



# uConnect Platform Accessibility Conformance Report

**WCAG Edition (based on VPAT® Version 2.4Rev)**

**Name of Product/Version:** uConnect Platform

**Report Date:** December 6, 2023

**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.

**Contact Information:** [product@gouconnect.com](mailto:product@gouconnect.com)

**Notes:** Testing is performed only on the frontend experience

**Evaluation Methods Used:** Human evaluation with Axe devTools, WebAIM Wave, VoiceOver, and NVDA  
Automated accessibility scanning using pa11y as a continuous integration tool

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

# Applicable Standards/Guidelines

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

Criteria	Included in Report	Not Evaluated
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A, Level AA	Level AAA
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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 site dashboard. These users have the power to add, edit, and remove content.
- **Users:** Generic end-users of the platform without 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](#).

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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	<p>All non-text items have a text alternative available unless they are treated as <a href="#">pure decoration</a>.</p> <p>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 <code>alt</code> text when uploading or inserting media.</p> <p>Aggregated content from third-party sources may not include an alternative, but we supply one when it is provided.</p> <p>It is the staff's responsibility to make sure the content they generate and publish is accessible and has a text alternative.</p>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	<p>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.</p>
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	<p>Captions are available for content owned by uConnect.</p> <p>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.</p>

Criteria	Conformance	Remarks and Explanations
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	<p>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.</p> <p>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.</p>
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	<p>uConnect uses appropriate techniques to convey information and relationships, such as landmarks, semantic structure, <a href="#">role</a>, and <a href="#">aria-label</a>.</p> <p>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.</p>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	<p>In all cases where the meaning is dictated by sequence, the correct order is provided in a linear fashion.</p>
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	<p>The uConnect Platform does not feature any content reliant on sensory characteristics.</p>
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	<p>When color is used to visually indicate information, text content is also available.</p>
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	<p>The uConnect Platform does not support automatic playback of audio or video.</p>
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	<p>The uConnect Platform is fully navigable via keyboard.</p>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	<p>The uConnect Platform uses standard keyboard input to navigate to and from elements.</p>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	<p>The uConnect Platform does not implement custom keyboard shortcuts.</p>

Criteria	Conformance	Remarks and Explanations
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	The uConnect Platform does not include content with time limits.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	<p>uConnect does not typically feature moving content or animations, with the exception of an optional widget and one legacy configuration option.</p> <p>Our scrolling sponsor widget respects the “Reduced motion” user preference and includes play/pause functionality, meeting SC 2.2.2 criteria.</p> <p>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.</p>
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	The uConnect Platform does not feature flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	Skip links are included around common elements such as the website header.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	All pages have titles. Staff members are responsible for adding titles to the content that they create.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	<p>Focus follows the logical flow of the content.</p> <p>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.</p>

Criteria	Conformance	Remarks and Explanations
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	<p>Link purpose in core interface areas is clearly defined and <code>aria-label</code> are added for additional clarity when the link text is repetitive. Link purpose can also be determined based on preceding text content.</p> <p>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.</p>
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	<p>Multipoint or path-based gestures are not required to use the uConnect Platform.</p>
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	<p>Actions do not take place on the <code>down-event</code>. There is a difference between pressing and releasing the mouse button.</p>
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	<p>All accessible names include their respective visual labels.</p>
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	<p>Device movement is not used within the uConnect Platform.</p>
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	<p>The language is specified in the header of each page.</p>
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	<p>Changing focus does not change the context for the user.</p>
<a href="#">3.2.2 On Input</a> (Level A)	Supports	<p>Input does not change the context for the user.</p> <p>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.</p>
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	<p>All errors are displayed to the user in text format.</p> <p><code>alert</code> roles or live regions are used for important or timely notifications.</p>

Criteria	Conformance	Remarks and Explanations
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Labels appear for all input fields. When a visible label is presented as an input placeholder, an accessible alternative is included for those using assistive technologies.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	The content is built from validated HTML and elements do not use duplicated attributes.  Unique <code>ids</code> are used when multiple instances of a content type (such as a widget) are added to the same page.  Legacy themes created prior to March 2022 may include duplicated <code>ids</code> for the site title within the header and footer. Sites created after this date do not have this issue, and maintenance can be performed on older themes by request.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Components have a clear name, role, and value with one notable exception.  Comboboxes (found on the User Setting and Registration forms, Labor Market Insights tool, and Outcome Data Visualization tool) have partial support and do not convey that they are select-only. We have a remediation plan.

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

Criteria	Conformance	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	uConnect does not feature live audio or video content; however, staff members have the ability to embed live audio and video and it is their responsibility to make sure captions are provided.  Embedded audio from major service providers such as YouTube and Vimeo allow for live audio broadcasts to include closed captioning.

Criteria	Conformance	Remarks and Explanations
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	<p>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.</p> <p>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.</p>
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	<p>Display orientation is not forced and the uConnect Platform is responsive in both landscape and portrait modes.</p>
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	<p>Appropriate labels and <code>&lt;input&gt;</code> types are used. Additional information and context is available through headings and helper text.</p>
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	<p>All non-themed text content has a contrast ratio of at least 4.5:1.</p> <p>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.</p> <p>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.</p> <p>When editing content, staff can reference the contrast checker that is built into the content editor sidebar. A warning will display when content lacks enough contrast, but staff are not prevented from publishing low-contrast material. The contrast checker is part of the modern editor experience that is present on all sites created after March 2022. Legacy sites created before this date need to opt in to the new editor.</p>
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	<p>All text can be resized to 200% without loss of functionality.</p>



Criteria	Conformance	Remarks and Explanations
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	All core images do not include invalid visual representations of text.  Staff-generated or aggregated content from third-party sources may include text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	Content does not require scrolling at 320px wide (vertical orientation) or 256px high (horizontal orientation)
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	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.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	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.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	Obscuring content such as submenus are dismissible with keyboard shortcuts, excluding additional content controlled by the user agent such as <code>title</code> .  The pointer can move to additional content revealed by pointer hover without content disappearing.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Full navigation with search and links are available to allow users to locate pages.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Headings and labels are available to describe topics. User-generated or aggregated content from third-party sources may require subheadings as appropriate.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	When using the keyboard to navigate the user interface, the focus is clearly indicated.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	A language is specified on the <code>&lt;html&gt;</code> element for each page and content doesn't contain mixed languages.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Each page uses the same navigational mechanism and the links occur in the same relative order.

Criteria	Conformance	Remarks and Explanations
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	All components that have the same functionality are identified consistently. UI patterns are consistent throughout the platform.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	When the system displays an error message, suggestions are made on how to correct the error(s).
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not applicable	There aren't any pages that cause legal commitments or financial transactions.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	<code>alert</code> roles or live regions are used for important or timely notifications.

## Legal Disclaimer (Company)

As of the Date listed above, the uConnect Platform has been evaluated using WCAG analysis and compliance tools and has been confirmed that it is substantially conformant with Level A and Level AA of the Web Content Accessibility Guidelines version 2.1.

uConnect cannot verify the conformance of user-generated or aggregated content by customers from third-party sources. The content that is added to a uConnect site will have to be evaluated, especially when audio-visual materials are added.