Connect For Education®
OnMusic Appreciation 4th edition
Accessibility Conformance Report
International Edition

C4elink Hosted Version

Summer 2024

Name of Product/Version:

- Title: *OnMusic Appreciation 4th Edition (Index A or B versions)*
- Author: Connect4Education
- ISBN:978-0-9965838-5-5
- Version: C4Elink hosted

Report Date:

Summer 2024

Product Description:

Web

- **The *OnMusic Appreciation 4th Edition* courseware:**
  - ○ *OnMusic Appreciation 4th Edition (Index A or B) i*s customizable, web-based, digital courseware hosted in a Moodle-based learning management system.
  - ○ The course contains web pages with interactive lessons, quizzes, exams, and written assignments.
  - ○ Lesson pages also include a supplemental toolbar containing optional, interactive learning tools.

Web Based Authoring Tool

The Atto Text Editor is a web-based authoring tool embedded in written assignment pages for creating responses to the prompts. All documentation regarding authoring tools refers exclusively to the Atto editor when functioning in this capacity.

Electronic Documents

Two PDF documents are included by default in the template version of the *OnMusic Appreciation 4th Edition* course. An additional PDF electronic file of the course lesson content is available for alternate format accommodation requests. Accessibility conformance for these documents is reported under 'Electronic Documents' in all relevant tables.

Contact information:

- Phone: (703) 880–1180 extension 200
- Email: support@connect4education.com

Audit Summary

Below is a quick summary of the conformance status of the *OnMusic Appreciation 4th Edition* course across all fifty WCAG 2.1 AA Success Criteria:

- Supports: 20
- Partially Supports: 29
- Does Not Support: 1

Notes:

- Evaluation was completed from a student view.
- Evaluation was completed using the template version of the OnMusic Appreciation 4th edition course (Index A and B).
- WCAG 2.1 Level AAA conformance is not reported in this document and the tables for AAA conformance have been removed.

- *OnMusic Appreciation 4th Edition* courseware does not include or require software. The "Software" and the "Closed" reporting categories have been removed from the reporting tables.

- *OnMusic Appreciation 4th Edition* courseware does not require specific hardware. The hardware report tables have been removed from this document.

Evaluation Methods Used:

A Certified Professional in Web Accessibility familiar with the product conducted the following:

1. The Website Accessibility Conformance Evaluation Methodology was followed to define the scope and process of the evaluation: https://www.w3.org/TR/WCAG-EM/

2. The text was explored. Key pages, content, functionalities, and processes were identified.

3. A representative structured sample was selected, and random pages were selected. Note: general knowledge of the texts was also employed before a status of 'supports' was given for any specification.

4. Accessibility support for the usability of the webpage was evaluated. Successes and failures in meeting each WCAG 2.1 specification were determined and recorded.

5. The following technologies were used when evaluating each page and variation of that page:

   - Windows 11 OS, Windows 10 OS
   - Automated testing tools Axe by Deque and ANDI
   - The Color Contrast Analyzer
   - NVDA screen reader on Firefox web browser
   - NVDA screen reader on the Chrome web browser
   - Keyboard-only input on Firefox, Chrome, and Edge web browsers
   - Touch-only input on Firefox, Chrome, and Edge web browsers
   - Magnification in the browser to 200% on Firefox, Chrome, and Edge web browsers
   - Resizing and reflowing of content in a screen size of 320 CSS pixels wide by 256 CSS pixels tall on Firefox, Chrome, and Edge web browsers; or when browser zooming content to 400% in a viewport that is 1280 pixels wide

- Windows system text-resizing settings, and text spacing testing using the "Text Spacing" tool by the Paciello Group.
- Windows High Contrast Mode
6. PDF documents are tested using Adobe built-in accessibility tools and the PDF Accessibility Checker 2024 tool from Axes4.

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	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)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

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

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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 2.1 Conformance Requirements.](#)

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: In lesson pages, some issues were found regarding insufficient text alternative for non-text content: • Alternative text for top of page banner images is insufficient and does not convey the text that is pictured in the image. • A few images exist with insufficient text alternative that may not convey the full meaning and context of the images. • Two interactive animations were found on a lesson page that did not have text alternative at all. In the supplemental optional toolbar content: • Alternative text that is redundant exists in the main tool bar controls. • The Period Map, Discover Video, and the Media Hub all displayed some images or icons that did not have alternative text. On the course home page: • The top of page banner image, which is the title of the course *OnMusic Appreciation,* has no alt text. • There are many decorative icons on this page that should have empty alternative text attributes, however, these attributes contain an empty space character in the

