Lumen Learning- Online Homework Management Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Conformance Updates May 2020

Name of Product/Version: Online Homework Management (OHM)

Product Description: Digital homework system for hands-on practice. Customizable courses. Immediate feedback for students.

Date: January 2019

Contact information: info@lumenlearning.com

Notes: Conformance Updates completed May 2020

Lumen is committed to making our platform and master content (listed in our recommended catalog) accessible to everyone. As part of this commitment we engaged a third party expert to review the accessibility of the Online Homework Management (OHM) platform and to produce this VPAT.

The content of our individual courses (evaluated separately to the platform used to deliver the content) is regularly updated as part of our continuous improvement processes. As such our evaluation of the accessibility of our content is based on: our internal processes and checklists used to ensure accessibility during authoring; semi-regular internal reviews; as well as any issues reported by customers or found by our internal team.

Lumen constantly strives to ensure that our platform and Lumen master content (recommended and highly recommended) is accessible. If however any issues are found please report them to support@lumelearning.com and we will do our best to ensure we resolve them in a timely manner.

Some accessibility support features are content dependent and may vary by title.

WCAG AA Compliance Rating (38 criteria A + AA)	Percentage (see details in pages 5-13)
Supports	87% (33)
Partially Supports	8% (3)
Not Applicable	5% (2)
Does not Support	**0**

Evaluation Methods Used: The information contained in this Voluntary Product Accessibility Template (VPAT) is the result of a third-party performing an audit using screen reader software. The audit tested the compliance of Online Homework Management (OHM) against the applicable requirements of Section 508 of the Rehabilitation Act of 1973 as Amended in 1998 and Web Content Accessibility Guidelines (WCAG) 2.0.

Lumen has also made updates to reflect any fixes made or issues reported subsequent to the initial audit.

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/REC-WCAG20-20081211/*	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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	Online Homework Management (OHM) web application provides alternative text for images, and captions for complex graphics. OHM allows users to upload documents to the course interface. These documents must be made accessible by the user.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	OHM supports upload or link of prerecorded media but does not have any internal media capabilities. Transcripts or electronic files can be included to support audio or video content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	OHM does not offer prerecorded closed caption services or support of .srt files. User can upload a .doc or .pdf file attachment to support prerecorded media. Where applicable in courses that contain audio or video provided by Lumen, captions are available.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Partially Supports	OHM does not offer audio description or any audio recording overdub. Users can upload a .doc or .pdf file attachment to support prerecorded media.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	Reading order is correct and code order matches visual experience.
1.3.2 Meaningful Sequence (Level A)	Supports	

Also applies to: Revised Section 508 ● 501 (Web)(Software)		Meaningful sequence is correct and code order matches visual experience.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	Understanding and operation of OHM content is not solely reliant on sensory characteristics of components.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	Color is not used as the only visual means of conveying information.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Partially Supports	OHM does not have built in audio interface but supports linked web audio content.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	Attachments of .doc format are downloaded automatically by user when opened. Attachments of .pdf format are viewed on the web and available for download.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	OHM allows users to adjust due dates and time limits manually.

2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Partially Supports	OHM does not have a native audio interface but supports linked web audio content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ●
	Supports	

2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	

3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Not Applicable	There is no live audio content in OHM.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Not Applicable	OHM does not offer native audio description services or native synchronized audio files.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Supports	

2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Supports	
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Supports	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	OHM allows users to link to prerecorded media via the web. Users must manually provide sign language interpreter. OHM web application does not offer sign language services.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	OHM allows users to link to prerecorded media via the web. Users must manually provide audio description. OHM web application does not offer audio description in the native interface.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	OHM allows users to link to media on the web or add an attachment of a text equivalent.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	In the User Settings user may adjust background color and contrast. You must refresh the screen to apply changes.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	

2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: In the Course Map section links are identified by purpose and title both. Purposes like folder or assessment are followed by the title of the activity or assignment.
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	

3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support	
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports	A user can not reverse submissions. A user is corrected for input errors. There is no mechanism in place for reviewing information before submitting.

Legal Disclaimer

The information provided in this document is in good faith based on OHM at the time of the review and does not represent a legally-binding claim. Please contact us to report any accessibility errors or for re-evaluation and correction, if necessary.

Lumen Learning - Online Homework Management
Accessibility Conformance Report
WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Online Homework Management (OHM)

Report Date: February 2021

Product Description: Digital homework system for hands-on practice. Customizable courses. Immediate feedback for students.

Contact Information: info@lumenlearning.com

Notes: This VPAT covers only level A and AA criteria introduced in WCAG 2.1.

