uConnect Platform Accessibility Conformance Report

WCAG Edition (based on VPAT® Version 2.5Rev)

Name of Product/Version:	uConnect Platform
Report Date:	October 30, 2026
Product Description:	The *uConnect Platform* leverages campus career resources, data, and information to allow institutions to guide students along more meaningful career pathways. uConnect's policy is to fix any accessibility errors as soon as they are identified. These include any issues that are considered failures to meet the WCAG success criteria. All other issues are documented and taken care of during future maintenance cycles. We always prioritize items that result in blocked content or barriers for users with disabilities as these are frustrating and result in a negative user experience.
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Notes:	Testing covers the frontend experience and the admin dashboard that staff use to create, edit, and publish content. Screens that third-party plugins add to the admin dashboard, such as Gravity Forms, are excluded from this report. Forms displayed on the frontend are in scope. See SC 2.1.1 within Table 1 for a note on the optional Gravity Forms Enhanced User Interface. This report covers WCAG 2.2. uConnect is a continuously updated platform with no discrete version number; this report reflects the platform as of the report date.
Evaluation Methods Used:	Human evaluation on the frontend and admin dashboard with Axe devTools, WebAIM Wave, VoiceOver, and NVDA Automated frontend accessibility scanning using pa11y as a continuous integration tool

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Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report	Not Evaluated
Web Content Accessibility Guidelines 2.2	Level A, Level AA	Level AAA

Terms

Conformance Level

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.x Level AAA.

User Level

The uConnect Platform can be accessed and navigated by users with a variety of roles and capabilities. To avoid ambiguity, the following terms are used to differentiate them:

- **Staff** and **Staff Members:** Administrators, staff, student staff, and other privileged users with access to the admin dashboard. These users have the power to add, edit, and remove content.
- **Users:** Generic end-users of the platform without admin dashboard access. These users cannot author information on the platform, though they may interact with forms and tools on the frontend of the website.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x 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.

This report describes the platform in its default configuration. Some options and content choices available to staff can reduce accessibility, such as low-contrast institutional branding colors, the auto-scrolling carousel on sites created before December 2023, an alternative masonry layout, and Gravity Forms settings such as the Enhanced User Interface. The relevant criteria note each of these, and the platform provides in-product warnings or checks where available. Customers are responsible for using the accessible options and for reviewing the content they publish.

Technical terms, such as `aria-label`, are displayed in a fixed-width format with a light blue background to differentiate them from standard text.

Table 1: Success Criteria, Level A

Criteria	Conformance	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Non-text items have a text alternative available unless they are treated as pure decoration. Staff members have the ability to author their own content and may choose to include rich media. The content editor includes a way to add `alt` text when uploading or inserting media. Aggregated content from third-party sources may not include an alternative, but we supply one when it is provided. It is the staff's responsibility to make sure the content they generate and publish is accessible and has a text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	uConnect does not feature pre-recorded audio-only or video-only media, but staff-authored content or aggregated content from third-party sources may include this type of media. Staff members are responsible for providing an accessible alternative.

Criteria	Conformance	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)	Supports	Captions are available for content owned by uConnect. Staff members have the ability to upload their own media, embed third-party media, and publish aggregated third-party content containing media that requires captioning. Staff are responsible for ensuring the presence of captions in any content they publish.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	uConnect features pre-recorded video content via Candid Career, and since all of the video information is already provided in existing audio, no additional audio description is necessary. Staff members have the ability to upload their own media, embed third-party media, and publish aggregated third-party content containing this type of media. It is their responsibility to provide audio description for any content they publish.
1.3.1 Info and Relationships (Level A)	Supports	uConnect uses appropriate techniques to convey information and relationships, such as landmarks, semantic structure, `role`, and `aria-label`. Staff-generated or aggregated content from third-party sources may lack semantic elements or correct hierarchy, and it is the staff's responsibility to review this type of information for any content they publish.
1.3.2 Meaningful Sequence (Level A)	Supports	Where meaning is dictated by sequence, content is presented in the correct order in a linear fashion.
1.3.3 Sensory Characteristics (Level A)	Supports	The uConnect Platform does not feature any content reliant on sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	When color is used to visually indicate information, text content is also available.
1.4.2 Audio Control (Level A)	Supports	The uConnect Platform does not support automatic playback of audio or video.

