Universal Design for Learning (UDL) questionnaire

NOTE: All publisher responses are in bold.

1. How are both flexibility and student choices provided for the following presentation features in the instructional materials:
Fonts:
Type and size.
Colors and background colors can be adjusted.
Background: High contrast color settings are available.
Text-to-speech tools
All images have alt tags.
All videos are captioned.
Text, image tags, and captioning sent to refreshable Braille displays.

Please refer to Vista Higher Learning Accessibility Conformance Report WCAG Edition VPAT® Version 2.3 at the end of this document for this information.
Also note that Vista Higher Learning can provide document files, including PDF, ePub, and Word, for textbooks and student activity manuals for use with Braille displays.

2. How are the following navigation features provided in the instructional materials:
Non-text navigation elements(buttons, icons, etc.) can be adjusted in size
All navigation elements and menu items have keyboard shortcuts.
All navigation information can be sent to refreshable Braille displays.

Please refer to Vista Higher Learning Accessibility Conformance Report WCAG Edition VPAT® Version 2.3 at the end of this document for this information.

3. How are the following study tools provided in the instructional materials:
Highlighters are provided in the four standard colors(yellow, rose, green, blue).
Highlighted text can be automatically extracted into another document.
Note taking tools are available for students to write ideas online; as they are processing curriculum content.

The Supersite platform does not feature a highlighter.

4. Which of the following assistive technology supports, by product name, have you tested for use with the instructional materials:
Assistive technology software that can be run in the background. Examples include:
Magnification
Text-to-speech

Text-to-American Sign Language
On-screen keyboards
Switch scanning controls
Speech-to-text

Please refer to Vista Higher Learning Accessibility Conformance Report WCAG Edition VPAT® Version 2.3 at the end of the document for this information.

5. For students with special needs who require paper materials based upon the IEP, how are the materials provided for students currently not able to access digital materials?

Please refer to our Vista Higher Learning Accessibility Statement for the list of services we offer and provider that we work with. Also note that Vista Higher Learning can provide document files, including PDF, ePub, and Word, for textbooks and student activity manuals for use with Braille displays.

Vista Higher Learning Accessibility Conformance Report

WCAG Edition

VPAT® **Version 2.3 – December 2018**

Name of Product/Version: Vista Higher Learning Supersite

Product Description: Online language learning course.

Date: April 18, 2019

Contact information: General requests may be sent to <u>accessibility@vistahigherlearning.com</u>. Specific requests or questions may be directed to Kurt Gerdenich, CTO, <u>kgerdenich@vistahigherlearning.com</u> or 617.728.9324.

Notes: While Vista, through development and testing, strives to make our print and digital products and services accessible to all users, regardless of abilities, occasional defects may occur. Vista assigns user-reported accessibility defects the same priority as is assigned for defects with a similar effect for all users. User may report accessibility defects to <u>accessibility@vistahigherlearning.com</u>.

Evaluation Methods Used: VHL partners with QA Infotech (QAIT), an ISO 9001:2008, 20000-1:2011, 27001:2013 and CMMI Level III certified company that specializes in providing independent quality assurance and accessibility software testing for large and small companies, including many in the educational technology industry. QAIT pairs sighted and non-sighted test engineers together to help ensure product testing mirrors the actual user experience for our learning solutions. Learn more about QAIT's testing approach at <u>https://www.qainfotech.com/</u>.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	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 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 2.0 Level AAA.

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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Some images in course activities published by or before 2018 may lack proper text alternatives. By August 2019, Vista will distinguish course activities that conform from those that do not conform or have not been fully tested.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Transcripts for audio and media are available to the instructor within the Resources section.
1.2.2 Captions (Prerecorded) (Level A)	Partially Supports	Videos are not provided with synchronized captions in some course activities. All activities created after 2018 will conform by August 2019. By August 2019, Vista will distinguish course activities that conform from those that do not conform or have not been fully tested.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Unless otherwise provided, transcripts for audio and media are available to the instructor within the Resources section.
1.3.1 Info and Relationships (Level A)	Partially Supports	• Some course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019. • Some content in courses published by or before 2018 may lack proper heading information. By August 2019, Vista will distinguish course activities that conform from those that do not conform or have not been fully tested.
1.3.2 Meaningful Sequence (Level A)	Supports	Reading order of different course features is correct & meaningful. Screen reader users are able to relate & understand the relationship between different UI elements from its DOM order.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	Certain activities may have individual content items that rely on selected sensory perception to complete. Alternative conformant activities that achieve substantially the same learning purpose are available as replacement.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Supports	In certain activities, color cues are used to specify correct/incorrect feedback. However, a text based correct/incorrect feedback for Tick/Cross symbol is available as an alternative for screen reader users.
1.4.2 Audio Control (Level A)	Partially Supports	Simulated (Virtual) Chat activities do not support stop / replay of audio during the activity; however, the activity can be repeated from the beginning. Vista will enable stop / replay by August 2019.
2.1.1 Keyboard (Level A)	Partially Supports	Some course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.
2.1.2 No Keyboard Trap (Level A)	Partially Supports	No keyboard trap is observed in most of the course features & course activities. However, there is an instance where screen reader focus is trapped on the 'OK' button of the 'Save' dialog.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	There is no such activity where an action is only performed with the use of a single character key. Due to this, there is no conflict between the course activities & the keyboard shortcuts of a speech recognition software.
2.2.1 Timing Adjustable (Level A)	Supports	The instructor can remove timings for timed assessments on a per student basis.
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	Certain activities may have animations or media sequences that have speed control options but not pause and resume. By August 2019, Vista will distinguish course activities that conform from those that do not conform or have not been fully tested.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There is no such flashing content available in the course activities that would cause seizures to the users.
2.4.1 Bypass Blocks (Level A)	Support	Skip to main content link is provided to bypass the repeated block of content present on the top of page.
2.4.2 Page Titled (Level A)	Supports	Different course activities have appropriate page title to specify the context/purpose of the page content.
2.4.3 Focus Order (Level A)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	No course activity requires complex or multipoint path based gestures to perform some action. Motor impaired users are able to perform different activities without any complex gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Different UI elements in the course activities are activated on UP event, which gives users a flexibility to drag the pointer away from its target area & lift it up to abort its action if accidently triggered.
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	No course activity/feature requires device or user motion to perform an action. Specific controls are provided in different activities to perform dedicated actions.
3.1.1 Language of Page (Level A)	Supports	Appropriate lang attribute is defined on the page & screen reader correctly identifies the language of the page.
3.2.1 On Focus (Level A)	Supports	No change of context is observed when UI elements of different course activities receive keyboard focus.
3.2.2 On Input (Level A)	Supports	No change of context is observed when user change the setting of input controls in different course activities.
3.3.1 Error Identification (Level A)	Supports	Error messages/ feedback are easily perceivable for assistive technology users. These error messages are easy to understand to identify the actual problem.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.
4.1.1 Parsing (Level A)	Supports	There is no compatibility concern between the assistive technologies & the course features. Users are able to perform course activities on