Criteria	Conformance Level	Remarks and Explanations
		code, which is not ignored by assistive technologies. Authoring Tool: The Atto Editor supports this criterion. Electronic Docs: Non-text content has appropriate text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: In OnMusic Appreciation 4th edition, the audio-only content consists of musical selections. Audio opening from the lesson pages and the supplemental toolbar is labeled for title, and composer / performer - but an explicit and full text alternative is not always included. However, text alternatives are often included in the lesson text in the form of detailed descriptions that support the learning objectives for the course. Lyrics can also be included when relevant to the learning objectives. The Listening Guide in the supplemental tool bar and in Media Hub does contain very detailed text alternatives for select musical pieces. Please note that assessments and assignments do not contain text alternatives for musical selections as that may invalidate the activity. Assessment activities that do not require listening to audio are available as an accommodation on request of the school disability office or instructor. Authoring Tool: The Atto editor can add and display video content and audio content; and also be used to make a text alternative for this content.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Audio and video content does not exist in the course PDFs.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: At this time, all videos presented in the lesson text have accurate, human-made captions. However: • Two written assignment videos exist of musical performances that have no captions. • Some videos in the supplemental 'Discover Video' toolbar tool have auto-generated captions, or no captions at all. Discover Video can be suppressed from the course by request. Authoring Tool: Caption files can be added by authors and viewed users in synchronized video added to the pages by this tool. Electronic Docs: Video content does not exist in the course PDFs.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Authoring Tool: Supports Electronic Docs: Supports	Web: In the lesson pages: • Audio descriptions for synchronized video content are provided for some (but not all) videos presented in the lesson text. In the supplemental toolbar: • The videos in the supplemental Discover Video toolbar do not have audio descriptions or transcripts provided at this time. In written assignments: • Two written assignments contain videos that have no audio description or transcript. Authoring Tool: The Atto editor can be used to create an accessible transcript for synchronized video content. Electronic Docs: Video content does not exist in the course PDFs.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Authoring Tool: Supports Electronic Docs: Supports	Web: In some lesson pages: • Some HTML tables exist in lesson pages and the course preamble page that did not have headers or scoping. • Some tables exist only to provide a visual layout but are presented to assistive technology as data tables. • Some data relied on a visual layout alone to demonstrate the relationship between data. This content should have been in a properly structured data table. In the written assignments: • The submission status data table has no header cells and so the relationship between data is not clear. In the supplemental toolbar: • Some visual headings are not programmatic headings and vice versa. In the main menubar, there seems to be some issues with the list structure not being within a unified list element. In quizzes: • The programmatic heading level does not always match the visual level. • The heading 'Question text' was hidden visually but present programmatically. • A visual blank made with underscore characters exists in a

Criteria	Conformance Level	Remarks and Explanations
		few questions to let students know that a word is missing in the question stem and must be supplied to successfully answer the question. However, how to proceed to successfully answer these questions may not be apparent to assistive technology users. • In some assessment questions, when audio excerpts were presented as choices within the question stem, adequate programmatic labels were not provided. Authoring Tool: Correctly configured lists and headings, tables and other information structures can be created using the Atto editor. Information and relationships between elements in the tool interface are presented visually and programmatically. Electronic Docs: Information and Relationships are clear both visually and programmatically.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: In a few lesson pages, there are data structures that look like tables and visually present relationships between data. However, this content is positioned by CSS alone and the reading order is not correct. Authoring Tool: The correct sequence is programmatically determinable among the Atto editor interface and components. Electronic Docs: The course PDF documents support meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: This is a music course, and listening is an assessed activity. However, instructions provided for understanding and operating content typically do not rely solely on sensory characteristics of components; except in the case of the two eClipz commenting tool-based written assignments. Instructions for completing these two assignments refer to visual location of components. * 'The eClipz-based written assignments can be replaced with alternate assignments by instructor request.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Authoring Tool: Instructions to use the content do not rely on sensory characteristics. Electronic Docs: Use of the PDF documents content does not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: Only two minor issues were found. • At default settings, the quiz navigation block will show which questions are correct, incorrect, and unanswered. The incorrect (red) and incomplete (white) statuses rely on color coding. • Some links in text on the 'Course Preamble' page rely on to distinguish them from the surrounding text. • The 'Forgotten username or password' link on the login page uses color alone to indicate a call to action. Authoring Tool: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Also, compliant content can be created with this authoring tool, such as underlined links.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: The use of color alone is not used to convey information in course PDF documents.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Automatically playing content is not present in the course content. Authoring Tool: Audio in the authoring tool does not automatically play. Content can be created that does not automatically play audio. Electronic Docs: Audio is not included in the course documents.

Criteria	Conformance Level	Remarks and Explanations
[2.1.1 Keyboard](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: Please note that while the lesson page content and audio works well with the keyboard, issues exist within the supplemental toolbar resources, assessment audio, and written assignment audio. See additional details below. In lesson pages: • Most of the required lesson content can be accessed using the keyboard. However, there are multiple issues within the supplementary tool bar tools related to operating this content using the keyboard alone. In written assignments: • The control to expand saved/submitted online text entries for written assignments could not be operated with the keyboard alone. • The Discover Music Player included in one written assignment cannot be fully controlled by the keyboard alone. In quizzes and exams: • When feedback is permitted in the quiz settings, the quiz navigation block question links contain helpful 'correct' and 'incorrect' tooltips that appear on mouse hover but could not be accessed with the keyboard alone. • The Discover Music Player, which is used to provide some quiz/exam audio examples, cannot be fully operated with the

