

# Accessibility Conformance Report for Certiport Box UI Driver

**WCAG 2.1/Section 508 Edition  
(based on VPAT® version 2.4)**

## Overview

**Report date:** July 11, 2023

**Product name/version:** Certiport Box UI Driver (version R3)

**Product description:** A test delivery system used for Certiport exams.

**Product contact information:** [CustomerServices@Certiport.com](mailto:CustomerServices@Certiport.com)

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

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

### Notes:

- This report documents the accessibility conformance of the product as of the report date.
- References in this report to “the product” or “the driver” refer to the Box UI driver for Certiport exams.

### Evaluation methods used:

- Trained Accessibility Quality Assurance Engineers evaluations that 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 with Chrome version 103.
- Assistive technology used during the evaluation included JAWS 2022.

## Applicable Standards/Guidelines

This report covers the degree of conformance of the product to the accessibility standards and guidelines described in the following table.

**Table 1. Conformance with accessibility standards and guidelines**

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	Yes

## Terms

This document uses the following terms to describe the Conformance Level of the product to a success criterion:

- **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 for WCAG 2.0 Level AAA Criteria.
- **Note:** This report does not include information about product conformance to Level AAA Success Criteria.

## WCAG 2.1 Report

Table 2 and Table 3 also document conformance with Revised Section 508: Chapter 5 – 501.1 Scope and 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

**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 2.0 Conformance Requirements](#).

## Level A Success Criteria Conformance

Unless otherwise noted, the criteria in Table 2 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Table 2. Conformance to Level A success criteria**

Level A Criterion	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	The driver supports text alternatives for the non-text content, including controls, input, sensory content, and images. Exceptions: <ul style="list-style-type: none"> <li>• In the exam summary pages, all “answered”, and “unanswered” graphics have the same labels.</li> <li>• Images in Exhibit areas have no alternative text.</li> </ul>
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The driver has no audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Not Applicable	The exam driver has no prerecorded audio or synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The exam driver has no pre-recorded videos.
1.3.1 Info and Relationships	Partially Supports	The driver uses a logical structure in most of the places where information and relationships can be programmatically determined. Exceptions: <ul style="list-style-type: none"> <li>• Score report tables lack sufficient formatting for screen reader use.</li> <li>• The tab panel on the survey pages and Exhibit areas are implemented as links and do not properly notify screen reader users of current state.</li> </ul>
1.3.2 Meaningful Sequence	Supports	The driver presents content in a meaningful order.

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Level A Criterion	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics	Supports	The driver does not rely on sensory information alone to convey meaning.
1.4.1 Use of Color	Supports	The driver does not rely only on color to convey meaning.
1.4.2 Audio Control	Not Applicable	The driver does not have audio or any multimedia.
2.1.1 Keyboard	Partially Supports	<p>All core system functionality in the driver (edit fields, buttons, links, navigation controls) can be accessed using the keyboard.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>In drag and drop exam items, there is no way to clear target areas without resetting the entire question.</li> <li>ARIA application roles have been added to question and answer areas, and the tools menu, limiting screen reader navigation.</li> </ul>
2.1.2 No Keyboard Trap	Supports	The driver does not have any keyboard traps.
2.1.4 Character Key Shortcuts (WCAG 2.1 only)	Not Applicable	No single character keys are used as shortcuts in the driver.
2.2.1 Timing Adjustable	Supports	<p>Duration extensions can be made by registration accommodation request for candidates needing accommodations, and requests can be submitted at the following URL:</p> <p><a href="https://certiport.pearsonvue.com/Educator-resources/Exam-policies/Accommodations">https://certiport.pearsonvue.com/Educator-resources/Exam-policies/Accommodations</a></p>
2.2.2 Pause, Stop, Hide	Supports	The driver does not use moving or blinking content.
2.3.1 Three Flashes or Below Threshold	Supports	The driver does not use flashing content.
2.4.1 Bypass Blocks Note for Revised Section 508: <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Partially Supports	<p>A mechanism is available to bypass blocks of content in exams that are repeated.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>Some Welcome page text is not contained within landmark regions.</li> </ul>

