



# Liaison International Accessibility Conformance Report

## Revised Section 508 Edition

VPAT® Version 2.4 – July 2023

**Name of Product:** Outcomes

**Product Description:** Outcomes is a cloud-based CRM that provides users with tools to streamline their application and recruitment processes.

**Report Date:** 14 July 2023

**Point of Contact Name/Email:** Matt Baker, Senior Director Product Management (mbaker@liaisonedu.com)

**Notes:**

**Scope:**

---

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

Sl.no	Page Name	URL	Testing Methodology*
1	Login	<a href="https://accessibility.ats-alt.slideroom.io/#/login">https://accessibility.ats-alt.slideroom.io/#/login</a> <a href="https://accessibility.ats-alt.slideroom.io/#/forgot-password">https://accessibility.ats-alt.slideroom.io/#/forgot-password</a> <a href="https://accessibility.ats-alt.slideroom.io/#/account">https://accessibility.ats-alt.slideroom.io/#/account</a>	Manual and Automated
2	Reports	<a href="https://accessibility.ats-alt.slideroom.io/#/reports">https://accessibility.ats-alt.slideroom.io/#/reports</a> <a href="https://accessibility.ats-alt.slideroom.io/#/analytics/goals">https://accessibility.ats-alt.slideroom.io/#/analytics/goals</a>	Manual and Automated
3	Contacts	<a href="https://accessibility.ats-alt.slideroom.io/#/contacts">https://accessibility.ats-alt.slideroom.io/#/contacts</a>	Manual and Automated
4	Applications	<a href="https://accessibility.ats-alt.slideroom.io/#/applications">https://accessibility.ats-alt.slideroom.io/#/applications</a>	Manual and Automated
5	Marketing	<a href="https://accessibility.ats-alt.slideroom.io/#/marketing/bulk-messages">https://accessibility.ats-alt.slideroom.io/#/marketing/bulk-messages</a> <a href="https://accessibility.ats-alt.slideroom.io/#/marketing">https://accessibility.ats-alt.slideroom.io/#/marketing</a> <a href="https://accessibility.ats-alt.slideroom.io/#/marketing/outreach/email-templates">https://accessibility.ats-alt.slideroom.io/#/marketing/outreach/email-templates</a>	Manual and Automated
6	Calendar	<a href="https://accessibility.ats-alt.slideroom.io/#/calendar">https://accessibility.ats-alt.slideroom.io/#/calendar</a>	Automated
7	Tasks	<a href="https://accessibility.ats-alt.slideroom.io/#/tasks">https://accessibility.ats-alt.slideroom.io/#/tasks</a>	Manual and Automated
8	Activity	<a href="https://accessibility.ats-alt.slideroom.io/#/notifications">https://accessibility.ats-alt.slideroom.io/#/notifications</a> <a href="https://accessibility.ats-alt.slideroom.io/#/downloads">https://accessibility.ats-alt.slideroom.io/#/downloads</a> <a href="https://accessibility.ats-alt.slideroom.io/#/emails">https://accessibility.ats-alt.slideroom.io/#/emails</a>	Automated
9	Conversations	<a href="https://accessibility.ats-alt.slideroom.io/#/conversations">https://accessibility.ats-alt.slideroom.io/#/conversations</a>	Automated
10	Settings > Organization	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/organization">https://accessibility.ats-alt.slideroom.io/#/settings/organization</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/users">https://accessibility.ats-alt.slideroom.io/#/settings/users</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/users/new">https://accessibility.ats-alt.slideroom.io/#/settings/users/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/roles">https://accessibility.ats-alt.slideroom.io/#/settings/roles</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/roles/new">https://accessibility.ats-alt.slideroom.io/#/settings/roles/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/teams">https://accessibility.ats-alt.slideroom.io/#/settings/teams</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/student-portal">https://accessibility.ats-alt.slideroom.io/#/settings/student-portal</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/student-portal/manage">https://accessibility.ats-alt.slideroom.io/#/settings/student-portal/manage</a>	Automated

