

# Accessibility Conformance Report for RARS for Pearson VUE

WCAG 2.1 Edition  
(based on VPAT® version 2.4)

## Overview

**Report date:** July 26, 2024

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**Application:** Reasonable Adjustment Request System (RARS), Pearson VUE instance

**Application description:** RARS is a custom software system developed, hosted, and maintained for Pearson VUE by HyperGen Inc. HyperGen hosts RARS for Pearson VUE on their cloud portal at <https://vue.onhgcloud.com/asp/HgPortal.asp>.

RARS is used as a repository for candidate accommodation requests and their supporting documentation. The accommodation review team uses the system to review requests, make determinations, communicate with candidates/advocates, and manage reviewer workload.

**Application contact information:** [AccommodationsPearsonVUE@pearson.com](mailto:AccommodationsPearsonVUE@pearson.com)

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**Report prepared by:** Pearson VUE Accessibility department

**Contact information:** [PVUEAccessibility@pearson.com](mailto:PVUEAccessibility@pearson.com)

**Notes:** This report documents the accessibility conformance of the application as of the report date. References in this report to “the application” or “RARS” refer to the Pearson VUE instance of the HyperGen Reasonable Access Request System at <https://vue.onhgcloud.com/asp/HgPortal.asp>.

**Evaluation Methods Used:** Evaluations were conducted by trained Accessibility Quality Assurance Engineers and included both automated and manual testing. Quality Assurance Engineers who are native users of blindness technologies participated in the evaluation. Current testing was conducted on Windows 10 in the Chrome browser version 96. Assistive technology used during the evaluation included JAWS 2021 and a refreshable braille display.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards and guidelines:

Standard/Guideline	Documentation Location	Included In Report
Web Content Accessibility Guidelines (WCAG) 2.0	<a href="http://www.w3.org/TR/WCAG20">http://www.w3.org/TR/WCAG20</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines (WCAG) 2.1	<a href="https://www.w3.org/TR/WCAG21">https://www.w3.org/TR/WCAG21</a>	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 with equivalent facilitation.
- **Partially Supports:** Some product functionality does not meet the criterion.
- **Does Not Support:** Most 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.

## WCAG 2.x Report

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.

**Table 1: Level A Success Criteria Conformance**

Level A Criterion	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	The application supports text alternatives for non-text content, including controls, input, sensory content, and images.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	At the time of testing, no time-based media was in use.
1.2.2 Captions (Prerecorded)	Not Applicable	At the time of testing, no time-based media was in use.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	At the time of testing, no time-based media was in use.
1.3.1 Info and Relationships	Supports	The application uses a logical structure where information and relationships can be programmatically determined or are available in text.
1.3.2 Meaningful Sequence	Supports	The application presents content in a meaningful order.
1.3.3 Sensory Characteristics	Supports	The application does not rely on sensory information alone to convey meaning.
1.4.1 Use of Color	Supports	The application does not rely only on color coding to convey information.
1.4.2 Audio Control	Not Applicable	At the time of testing, time-based media was not in use.
2.1.1 Keyboard	Supports	Core system functionality (edit fields, buttons, links, navigation controls) can be accessed using the keyboard.
2.1.2 No Keyboard Trap	Supports	The application does not have any keyboard traps.
2.1.4 Character Key Shortcuts	Supports	The application does not use single-key shortcuts. Client-defined shortcut keys are not allowed to be single-key.
2.2.1 Timing Adjustable	Supports	The application does not have any timed activities that require additional time.

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Level A Criterion	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide	Supports	The application does not use moving or blinking content.
2.3.1 Three Flashes or Below Threshold	Supports	The application does not use flashing content.
2.4.1 Bypass Blocks	Supports	The application provides “skip to” links and content is contained within landmark regions.
2.4.2 Page Titled	Supports	The application provides unique titles for pages.
2.4.3 Focus Order	Supports	Focus indication has been implemented for all active elements in the exam, and components receive focus in an order that preserves meaning.
2.4.4 Link Purpose (In Context)	Supports	The application supports contextual link purpose.
2.5.1 Pointer Gestures	Not Applicable	The application does not require users to make specific finger or cursor gestures.
2.5.2 Pointer Cancellation	Not Applicable	The application does not activate functions on the down-click or down-tap.
2.5.3 Label in Name	Partially Supports	For user interface components that have visible text labels, the programmatic component names match the visible labels. Exception: Multiple “More Info” buttons lack unique identification.
2.5.4 Motion Actuation	Not Applicable	The application does not utilize any motion interactions.
3.1.1 Language of Page	Supports	The application uses language attributes.
3.2.1 On Focus	Supports	Elements in the application do not change when they receive focus.
3.2.2 On Input	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
3.3.1 Error Identification	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
3.3.2 Labels or Instructions	Supports	Application input fields are clearly labeled, and clear instructions are given for user input.

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Level A Criterion	Conformance Level	Remarks and Explanations
4.1.1 Parsing	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported.
4.1.2 Name, Role, Value	Supports	Form fields and primary item interactions are fully compliant and encoded with Name, Role, Value.

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

Level AA Criterion	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The application has no time-based media or media players.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The application has no time-based media or media players.
1.3.4 Orientation	Supports	The application supports system-level orientation settings.
1.3.5 Identify Input Purpose	Supports	The purpose of input fields can be programmatically determined.
1.4.3 Contrast (Minimum)	Supports	The application has sufficient color contrast in all its elements.
1.4.4 Resize text	Supports	The application supports zooming content without loss of content or function.
1.4.5 Images of Text	Supports	The application does not include images of text.
1.4.10 Reflow	Does Not Support	Content is obscured and/or requires scrolling in two directions when resized to 400%.
1.4.11 Non-text Contrast	Supports	The application supports 3:1 contrast ratio for non-text elements.
1.4.12 Text Spacing	Supports	The application content uses adequate text spacing.
1.4.13 Content on Hover or Focus	Supports	Pop-up content does not prevent user access to other page content, and users have adequate access to pop-up content.
2.4.5 Multiple Ways	Supports	The application supports multiple ways to find pages, though a specific path is used by design.
2.4.6 Headings and Labels	Supports	Page headings and labels are meaningful.
2.4.7 Focus Visible	Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception.
3.1.2 Language of Parts	Supports	The application uses page language attributes.
3.2.3 Consistent Navigation	Supports	The application uses consistent navigation.

Level AA Criterion	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification	Supports	Interface elements like icons and buttons are used consistently across the application.
3.3.3 Error Suggestion	Supports	The application suggests fixes when users make errors.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	The application reduces the risk of input errors for sensitive data and provides an item review where users can check their answers before final submission.
4.1.3 Status Messages	Supports	Status messages are promptly displayed or communicated to the user.

## Legal Disclaimer

Pearson VUE has made every attempt to ensure the accuracy and reliability of the information provided in this report as of the report date. We cannot guarantee that this application is free from accessibility defects. The contents of this document are subject to change without notice. No contractual obligations are formed either directly or indirectly by this document. This document shall not be interpreted to be included in any contract between any parties.