Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

VPAT® Version 2.2 – November 2018

Top Hat Accessibility Conformance Report

WCAG Edition

VPAT® Version 2.2 – November 2018

Name of Product/Version: Top Hat – Professor – Web Application

Date: November 9, 2018

Contact Information: accessibility@tophat.com

Product Description:

Top Hat's active learning platform enables professors to engage students before, during and after class with compelling course materials, tools and assessment activities.

Millions of students at 750 leading North American colleges and universities use the Top Hat teaching platform. To learn more, visit www.tophat.com

Evaluation Methods Used:

- Line by line code review scanning, reading and referring to HTML, CSS and scripting code
- Screen reader usability navigating and interaction with website using screen reading software
- Automated testing an automated web-based accessibility auditing tool
- Browser developer tools various browser developer tools to analyze page structure and formatting
- Landmarks identifier browser add-on to identify landmarks
- Colour contrast analyzer software tool to analyze contrast ratios
- Android accessibility tools
- iOS (Apple) accessibility tools

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, at http://www.w3.org/TR/2008/RECWCAG20-20081211/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / 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:

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 Web, Chapter 10 Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 -Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the <u>WCAG 2.0 Conformance Requirements</u>.

Table 1: Success Criteria for Level A

Criteria	Conformance Level	Remarks or Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 9.2.1 (Web) 10.2.1 (non-web document) 11.2.1.1 (Software) 11.2.2.1 (Closed Functionality Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partial Support	Web: While buttons, images and thumbnails are labelled, in some cases they may not provide sufficient context (for example, slides may be labelled as "Slide 1")
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.2 (Web) 10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Supports	

 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.4 (Web) 10.2.4 (non-web document) 11.2.1.4 (Software) 11.2.2.4 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria	Web: Partial Support
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partial Support
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Web: Partial Support

504.2 (Authoring Tool)602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partial Support	Web: Most areas of the application offers keyboard controls, however the following items do not: • the month and year drop-downs in the Create Course form • Space and Enter toggle the checkbox in the content tree but they do not load content into the preview pane • whiteboard sketches have no keyboard access • some Overlay Windows do not receive focus and are not accessible by keyboard without navigating through the entire page behind the overlay
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.16 (Web) 10.2.16 (non-web document) 11.2.1.16 (Software) 11.2.2.16 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Web: Partial Support	Web: Within the Pages Editor, once the cursor is placed into a text field, it cannot be moved out.

 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria	Web: Supports
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria	Web: Supports
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports

Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.21 (Web) 10.2.21 (non-web document) 11.2.1.21 (Software) - Does not apply 11.2.2.21 (Closed Software) - Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partial Support	Web: Each view within the application is titled as "Top Hat". While this is technically accurate a more contextual description (e.g. Content, Gradebook, etc) would be more appropriate.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.22 (Web) 10.2.22 (non-web document) 11.2.1.22 (Software) 11.2.2.22 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partial Support	Web: Some overlay Windows do not receive focus with keyboard activation of the link. Focus must be given to the first interactive element when the window opens and returned to the original link when the window is closed
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partial Support	Web: All "option slider" buttons and links within this drop-down only read as "button In Gradebook if using link navigation (tab key) there is no context for the "details" links as the row information is skipped. In pages editor insert options reads as "button In pages editor each character styling reads as "button"
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Does Not Support	Web: The views within Top Hat do not contain a 'lang' attribute

• 12.2.4 (Support Docs)		
Revised Section 508		
3.2.1 On Focus Also applies to: EN 301 549 Criteria	Web: Supports	
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: Certain functions within Top Hat do not provide adequate feedback of context change on certain user actions. This includes the following: • Live Chat • Help • Create Course button • Updates to the preview pane on selection of content • Full Screen modes • Feedback, Edit and Delete • Unassign button • Changes to the gradebook data tables • Gradebook Details links • Start Presentation • End Presentation • Create Menu • Upload Slides & Files • Whiteboard Sketch
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: Some errors are not appropriately communicated to assistive technologies. This includes: • Question fields – "cannot be empty" is presented visually but is not detected by screen readers • Create questions – "Invalid entry" should read the field name immediately followed by the placeholder text
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software)	Web: Partial Support	Web: Some fields and forms do not have proper labels. This includes: • Create Course – labels are read as Alerts instead of as proper labels when using NVDA or JAWs

 11.2.2.34 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Gradebook, "search for questions" - when the page is first loaded, the search field reads "alert" instead of the proper label. placeholder text is used in form field, but does not auto delete when the user starts typing Some checkboxes do not have a label with context for the option
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: All markup appears to be valid other than instances in this report
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: Throughout the app, name, role, and value are generally used properly except for instances defined within this report.

Table 2: Success Criteria for Level AA

Criteria	Conformance Level	Remarks or Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 11.2.2.5 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Supports	

Revised Section 508		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.2.6 (Web) 10.2.6 (non-web document) 11.2.1.6 (Software) 11.2.2.6 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: Some areas of Top Hat do not meet Contrast minimums. This can include: table image headers. Presentation Mode: button text "add content" Presentation Mode: button text "add students" Presentation Mode: button text "take attendance"
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports	
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: A table defining keyboard shortcuts to use in the Pages editor is presented as an image of text.

		1
Revised Section 508		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Does Not Support	Web: No duplicate navigation exist
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: Not all Landmarks have a proper label, some buttons on the on the Presentation entry screen are read just as "button"
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria	Web: Partial Support	Web: Top Hat makes use of the default focus ring / indicator provided by the host web-browser, though The blue outline box which appears over links may not be an adequate indicator of keyword focus
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply	Web: Supports	

 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Partial Support	Web: Navigation layout, order and utility are different between regular and fullscreen modes
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.2.35 (Web) 10.2.35 (non-web document) 11.2.1.35 (Software) 11.2.2.35 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.2.36 (Web) 10.2.36 (non-web document) 11.2.1.36 (Software) 11.2.2.36 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Partial Support	Web: Delete" confirmations dialogue box. In some instances a dialogue confirming deletion opens but does not receive focus.
12.2.4 (Support Docs) Revised Section 508		
501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Table 3: Success Criteria for Level AAA

Criteria	Conformance Level	Remarks or Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria— Does not apply Revised Section 508 — Does not apply	Web: Not Applicable	
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: Not Applicable	

Revised Section 508 – Does not apply	
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable

3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	

Legal Disclaimer (Top Hat):

Include your company legal disclaimer here, if needed