# Lumen One
# Accessibility Conformance Report

# WCAG Edition

**(Based on VPAT® Version 2.5)**



## Name of Product/Version:

Lumen One

## Report Date:

March 1, 2024

# Product Description:

Lumen One is the first courseware built with a focus on equity. Lumen One reimagines courseware for survey-level courses through a platform built to promote equitable outcomes and boost participation and overall learning for all students. Courses available on the Lumen One platform offer culturally relevant content, tools to foster the faculty-to-student connection, and a robust set of support resources for both faculty and students.

# Contact Information:

Lumen constantly strives to ensure that our platform and content is accessible. For any questions about the timeline for accessibility improvements or the general accessibility of this application, please contact accessibility@lumenlearning.com.

# Notes:

## Our Commitment:

Lumen is committed to making our platform and content accessible to everyone. As part of this commitment we engaged with a third party expert to perform a thorough digital accessibility evaluation and WCAG accessibility audit of Lumen One, 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 commitment to continuous improvement. As such evaluation of our content is based upon internal and external processes (including but not limited to the use of accessibility audits, user testing, automated testing, screen reader testing, and support issues reported by customers) to ensure accessibility during all phases of content creation, authoring, design, and development.

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

## Third Party Integrations:

Testing of Lumen One includes testing for "Ask Lumen", a 3rd party feature powered by In the Room, that provides students with an interpersonal onboarding experience. "Ask Lumen" is complementary to the student's experience. It is not required nor is it located on pages with learning materials or assessments.

## Support Features:

Some accessibility support features are content dependent and may vary by title. See course-specific compliance documentation for additional details.

## Evaluation Methods Used:

Perkins Access, an independent accessibility consulting division of Perkins School for the Blind, was contracted by Lumen to test Lumen One and document their findings in this VPAT. Perkins Access accessibility consultants thoroughly reviewed Lumen One for conformance to the Web Content Accessibility Guidelines 2.2 Level A and Level AA using a variety of manual testing techniques, assistive technologies and the exclusive use of the keyboard for navigation. All testing was completed with CSS and JavaScript enabled.

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline | Included In Report |
|---|---|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| Web Content Accessibility Guidelines 2.1 | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| Web Content Accessibility Guidelines 2.2 | Level A (Yes)<br>Level AA (Yes)<br>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 only be used in WCAG Level AAA criteria.

# WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 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

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.1.1 Non-text Content** (Level A) | Partially Supports | Most non-text content that is presented to the user in the product has a text alternative that serves the equivalent purpose or, where appropriate, is marked as decorative, with the following exceptions:<br>• Some images do not have alternative text.<br>• Some graph descriptions are missing or confusing.<br>• Some decorative images are not hidden from screen readers. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A) | Not Applicable | The product does not include any pre recorded audio-only or prerecorded video-only media. |
| **1.2.2 Captions (Prerecorded)** (Level A) | Partially Supports | Where necessary, captions are included as a part of the Lumen One content except the following which is 3rd party content:<br><br>• The "In The Room" widget has a multimedia presentation that does not provide captions. |

| | | |
|---|---|---|
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A) | Not Applicable | The product does not include time-based media. |
| **1.3.1 Info and Relationships** (Level A) | Partially Supports | Most information in the product that is conveyed through presentation can be programmatically determined, with the following exceptions:<br><br>• Some glossaries are not implemented using description list markup.<br>• Some pages have multiple main landmarks.<br>• Some navigation regions do not have a label.<br>• Some radio buttons and checkboxes are not properly grouped or labeled.<br>• Some sections that are visible are not programmatically determinable.<br>• Some show answer controls are not associated with answers. |
| **1.3.2 Meaningful Sequence** (Level A) | Supports | When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. |
| **1.3.3 Sensory Characteristics** (Level A) | Supports | Instructions provided for understanding and operating the product do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound. |
| **1.4.1 Use of Color** (Level A) | Supports | Color is not used in the product as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |

