

Accessibility Conformance Report for RARS for Certiport

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

Overview

Report date: February 22, 2023

Product name/version: Reasonable Adjustment Request System (RARS) for Certiport

Product description: Reasonable Adjustment Request System (RARS) is a third-party software system on a portal platform. It 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. RARS for Certiport is located at <https://certiport.onhgcloud.com/asp/HgPortal.asp>.

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Notes:

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

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 with 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 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
Web Content Accessibility Guidelines 2.0	Level A: Yes Level AA: Yes Level AAA: No
Web Content Accessibility Guidelines 2.1	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	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	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	Partially Supports	The application uses a logical structure where information and relationships can be programmatically determined or are available in text. Exception: When returning from a process step to the Dashboard, there is no announcement by the screen reader when the Dashboard loads.
1.3.2 Meaningful Sequence	Partially Supports	The application presents content in a meaningful order. Exception: When a page loads, initial focus moves past content and starts on the first form field on a page, rather than at the top as expected.

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Level A Criterion	Conformance Level	Remarks and Explanations
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 (WCAG 2.1 only)	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.
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 Also applies to Revised Section 508: <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	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	Partially Supports	Focus indication has been implemented for all active elements in the exam, and components receive focus in an order that preserves meaning. Exception: When a modal dialog is open, the screen reader can still access background page content.
2.4.4 Link Purpose (In Context)	Supports	The application supports contextual link purpose.

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Level A Criterion	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (WCAG 2.1 only)	Not Applicable	The application does not require users to make specific finger or cursor gestures.
2.5.2 Pointer Cancellation (WCAG 2.1 only)	Not Applicable	The application does not activate functions on the down-click or down-tap.
2.5.3 Label in Name (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Partially Supports	All occurrences of programmatic labels for elements match with the label that the user sees. Exception: Multiple “More Info” buttons lack unique identification.
2.5.4 Motion Actuation (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	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	Partially Supports	Application input fields are clearly labeled, and clear instructions are given for user input. Exception: When uploading files, the screen reader does not properly announce the Choose File button label.
4.1.1 Parsing	Supports	The application conforms to proper markup semantics.
4.1.2 Name, Role, Value		

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 application does not contain live media.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The application does not contain video content.
1.3.4 Orientation (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	The application 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 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 (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: Page content is presented as frames within frames, each of which can have their own scrollbars, making higher magnification more difficult to use.
1.4.11 Non-text Contrast (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	The application supports 3:1 contrast ratio for non-text elements.
1.4.12 Text Spacing (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	The application content uses adequate text spacing.

Level AA Criterion	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	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 Also applies to Revised Section 508: <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	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 Also applies to Revised Section 508: <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The application uses consistent navigation.
3.2.4 Consistent Identification Also applies to Revised Section 508: <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	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.

Level AA Criterion	Conformance Level	Remarks and Explanations
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 (WCAG 2.1 only) <i>Does not apply to Revised Section 508</i>	Supports	Status messages are promptly displayed or communicated to the user.

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)

Notes:

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 Table 2 and Table 3 for explanations.
302.2 With Limited Vision	Partially Supports	Refer to Table 2 and Table 3 for explanations.
302.3 Without Perception of Color	Supports	Application does not rely only on color coding to convey information.
302.4 Without Hearing	Supports	Application does not rely only on sound to access any of its core functionality.
302.5 With Limited Hearing	Supports	Application does not rely only on audio to present information.

Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Application does not rely only on speech input to access any of its core functionality.
302.7 With Limited Manipulation	Partially Supports	Refer to Table 2 and Table 3 for explanations.
302.8 With Limited Reach and Strength	Supports	Application does not require simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Application uses a simplified language to convey meaning of functions within the application.

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	Not Applicable	Application is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	Application does not disrupt platform features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	The object role, state(s), properties, boundary, name, and description are programmatically determined. Exception: Multiple “More Info” buttons lack unique identification.
502.3.2 Modification of Object Information	Supports	States and properties that can be set by the user can be set programmatically.

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Software Criterion	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Supports	Tables have headers associated with rows or columns as appropriate and can be programmatically determined.
502.3.4 Values	Supports	Object current and range values can be programmatically determined.
502.3.5 Modification of Values	Supports	Values that can be set by the user can be set programmatically.
502.3.6 Label Relationships	Partially Supports	Labels for components can be programmatically determined. Exception: When uploading files, the screen reader does not properly announce the Choose File button label.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships can be programmatically determined.
502.3.8 Text	Supports	The content of text objects, text attributes, and the boundary of text rendered to the screen, can be programmatically determined.
502.3.9 Modification of Text	Supports	Text set by the user can be set programmatically.
502.3.10 List of Actions	Supports	The list of executable actions offered by each software object is made available programmatically.
502.3.11 Actions on Objects	Supports	Application allows assistive technology to programmatically execute available actions on objects.
502.3.12 Focus Cursor	Supports	Application exposes information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.

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Software Criterion	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	Focus, text insertion point, and selection attributes can be set programmatically.
502.3.14 Event Notification	Supports	Notification of events relevant to user interactions are available to assistive technology.
502.4 Platform Accessibility Features	Not Applicable	Application is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Application permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not Applicable	Application does not provide an alternative user interface; assistive technology uses the same interface.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	See WCAG 2.1 Report section	See WCAG 2.1 Report section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Application does not include authoring tools.
504.2.2 PDF Export	Not Applicable	Application does not include authoring tools.
504.3 Prompts	Not Applicable	Application does not include authoring tools.
504.4 Templates	Not Applicable	Application does not include authoring tools.

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 WCAG 2.1 Report section	See WCAG 2.1 Report 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.

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