		<a href="https://accessibility.ats-alt.slideroom.io/#/settings/sso">https://accessibility.ats-alt.slideroom.io/#/settings/sso</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/sso/new">https://accessibility.ats-alt.slideroom.io/#/settings/sso/new</a>	
<b>11</b>	Settings > Contacts	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-types">https://accessibility.ats-alt.slideroom.io/#/settings/contact-types</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-types/new">https://accessibility.ats-alt.slideroom.io/#/settings/contact-types/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-segments">https://accessibility.ats-alt.slideroom.io/#/settings/contact-segments</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-segments/new">https://accessibility.ats-alt.slideroom.io/#/settings/contact-segments/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-views">https://accessibility.ats-alt.slideroom.io/#/settings/contact-views</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-views/new">https://accessibility.ats-alt.slideroom.io/#/settings/contact-views/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-routing-tables">https://accessibility.ats-alt.slideroom.io/#/settings/contact-routing-tables</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/contact-routing-tables/new">https://accessibility.ats-alt.slideroom.io/#/settings/contact-routing-tables/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/workflows?objectType=Contact">https://accessibility.ats-alt.slideroom.io/#/settings/workflows?objectType=Contact</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/workflows/new?objectType=Contact">https://accessibility.ats-alt.slideroom.io/#/settings/workflows/new?objectType=Contact</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/inquiry">https://accessibility.ats-alt.slideroom.io/#/settings/forms/inquiry</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/inquiry/new">https://accessibility.ats-alt.slideroom.io/#/settings/forms/inquiry/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/inquiry-portal">https://accessibility.ats-alt.slideroom.io/#/settings/inquiry-portal</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/inquiry-portal/manage">https://accessibility.ats-alt.slideroom.io/#/settings/inquiry-portal/manage</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/activity-templates">https://accessibility.ats-alt.slideroom.io/#/settings/activity-templates</a>	Automated
<b>12</b>	Settings > Application Setup	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/programs">https://accessibility.ats-alt.slideroom.io/#/settings/programs</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/programs/new">https://accessibility.ats-alt.slideroom.io/#/settings/programs/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/program-properties">https://accessibility.ats-alt.slideroom.io/#/settings/program-properties</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/program-properties/manage">https://accessibility.ats-alt.slideroom.io/#/settings/program-properties/manage</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/custom-properties">https://accessibility.ats-alt.slideroom.io/#/settings/custom-properties</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/custom-properties/manage">https://accessibility.ats-alt.slideroom.io/#/settings/custom-properties/manage</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/applicant">https://accessibility.ats-alt.slideroom.io/#/settings/forms/applicant</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/applicant/new">https://accessibility.ats-alt.slideroom.io/#/settings/forms/applicant/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/recommender">https://accessibility.ats-alt.slideroom.io/#/settings/forms/recommender</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/recommender/new">https://accessibility.ats-alt.slideroom.io/#/settings/forms/recommender/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/reference-portal">https://accessibility.ats-alt.slideroom.io/#/settings/reference-portal</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/reference-portal/manage">https://accessibility.ats-alt.slideroom.io/#/settings/reference-portal/manage</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/content">https://accessibility.ats-alt.slideroom.io/#/settings/content</a>	Automated