Evaluation Methods Used: The following applications and technologies were used as part of the audit of representative content to identify potential accessibility issues:

- Desktop browsers: Chrome Version 85.0.4183.83 (64-bit) and Firefox Browser Version 84.0.2 (64-bit).
- Assistive technologies: JAWS v2020.1910.54 ILM and NVDA v2020.3.
- Accessibility testing tools: browser developer tools, colour contrast analyser, and the W3C Nu HTML Checker

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 (No) Level AA (No) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) 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 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product itself does not provide any keyboard shortcuts. Third-party tools were not evaluated for this success criterion.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require any multi-point gestures in order to operate content. When drawing on graphs, mouse users have the option of drawing gestures by clicking on the graph and dragging their pointer to another area and releasing it. Users also have the option of clicking and releasing at the starting point and moving the pointer to

		another area and clicking again to accomplish the same task.
[2.5.2 Pointer Cancellation](#) (Level A 2.1 only)	Supports	The product does not use the down-event of the pointer to execute functions. When drawing on graphs using a mouse, a dot may appear on the down-event, however, dragging the pointer outside of the graph region will remove / cancel the dot or shape.
[2.5.3 Label in Name](#) (Level A 2.1 only)	Partially Supports	Some programmatic names within the product vary from the visible text label in order to provide additional context or clues to screen reader users. These names always include the exact string of the visible label and therefore meet the requirements of this success criterion. There are exceptions where the visible label is not included in the programmatic name. Exceptions include: ● Text inputs throughout various course assessments often have programmatic names defined by the number of the current question and the part of that question. This naming convention does not align with any of the visual text on the screen.
[2.5.4 Motion Actuation](#) (Level A 2.1 only)	Supports	The product does not include any functionality that is triggered by device motion or user motion.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only)	Supports	The product does not restrict its view to a single display orientation. Content can be viewed in both portrait and landscape display orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Does Not Support	The product has a form for account settings that contains text fields that collect user information. These form controls do not make use of autocomplete attributes that are available as outlined in the Input Purposes for User Interface Components section of WCAG 2.1. Examples include: • First name • Last name • Email address

[1.4.10 Reflow](#) (Level AA 2.1 only)	Partially Supports	When the product is resized to a width of 320 CSS pixels and a height of 256 CSS pixels, most content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions. Exceptions include: ● With the hamburger menu expanded, clicking on the My Classes menu scrolls to the top of the page and the menu collapses before the mouse pointer can be moved to it. ● The Formats menu within the rich text editors is extremely difficult to operate with a mouse because the submenus automatically expand on pointer hover. Rich text editors can be disabled in the Accessibility and Display Preferences. Note: Tables throughout the product do require horizontal scrolling but are exempt from this success criterion.
[1.4.11 Non-text Contrast](#) (Level AA 2.1 only)	Partially Supports	Most graphical objects and user interface elements in the product have a contrast ratio that meets or exceeds the 3:1 minimum requirement. Some exceptions include: ● The forum settings icon present on the home page ● Close buttons presented as "X" icons included in certain

		third-party tools (e.g., rich text editor, Desmos calculator)
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	When applied to the product, the following changes to the style properties did not result in a loss of content or functionality. • Line height (line spacing) to 1.5 times the font size • Spacing following paragraphs to 2 times the font size • Letter spacing (tracking) to 0.12 times the font size • Word spacing to 0.16 times the font size Note 1: Content rendered with MathJax does not respond well to text spacing changes. Additional Math Display settings are available in the Accessibility and Display Preferences which respond well to text-spacing. Note 2: Some pages of the product contain iframes (e.g., course chapters with practice questions); this may hinder a user's ability to apply custom styling to the content within the iframes depending on the tool that is used.

| 1.4.13 Content on Hover or Focus (Level AA 2.1 only) | Partially Supports | There are limited instances in the product where additional content automatically appears when an element receives pointer hover. When this occurs, the revealed content cannot be dismissed without moving the pointer hover. Examples include:

 • The Print and Equation Editor icons within Homework, Practice, Pre-test, and Quiz pages.
 • The individual question details icons for Check, Retries, Reattempts, and Info.

 Note: For these same elements, the pointer can be moved over the additional content without the additional content disappearing. The same content that appears on pointer hover is displayed on keyboard focus and can be dismissed using the escape key. |

| 4.1.3 Status Messages (Level AA 2.1 only) | Partially Supports | Status messages and inline alerts in the product either receive focus or are presented to the user by assistive technologies without receiving focus, with some exceptions. Exceptions include:

• In the sample messages in the chapter pages, inline error messages are presented without being presented to assistive technologies.
• In the sample messages in the chapter pages, errors are revealed after submission that do not receive focus and are not presented to assistive technologies.
• Throughout the product certain interactions reveal new content (e.g., showing question solutions) without presenting any feedback to assistive technologies. |

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