Criteria	Conformance	Remarks and Explanations
2.1.1 Keyboard (Level A)	Supports	The uConnect Platform is navigable via keyboard. One exception is the optional Enhanced User Interface setting for Gravity Forms multiselect fields, which is not accessible to screen reader users or people who cannot use a mouse. This setting is disabled by default, and a prominent warning displays when staff enable it. Staff are responsible for leaving it disabled.
2.1.2 No Keyboard Trap (Level A)	Supports	The uConnect Platform uses standard keyboard input to navigate to and from elements.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The uConnect Platform does not implement custom keyboard shortcuts with singular common characters. A custom keyboard shortcut of Ctrl-K / Command-K launches the AI Search agent on the frontend.
2.2.1 Timing Adjustable (Level A)	Supports	The uConnect Platform does not include content with time limits.
2.2.2 Pause, Stop, Hide (Level A)	Supports	uConnect does not typically feature moving content or animations, with the exception of an optional widget and one legacy configuration option. Our scrolling sponsor widget respects the “Reduced motion” user preference and includes play/pause functionality, meeting SC 2.2.2 criteria. On platform sites created prior to December 2023, it is possible for staff to create an automatically-scrolling carousel that lacks a pause option. We have added prominent in-product warnings on the carousel’s settings page to advise against this and educate users. A single-banner homepage layout meets SC 2.2.2 and other WCAG guidelines.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The uConnect Platform does not feature flashing content.

Criteria	Conformance	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Supports	Skip links let users bypass common blocks such as the website header and filter bars.
2.4.2 Page Titled (Level A)	Supports	Pages have titles. Staff members are responsible for adding titles to the content that they create.
2.4.3 Focus Order (Level A)	Supports	Focus follows the logical flow of the content. Some content module layouts can optionally use a “masonry” configuration, where cards of content are added to a region as they best fit. The focus order goes from left to right, but may also travel higher and lower within the region to accommodate content with varying heights. Multiple alternative layouts with a linear focus order may be used instead, and the top-to-bottom order is enabled by default.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link purpose in core interface areas is clearly defined and `aria-label` attributes are added for additional clarity when the link text is repetitive. Link purpose can also be determined based on preceding text content. Staff-generated or aggregated content from third-party sources may include ambiguous link labels and it is the staff’s responsibility to review any content they publish.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Multipoint or path-based gestures are not required to use the uConnect Platform.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Actions do not take place on the `down-event`. There is a difference between pressing and releasing the mouse button.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Accessible names include their respective visual labels.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Device movement is not used within the uConnect Platform.

Criteria	Conformance	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	The language is specified on the `<html>` element of each page.
3.2.1 On Focus (Level A)	Supports	Changing focus does not change the context for the user.
3.2.2 On Input (Level A)	Supports	Input does not change the context for the user. Staff members have the capability to create interactive forms and it is the staff's responsibility to review any forms or interactive content that they publish.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	On the frontend, a consistent header and footer are used across the platform. If contact details or links to a "Contact Us" page are added, they will be located in a consistent location. When third-party chatbots and messaging plugins are added to the frontend of the uConnect Platform, they are added to the markup in a consistent location; however, uConnect cannot control the behavior of these custom scripts nor the elements they output. In the admin dashboard, the support menu is located in a consistent section of the header bar.
3.3.1 Error Identification (Level A)	Supports	Errors are displayed to the user in text format. Live regions and the `alert` role are used for important or timely notifications.
3.3.2 Labels or Instructions (Level A)	Supports	Labels appear for input fields. When a visible label is presented as an input placeholder, an accessible alternative is included for those using assistive technologies.

Criteria	Conformance	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Re-entry of information is not required in the core uConnect Platform, except for password confirmation when creating an account or changing a password. This re-entry is required to ensure security and is an exception under this criterion. Forms that staff build with Gravity Forms may include optional settings that require re-entry, such as email confirmation, and staff are responsible for reviewing the forms they publish.
4.1.2 Name, Role, Value (Level A)	Supports	Components have a clear name, role, and value. See SC 2.1.1 within this table for a note on the optional Gravity Forms Enhanced User Interface.

Table 2: Success Criteria, Level AA

Criteria	Conformance	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	uConnect does not feature live audio or video content; however, staff members have the ability to embed live audio and video on the frontend and it is their responsibility to make sure captions are provided. Embedded audio from major service providers such as YouTube and Vimeo allows for live audio broadcasts to include closed captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	uConnect features pre-recorded video content via Candid Career, and since all of the video information is already provided in existing audio, no additional audio description is necessary. Staff members have the ability to upload their own media and it is their responsibility to provide audio descriptions for any content they upload or publish.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Display orientation is not forced and the uConnect Platform is responsive in both landscape and portrait modes.