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Level A Criterion	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<ul style="list-style-type: none"> <li>There are nested landmark regions in the navigation area.</li> </ul>
2.4.2 Page Titled	Supports	The driver provides clear and meaningful page titles as H1s because the exam product is not a website.
2.4.3 Focus Order	Supports	Focus has been implemented for all active elements in the driver, and components receive focus in an order that preserves meaning.
2.4.4 Link Purpose (In Context)	Supports	The driver uses meaningful link names.
2.5.1 Pointer Gestures (WCAG 2.1 only)	Not Applicable	No interactions are based on pointer gestures.
2.5.2 Pointer Cancellation (WCAG 2.1 only)	Supports	The driver does not activate functions on a down-click or down-press.
2.5.3 Label in Name (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	All occurrences of programmatic labels for elements match with the visible label.
2.5.4 Motion Actuation (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Not Applicable	The driver does not utilize any motion interactions.
3.1.1 Language of Page	Supports	The driver supports language attributes.
3.2.1 On Focus	Supports	Elements 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	The driver clearly identifies input errors.
3.3.2 Labels or Instructions	Partially Supports	<p>Input fields are clearly labeled, and clear instructions are given for user input.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>Title attributes are used instead of labels on form fields.</li> <li>The “leaving feedback” screen lacks sufficient instructions for screen reader users.</li> </ul>
4.1.1 Parsing	Supports	The driver conforms to proper markup semantics.

Level A Criterion	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value	Partially Supports	<p>Names, roles, and values of interface elements are available to assistive technology.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>In drag and drop items, the source options have incorrect ARIA roles.</li> <li>Dropdown exam items do not properly announce to screen reader users the currently selected item.</li> </ul>

## Level AA Success Criteria Conformance

Unless otherwise noted, the criteria in Table 3 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Table 3. Conformance to Level AA success criteria**

Level AA Criterion	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The driver does not use live media.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The driver does not use videos that require audio descriptions.
1.3.4 Orientation (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	The driver supports multiple display orientations.
1.3.5 Identify Input Purpose (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	The purpose of input fields can be programmatically determined.
1.4.3 Contrast (Minimum)	Supports	The driver has sufficient color contrast in all its elements.
1.4.4 Resize text	Supports	The driver supports zooming content without loss of content or function.
1.4.5 Images of Text	Supports	The driver does not use images of text to convey information to the user.

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Level AA Criterion	Conformance Level	Remarks and Explanations
1.4.10 Reflow (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Partially Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.  Exception: When magnified, users can not see all the information on the Welcome page information panel.
1.4.11 Non-text Contrast (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	The visual presentation of user interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent colors.
1.4.12 Text Spacing (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	The driver supports user adjusted text spacing.
1.4.13 Content on Hover or Focus (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Not Applicable	The driver does not hide content on pointer hover.
2.4.5 Multiple Ways Note for Revised Section 508: <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The driver supports multiple ways to find pages.
2.4.6 Headings and Labels	Supports	The driver uses meaningful headings and labels.
2.4.7 Focus Visible	Supports	Visual focus is available across the driver.
3.1.2 Language of Parts	Supports	The driver supports the use of language attributes for content.
3.2.3 Consistent Navigation Note for Revised Section 508: <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The driver uses consistent navigation.

Level AA Criterion	Conformance Level	Remarks and Explanations
<b>3.2.4 Consistent Identification</b> Note for Revised Section 508: <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The driver uses icons and buttons consistently.
<b>3.3.3 Error Suggestion</b>	Supports	The driver suggests fixes when users make errors.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b>	Supports	The driver reduces the risk of input errors and provides a method for users to check their answers before saving the data.
<b>4.1.3 Status Messages (WCAG 2.1 only)</b> <i>Does not apply to Revised Section 508</i>	Supports	Status messages announce to users.

## Level AAA Success Criteria Conformance

This report does not cover the degree of conformance of the product to WCAG 2.x Level AAA Success Criteria.