Criteria	Conformance Level	Remarks and Explanations
		keyboard alone. (It could be operated with the screen reader.) On the course home table of contents page: • Modules cannot be opened to reveal individual page links by using the keyboard alone. In the course-wide main menu bar: • The notifications 'mark all as read' and 'preferences' controls cannot be accessed using the keyboard alone. • The messages 'new message', 'mark all as read' and 'preferences' controls cannot be accessed using the keyboard alone. Authoring Tool: Interactive controls and content are keyboard accessible. Electronic Docs: Operation with the keyboard is supported, as needed, in course documents.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: • A keyboard trap can exist under some circumstances within the Discover Music Player in both written assignments and quiz pages. • A keyboard trap exists in the toggle open/close collapsed menu bar button on the login page only. Keyboard focus cannot proceed through this button.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• Authoring Tool: Keyboard traps were not detected. Electronic Docs: Keyboard traps do not exist in the course documents.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: The supplementary Discover Video tool in the toolbar of this course, and a few select lesson pages, utilize YouTube videos. The YouTube video player uses letter-only (including upper- and lower-case letters) shortcuts that cannot be turned off. Character key shortcuts are in effect only when the YouTube window has focus and the user has made an initial interaction with the player. All other content in the course was found to support the Character Key Shortcut criterion. Authoring Tool: Supports, keyboard shortcuts are not character key-only and can only be used when the authoring tool interface has focus and text content is selected. Electronic Docs: No character key shortcuts are used.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: By default, time limits are present in the course only during exams, which is an essential exception. Authoring Tool: Time limits are not used or created by the editor tool. Electronic Docs: Time limits are used in the course documents.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: Moving, blinking, content is not present. In timed exams and quizzes, an auto-updating timer is at the bottom of the page, but it is not presented in parallel with the other content. Only exams timed by default. Authoring Tool: Moving, blinking, or auto-updating content is not present.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Flashing content is not present. Authoring Tool: Flashing content is not present. Electronic Docs: Flashing content is not present.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Partially supports Authoring Tool: Supports Electronic Docs: Does not apply	Web: Many pages within the course have skip links to skip repeated structures. However: • The lesson pages do not have skip links to bypass the main menu bar or the repeated toolbar content. • There are two supplementary toolbar pop-up tools that have lengthy navigational structures that should have a bypass mechanism. Authoring Tool: The toolbar interface of the editor can be tabbed over with one tab key press, when desired. The toolbar interface utilizes arrow navigation. Electronic Docs: Does not apply to PDF documents.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: All pages were titled except the eClipz commenting tool page that appears in an iFrame within 2 written assignments. The eClipz-based written assignments can be replaced with alternate assignments by instructor request. Authoring Tool: The Atto editor is embedded in a parent page that is titled. Electronic Docs: Course documents are titled.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: • In the supplemental tool bar, not all Media Hub elements maintain proper focus order during interactions. • In written assignments, focus order for updated page content is not fully managed when interacting with buttons such as "Add Submission', 'Submit', and "Edit Assignment'. Focus order may not be maintained when interacting with the Discover Music Player to listen to the assignment audio examples. • In quiz questions that entail listening to an audio example, the Discover Music Player does not maintain proper focus order.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: Supports, focus order is logical. Electronic Docs: Focus order is maintained in a logical way.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: Most links have a clear purpose throughout the course. However, the following issues were noted: In the lesson pages: - There is one blank link in the course preamble page. - There was a blank link randomly found within a lesson page. In the supplementary toolbar: - There are sometimes multiple blank links in the supplementary toolbar pop-up windows. These links exist to send keyboard focus back to the top of the modal window close button, but they have no accessible or visible name. - The Media Hub tool has several blank links, mostly related to the Playlist feature. In written assignments: - In the non-default view for file submissions in written assignment pages, there is one non-functioning link with no accessible name appearing. Authoring Tool: Supports Electronic Docs: The purpose of links is clear.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: Multipoint or path-based gestures are not required. Authoring Tool: Multipoint or path-based gestures are not required. Electronic Docs: Multipoint or path-based gestures are not required.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: The down-event of the pointer is not used to execute any part of functions. Authoring Tool: The down-event of the pointer is not used to execute any part of functions. Electronic Docs: The down-event of the pointer is not used to execute any part of functions.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document)	Web: Partially supports Authoring Tool: Supports: Electronic docs: Supports	Web: Only two minor issues were found: • C4Elink logo image is a link to the dashboard with the accessible name "logo home" but the text in the logo image reads 'C4Elink'.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		• On the student "User Report" (gradebook) page: the input element that is visually labeled 'User Report' has the accessible name of 'Grade Report'. • The linked table of contents on lesson pages displays text that is inconsistent with its accessible name. T Authoring Tool: For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Electronic docs: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: Motion does not activate content. Authoring Tool: Motion does not activate content. Electronic Docs: Motion does not activate content.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 2.4.2 • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: Lesson pages, quizzes, exams, and written assignments have page language correctly specified. However, some issues exist within the integrated supplemental resources: • There are a few iFramed pages containing animations with no language attribute. • The Media Hub resource in the supplemental toolbar does not have page language specified on all pages. • The OnMusic Dictionary resource linked in many of the lesson pages to provide definitions of terms does not have page language specified on all pages. Authoring Tool: This tool is embedded in a parent page with a default language correctly specified. Electronic Docs: Document language is correctly specified for all course documents.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: For almost all the content, there is no issue with focus changing context. However: • The supplementary toolbar tool 'Test Yourself' has an issue with changing context on focus of radio buttons for keyboard only users. • A dropdown list-box displaying a linked table of contents is provided on most pages to make navigation more convenient. If this dropdown list-box is opened, and any new page link is

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		focused with the keyboard, upon closure of the box or upon pressing the escape key, the list-box initiates a change of context by opening a new page. This widget should not change context on focus out, only on deliberate user input. *Note: Keyboard only users can bypass this list box by simply tabbing over without opening it to avoid changing page context. Authoring Tool: When any component receives focus, it does not initiate a change of context. Electronic Docs: In the course documents, when any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: Context does not unexpectedly change on input. Authoring Tool: Supports Electronic Docs: User input is not required within the course documents.