		<a href="https://accessibility.ats-alt.slideroom.io/#/settings/content/new">https://accessibility.ats-alt.slideroom.io/#/settings/content/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/program-stage-templates">https://accessibility.ats-alt.slideroom.io/#/settings/program-stage-templates</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/program-stage-templates/new">https://accessibility.ats-alt.slideroom.io/#/settings/program-stage-templates/new</a>	
<b>13</b>	Settings > Application Review	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/application-view">https://accessibility.ats-alt.slideroom.io/#/settings/application-view</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/application-view/summary-fields">https://accessibility.ats-alt.slideroom.io/#/settings/application-view/summary-fields</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/evaluation">https://accessibility.ats-alt.slideroom.io/#/settings/forms/evaluation</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/evaluation/new">https://accessibility.ats-alt.slideroom.io/#/settings/forms/evaluation/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/decisions">https://accessibility.ats-alt.slideroom.io/#/settings/decisions</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/decisions/manage">https://accessibility.ats-alt.slideroom.io/#/settings/decisions/manage</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/decision-letters">https://accessibility.ats-alt.slideroom.io/#/settings/decision-letters</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/decision-letters/new">https://accessibility.ats-alt.slideroom.io/#/settings/decision-letters/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/phases">https://accessibility.ats-alt.slideroom.io/#/settings/phases</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/phases/manage">https://accessibility.ats-alt.slideroom.io/#/settings/phases/manage</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/segments">https://accessibility.ats-alt.slideroom.io/#/settings/segments</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/segments/new">https://accessibility.ats-alt.slideroom.io/#/settings/segments/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/routing-tables/evaluation">https://accessibility.ats-alt.slideroom.io/#/settings/routing-tables/evaluation</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/routing-tables/evaluation/new">https://accessibility.ats-alt.slideroom.io/#/settings/routing-tables/evaluation/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/automation-rules">https://accessibility.ats-alt.slideroom.io/#/settings/automation-rules</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/automation-rules/new">https://accessibility.ats-alt.slideroom.io/#/settings/automation-rules/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/workflows?objectType=Application">https://accessibility.ats-alt.slideroom.io/#/settings/workflows?objectType=Application</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/workflows/new?objectType=Application">https://accessibility.ats-alt.slideroom.io/#/settings/workflows/new?objectType=Application</a>	Automated
<b>14</b>	Settings > Marketing	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/marketing/email-info">https://accessibility.ats-alt.slideroom.io/#/settings/marketing/email-info</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/marketing/voice">https://accessibility.ats-alt.slideroom.io/#/settings/marketing/voice</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/marketing/conversations">https://accessibility.ats-alt.slideroom.io/#/settings/marketing/conversations</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/marketing/suppressed-items">https://accessibility.ats-alt.slideroom.io/#/settings/marketing/suppressed-items</a>	Automated
<b>15</b>	Settings > Calendar	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/event-types">https://accessibility.ats-alt.slideroom.io/#/settings/event-types</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/calendar-inquiry">https://accessibility.ats-alt.slideroom.io/#/settings/forms/calendar-inquiry</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/forms/inquiry/new">https://accessibility.ats-alt.slideroom.io/#/settings/forms/inquiry/new</a>	Automated

16	Settings > Import/Export	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/integrations/data-sources">https://accessibility.ats-alt.slideroom.io/#/settings/integrations/data-sources</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/file-sources">https://accessibility.ats-alt.slideroom.io/#/settings/file-sources</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/file-sources/add">https://accessibility.ats-alt.slideroom.io/#/settings/file-sources/add</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/application-sources">https://accessibility.ats-alt.slideroom.io/#/settings/application-sources</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/exports">https://accessibility.ats-alt.slideroom.io/#/settings/exports</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/exports/new">https://accessibility.ats-alt.slideroom.io/#/settings/exports/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations">https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations/add/sftp">https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations/add/sftp</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations/add/webhook">https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations/add/webhook</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations/add/s3">https://accessibility.ats-alt.slideroom.io/#/settings/export-destinations/add/s3</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/pdf-export-templates">https://accessibility.ats-alt.slideroom.io/#/settings/pdf-export-templates</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/translation-tables">https://accessibility.ats-alt.slideroom.io/#/settings/translation-tables</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/translation-tables/new">https://accessibility.ats-alt.slideroom.io/#/settings/translation-tables/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/field-dictionary">https://accessibility.ats-alt.slideroom.io/#/settings/field-dictionary</a>	Automated
17	Settings > System	<a href="https://accessibility.ats-alt.slideroom.io/#/settings/email-templates">https://accessibility.ats-alt.slideroom.io/#/settings/email-templates</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/email-templates/new">https://accessibility.ats-alt.slideroom.io/#/settings/email-templates/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/email-templates/ReferenceNotification">https://accessibility.ats-alt.slideroom.io/#/settings/email-templates/ReferenceNotification</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/payments">https://accessibility.ats-alt.slideroom.io/#/settings/payments</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/payments/new-gateway">https://accessibility.ats-alt.slideroom.io/#/settings/payments/new-gateway</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/developer">https://accessibility.ats-alt.slideroom.io/#/settings/developer</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/key-vault">https://accessibility.ats-alt.slideroom.io/#/settings/key-vault</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/key-vault/new">https://accessibility.ats-alt.slideroom.io/#/settings/key-vault/new</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/key-vault/{id}">https://accessibility.ats-alt.slideroom.io/#/settings/key-vault/{id}</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/system-activity">https://accessibility.ats-alt.slideroom.io/#/settings/system-activity</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/functions">https://accessibility.ats-alt.slideroom.io/#/settings/functions</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/functions/{id}">https://accessibility.ats-alt.slideroom.io/#/settings/functions/{id}</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/metrics">https://accessibility.ats-alt.slideroom.io/#/settings/metrics</a> <a href="https://accessibility.ats-alt.slideroom.io/#/settings/global-admin">https://accessibility.ats-alt.slideroom.io/#/settings/global-admin</a>	Automated
18	Other	<a href="https://accessibility.ats-alt.slideroom.io/#/notifications">https://accessibility.ats-alt.slideroom.io/#/notifications</a> <a href="https://accessibility.ats-alt.slideroom.io/#/downloads">https://accessibility.ats-alt.slideroom.io/#/downloads</a>	Manual and Automated

