Connect For Education® Accessibility Conformance Report

International Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version:

Web

- OnAmerican Popular Music
- OnMusic Jazz 2nd edition
- OnMusic Rock 3rd edition

Authoring Tool:

Atto HTML editor

Software

The Spotify® desktop app and web player are evaluated.

Please note that Shockwave Flash® software is currently listed as a requirement for OnMusic Jazz. However, Shockwave Flash content is in the process of being removed from the text. Reporting on Shockwave Flash is not included on this report for that reason.

Support Documentation and Services

- Course Preamble/ Course Information – a web page in each digital text with system and software requirements, as well as technical support email and telephone information.

Product Description: A Learning Management System (web application located at URL https://lti.c4elink.org) displaying custom instances of digital textbooks for Canvas LTI integration.

Date: 12/18/2018, with updates added 12/2/2019

Contact information:

- Telephone: (703)880-1180 ext 200
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Notes:

1. Evaluation was completed from a student view of the texts.
2. Tables that were not relevant to these products have been removed from the report. Deletions have been noted in the sections where the tables were located.
3. The OnMusic Rock, OnMusic Jazz and OnAmerican Popular Music texts access the course music through the Spotify® app. A link to Spotify® is provided in the course information page of the texts. The testing of the Spotify® desktop app was conducted from the viewpoint of students using Spotify® with our texts and may not reflect other general uses of the Spotify® app.

Evaluation Methods Used:

A sighted Web Accessibility Specialist familiar with the products conducted the following:

1) The Website Accessibility Conformance Evaluation Methodology described at https://www.w3.org/TR/WCAG-EM/ was followed to define the scope and process of the evaluation.
2) The texts were explored. Key pages, content, functionalities, and processes were identified.
3) A representative structured sample was selected, and random pages were selected from the structured sample. Note: general knowledge of the texts was also employed before a status of 'supports' was given for any specification.
4) Successes and failures in meeting each WCAG 2 specification were determined and recorded. Accessibility support for the usability of webpage features was evaluated.
5) The following assistive technologies were used when evaluating each page and variation of that page:

   - NVDA screen reader on Firefox Browser
   - Keyboard only input
   - Touch only input
   - Magnification in the browser to 200%
   - Windows High Contrast mode
   - Windows Color Filtering setting

- Windows Text resizing settings.
- Automated testing with Axe by Deque

Applicable Standards/Guidelines

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

Standards / Guidelines	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)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	(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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Three textbook pages randomly selected for testing contained supplemental interactive image-based activities that did not have a text alternative. Electronic Docs: No electronic documents are present in the random sample of pages. Software: (Spotify® desktop app) Many controls are icons/images that do not have visible labels, however, these controls have appropriate labeling for the screen reader. Authoring Tool: The Atto editor supports this criterion.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (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: Does not Support Electronic Docs: Supports Software: Does Not Support Authoring Tool: Supports	Web: Our stand alone audio files of songs are labelled for title, composer, and time marks. Currently, lyrics are only provided in the text when they are relevant to the musical idea being discussed. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop app presents standalone audio files that are labeled for artist, song title, and time stamps, but without lyrics transcripts. Currently, lyrics are only provided in the text when they are relevant to the musical idea being discussed. Authoring Tool: The authoring tool does not contain audio or video only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Most course videos have open or closed captioning. Most courses that use videos that do not meet WCAG 1.2.2 are supplemental and, if needed, their inclusion in the text can be suppressed without compromising the academic integrity of the materials. OnMusic Jazz contains videos on the chapter/section introductory pages that are either not labeled as a text alternative or need captioning. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop app does not present synchronized media. Authoring Tool: The Atto editor has no multimedia.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (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: Does Not Support Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: At this time, video players used in this course do not have audio description controls, and audio descriptions are not included in the video audio. Transcripts are not provided for videos. Supplemental videos can be suppressed from the course until they are repaired, if needed. Video content is NOT included on assessments or exams. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop app does not present synchronized media. Authoring Tool: The Atto editor has no multimedia.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web)	Web: Partially supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Most pages are semantically structured and correctly provide information programmatically that is

Criteria	Conformance Level	Remarks and Explanations
• 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (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)		presented visually. However some data tables were found that did not have correct table header marking. Electronic Docs: No electronic documents are present in the random sample of pages. Software: (The Spotify® desktop app) Information, structure, and relationships presented visually were available with the screen reader. Authoring Tool: Information, structure and relationships conveyed visually are also presented programmatically.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: The reading and navigation order (determined by code order) of the text is logical and intuitive. Electronic Docs: No electronic documents are present in the random sample of pages. Software: (The Spotify® desktop app) Information is presented in a meaningful order for all user. Authoring Tool: The correct sequence is programmatically determinable among the Atto editor interface and components.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components. Electronic Docs: No electronic documents are present in the random sample of pages.