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Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. Authoring Tool: Automatic errors are not detected. Electronic Docs: Supports
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: Labels and instructions are almost always provided. However: • The drop-down table of contents list of page links that is available on most pages of the course is a list-select element with no visible label. • On a few assessment questions, underline characters were used to present a visual (but not programmatically available) 'blank' input to students to indicate that a missing word must be supplied. • In the eClipz written assignments, the post a comment box is an unlabeled input field. • In the eClipz written assignments, the checkbox 'Link comment to current time' is an unlabeled

Criteria	Conformance Level	Remarks and Explanations
		checkbox. The label is only visually associated with the input. Authoring Tool: Visible labels are provided. Electronic Docs: User input is not required in the course PDF documents.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Not applicable to PDF documents.	Web: A few minor, low-level parsing warnings were detected with no disruption to functionality. Authoring Tool: No parse errors detected. Electronic Docs: Not applicable

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: In lesson pages: In the supplemental toolbar: • The close button in the Test Yourself tool pop-up has no accessible name. • The Discover Music video slide selection list contains links with no accessible name. • The Down Center tool pop-up is contained in an untitled iFrame element. • The Media Hub tool has several blank links, mostly related to the Playlist feature. There are also multiple controls such as the share button, the search button, and the help button with no accessible name. • The Listen to Lecture player is missing an accessible name for the progress bar. The progress bar and the volume bar are missing an aria role for aria-valuenow. In assessments and written assignments: • The 'Flag this question' control in assessments is in a live region causing it to interrupt the page reading by assistive technology. This control should not be in a live region. • Feedback to student responses to quiz questions is added to the quiz attempt page after submission of a response, but

Criteria	Conformance Level	Remarks and Explanations
		this new content is not in a live region, nor is it one tab click away. This could cause the feedback to be missed by some assistive technology users. • When a student submits a blank answer and gives no response to a quiz/exam question, the error status is in text but not announced to assistive technologies. • The Discover Music Player open/close toggle control has a vague accessible name 'toggle' that does not define its purpose. • When audio examples are provided, the Discover Music Player progress bar is missing an accessible name and aria roles. • The eClipz written assignments, the videos and eClipz commenting tool are contained within an untitled iFrame element. • In the eClipz assignments, the create comment button and the 'Link comment to current time' checkbox have no accessible name. Authoring Tool: The names, roles, and value of components can be programmatically determined. Electronic Docs: Names, roles, and values of content within the course documents are appropriate.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: Live media is not presented. Authoring Tool: Live media is not presented by the Atto editor and is beyond the functionality of the Atto editor. Electronic Docs: Live media is not presented.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Does not support Electronic Docs: Supports	Web: • Some videos in the lesson pages offer audio descriptions. Not all videos currently offer audio descriptions at this time. • Videos in the supplementary tool bar tool 'Discover Video' do not offer audio descriptions. The Discover Video tool can be suppressed by instructor request. Authoring Tool: Audio descriptions cannot be added to synchronized video media or displayed with the Atto editor. Electronic Docs: Synchronized video content is not included in the course documents.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: Orientation is not restricted in the content. Authoring Tool: Orientation is not restricted in the Atto editor interface or the parent page where it is embedded. Electronic Docs: Orientation is not restricted in the course PDF documents.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: The C4Elink login page supports this criterion. Other input fields collecting personal information about the user were not found within the course. Authoring Tool: Input fields collecting information about the user are not present in the Atto editor. Electronic Docs: User input is not required within the course documents.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partial Support Authoring Tool: Supports Electronic Docs: Supports	Web: In the course pages: • The course preamble page has multiple contrast insufficiencies. • Some text in the supplemental tool bar pop-up tools, including the Test Yourself tool, the Period Map, and the Media Hub, do not meet contrast requirements. • Multiple links on the User Report student grade page fail contrast requirements. • The 'skip to main content' skip link fails contrast requirements on all pages where it exists. • On the C4Elink login page, the invalid login error text has insufficient contrast with the background. • In the main menu bar for the course, contrast errors for the mouse over or keyboard focus states exist. In written assignments: • "Add submission", "Submit assignment", "Save changes", and "Continue" buttons had insufficient contrast. • The "Comments" link, the "Files" link, and the "Accepted file types" extension listings had insufficient contrast. • The title of the currently playing selection on the interface of the Discover Music Player has insufficient color contrast.