		<a href="https://accessibility.ats-alt.slideroom.io/#/emails">https://accessibility.ats-alt.slideroom.io/#/emails</a>	
19	Student Portal Login/Registration	<a href="https://accessibility-student-portal.ats-alt.slideroom.io/sign-in">https://accessibility-student-portal.ats-alt.slideroom.io/sign-in</a>	Automated
20	Student Portal Profile	<a href="https://accessibility-student-portal.ats-alt.slideroom.io/profile/my-profile">https://accessibility-student-portal.ats-alt.slideroom.io/profile/my-profile</a> <a href="https://accessibility-student-portal.ats-alt.slideroom.io/profile/privacy-and-security">https://accessibility-student-portal.ats-alt.slideroom.io/profile/privacy-and-security</a>	Automated
21	Student Portal Dashboard	<a href="https://accessibility-student-portal.ats-alt.slideroom.io/dashboard">https://accessibility-student-portal.ats-alt.slideroom.io/dashboard</a>	Automated
22	Student Portal Application	<a href="https://accessibility-student-portal.ats-alt.slideroom.io/application/{id}">https://accessibility-student-portal.ats-alt.slideroom.io/application/{id}</a>	Automated
23	Student Portal Events	<a href="https://accessibility-student-portal.ats-alt.slideroom.io/events">https://accessibility-student-portal.ats-alt.slideroom.io/events</a>	Automated

\* **Automation** used aXe core rule engine 4.7.2, Linux, Firefox 114.0.2

\* **Manual** assessment based on Windows 10, Chrome 114.0.5735.110, NVDA 2023.1

**Evaluation Methods Used:** A combination of automated and manual accessibility assessment techniques were used to evaluate the Outcomes application. Automated assessment was done on all pages whereas manual testing using assistive technology was performed on some of the selective pages representative of the application as a whole. The technology platforms on which the testing was performed were Windows 10, Chrome 114.0.5735.110, NVDA 2023.1 for Manual assessment and Linux, Firefox 114.0.2, aXe core rule engine 4.7.2 for Automated assessment.

## Applicable Standards/Guidelines: WCAG2.0 Level A & AA 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes)

	Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on 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:

- 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
<p><b>1.1.1 Non-text Content (Level A)</b>            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>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 &amp; icons to users with visual impairments in audio or braille.</p> <p>This is supported in Outcomes.</p>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</b>            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no time-based media available in the current iteration of the product
<p><b>1.2.2 Captions (Prerecorded) (Level A)</b>            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no time-based media available in the current iteration of the product
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</b>            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Not Applicable	There is no time-based media available in the current iteration of the product



