Liaison International Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Liaison International- Letters by Liaison

Report Date: 03/01/2023

Product Description: Letters by Liaison is a web portal offering the ability to collect recommendations for applicants as part of the college admission process.

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Notes: None at this time

Scope:

Sl.no	Page Name	URL	Testing Methodology*
1	Login	https://recommendations.Liaisoncas.com/recommendation/ui/login	Manual + Automation
2	Account Locked	https://recommendations.Liaisoncas.com/recommendation/ui/accountLocked	Manual + Automation
3	Forgot Password	https://recommendations.Liaisoncas.com/recommendation/ui/forgotPassword	Manual + Automation

4	Retrieve Password	https://recommendations.Liaisoncas.com/recommendation/ui/retrievePassword	Manual + Automation
5	Not Found	https://recommendations.Liaisoncas.com/recommendation/ui/notFound	Manual + Automation
6	Reset Password	https://recommendations.Liaisoncas.com/recommendation/ui/passwordreset/:pathParam1	Manual + Automation
7	Create an Account	https://recommendations.Liaisoncas.com/recommendation/ui/register	Manual + Automation
8	GDPR	https://recommendations.Liaisoncas.com/recommendation/ui/gdpr	Manual + Automation
9	Dashboard	https://recommendations.Liaisoncas.com/recommendation/ui/dashboard	Manual + Automation
10	Edit Account	https://recommendations.Liaisoncas.com/recommendation/ui/editAccount	Manual + Automation
11	Recommendation Form	https://recommendations.Liaisoncas.com/recommendation/ui/recommendationForm	Manual + Automation
12	Submission Success 1	https://recommendations.Liaisoncas.com/recommendation/ui/successDeclineWithoutAcc	Manual + Automation
13	Decline 1	https://recommendations.Liaisoncas.com/recommendation/ui/successDeclineWithAcc	Manual + Automation
14	Submission with Reuse	https://recommendations.Liaisoncas.com/recommendation/ui/reuseGuestAccessSubmission	Manual + Automation
15	Error Message	https://recommendations.Liaisoncas.com/recommendation/ui/errorMessage	Manual + Automation

* Automation used aXe core rule engine 3.4.0

* Manual assessment based on Windows 10 – Chrome 110.0 – NVDA 2022.4

Evaluation Methods Used: A combination of automated and manual accessibility assessment techniques were used to evaluate the application. The technology platforms

on which the testing was performed were Windows 10 OS, Chrome 110.0, and NVDA 2022.4 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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- 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 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) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Non-text content i.e., Informative Images and icons are provided with the text alternatives. Assistive technologies use these text alternatives to inform the purpose of the images & icons to users with visual impairments in audio or braille. **Exception**: The slider value rather than the assigned rating is read by the screen reader in the slider component in the Recommendation Form.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no time-based media available in the current iteration of the product.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no time-based media available in the current iteration of the product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no time-based media available in the current iteration of the product.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	Information, structure, and relationships conveyed through visual presentation are programmatically determined or are available in text.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content is rendered in a correct meaningful sequence, programmatically determined which allows assistive technologies to convey the relationship between the content.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Along with sensory characteristics of components such as shape, color, size, visual location, orientation, or sound, Other methods such as instructions are used for understanding and operating content of the product.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Along with the color, other methods are provided to convey information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no time-based media available in the current iteration of the product.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Most of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.

Criteria	Conformance Level	Remarks and Explanations

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	No keyboard traps: a user can move into, and away from, any user interface component, simply by using their keyboard.

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Letters by Liaison supports time-out limits for inactive users.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	For moving, blinking, scrolling, or auto-updating information, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Letters by Liaison does not contain a part that flashes more than three times in one second.

2.4.1 Bypass Blocks (Level A)
Also applies to:
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
	Supports	Users of assistive technologies e.g. screen readers, as well as other users (keyboard only, screen magnifiers, etc.) can scan the page quickly and efficiently using bypass blocks (Skip links, headings, Landmarks, Iframe titles).

2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	Page Titles are provided in such a way to help users find content and orient themselves within it. It also empowers users to know effortlessly when that page has changed.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Letters by Liaison pages navigate sequentially, and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Letters by Liaison uses descriptive text or WAI-ARIA attributes to identify the purpose of links.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The default human language of each page is provided programmatically by Liaison.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	A component merely receiving focus will never automatically initiate a change of context.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Letters by Liaison provides ways to identify errors that will be interpreted by people with disabilities and/or using assistive technologies.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Letters by Liaison provides Labels or instructions clearly when content requires user input.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	For all user interface components in the Letters by Liaison (including but not limited to form elements, links and components generated by scripts), the name and role is programmatically determined; states, properties, and values that are set by the user programmatically; and notification of changes to these items is available to user agents, including assistive technologies. **Exception**: The dropdown menu components in the Recommendation Form do not provide unique identifiers when multiple dropdown menus are present.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to:	Supports	There is no time-based media available in the current iteration of this product.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no time-based media available in the current iteration of this product.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Letters by Liaison maintains a threshold value of color contrast i.e., 4.5 :1 between the regular text and its background and 3:1 between the large text and (at or over 18 point or 14 point bold) and its background.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Letters by Liaison pages can scale content up to 200% and the pages will still be readable and will not lose any functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Letters by Liaison does not contain any images of text.
2.4.5 Multiple Ways (Level AA) Also applies to: 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	Supports	Letters by Liaison provides Multiple ways i.e., more than one way to navigate through the site to help users locate content in a manner that meets their needs.