Criteria	Conformance Level	Remarks and Explanations
		• Multiple links to the audio player do not meet contrast requirements. In quizzes / exams: • Some quiz control buttons, such as "Start attempt", "Submit", and "Next" have insufficient contrast. • Some links such as "Review and finish attempt" have insufficient contrast. • In a few quizzes, the title and composer information on the interface of the Discover Music Player has insufficient color contrast. Authoring Tool: Users can check contrast in content created by the Atto editor by using the 'Accessibility checker' option. Electronic Docs: Supports
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Note: Some issues with resizing the content do exist. • There are issues with some of the supplemental toolbar content successfully resizing while remaining scrollable. Keyboard only users may experience additional trouble with scrolling re-sized supplemental toolbar tool content due to keyboard

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		navigation limitations with the content. • The supplementary tools 'Listening Guides' and 'Composer Guides' should be opened from the 'Media Hub' tool to achieve better usability with 200% browser zoom. • The next and previous page navigation buttons can disappear from pages when the text is resized to 200% Authoring Tool: Content resizes, including the icons on controls. Electronic Docs: Course PDF documents can increase magnification to 200% with no loss of usability.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: Only exempted images of text were found, such as a logotype and top of page banners that contain significant other image content besides an image of text. Authoring Tool: Text is used to convey information rather than images of text, except for allowed content. Electronic Docs: Only select exempted images of text were found, such as a logotype and top of page banners that contain significant other image content besides an image of text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does not support Authoring Tool: Supports Electronic Docs: Supports	Web: Issues with reflow exist, as seen when testing the content at 400% zoom at a viewport resolution of 1280 pixels; or when vertical scrolling the content at a width equivalent to 320 CSS pixels. • Some tools in the supplemental toolbar pop-ups may display with cut-off content that cannot be scrolled into view or may require two-dimensional scrolling. (Keyboard-only users would likely have trouble with scrolling the toolbar content). • The top of page button and the "Help" widget might float over lesson content and inhibit using the reflowed content. • The lesson text page is justified using CSS and so presents uneven gapping in between words when zoomed or in mobile view. • In some cases, the next and previous page navigation buttons can disappear from the course pages when the content is zoomed to 400%. • The submit button covers part of the password field during reflow. Authoring Tool: Supports, reflow is acceptable. Electronic Docs: The course documents can reflow.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially supports Authoring Tool: Does not support Electronic Docs: Supports	Web: • The next, previous, and top of page navigational buttons have insufficient contrast. • Some of the audio player controls on the Discover Music Player have insufficient contrast. • Some of the Listen to Lecture player interface components have insufficient color contrast. • In the written assignment pages, file picker icons that help operate the submission functions fail non-text contrast requirements. • The Period Map interface in the supplementary toolbar has insufficient contrast in its graphical presentation. • The login page submit button label icon has insufficient contrast with the button background color. Authoring Tool: Many of the controls in the Atto editor have icons on the labels that fail contrast requirements. Electronic Docs: The course documents display sufficient contrast.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Authoring Tool: Supports Electronic Docs: Not applicable	Web: The content is supportive of text re-spacing. Please note that depending on the type of tool used to respace the text, some elements of the course such as Media Hub, or iFrame content such as Listening Guides or OnMusic Dictionary, may need to be opened in a new window/ new tab to successfully re-space the text. (This is easily accomplished in the Firefox web browser). Authoring Tool: Users can re-space text within the authoring tool editing area using their own apps. The authoring tool does not restrict this. Electronic Docs: Not applicable to this type of technology.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: Certainly, most of the content supports this criterion without issue. However, some content appears on hover within the Period Map supplemental tool bar tool that is hoverable and persistent but cannot be dismissed without closing the whole map or clicking on another tooltip. Authoring Tool: The Atto editor does not use custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus. Electronic Docs: This type of content is not present in the course documents.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Supports Authoring Tool: Supports Electronic Docs: Does not apply	Web: Users can navigate the course content by using the next and previous page buttons, the drop-down linked table of contents list-box, or the navigational breadcrumbs. There is also a table of contents 'home' page for easy, centralized navigation. Authoring Tool: The Atto editor is embedded into web pages and as such does not supply a way to locate a web page within a set of web pages. Electronic Docs: This criterion does not apply to PDF documents.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: Headings and labels, when provided, were found to be descriptive, except in one case. On the course table of contents 'home' page, a top of page banner image of text with an aria role of heading displays the course title but has no alt text. Authoring Tool: The visible labels in the Atto editor toolbar are icons. The icons that are used are common ones for the functions they represent. The title elements and alt text for these control icons are descriptive and provide descriptive accessible names for assistive technology users. Headings and labels within Atto functions are descriptive when they are provided. Electronic Docs: When headings and labels are provided, they are descriptive.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Authoring Tool: Partially supports Electronic Docs: Support	Web: Visible focus is less visible in the Firefox web browser for non-lesson page content such as assessments, written assignments, gradebook, the course home page, and the C4Elink login page. Visible focus is far better supported in Chrome, Edge, or Safari. Authoring Tool: When using keyboard navigation in the Firefox web browser to operate the Atto Editor, focus was not visible on interactive components. Electronic Docs: A visible focus is not restricted on focusable elements within course documents.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Electronic Docs: Supports Authoring Tool: Supports	Web: Most of the course content uses the default language of the page (English) except for proper names or musical terms. However, some passages of lyrics in languages other than English did not have language tags to programmatically identify the language to assistive technology users. Some lyrics in other languages contained in the supplemental toolbar 'Listening Guides' did have appropriate language tags to aid assistive technology users. Authoring Tool: No language other than the default language of the parent web page is present. The Atto Editor can be used to manually add language tags to content with sufficient coding knowledge. Electronic Docs: Proper language tagging exists throughout the course documents to the extent that it is possible. (Tagging for ancient languages such as Latin may not be available for PDF documents).