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p> <p>This is supported in Outcomes.</p>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Content is rendered in a correct meaningful sequence, programmatically determined which allows assistive technologies to convey the relationship between the content.</p> <p>This is supported in Outcomes.</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Other than sensory characteristics of components such as shape, color, size, visual location, orientation, or sound instructions are not used for understanding and operating content of the product.</p> <p>This is supported in Outcomes.</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Along with the color, other methods are provided to convey information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>This is supported in Outcomes.</p>
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Not Applicable	<p>There is no time-based media available in the current iteration of the product</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.1.1 Keyboard (Level A)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Most functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p>Most screens and the form elements within support keyboard navigation.  Exceptions on a few pages -</p> <ol style="list-style-type: none"> <li>1. Settings <ol style="list-style-type: none"> <li>1.1. System &gt; Email Templates Preview</li> <li>1.2. Contacts &gt; Contacts Workflow</li> <li>1.3. Application Review &gt; Workflows</li> </ol> </li> <li>2. Downloads</li> <li>3. Sent Emails</li> <li>4. Switch Organizations</li> <li>5. Dashboards/Reports</li> <li>6. Campaigns</li> <li>7. Events</li> <li>8. Tasks</li> <li>9. Student Portal &gt; Program List</li> </ol>
<p><b>2.1.2 No Keyboard Trap (Level A)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	No keyboard traps: user can move into, and away from, any user interface component, simply by using their keyboard.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.2.1 Timing Adjustable</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	System supports time-out limit. User is allowed to extend the time limit, and the user is given at least 20 seconds to extend the time limit at least ten times.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A) Also applies to:</p> <ul style="list-style-type: none"> <li>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>	Partially Supports	<p>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.</p> <p>There is no real-time streaming or media content in the application and as such the system does support moving or scrolling without hindering user experience caused by browser refresh.</p> <p>Successful save messages on some pages cannot be paused or stopped.</p>
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Outcomes does not have a feature or capability that flashes more than three times in one second.
<p><b>2.4.1 Bypass Blocks</b> (Level A) Also applies to: Revised Section 508</p>	Does Not Support	Users of assistive technologies e.g. screen readers, as well as other users (keyboard only, screen magnifiers, etc.) are not able to scan the page

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<p>quickly and efficiently using bypass blocks (Skip links, headings, Landmarks, Iframe titles).</p> <p>Outcomes does not currently support the bypassing feature on the webpages either by skip link or structural markup on the sections.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Page Titles are provided in such a way, it helps users find content and orient themselves within it. It also empowers users to know effortlessly when that page has changed.</p> <p>Outcomes pages have descriptive titles for easier comprehension and to assist with navigation.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Outcomes screens allow for navigating sequentially and the navigation sequence affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Outcomes uses descriptive text or aria attributes to identify the purpose of links.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	<p>The default human language of each page is provided programmatically by Outcomes. Currently English is the default and only supported language in the product</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.2.1 On Focus (Level A)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>A component merely receiving focus will never automatically initiate a change of context.</p> <p>Outcomes fully supports this requirement.</p>
<p><b>3.2.2 On Input (Level A)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>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.</p> <p>Exception:  Describing what will happen before a change to a form control that causes a change of context to occur is made.</p>
<p><b>3.3.1 Error Identification (Level A)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Outcomes provides for ways to identify errors that will be interpreted by people with disabilities and/or using assistive technologies.</p>
<p><b>3.3.2 Labels or Instructions (Level A)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Outcomes pages are providing Labels or instructions clearly, when content requires user input.</p>
<p><b>4.1.1 Parsing (Level A)</b>  Also applies to:  Revised Section 508</p>	Supports	<p>IDs are unique, except where the specifications allow these features.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>4.1.2 Name, Role, Value (Level A)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can partially be programmatically determined; states, properties, and values that can be set by the user can partially be programmatically set; and notification of changes to these items is partially available to user agents, including assistive technologies.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live) (Level AA)</b>  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no time-based media available in the current iteration of the product

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no time-based media available in the current iteration of the product
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Left navigation and sub-menus and tabs use consistent highlighting to indicate current location. Adequate color contrast is consistently provided for most of the elements between foreground and background text colors.</p> <p>This is supported in Outcomes. The following pages are partially supported:</p> <ol style="list-style-type: none"> <li>1. Dashboards/Reports</li> </ol>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Pages within Outcomes can scale/magnify the content up to 200% and the pages will still be readable and will not lose any functionality.
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Outcomes does not contain any images of text
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Supports	Outcomes offers more than one way to navigate through the site in order to help users locate content in a manner that meets their needs. This is

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		done through helpful links present in FAQs and Search functions.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Outcomes screens have descriptive headings and labels. Labels are unique and contextual.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Focus indicator during keyboard navigation is usually visible.
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Outcomes does use different languages in the content or in parts in this iteration.
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The user interface 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.