Criteria	Conformance Level	Remarks and Explanations

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Letters by Liaison pages have descriptive headings and labels which are unique and contextual.

2.4.7 Focus Visible (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Focus indication is always visible during keyboard navigation.

3.1.2 Language of Parts (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Letters by Liaison does not contain any additional languages in the content in this iteration.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
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
	Supports	The user interface of Letters by Liaison has a consistent structure i.e., navigation elements (such as navigation menus, search forms or table of contents) are used on multiple pages and are presented in the same relative order which will help users with disabilities to quickly anticipate how to find (or skip) the content each time they encounter it.

3.2.4 Consistent Identification (Level AA)
Also applies to:
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
	Supports	Letters by Liaison user interface components (such as links, buttons, active icons, informational icons, objects, etc.) that are used on multiple pages are identified (labelled) consistently across all pages.

3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	Letters by Liaison error messages provide suggested solutions to errors encountered.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Letters by Liaison does not cause legal commitments, offer financial transactions, modify, or delete user controllable data in data-storage systems, or submit user test responses.

Table 3: Success Criteria, Level AAA

Notes: Notes: Level AAA success criteria have not been evaluated and hence, the Success Criteria, Level AAA table has been removed.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Letters by Liaison supports modes of operation that do not require user vision.
302.2 With Limited Vision	Partially Supports	Letters by Liaison supports standard browser magnification and mode that reduces the field of vision required. **Exception**: Liaison does not support a mode that allows user control of contrast.
302.3 Without Perception of Color	Supports	Letters by Liaison does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
302.4 Without Hearing	Supports	Letters by Liaison does not rely on any auditory modes of operation.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	Letters by Liaison does not rely on any auditory modes of operation. Therefore, also has no mode which improves clarity, reduces background noise, or allows user control of volume.
302.6 Without Speech	Supports	No mode of operation is provided. ICT shall provide at least one mode of operation that does not require user speech on the Liaison product
302.7 With Limited Manipulation	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
302.8 With Limited Reach and Strength	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Letters by Liaison provides features which are simpler and easier to use by individuals with limited cognitive, language, and learning abilities

Chapter 4: Hardware

Notes: Hardware is not applicable for this product and hence, the hardware table has been removed.

Chapter 5: Software

Notes: Web applications that conform to all Level A, Level AA Success Criteria, and all Conformance Requirements in WCAG 2.0 (incorporated by reference in Chapter 1) shall not be required to conform to 502 and 503.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Letters by Liaison is a web only application

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Not Applicable	Letters by Liaison is a web only application
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Letters by Liaison is a web only application
502.3.2 Modification of Object Information	Not Applicable	Letters by Liaison is a web only application
502.3.3 Row, Column, and Headers	Not Applicable	Letters by Liaison is a web only application
502.3.4 Values	Not Applicable	Letters by Liaison is a web only application
502.3.5 Modification of Values	Not Applicable	Letters by Liaison is a web only application
502.3.6 Label Relationships	Not Applicable	Letters by Liaison is a web only application
502.3.7 Hierarchical Relationships	Not Applicable	Letters by Liaison is a web only application
502.3.8 Text	Not Applicable	Letters by Liaison is a web only application
502.3.9 Modification of Text	Not Applicable	Letters by Liaison is a web only application
502.3.10 List of Actions	Not Applicable	Letters by Liaison is a web only application
502.3.11 Actions on Objects	Not Applicable	Letters by Liaison is a web only application
502.3.12 Focus Cursor	Not Applicable	Letters by Liaison is a web only application
502.3.13 Modification of Focus Cursor	Not Applicable	Letters by Liaison is a web only application
502.3.14 Event Notification	Not Applicable	Letters by Liaison is a web only application
502.4 Platform Accessibility Features	Not Applicable	Letters by Liaison is a web only application
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Letters by Liaison is a web only application
503.3 Alternative User Interfaces	Not Applicable	Letters by Liaison is a web only application
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Letters by Liaison is a web only application
503.4.2 Audio Description Controls	Not Applicable	Letters by Liaison is a web only application
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Letters by Liaison is a web only application
504.2.2 PDF Export	Not Applicable	Letters by Liaison is a web only application
504.3 Prompts	Not Applicable	There no prompts provided in Letters by Liaison
504.4 Templates	Not Applicable	There no templates provided in Letters by Liaison

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	Letters by Liaison portal provides an electronic version of the support documentation on the use of the portal – End users with disabilities can request additional product support documentation by contacting our support center at letters@liaisoncas.com
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by contacting our support center at letters@liaisoncas.com
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Letters by Liaison portal provides an electronic version of the support documentation on the use of the portal – End users with disabilities can request additional product support documentation by contacting our support center at letters@liaisoncas.com
603.3 Accommodation of Communication Needs	Supports	Support service related to the Letters by Liaison Portal can be found at the Letters by Liaison help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at letters@liaisoncas.com