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Supports Authoring Tool: Supports Electronic Docs: Not applicable	Web: Links that are repeated on web pages do not change order when navigating through the site. Authoring Tool: The Atto editor is embedded in pages and the navigational mechanisms of the parent page take precedence for this criterion. However, all tool controls and features are consistently repeated in each instance of the editor across the multiple pages in which the editor appears. Electronic Docs: Not applicable to PDF technologies.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Supports Authoring Tool: Supports Electronic Docs: Not applicable	Web: Labels, names, and text alternatives for content that has the same functionality are used consistently. Authoring Tool: In the Atto editor, components that have the same functionality are identified consistently on all pages on which the editor is present. Components produced by the Atto editor also have the same consistent name and functionality. Electronic Docs: Not applicable to PDF technologies.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: If an input error is automatically detected in a quiz or assignment response/submission, and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. The C4Elink login page offers an appropriate error in text to users when login fails. Authoring Tool: The Atto editor may automatically provide suggestion/ correction of some code errors such as mismatched HTML tags. Electronic Docs: User input is not required for the course PDF documents.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Authoring Tool: Supports Electronic Docs: Supports	Web: We offer academic exams and assignments, and most instructors choose to make final submissions irreversible. However, there is always a multi-part error prevention system in place to help student review and confirm their submissions. We offer system settings to instructors that can make exams and assignments more editable after submission when they feel it is appropriate for their students. Authoring Tool: An automatic saving feature helps to save user data in case internet connection is disrupted, or significant time elapses during entry. Saved data can be edited. Submission of assignments is a process that is separate from the Atto editor. Electronic Docs: The submission of user input is not required within the course PDF documents.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially supports Authoring Tool: Supports Electronic Docs: Supports	Web: • Submission of individual answers to quiz or exam questions, and the completion statuses of answered questions are not always programmatically determined through roles or other properties. Thus, some statuses may be unavailable to assistive technologies. • During the written assignment draft-saving or submission process, status alerts can be added to the page that are not programmatically determined through roles or other properties. Thus, some statuses may be unavailable to assistive technologies. Authoring Tool: The Atto editor is embedded in written assignment pages. Details for written assignments are found under 'web'. When relevant, the Atto editor does provide status messages about automatically saving content, or lost internet connections. Electronic Docs: Submission of input and other type of activity that warrants status updates are not required within the course PDF documents.

Table 3: Success Criteria, Level AAA

Notes: This table is removed. The product is not evaluated at this level of conformance.

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"Voluntary Product Accessibility Template" and "VPAT" are registered
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Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes: All content in *OnMusic Appreciation 4th Edition* is covered by the WCAG 2.0 guidelines, reported alongside the WCAG 2.1 in Table 1 and Table 2. However, the content does not completely support all WCAG 2.0 criteria. In cases where the status is less than 'supports', the Section 508 FPC criteria is mapped to the WCAG 2.0 guidelines.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	- As described in 1.1.1 Non-text content - As described in 1.2.1 Audio, Video-only - As described in 1.2.3 and 1.25 Audio description/media alternative - As described in 1.3.1 Info and Relationships - As described in 1.3.2 Meaningful Sequence - As described in 1.3.3 Sensory Characteristics - As described in 1.4.1: Use of color - As described in 2.1.1 Keyboard - As described in 2.1.2 No keyboard trap - As described in 2.4.1 Bypass blocks - As described in 2.4.2 Page titled - As described in 2.4.3 Focus order - As described in 2.4.4 Link Purpose - As described in 2.4.6 Headings and Labels - As described in 2.4.7 Focus visible - As described in 2.4.3 Focus order - As described in 2.4.4 Link purpose - As described in 3.1.1 Language of Page - As described in 3.1.2 Language of parts - As described in 3.2.1 On Focus - As described in 4.1.2 Name, role, and value

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially supports	• As described in 1.1.1 Non-text content • As described in 1.2.1 Audio, Video-only • As described in 1.2.3 and 1.25 Audio description/media alternative • As described in 1.3.1 Info and Relationships • As described in 1.3.2 Meaningful Sequence • As described in 1.3.3 Sensory Characteristics • As described in 1.4.1: Use of color • As described in 1.4.3 Contrast (minimum) • As described in 2.1.1 Keyboard • As described in 2.1.2 No keyboard trap • As described in 2.4.1 Bypass blocks • As described in 2.4.2 Page titled • As described in 2.4.3 Focus order • As described in 2.4.4 Link Purpose • As described in 2.4.7 Focus visible • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 2.4.6 Headings and Labels • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of parts • As described in 3.2.1 On Focus • As described in 4.1.2 Name, role, and value
302.3 Without Perception of Color	Partially supports	• As described in 1.4.1 Use of Color • As described in 1.4.3 Contrast (Minimum)
302.4 Without Hearing	Partially supports	• As described in 1.1.1 Non-text content • As described in 1.2.1 Audio and video-only • As described in 1.2.2 Captions • As described in 1.3.3 Sensory Characteristics • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of Parts

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Partially supports	• As described in 1.1.1 Non-text contrast • As described in 1.2.1 Audio and video-only • As described in 1.2.2 Captions • As described in 1.3.3 Sensory Characteristics • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of Parts
302.6 Without Speech	Supports	Functional performance criteria supported
302.7 With Limited Manipulation	Partially supports	• As described in 2.1.1 Keyboard • As described in 2.1.2 No Keyboard trap • As described in 2.4.1 Bypass blocks • As described in 2.4.2 Page titled • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 2.4.7 Focus visible • As described in 3.2.2 On Input • As described in 4.1.2 Name, role, and value
302.8 With Limited Reach and Strength	Supports	Functional performance criteria supported