## Revised Section 508 Report

**Note:** These standards address access to information and communication technology (ICT) under Section 508 of the Rehabilitation Act. Application and scoping information, including definitions and exceptions, is specified in:

- Chapter 1: [Application and Administration](#)
- Chapter 2: [Scoping Requirements](#)

## Chapter 3: [Functional Performance Criteria](#) (FPC)

**Table 4. Conformance to Section 508 Chapter 3 criteria**

Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Refer to <a href="#">Table 2</a> and <a href="#">Table 3</a> for explanations.
302.2 With Limited Vision	Partially Supports	Refer to <a href="#">Table 2</a> and <a href="#">Table 3</a> for explanations.



Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	The driver does not rely only on color coding to convey information
302.4 Without Hearing	Supports	The driver does not rely on sound alone to access any of its core functionality.
302.5 With Limited Hearing	Supports	The driver does not rely only on audio to present information.
302.6 Without Speech	Supports	The driver does not rely on speech input alone to access any of its core functionality.
302.7 With Limited Manipulation	Partially Supports	Refer to <a href="#">Table 2</a> and <a href="#">Table 3</a> for explanations.
302.8 With Limited Reach and Strength	Supports	The driver does not require simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	The driver does not control content or level of language.

## Chapter 4: [Hardware](#)

**Note:** The Chapter 4 standards do not apply to this product because the product has no hardware components.

## Chapter 5: [Software](#)

**Note:** Section 501 defines the scope of Chapter 5. Subsections 50x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

**Table 5. Conformance to Section 508 Chapter 5 criteria**

Software Criterion	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Users have control of accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	Driver does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Refer to <a href="#">Table 2</a> and <a href="#">Table 3</a> for explanations.

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Software Criterion	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Supports	States and properties of interactable elements can be set using assistive technology.
502.3.3 Row, Column, and Headers	Does Not Support	The Score Report table has rows, columns, and headers that are not programmatically determinable.
502.3.4 Values	Partially Supports	Refer to <a href="#">Table 2</a> and <a href="#">Table 3</a> for explanations.
502.3.5 Modification of Values	Supports	Values that can be set by users are capable of being set by assistive technology.
502.3.6 Label Relationships	Supports	Labels are programmatically determinable by assistive technology.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships between components are programmatically determinable.
502.3.8 Text	Supports	Text is available to assistive technology.
502.3.9 Modification of Text	Supports	Text that can be set by the user is capable of being set through assistive technology.
502.3.10 List of Actions	Supports	Actions available to the user are programmatically determinable.
502.3.11 Actions on Objects	Supports	Assistive technology can programmatically execute actions on objects.
502.3.12 Focus Cursor	Supports	Focus is tracked and visible to sighted users.
502.3.13 Modification of Focus Cursor	Supports	Focus indication is capable of being set through assistive technology.
502.3.14 Event Notification	Supports	Notifications of events relevant to user interactions are available through assistive technology.

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Software Criterion	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Not Applicable	The driver is not a platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The driver supports user preferences set through the browser or assistive technology for color, contrast, font type and size.
503.3 Alternative User Interfaces	Not Applicable	The driver does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The driver does not have any media where captions are required.
503.4.2 Audio Description Controls	Not Applicable	The driver does not have any media where audio description is required.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	See <a href="#">WCAG 2.1 Report</a> section	See <a href="#">WCAG 2.1 Report</a> section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The driver is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The driver does not export PDF files.
504.3 Prompts	Not Applicable	The driver is not an authoring tool
504.4 Templates	Not Applicable	The driver is not an authoring tool.

## Chapter 6: Support Documentation and Services

**Note:** Section 601 defines the scope of Chapter 6. Subsections 60x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

**Table 6. Conformance to Section 508 Chapter 6 criteria**

Support Documentation and Services Criterion	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Accessibility and compatibility features of the product can be made available in accessible electronic formats at no additional charge.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.1 Report</a> section	See <a href="#">WCAG 2.1 Report</a> section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Accessible electronic formats of non-electronic support documentation can be made available on request at no additional charge.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support services are available online, over the phone, or by email to provide information about accessibility and compatibility features to end users.
603.3 Accommodation of Communication Needs	Supports	Support services are available online, over the phone, or by email to provide information about accessibility and compatibility features to end users.

## Legal Disclaimer

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