Criteria	Conformance Level	Remarks and Explanations
		different platforms using various assistive tools like screen readers, keyboard, high contrast etc.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	Courses do not include live media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially Supports	Descriptive audio will be available in selected courses available in August 2019.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Course content can be accessed in both portrait & landscape orientations. Content does not restrict its view in a particular orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	Appropriate labels & instructions are available in different course activities to specify the type & purpose of different form fields that accepts user input.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Some content in courses published by or before 2018 may lack proper contrast. By August 2019, Vista will distinguish course activities that conform from those that do not conform or have not been fully tested.
1.4.4 Resize text (Level AA)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.
1.4.5 Images of Text (Level AA)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.

Criteria	Conformance Level	Remarks and Explanations
[1.4.10 Reflow](#) (Level AA 2.1 only)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.
[1.4.11 Non-text Contrast](#) (Level AA 2.1 only)	Partially Supports	• Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019. • Some content in courses published by or before 2018 may lack proper heading information. By August 2019, Vista will distinguish course activities that conform from those that do not conform or have not been fully tested.
[1.4.12 Text Spacing](#) (Level AA 2.1 only)	Supports	Application provide supports for people with low vision and cognitive disabilities as it allows users to view the application content in their desired text (Letter, word, line and paragraph) spacing. We have validated this criteria using 'Steve faulkner text spacing bookmarklet' plugin and did not observe any unexpected behavior.
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only)	Partially Supports	Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019.
[2.4.5 Multiple Ways](#) (Level AA)	Supports	Different course activities can be accessed through multiple means. For example, user can access the activity through assignment or the same can be accessed by navigating the navigation menu.
[2.4.6 Headings and Labels](#) (Level AA)	Supports	Heading and Labels provided for different elements are clear enough to understand the purpose, by which user can identify specific components within the content.
[2.4.7 Focus Visible](#) (Level AA)	Supports	Focus is clearly visible on different UI elements available in the course activities & user is able to identify the same while navigating using tab key.
[3.1.2 Language of Parts](#) (Level AA)	Partially Supports	• Some supplemental course feature pages do not fully conform. All core and supplemental course feature pages will

Criteria	Conformance Level	Remarks and Explanations
		conform by August 2019 with the exception of Partner / Live Chat, which will conform by December 2019. • Some content in courses published by or before 2018 may not meet the contrast minimum. By August 2019, Vista will distinguish course activities that conform from those that do not conform or have not been fully tested.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page.
3.2.4 Consistent Identification (Level AA)	Supports	Elements that have the same functionality across multiple web pages have same labels or same name.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages are sufficient to understand & resolve the cause of problem in different activities.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Partially Supports	By August 2019, an account registration summary page will be available for review on completion of setup.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Assessment timer does not present time to the user in a waiting state. The timer will be conformant by August 2019. Currently, instructors can turn off assessment timers for individual students.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not Evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Evaluated	
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	

Legal Disclaimer (Company)

- This document is provided for information purposes only and the contents hereof are subject to change without notice.

- This document addresses the Vista Higher Learning, Inc. ("Vista") product(s) name herein, only, and describes the extent to which each named product conforms to the Web Content Accessibility Guidelines (WCAG) 2.1 'A' and 'AA' levels as described at http://www.w3.org/TR/WCAG20/, and the applicable accessibility requirements of the technical regulations, 36 C.F.R. part 1194, which implement Section 508 of the Rehabilitation Act, 29 U.S.C. § 794d, subject to the E202 general exceptions to Section 508 of the Rehabilitation Act of 1973 codified at 36 C.F.R. 1194 App. A.E202 (2018) and available at https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#E202-general-exceptions (the "Accessibility Guidelines").

- For presentation purposes, this document uses a format similar to the Voluntary Product Accessibility Template, or VPAT®. There are three columns in the tables. The first column contains each of the WCAG 2.0 A and AA Success Criteria or Section 508 criteria; the second column indicates whether the product meets the criterion, and the third column contains remarks about the product with regard to the criterion, including known defects, if any. The information set forth in this document is based on the results of third party testing of each named product against the foregoing Accessibility Guidelines.

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- The named products are designed to be used with, and have been tested with, a Google Chrome browser version 60 or later under Microsoft® Windows combined with JAWS® 2018 or later and a Safari browser version 11 or later combined with VoiceOver under MacOS 10.6 or later. For updated system requirement information, visit https://support.vhlcentral.com/hc/en-us/articles/213224788-VHL-Central-Technical-Requirements.