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	• As described in 1.1.1 Non-text content • As described in 1.2.1 Audio, Video-only • As described in 1.2.2 Captions • As described in 1.2.3 and 1.25 Audio description/media alternative • As described in 1.3.1 Info and Relationships • As described in 1.3.2 Meaningful Sequence • As described in 1.3.3 Sensory Characteristics • As described in 1.4.1: Use of color • As described in 2.1.1 Keyboard • As described in 2.4.1 Bypass blocks • As described in 2.4.2 Page titled • As described in 2.4.3 Focus order • As described in 2.4.4 Link Purpose • As described in 2.4.7 Focus visible • As described in 2.4.6 Headings and Labels • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of parts • As described in 3.2.1 On Focus • As described in 4.1.2 Name, role, and value

Chapter 4: [Hardware](#)

Notes: Hardware is not included in the OnMusic Appreciation 4th Edition (Index A or B) course. Specific hardware is not required to use the course. The Chapter 4 Software table is removed.

Chapter 5: [Software](#)

Notes: Software is not included in the OnMusic Appreciation 4th Edition (Index A or B) course. Specific software is not required to use the course. The Chapter 4 Software table is removed.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Accessibility features are not required by Chapters 4 and 5. Built-in accessibility features are not provided.
602.3 Electronic Support Documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All support documentation is electronic.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Connect For Education® Technical Support can provide information about accessibility features of our products by emailing to support@connect4education.com or by calling Technical Support at 1.7038801180 ext. 200.
603.3 Accommodation of Communication Needs	Supports	Connect For Education® customers have access to electronic support by emailing support@connect4education.com or by calling Technical Support at (703)880-1180 ext. 200 Monday – Friday 9:00AM – 6:00 PM Eastern Time (USA). Our staff will adapt communication to the needs of our users. Hearing-impaired customers in the U.S. who wish to speak to a Technical Support specialist may also use a telecommunications relay service (TRS). Information about the TRS is available at: https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs. Dialing 711 will link users directly to the relay service and a CA, who will then place the call. International hearing-impaired customers should use the TRS at (605)224-1837. A Technical Support technician will respond.

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Notes:

Chapter [4: Functional Performance Statements](#) (FPS)

Notes: All content in *OnMusic Appreciation 4th Edition* is covered by the WCAG 2.1 guidelines, reported in Table 1 and Table 2. However, the content does not completely support all WCAG 2.1 criteria. In cases where the status is less than 'supports', the FPS criteria is mapped to the WCAG 2.1 guidelines.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	• As described in 1.1.1 Non-text content • As described in 1.2.1 Audio, Video-only • As described in 1.2.3 and 1.25 Audio description/media alternative • As described in 1.3.1 Info and Relationships • As described in 1.3.2 Meaningful Sequence • As described in 1.3.3 Sensory Characteristics • As described in 1.4.1: Use of color • As described in 1.4.10 Reflow • As described in 1.4.13 Content on Hover or Focus • As described in 2.1.1 Keyboard • As described in 2.1.2 No keyboard trap • As described in 2.4.1 Bypass blocks • As described in 2.4.2 Page titled • As described in 2.4.3 Focus order • As described in 2.4.4 Link Purpose • As described in 2.4.6 Headings and Labels • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of parts • As described in 3.2.1 On Focus • As described in 4.1.2 Name, role, and value • As described in 4.1.3 Status Messages

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially supports	• As described in 1.1.1 Non-text content • As described in 1.2.1 Audio, Video-only • As described in 1.2.3 and 1.25 Audio description/media alternative • As described in 1.3.1 Info and Relationships • As described in 1.3.2 Meaningful Sequence • As described in 1.3.3 Sensory Characteristics • As described in 1.4.1: Use of color • As described in 1.4.3 Contrast (minimum) • As described in 1.4.10 Reflow • As described in 1.4.11 Non-text contrast • As described in 1.4.13 Content on Hover or Focus • As described in 2.1.1 Keyboard • As described in 2.1.2 No keyboard trap • As described in 2.4.1 Bypass blocks • As described in 2.4.2 Page titled • As described in 2.4.3 Focus order • As described in 2.4.4 Link Purpose • As described in 2.4.7 Focus visible • As described in 2.4.6 Headings and Labels • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of parts • As described in 3.2.1 On Focus • As described in 4.1.2 Name, role, and value • As described in 4.1.3 Status Messages
4.2.3 Usage without perception of color	Partially supports	• As described in 1.4.1 Use of Color • As described in 1.4.3 Contrast (Minimum) • As described in 1.4.11 Non-text contrast.
4.2.4 Usage without hearing	Partially supports	• As described in 1.2.1 Audio and video-only • As described in 1.2.2 Captions • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of parts
4.2.5 Usage with limited hearing	Partially supports	• As described in 1.2.1 Audio and video-only • As described in 1.2.2 Captions • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of parts