Criteria	Conformance	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Appropriate labels and `<input>` types are used, and core platform forms use the `autocomplete` attribute on fields that collect information about the user. Additional information and context is available through headings and helper text. Forms that staff build with Gravity Forms may not use the `autocomplete` attribute on fields that collect information about the user. uConnect cannot control this, and staff are responsible for enabling it on those fields via “Advanced > Enable Autocomplete” on the field settings.
1.4.3 Contrast (Minimum) (Level AA)	Supports	All non-themed text content has a contrast ratio of at least 4.5:1. Many colors on the platform are customizable. During the onboarding process, staff members work with the uConnect team to apply institutional branding (such as colors and fonts) to various areas of the platform. This themed content may not meet contrast guidelines. uConnect’s onboarding and client success teams can work with staff to determine accessible alternatives. Staff-generated and aggregated third-party content may lack sufficient contrast. Staff members have the ability to set text and background colors within content and it is their responsibility to verify color contrast for any content they publish. When editing content, staff can reference the contrast checker that is built into the content editor (“Block Editor”) sidebar. A warning will display when content lacks enough contrast, but staff are not prevented from publishing low-contrast material.
1.4.4 Resize text (Level AA)	Supports	Text can be resized to 200% without loss of functionality.

Criteria	Conformance	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	Images of text are not used in the core interface, except for logos. Staff-generated or aggregated content from third-party sources may include images of text. Staff are responsible for adding `alt` text as appropriate and have full editorial control over what is published from third parties on their platform.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content does not require bidirectional scrolling at 320px wide (vertical orientation) or 256px high (horizontal orientation).
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	All non-themed, non-text content has a contrast of at least 3:1 against adjacent colors. See SC 1.4.3 within this table for notes on themed content.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	There is no loss of content or functionality when the line height, paragraph spacing, letter spacing, or word spacing are adjusted within the SC 1.4.12 parameters.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Obscuring content, such as submenus, is dismissible with keyboard shortcuts, excluding additional content controlled by the user agent such as `title`. The pointer can move to additional content revealed by pointer hover without content disappearing.
2.4.5 Multiple Ways (Level AA)	Supports	Users can find pages in more than one way: through the main navigation, the site search, and links within page content. In the admin dashboard, staff can find content through the menu navigation and through search within each post list. The admin dashboard does not include a dashboard-wide search. Most post types also include an “Edit” link, visible only to staff users, that opens that item directly in the post editor. Students cannot see this link or access the admin dashboard.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are available to describe topics. Staff-generated or aggregated content from third-party sources may require subheadings as appropriate.

Criteria	Conformance	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Supports	When using the keyboard to navigate the user interface, the focus is clearly indicated.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Scroll padding is used to ensure that even when sticky headers are active, focused content is not obscured. Client-provided, third-party scripts (such as those for chatbots or messengers) may inject content that obscures focus or appears without direct user initiation. uConnect cannot control or remediate focus issues arising from third-party content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Dragging functionality is not required to operate the uConnect Platform and single-pointer actions can accomplish the same steps.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Interactive targets are at least 24 by 24 CSS pixels, or meet one of the exceptions in the success criterion, such as sufficient spacing between targets.
3.1.2 Language of Parts (Level AA)	Supports	A language is specified on the `<html>` element for each page, and the core interface does not contain mixed languages. If clients add multilingual content, they are responsible for manually adding the `lang` attribute to relevant elements such as `<span>` or `<blockquote>`.
3.2.3 Consistent Navigation (Level AA)	Supports	Each page uses the same navigational mechanism and the links occur in the same relative order.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality are identified consistently. UI patterns are consistent throughout the platform.
3.3.3 Error Suggestion (Level AA)	Supports	When the system displays an error message, suggestions are made on how to correct the error(s).
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	There aren't any pages that cause legal commitments or financial transactions.

Criteria	Conformance	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Password fields can be auto-filled by password managers and also allow copy/paste behaviors. Institutions may also opt for SSO login so that a separate uConnect Platform password is not required.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Live regions and the `alert` role are used for important or timely notifications.

Legal Disclaimer

As of the date listed above, the uConnect Platform has been evaluated against WCAG 2.2 Level A and Level AA using human evaluation and automated testing, as described under Evaluation Methods Used. Based on that evaluation, uConnect believes the platform substantially conforms to these criteria, with the exceptions noted in the remarks above.

uConnect cannot verify the conformance of content that customers create or aggregate from third-party sources. Customers are responsible for evaluating the content they add to a uConnect site, especially audio-visual materials. This report does not cover screens that third-party plugins, such as Gravity Forms, add to the admin dashboard.