Criteria	Conformance Level	Remarks and Explanations
		Navigation is consistent with left navigation bar providing navigable links that are presented in a consistent order.
<b>3.2.4 Consistent Identification (Level AA)</b> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Most user interface components (such as links, buttons, active icons, informational icons, objects, etc.) that are used on multiple pages in Outcomes are labelled consistently across all pages.
<b>3.3.3 Error Suggestion (Level AA)</b> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The error messages in Outcomes provide suggestions on how to correct the input.
<b>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</b> Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	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: Level AAA success criteria are not evaluated hence Level AAA SC tables are deleted

# Revised Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Outcomes supports modes of operation that do not require user vision.
302.2 With Limited Vision	Supports	Outcomes supports standard browser magnification and mode that reduces the field of vision required.
302.3 Without Perception of Color	Supports	Outcomes 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	Not applicable	Outcomes does not rely on any auditory modes of operation.
302.5 With Limited Hearing	Not applicable	Outcomes does not rely on any auditory modes of operation and has no mode which improves clarity, reduces background noise, or allows user control of volume.
302.6 Without Speech	Not applicable	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.

Criteria	Conformance Level	Remarks and Explanations
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	Outcomes 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

**Exception:** 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 2.0 section	See information in WCAG 2.0 section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Outcomes is a web only application
502.2.2 No Disruption of Accessibility Features	Not Applicable	Outcomes is a web only application
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Outcomes is a web only application
502.3.2 Modification of Object Information	Not Applicable	Outcomes is a web only application
502.3.3 Row, Column, and Headers	Not Applicable	Outcomes is a web only application
502.3.4 Values	Not Applicable	Outcomes is a web only application
502.3.5 Modification of Values	Not Applicable	Outcomes is a web only application

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
502.3.6 Label Relationships	Not Applicable	Outcomes is a web only application
502.3.7 Hierarchical Relationships	Not Applicable	Outcomes is a web only application
502.3.8 Text	Not Applicable	Outcomes is a web only application
502.3.9 Modification of Text	Not Applicable	Outcomes is a web only application
502.3.10 List of Actions	Not Applicable	Outcomes is a web only application
502.3.11 Actions on Objects	Not Applicable	Outcomes is a web only application
502.3.12 Focus Cursor	Not Applicable	Outcomes is a web only application
502.3.13 Modification of Focus Cursor	Not Applicable	Outcomes is a web only application
502.3.14 Event Notification	Not Applicable	Outcomes is a web only application
502.4 Platform Accessibility Features	Not Applicable	Outcomes is a web only application
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Outcomes is a web only application
503.3 Alternative User Interfaces	Not Applicable	Outcomes is a web only application
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Outcomes is a web only application
503.4.2 Audio Description Controls	Not Applicable	Outcomes is a web only application
<b>504 Authoring Tools</b>	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 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Outcomes is a web only application
504.2.2 PDF Export	Partially Supports	
504.3 Prompts	Partially Supports	
504.4 Templates	Partially Supports	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Outcomes 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 <a href="mailto:Outcomessupport@liaisonedu.com">Outcomessupport@liaisonedu.com</a>
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	Supports	End-users with disabilities can request additional product support documentation by contacting our support center at <a href="mailto:admissionsupport@liaisonedu.com">admissionsupport@liaisonedu.com</a>
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Outcomes 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 <a href="mailto:Outcomessupport@liaisonedu.com">Outcomessupport@liaisonedu.com</a>
603.3 Accommodation of Communication Needs	Supports	Support service related to Outcomes can be found at the Outcomes help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at <a href="mailto:Outcomessupport@liaisonedu.com">Outcomessupport@liaisonedu.com</a>