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)		Software: Use of The Spotify® desktop app does not include reliance on sensory characteristics. Authoring Tool: Sensory characteristics are not needed to understand or operate the Atto editor.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Some links were found in tsupporting pages that rely on color alone. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop app does not use color to identify controls or differentiate between controls Authoring Tool: Color alone is not used to convey information.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: All audio is started by user input and does not proceed automatically Electronic Docs: No electronic documents are present in the random sample of pages. Software: Audio played by the Spotify® desktop app proceeds only when the user elects to play audio. Authoring Tool: No audio proceeds automatically in the Atto editor.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (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 Software: Does Not Support Authoring Tool: Supports	Web: Most keyboard accessibility failures are related to the supplemental interactive components of the text. While these problems are being repaired, C4E is happy to provide fully accessible pdf documents of the lecture text. We also can send the "Listen To Lecture" component via audio file download. Course music audio for some of our titles is also available via download. Electronic Docs: No electronic documents are present in the random sample of pages Software: The Spotify® desktop application has player controls that can be reached using only the keyboard, however, the focus on the input controls is completely invisible- which makes them very difficult to use. The volume sliders cannot be controlled with the keyboard. As an alternative, the Spotify® web player controls are accessible when playing our course audio. Authoring Tool: All functionality of the content is operable through a keyboard interface.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Partially Supports	While a few existing problems of keyboard inaccessibility is being repaired, C4E is glad to provide fully accessible pdf documents of the lecture text. We also can send the "Listen to Lecture" component via audio file download. Course audio for some of our titles is also available via download. Electronic Docs: No electronic documents are present in the random sample of pages

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		Software: No keyboard traps were found when using the Spotify® desktop application. Authoring Tool: No keyboard traps are present.

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.17 (Web)
    • 10.2.17 (non-web document)
    • 11.2.1.17 (Software)
    • 11.2.2.17 (Closed Software) – Does not apply
    • 11.6.2 (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
	Software: Supports
	Authoring Tool: Supports
		Web: Adjustable timing is particularly relevant to our exams. Our settings provide ways to fully adjust or remove timing constraints for classes or individual students.
		
		Electronic Docs: No electronic documents are present in the random sample of pages
		
		Software: The Spotify® desktop application does not use timing mechanisms.
		
		Authoring Tool: The Atto editor does not use timing mechanisms.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.18 (Web)
    • 10.2.18 (non-web document)
    • 11.2.1.18 (Software)
    • 11.2.2.18 (Closed Software) – Does not apply
    • 11.6.2 (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
	Software: Supports
	Authoring Tool: Supports
		Web: Our texts do not include moving, blinking, scrolling, or auto updating content.
		
		Electronic Docs: No electronic documents are present in the random sample of pages
		
		Software: The Spotify® desktop application does not contain anything that moves, blinks, scrolls, or auto updates content.
		
		Authoring Tool: The Atto editor does not contain anything that moves, blinks, scrolls, or auto updates content.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Our texts do not contain anything that flashes more than three times in any one second period Electronic Docs: No electronic documents are present in the random sample of pages Software: The Spotify® desktop application does not contain anything that flashes more than three times in any one second period. Authoring Tool: The Atto editor does not contain anything that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (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 Electronic Docs: Supports Software: Does Not Apply Authoring Tool: Supports	Web: Pages have a skip links to pass over repeated blocks of navigation. Pages have headings. Some pages have multiple landmarks or other semantic structures useful for screen reader navigation. Electronic Docs: No electronic documents are present in the random sample of pages. 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.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Supports	Web: All content pages were titled. A few pages that load during multi – step processes do not have a title. However, while this is being repaired, users can rely on the heading on the pages to provides the purpose.