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage with no or limited vocal capability	Supports	Functional Performance for this statement is supported.
4.2.7 Usage with limited manipulation or strength	Partially supports	• As described in 2.1.1 Keyboard • As described in 2.1.2 No Keyboard trap • As described in 2.4.1 Bypass blocks • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 2.5.3 Label in name • As described in 4.1.2 Name, role, and value
4.2.8 Usage with limited reach	Supports	• As described in 2.1.1 Keyboard • As described in 2.1.2 No Keyboard trap • As described in 2.4.1 Bypass blocks • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 2.5.3 Label in name • As described in 4.1.2 Name, role, and value
4.2.9 Minimize photosensitive seizure triggers	Supports	Functional Performance for this statement is supported.
4.2.10 Usage with limited cognition, language or learning		• As described in 1.1.1 Non-text content • As described in 1.2.1 Audio, Video-only • As described in 1.2.2 Captions • As described in 1.2.3 and 1.25 Audio description/media alternative • As described in 1.3.1 Info and Relationships • As described in 1.3.2 Meaningful Sequence • As described in 1.3.3 Sensory Characteristics • As described in 1.4.1: Use of color • As described in 1.4.3 Contrast (minimum) • As described in 1.4.10 Reflow • As described in 1.4.11 Non-text contrast • As described in 1.4.13 Content on Hover or Focus • As described in 2.1.1 Keyboard • As described in 2.1.2 No keyboard trap • As described in 2.4.1 Bypass blocks • As described in 2.4.2 Page titled • As described in 2.4.3 Focus order • As described in 2.4.4 Link Purpose

Criteria	Conformance Level	Remarks and Explanations
		• As described in 2.4.7 Focus visible • As described in 2.4.6 Headings and Labels • As described in 2.4.3 Focus order • As described in 2.4.4 Link purpose • As described in 3.1.1 Language of Page • As described in 3.1.2 Language of parts • As described in 3.2.1 On Focus • As described in 4.1.2 Name, role, and value • As described in 4.1.3 Status Messages
4.2.11 Privacy	Not applicable	The *OnMusic Appreciation 4th Edition* courseware does not provide features specifically for accessibility.

Chapter [5: Generic Requirements](#)

Notes: Not applicable to *OnMusic Appreciation 4th Edition.* This course does not utilize closed functionality components. This chapter is removed.

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Not applicable to *OnMusic Appreciation 4th Edition.* This course does not utilize ICT with Two-Way Voice Communication. This chapter is removed.

Chapter [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	Where ICT displays video with synchronized audio, there is a mode of operation on all course media players to display the available captions. Where closed captions are provided as part of the content, the ICT allows the user to choose to display the captions.
7.1.2 Captioning synchronization	Supports	The mechanism to display captions preserves synchronization.
7.1.3 Preservation of captioning	Supports	All caption data, when present, is preserved and not removed.
7.1.4 Captions characteristics	Partially supports	Not all synchronized media players in the *OnMusic Appreciation 4th Edition* course provide a way for the user to adapt the displayed characteristics of captions to their individual requirements.
7.1.5 Spoken subtitles	Does not support	A mechanism does not exist to speak subtitles aloud.
7.2.1 Audio description playback	Partially supports	Audio descriptions playback is currently supported for some *OnMusic Appreciation 4th Edition* course videos.
7.2.2 Audio description synchronization	Partially supports	Audio description, when provided, is synchronized.
7.2.3 Preservation of audio description	Does not support	Audio descriptions when present, is preserved and not removed.
7.3 User controls for captions and audio description	Partially supports	For *OnMusic Appreciation 4th Edition* course videos, user controls for captions and audio description (when available) are provided at the same level of interaction as the primary media controls.

Chapter 8: Hardware

Notes: Hardware is not required to use the *OnMusic Appreciation 4th Edition* course. This chapter is removed.

Chapter 9: Web *(see WCAG 2.x section)*

Chapter 10: Non-Web Documents

Notes: The *OnMusic Appreciation 4th Edition* course is displayed on the web by design and in practice. If a user is not able to use web pages due to a disability, we will provide them with an accessible PDF document of the text lecture content, which contains only the lesson lecture text and no interactive content. The following section refers to the accessible PDF of lecture content under those circumstances only.

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Supports	Synchronized media is not included in PDF documents.
10.6 Audio description timing	Supports	Synchronized media is not included in PDF documents.

Chapter 11: Software

Notes: Software is not included nor required to use the OnMusic Appreciation 4ᵗʰ Edition (Index A or B) course. The chapter 11 Software table is removed.

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	The *OnMusic Appreciation 4th Edition* course does not include any specific built-in accessibility or compatibility features. However, users experiencing compatibility questions issues may request additional assistance from Connect For Education®.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	The *OnMusic Appreciation 4th Edition* course does not include any specific built-in accessibility or compatibility features. However, users experiencing compatibility questions issues may request additional assistance from Connect For Education®.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Supports	Connect For Education® customers have access to electronic support by emailing support@connect4education.com or by calling Technical Support at (703)880-1180 ext. 200 Monday – Friday 9:00AM – 6:00 PM Eastern Time (USA). Our staff will adapt communication to the needs of our users. Hearing-impaired customers in the U.S. who wish to speak to a Technical Support specialist may also use a telecommunications relay service (TRS). Information about the TRS is available at: https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs. Dialing 711 will link users directly to the relay service and a CA, who will then place the call. International hearing-impaired customers should use the TRS at (605)224-1837. A Technical Support technician will respond.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: This chapter is not applicable to the *OnMusic Appreciation 4th Edition course* and is removed.

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