

Lumen Learning - Waymaker Accessibility Conformance Report Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Conformance Updates February 2020

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Name of Product/Version: Waymaker

Product Description: Waymaker courses deliver enriched OER course content and personalized learning tools into educational institutions' Learning Management Systems (LMSes) via Learning Tools Interoperability (LTI) Integration.

Date: March 2019

Contact information: info@lumenlearning.com

Notes: Conformance Updates completed February 2020

Notes con't: 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 Waymaker 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. See course-specific compliance documentation for additional details.

Notes con't:

WCAG AA Compliance Rating (38 criteria A + AA)	Percentage (see details in pages 5-13)
Supports	90% (34)
Partially Supports	5% (2)
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 of the Waymaker Platform using screen reader software. The audit tested the compliance of Waymaker digital courseware 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; exceptions are clearly documented.
- **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 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	Waymaker web application provides alternative text for images, and captions for complex graphics.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	Waymaker supports the use of audio and/or video content. Where applicable in courses that contain audio or video, Lumen ensures there are appropriate alternatives (audio description and/or

		text transcripts). In addition, Lumen works with a third party who specializes in creating captioning, transcription and audio descriptions for accessibility to provide professional closed captioning on videos.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Lumen works with a third party, who specializes in creating captioning, transcription and audio descriptions for accessibility, to provide professional closed captions on videos.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Lumen works with a third party, who specializes in creating captioning, transcription and audio descriptions for accessibility, to provide professional closed captions on videos.
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	<p>Reading order is correct and code order matches visual experience. Waymaker functionality and content can be understood and navigated via screen reader.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Activity completion tracker has no content. Screen reader announces 3/7 but we need to indicate to the user that this is for activities completed.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Meaningful sequence is correct and code order matches visual experience.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Understanding and operation of Waymaker content is not solely reliant on sensory characteristics of components.

<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	Color is not used as the only visual means of conveying information.
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Not Applicable	There are no time limits set by Waymaker.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 	Supports	
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	Waymaker does not contain anything that flashes more than three times in any one second period.
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508</p>	Supports	

<ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	<p>Waymaker can be navigated sequentially with most components receiving focus in an order that preserves meaning and operability.</p> <p>Exception:</p> <ul style="list-style-type: none"> • Tab order of Waymaker tiles are inconsistent - only when the drawer is open. Students can navigate using headings instead of tab/arrow key.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	<p>The purpose of each link within the Waymaker platform can be determined from the link text alone.</p> <p>See Course-specific compliance document for any content related exceptions.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanation
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 	Not Applicable	There is no live audio content in Waymaker.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Supports	

Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 		
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 	Supports	
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 	Supports	
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508	Supports	

<ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Supports	
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Does Not Support	
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Does Not Support	
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Does Not Support	
<p>1.2.9 Audio-only (Live) (Level AAA)</p> <p>Also applies to:</p>	Web: Does Not Support	

Revised Section 508 – Does not apply		
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports	Exceptions: <ul style="list-style-type: none"> Some older courses may not have enhanced contrast to meet this criteria. As we revise courses and review legacy content, Lumen prioritizes compliance for this purpose.
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: Does Not Support	
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	
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: Supports	
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
2.4.8 Location (Level AAA)	Web: Supports	

Also applies to: Revised Section 508 – Does not apply		
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	
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 is corrected for input errors before submission of a quiz. Exception: <ul style="list-style-type: none"> There is no mechanism in place for reviewing information as a whole before

		submitting. Students would need to revisit each question to review their selections.
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Legal Disclaimer

The information provided in this document is in good faith based on Waymaker 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 - Waymaker

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Waymaker

Report Date: February 2021

Product Description: Waymaker courses deliver enriched OER course content and personalized learning tools into educational institutions' Learning Management Systems (LMSes) via Learning Tools Interoperability (LTI) Integration.

Contact Information: info@lumenlearning.com

Notes: This VPAT covers only level A and AA criteria introduced in WCAG 2.1. The product was evaluated as an integration within the Canvas Learning Management System (LMS).

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. Canvas, the Learning Management System (LMS) that the product operates in, does provide keyboard shortcuts. Per Canvas' own VPAT, "Canvas provides a Disable Keyboard Shortcuts feature option which disables character key shortcuts on most pages, but some exceptions exist." See Canvas Voluntary Product Accessibility Template (VPAT) .
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.
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.
2.5.3 Label in Name (Level A 2.1 only)	Supports	Some programmatic labels within the product vary from the visible text in order to provide additional context or clues to screen reader users. These labels always include the exact string of the visible text and therefore meet

		the requirements of this success criterion.
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)	Supports	The product does not request personal information or anything included in the Input Purposes for User Interface Components section of WCAG 2.1 .

<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>When the product is resized to a width of 320 CSS pixels and a height of 256 CSS pixels, some content requires scrolling in two dimensions to be seen. In rare instances, content exceeds the width of the page and cannot be accessed using horizontal scrolling. The product is contained within an iframe and testing was applied to the full page. Examples include:</p> <ul style="list-style-type: none"> • Practice questions within a Study Guide require horizontal scrolling • In a Study Guide landing page, component blocks spill out of viewport and require horizontal scrolling; content such as quiz results are truncated and cannot be accessed by horizontal scrolling • In a quiz, the jump to question navigation panel disappears as the page is zoomed to >100%
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>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:</p> <ul style="list-style-type: none"> • Close buttons presented as "X" icons • Progress navigational icon buttons

		<ul style="list-style-type: none"> • Toggle buttons in the Instructor View
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	<p>When applied to the body element of the product iframe, the following changes to the style properties did not result in a loss of content or functionality.</p> <ul style="list-style-type: none"> • 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 <p>Note: The product is contained within an iframe in the Canvas LMS and at times contains nested iframes (e.g., the practice questions); this may hinder a user's ability to apply custom styling to the product content as many text-spacing tools and extensions are limited to altering content that exists outside of iframes.</p>

<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>There are limited instances in the product where additional content automatically appears when an element receives pointer hover (content does not appear on keyboard focus). When this occurs, the revealed content cannot be dismissed without moving pointer hover, and the pointer cannot be moved over the additional content without the additional content disappearing. Examples include:</p> <ul style="list-style-type: none"> • Within study plan components, the navigation wrapper contains button icons that allow users to skip to other pages in the plan. Page names are displayed when they receive pointer hover. • On a study plan landing page, hovering over the bottom right corner of a tile displays a tooltip with the Average Formative Score and Average Summative Score for that tile.
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<p>4.1.3 Status Messages (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>The status messages in the product are presented to the user by assistive technologies without receiving focus with a few exceptions or variations. Exceptions include:</p> <ul style="list-style-type: none"> • Within study plan components, when "Self-Check Results" loads, nothing is presented to assistive technologies and focus is positioned towards the end of the main content. • When completing practice questions or questions within "Self-check" quizzes, error messages are presented to assistive technologies, however, the output often varies from the message presented in text on the page.
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