| | | |
|---|---|---|
| **1.4.2 Audio Control** (Level A) | Not Applicable | The product does not include audio that plays automatically. |
| **2.1.1 Keyboard** (Level A) | Partially Supports | Most user interface controls are operable through a keyboard interface and do not require the use of a mouse, with the following exceptions:<br><br>• The "In The Room" widget close button is not keyboard accessible.<br>• The top follow-ups in the "In The Room" widget are not keyboard accessible.<br>• Some button elements are inaccessible to keyboard users.<br>• Some keypads are not keyboard accessible.<br>• Some formatting hints are not keyboard accessible.<br>• Some show solution links are not keyboard accessible.<br>• The binomial distribution tool is not keyboard accessible.<br>• Some custom select menus do not function properly with a keyboard |
| **2.1.2 No Keyboard Trap** (Level A) | Supports | Focus can be moved away from all user interface controls when using only a keyboard interface. |
| **2.1.4 Character Key Shortcuts** (Level A) | Not applicable | The product does not have keyboard shortcuts that are implemented using only a single letter, punctuation, number, or symbol character. |
| **2.2.1 Timing Adjustable** (Level A) | Not applicable | The product does not contain any time limitations. |

| | | |
|---|---|---|
| **2.2.2 Pause, Stop, Hide** (Level A) | Not applicable | The product does not use animation or information that updates automatically. |
| **2.3.1 Three Flashes or Below Threshold** (Level A) | Supports | The product does not have flashing content. |
| **2.4.1 Bypass Blocks** (Level A) | Supports | The product provides a means for bypassing blocks of repetitive content for the header navigation or the search filters and results. |
| **2.4.2 Page Titled** (Level A) | Supports | The product has unique web page titles that describe the topic or purpose of the page. |
| **2.4.3 Focus Order** (Level A) | Partially Supports | Most of the interactive components within the product receive focus in an order that preserves meaning and operability, with the following exceptions:<br><br>• Some footnote anchor links do not set focus.<br>• The "In The Room" modal does not trap focus.<br>• Some in-page links do not set focus. |
| **2.4.4 Link Purpose (In Context)** (Level A) | Partially Supports | The purpose of most links in the product can be determined from the link text alone or from the link text together with its programmatically determined link context, with the following exception:<br><br>• Some links have the same text. |

| | | |
|---|---|---|
| **2.5.1 Pointer Gestures** (Level A) | Supports | The product does not rely on multipoint (such as pinch zoom) or path-based (such as swipe) gestures to operate. |
| **2.5.2 Pointer Cancellation** (Level A) | Supports | Functionality that can be operated using a single pointer does not execute on a down event (such as a tap down or a click down). |
| **2.5.3 Label in Name** (Level A) | Partially Supports | Where necessary, user interface controls have accessible names/labels that contain the same text as the component's visible label as a part of the Lumen One content except the following which is 3rd party content:<br>• The "In The Room" widget has a button where the visible label does not contain the accessible name. |
| **2.5.4 Motion Actuation** (Level A) | Supports | The product does not include functionality that can be operated by device motion or user motion. |
| **3.1.1 Language of Page** (Level A) | Supports | The default human language used in the application can be programmatically determined. |
| **3.2.1 On Focus** (Level A) | Supports | When user interface controls receive focus, they do not result in a change of context as defined by WCAG. |
| **3.2.2 On Input** (Level A) | Supports | When user interface controls receive input, they do not initiate a change of context. |

| | | |
|---|---|---|
| **3.2.6 Consistent Help** (Level A) | Supports | Help mechanisms that are repeated on multiple web pages within a set of web pages occur in the same order relative to the other page content. |
| **3.3.1 Error Identification** (Level A) | Partially Supports | If an input error is automatically detected in the product, the item that is in error is identified and the error is described to the user in text immediately following the input, with the following exceptions:<br><br>• Syntax errors after entering invalid algebraic expressions are not announced to screen readers.<br>• After submitting an activity with an incorrect response, the errors presented are not announced to screen readers. |
| **3.3.2 Labels or Instructions** (Level A) | Partially Supports | Sufficient labels or instructions are provided in the product when content requires user input, with the following exceptions:<br><br>• Some inputs display an error message that is not programmatically associated with their corresponding input.<br>• After submitting an activity with an incorrect response, an error message appears that is not announced to screen readers. |
| **3.3.7 Redundant Entry** (Level A) | Supports | Information previously entered by or provided to the user that is required to be entered again in the same process is either auto-populated or available for the user to select. |

| | | |
|---|---|---|
| **4.1.1 Parsing** (Level A)<br>WCAG 2.0 and 2.1 – Always answer 'Supports'<br>WCAG 2.2 (obsolete and removed) - Does not apply | Does not apply | For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata. |
| **4.1.2 Name, Role, Value** (Level A) | Partially Supports | The name and role for user interface controls in the application can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies, with the following exceptions:<br><br>• The "In The Room" close button does not have a role or name.<br>• Custom select components do not behave like a native select button.<br>• Some accordions do not define their state.<br>• The tab UI within the faculty engagement center lacks the necessary ARIA to behave like a tab UI. |

## Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.2.4 Captions (Live) (Level AA) | Not Applicable | The product does not include live media. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | Not Applicable | The product does not include time-based media. |
| 1.3.4 Orientation (Level AA) | Supports | Content in the product does not restrict its view and operation to a single display orientation, such as portrait or landscape. |
| 1.3.5 Identify Input Purpose (Level AA) | Supports | The product does not have input fields that collect information about the user which would require its purpose to be programmatically determined. |
| 1.4.3 Contrast (Minimum) (Level AA) | Supports | The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 with surrounding colors. |
| 1.4.4 Resize text (Level AA) | Supports | Text can be resized 200 percent without loss of content or functionality. |
| 1.4.5 Images of Text (Level AA) | Supports | The product uses machine-readable text to convey information rather than images of text. |
| 1.4.10 Reflow (Level AA) | Supports | Content is presented without loss of information or functionality, and without requiring scrolling in two dimensions at a minimum width equivalent to 320 CSS pixels and at a minimum height equivalent to 256 CSS pixels, except for the Points of Interest tab on the Listings page requires horizontal scrolling when the viewport width drops below 1400px. |
| 1.4.11 Non-text Contrast (Level AA) | Supports | The visual presentation of user interface components and graphical objects in the application have a contrast ratio of at least 3:1 with surrounding colors. |

| | | |
|---|---|---|
| **1.4.12 Text Spacing** (Level AA) | Supports | No loss of content or functionality occurs by setting the following: line height to at least 1.5 times the font size, spacing following paragraphs to at least 2 times the font size, letter spacing to at least 0.12 times the font size, and word spacing at least 0.16 times the font size. |
| **1.4.13 Content on Hover or Focus** (Level AA) | Partially Supports | When additional content appears as a result of pointer hover or keyboard focus that content is dismissible, hoverable, and persistent, with the following exceptions:<br>• When bringing focus into certain text fields, a keypad displays but cannot be dismissed without moving focus away. |
| **2.4.5 Multiple Ways** (Level AA) | Supports | The platform provides more than one way to locate a specific Web page within a set of Web pages. |
| **2.4.6 Headings and Labels** (Level AA) | Supports | Headings and labels that describe the topic or purpose of content and controls are present in the platform. |
| **2.4.7 Focus Visible** (Level AA) | Partially Supports | The keyboard focus indicator is visible on all user interface components in the product, with the following exceptions:<br>• Some selected radio buttons and checkboxes do not have a visible focus indicator.<br>• Some custom dropdown menus do not have a visible focus indicator.<br>• The "In The Room" widget does have have a visible focus indicator.<br>• Some buttons within the "In The Room" modal do not have a visible focus indicator. |

| | | |
|---|---|---|
| **2.4.11 Focus Not Obscured (Minimum)** (Level AA) | Partially Supports | When user interface components receive keyboard focus, they are not entirely hidden due to author-created content, with the following exceptions:<br>• Some custom dropdown menus do not close when they are left and can obscure adjacent focusable content.<br>• The live video widget can obscure focusable content on smaller browser sizes. |
| **2.5.7 Dragging Movements** (Level AA) | Supports | All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging. |
| **2.5.8 Target Size (Minimum)** (Level AA) | Supports | The size of the target for pointer inputs is at least 24 by 24 CSS pixels, except where allowed. |
| **3.1.2 Language of Parts** (Level AA) | Supports | The human language of the content found in the product can be programmatically determined. |
| **3.2.3 Consistent Navigation** (Level AA) | Supports | Navigational mechanisms that are repeated on multiple pages within the product occur in the same relative order each time they are repeated. |
| **3.2.4 Consistent Identification** (Level AA) | Supports | Components that have the same functionality within the product are identified consistently. |
| **3.3.3 Error Suggestion** (Level AA) | Supports | Suggestions are provided to the user if an input error is automatically detected and suggestions for correction are known. |

| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | Supports | The product has a way to reverse changes to user-controllable data in data storage systems and has a way to review user test responses prior to submitting. |
|---|---|---|
| 3.3.8 Accessible Authentication (Minimum) (Level AA 2.2) | Not Applicable | The product does not include authentication. |
| 4.1.3 Status Messages (Level AA) | Supports | Status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. |