to activate these controls independently while using specialized inputs or touch interfaces. However, there is an exception in the 'Products Updates' modal where target size fails for emoji icon control.
3.1.2 Language of Parts (Level AA)	Not Applicable	Application uses only one language "English" throughout web pages. There is no passage or phrase available in another language where the language of that content needs to be defined.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components, such as navigation links, are occurring in the same order on every page of the application, which helps the user predict the location of various UI elements on every screen.
3.2.4 Consistent Identification (Level AA)	Supports	All the elements that have the same functionality across multiple pages in the application are identified with the same label and role.
3.3.3 Error Suggestion (Level AA)	Supports	All the Feedback/ Error messages available in the application are descriptive enough to understand and correct the errors. However, there is an exception (Contact Us) where the error messages are not descriptive.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This success criterion pertains to legal commitments, financial data, and other areas that carry significant risks if users are not given the opportunity to review or revert to their data before submission. However, this application does not include any forms associated with such risks.
3.3.8 Accessible Authentication (Minimum) (Level AA)	Supports	The authentication process of the application is not dependent solely upon the cognitive function test, such as remembering the password or solving the puzzle. Users with cognitive disabilities can enter the login credentials by pasting them from the clipboard, by using the browser's autofill service, or using the password managers.
4.1.3 Status Messages (Level AA)	Partially Supports	Most dynamic changes and alerts are automatically identified by assistive technology (screen readers). However, there are a few exceptions where status messages are not announced by assistive technology.

Criteria	Conformance Level	Remarks and Explanations
		Few Exceptions: 1. Publish and Share Course > Status message is not announced automatically by screen reader when any template is created. 2. Resources > Search results message "Showing 1-12 of 25 results" is not announced automatically by screen reader. 3. Writing Lab > Subscription Options > Try for Free > Error message is not announced for card number input field by screen reader.

Revised Section 508 Report

Notes

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application has good support for users with visual disabilities as they can access most of the web content using screen readers. For example, most of the headings, links, paragraphs, etc. elements have been tagged using HTML semantic markup; appropriate name, role, value, and state is defined for most of the custom-built user interface components; screen reader programmatically notifies some dynamic updates on the web pages. However, there are a few exceptions, where some web elements/features are not properly accessible using the screen readers. **Few Exceptions**: 1. [Global] Select any Community > Course Details > Screen reader focus moves to decorative separator. 2. Communities > Select any Community > Course grade value is not announced by screen reader. 3. Content Library > My Templates > Heading hierarchy is not logical on page. 4. Select any Community > Change Section Modal> Screen reader focus moves to background elements after completing Step 1. 5. [Global] Homepage > Packback logo link has insufficient accessible name. 6. Homepage > Chat Bot > Name, role and state is missing for 'Sound' toggle button.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	Most of the components on web pages are easily readable/operable when the content is magnified up to 200% browser zoom, and application also has good support for text reflow on many pages. The color contrast ratio of most of the text elements is equal to or greater than the standard ratio of 4.5:1. However, there are a few exceptions where people with limited vision face difficulties in accessing the page content. **Few Exceptions:** 1. Community Settings > Edit Community Details > Date Picker > Color contrast ratio fails for 'Close Calendar' control. 2. Account Settings > Writing Lab Subscription > The color contrast ratio of text "Cancel subscription" control is less than standard ratio 4.5:1. 3. Publish and Share Course > At 320 CSS Pixels, main section content is not visible properly. 4. Writing Assignments > Select any Deep Dive Assignment > Color contrast ratio fails for focus indicator on 'Back to deep dive assignments' control. 5. Product Updates Modal > The color contrast ratio of graphical element is less than standard ratio 3:1.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	The application has good support for users without color perception. Most of the information conveyed through color is also presented with text-based alternatives. This approach allows users to interpret the same information without relying on color alone, enhancing accessibility. However, there are a few exceptions where color is used solely to convey information. **Few Exceptions:** 1. Products Updates Modal > Ideas Tab > Voting element status is highlighted only by color. 2. Products Updates Modal > Ideas Tab > Vote > Let us Know Who You Are Modal > Links are distinguishable only by color. 3. Sign Up > Error is highlighted only by color on 'Institution' input field.
302.4 Without Hearing	Supports	Video content is the sole source of audio in the application, includes synchronized captions. All interactive elements and system notifications provide visual feedback, ensuring that hearing is not required to operate any feature.
302.5 With Limited Hearing	Supports	The application provides features to support users with limited hearing. Audio content is restricted to videos, which provide synchronized captions and a volume slider for sound adjustment.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity in this 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	Application has a good support for people with limited mobility. Most of the interactive elements like buttons, links, are operable using keyboard or keyboard interfaces; focus order is logical in many instances; And TAB focus indicator is visible for most of the active user interface elements. However, there are a few exceptions, where keyboard operation is not adequate. **Few Exceptions:** 1. Writing Assignments > Original Document > 'Adobe' icon control is not accessible with keyboard. 2. Login > 'Product Updates' control is not accessible with keyboard. 3. Course Goals > Video > Keyboard focus is moving to hidden elements within video frame. 4. Select any community > Keyboard focus does not move inside the expanded menu when hamburger control is activated. 5. Course Goals > Video > Packback logo tooltip text is not dismissible using Esc key.

Criteria	Conformance Level	Remarks and Explanations
		6. Course Goals > Video > 'Forward' and 'Backward' icons in video are not visible on screen.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Most of the application content has good support for user with cognitive disabilities due to following reasons: 1. Application does not have any moving text/images/animations, which disrupts reading. 2. Application does not have any multimedia, which plays automatically and confuses the user. 3. Application does not have any flashing object, which causes seizure for the persons with photosensitive epilepsy. However, there are a few exceptions where users with certain cognitive limitations would face difficulties. **Few Exceptions:** 1. Course Goals > Video > Tooltip or visible text is missing for share icon control. 2. Communities > Footer > Tooltip is missing for social media icon controls. 3. Product Updates Modal > Tooltip is missing for reaction options in emoji menu. 4. Products Updates Modal > Ideas Tab > Vote > Let us Know Who You Are Modal > Visual label is missing for input fields. 5. Product Updates Modal > Visual label is missing for 'Add a comment' input field.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	An 'Accessibility' link is provided in the footer section, outlining Packback's commitment to creating an inclusive experience for all users. Additionally, a 'Support Center' link is available, offering students access to information and assistance to address accessibility-related concerns and challenges.
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since the application provides information in the digital medium, it allows users to access the 'Support Services feature for further help regarding digital content and documentation. There is no such requirement for alternate formats for non-electronic support documentation as support services are available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The application includes an Accessibility link in the footer section, directing users to a dedicated Support Center for addressing accessibility-related queries. Additionally, a chatbot feature is available to assist users in resolving their questions and accessing support more efficiently.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	The application provides an Accessibility link in the footer that directs users to a dedicated Support Center designed to address accessibility-related inquiries. Additionally, a chatbot feature is available to assist users in navigating the platform and resolving queries, helping to accommodate diverse communication needs effectively.