

# Pearson Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4)

**Name of Product/Version:** Athena Desktop Edition

**Report Date:** 10/20/2021

**Product Description:** Athena Desktop Edition is a test driver application installed on a Microsoft Windows platform; Its primary function is to deliver assessments to test takers.

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**Notes:** This report documents the accessibility conformance as of the date of this report.

**Evaluation Methods Used:** Evaluations were conducted by trained Accessibility Quality Assurance Engineers and included both automated and manual testing. Quality Assurance Engineers who are native users of blindness technologies participated in the evaluation. Current testing was conducted in Windows 10. Assistive technology used during the evaluation included JAWS 2019 and a refreshable braille display.

# 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 (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (No) Level AA (No) Level AAA (No)

## 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

Note: When reporting on conformance with the WCAG 2.x 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**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	The application supports text alternatives for the non-text content, including controls, input, sensory content, and images.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	Text-based alternatives can be provided for time-based media in ABE.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	Videos can be produced with open captions to be used in ABE.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	Audio Description can be incorporated into the audio track, but not provided in it's own track for video content in ABE.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	The application uses a logical structure where information and relationships can be programmatically determined or are available in text.  Exception: The Athena Desktop exams do not use headings in item content.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Partially Supports	The application presents content in a meaningful order.  Exceptions: When tabbing through the page content, from the bottom of the page focus wraps back to the top, but then stops at the Calculator like it is the end of the page and appear to be unable to move away from this item due to the Unseen Content error. The user can move back up the page with Shift+Tab, but only as far as the Strikethrough button, and moving down past the Next button wraps around to the top and to those buttons.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Application does not rely on sensory information alone to convey meaning.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Application does not rely only on color coding to convey information.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	Athena does not play audio or any multimedia automatically unless the test sponsor decides to use a multimedia with auto-play.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p>	<p>Does Not Support</p>	<p>All core system functionality (user menus, navigation controls) can be accessed using the keyboard.</p> <p>Exceptions:</p> <p>JAWS user is unable to use the up and down arrows to navigate through Exam info page content, instead required to use the Tab key.</p> <p>When opening the Help window, using the down arrow to read through the content, only the Tab key navigation and the left and right arrows work to move through content.</p> <p>The Response Confirmation dialog only accepts the Space key with JAWS, rather than the Enter key as expected, while the Unseen Content warning presents a screen reader barrier.</p> <p>The Calculator tool is only partially accessible.</p> <p>Only JAWS and ZoomText 2019 are currently supported.</p> <p>The following exceptions are part of planned Sunset items:</p> <p>The instructions for interacting with the drag &amp; drop do not work to move options between the lists, Shift + Right Arrow moves the selected option to the right list, but that is typically how a user selects text, so there needs to be instructions for this interaction type.</p> <p>The strikethrough and highlight features do not appear to be keyboard accessible at all, only with the mouse cursor.</p> <p>When using the Tab key to move focus to the combo box in Adjustable Font feature, then the Space key to open the list, the Down Arrow should move through the list of options but appears to select an option and close the menu as soon as focus moves to the next or previous font magnification level in the combo box, then moves focus away from the combo box to the next element.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Partially Supports	<p>Athena does not have keyboard traps.</p> <p>The following exceptions are part of planned Sunset items:  The Response Confirmation dialog does not appear to work with the keyboard only (no screen reader running), it requires the mouse to click the Yes and No buttons, rather than the Space or Enter keys as expected.</p> <p>Focus can become trapped in the Calculator and Comment tools, the mouse is required.</p> <p>The Ready to Begin Exam dialog allows the use of the Tab key to move through the buttons, but neither the Space or Enter keys activate either button, requiring the use of a mouse or similar input device.</p>
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	Duration extensions are made by registration accommodation and manually to adjust the timing by a Test Administrator if required, duration expiration warnings are always provided.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	The application does not use moving or blinking content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	The application does not use flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Not Applicable	By design there is no requirement to navigate to main content area.
<a href="#">2.4.2 Page Titled</a> (Level A)	Not Applicable	Test item screens use a question stimulus to describe the purpose of the screen.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<p>All active elements in the application receive focus in an order that preserves meaning.</p> <p>Exception:  When an item loads, initial focus should go to the item number, but instead moves to the item stem to announce the question.</p>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	The application supports contextual link purpose.
<a href="#">3.1.1 Language of Page</a> (Level A)	Does Not Support	The application can publish in 46 languages but does not use language attributes for screen reader users.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Elements do not change when they receive focus.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Elements do not change when they receive input.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	The application clearly identifies input errors.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	All input fields are clearly labeled, and clear instructions are given for user input.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.1 Parsing</a> (Level A)	Partially Supports	The application conforms to proper markup semantics.  Exception: There is a JAWS tooltip that notifies the screen reader user that the current focused question in the table is not selected and false, and to use the Space key to select the question number. There is no visual indication that anything in the first column can be flagged. Pressing the Enter key on a question moves the focus down a row to the next question instead of opening that item.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Form fields, and primary item interactions are fully compliant and encoded with Name, Role, Value.  Exception: Flags in the table inside of Navigator are announcing as false, which is confusing to the user.  The following exception is part of planned Sunset item:  The expandable buttons in Item Review Screen do not indicate when they have been activated, so when collapsing a section, the button simply announces "expand" rather than telling the user that the section has been collapsed and how to expand it.

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	There is no live media used for ABE.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	Audio Description can be incorporated into the audio track, but not provided in it's own track for video content in ABE.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	All primary functions can be customized in order to meet 4:5:1 color contrast requirement.  Exception: Contrast between the red text and the yellow row highlight is only 2.7:1 in Navigator.  The following exception is part of planned Sunset item: When the light purple bar contains text and graphics required to use the application, the contrast between the purple and the white text or graphics is only 2.7:1, along with the vertical scrollbar (when visible) and the Adjustable Font combo box, while contrast between the yellow flags and the purple bar is only 2.4:1.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Text can be resized to at least 200% without loss of content or function.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	Images of text are not used in the Athena platform unless the test sponsor decides to use it in exam content.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	The application offers multiple ways to find pages.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Page headings and labels in Athena are meaningful.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	Keyboard focus is visible and has been enhanced to improve visual perception.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Does Not Support	The application can publish in 46 languages, but do not use language attributes for screen reader users.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	The application uses consistent navigation across the application.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	The application uses icons and buttons consistently across the application.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	The application suggests fixes when users make errors.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	The application reduces the risk of input errors for sensitive data and provides an item review where users can check their answers before final submission.

## Legal Disclaimer (Pearson)

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