Criteria	Conformance Level	Remarks and Explanations
11.2.2.21 (Closed Software) – Does not apply 11.6.2 (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)		Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop application is titled for screen reader users. However, no title is seen when opening the app. Other views (such as 'browse' and 'radio' are titled in this app – although these views are not needed to play course audio.) Authoring Tool: This tool is embedded in another page and utilizes the parent page name.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.22 (Web) 10.2.22 (non-web document) 11.2.1.22 (Software) 11.2.2.22 (Closed Software) – Does not apply 11.6.2 (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 Software: Partial Support Authoring Tool: Supports	Web: In most cases, the sequence of navigation within the pages preserves meaning and operability. However, some issues exist, mostly in the supplemental material that opens from the toolbar. Electronic Docs: No electronic documents are present in the random sample of pages. Software: Focus on the Spotify® desktop application music player controls will sometimes 'jump' to other controls unexpectedly. Authoring Tool: Components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Most of our links show their purpose in the link text, or with aria-labeling. However, a few unlabeled links were detected in the supplemental content. Electronic Docs: No electronic documents are present in the random sample of pages

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Software: In the Spotify® desktop app, link names are present and show their purpose. Authoring Tool: All components are clearly labeled for purpose.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Language attributes are missing in a few supplemental sub-pages seen through iframes. Parent pages contain proper language elements. Electronic Docs: No electronic documents are present in the random sample of pages. Software: When testing the Spotify® desktop app with course audio, language was found to be provided as required. Authoring Tool: The authoring tool is embedded in pages with a language attribute.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: When any component receives focus, it does not initiate a change of context Electronic Docs: No electronic documents are present in the random sample of pages Software: In the Spotify® desktop app, when any component receives focus, it does not initiate a change of context Authoring Tool: When any component receives focus, it does not initiate a change of context

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Entering data or selecting a form control has predictable effects in our texts. Electronic Docs: No electronic documents are present in the random sample of pages Software: Changing the setting of any user interface component in the Spotify® desktop app does not automatically cause a change of context Authoring Tool: Changes in the value of user interface components does not result in unexpected changes to the page.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (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 Software: Partially Supports Authoring Tool: Supports	Web: In assessments, specific error messages are provided when blank answers are submitted or when other steps in the assessment procedure are violated. However, assessments in this text do not offer error identification for user input BEFORE the assessment question is submitted, to maintain the integrity of the assessment results. After questions are submitted, feedback can be provided for user input, depending on the settings instructors choose to enable. Electronic Docs: No electronic documents are present in the random sample of pages Software: When the login form is submitted with one or more blank fields in the Spotify® desktop app, no error message is given. Other errors are correctly identified and reported to the user. Authoring Tool: This tool does not have automatic error detection.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (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 Software: Partially Supports Authoring Tool: Supports	Web: An incorrectly labeled form element was found. Incompletely labeled interface controls in supplemental content are currently under repair. Electronic Docs: No electronic documents are present in the random sample of pages. Software: In most cases, descriptive labels are present on the Spotify® desktop app user interface controls Authoring Tool: Interactive elements requiring user input have descriptive labels
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Low impact parsing errors have been identified in about a third of the pages/processes: relating to multiple static elements associated with the same ID and improperly nested list elements. Electronic Docs: No electronic documents are present in the random sample of pages. Software: No parsing errors were detected in the Spotify® desktop application during testing. Authoring Tool: Supports, no parsing errors found.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software)	Web: Partially Supports Electronic Docs: supports Software: Partially Supports Authoring Tool: Supports	Web: For most user interface components the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents. A few issues were found such as the Listen to Lecture Player is

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (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)		missing some aria-roles. Also, some iFrames were found to not have titles. Electronic Docs: No electronic documents are present in the random sample of pages. Software: In the Spotify® desktop app, the volume slider control is not usable by the keyboard or screenreader. Only mute and unmute is available for these users. Volume level cannot be determined or changed in the Spotify® desktop app. Authoring Tool: For any user interface components: the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

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 • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Live audio is not present in the texts. Electronic Docs: No electronic documents are present in the random sample of pages. Software: Live media is not present when playing course audio (Spotify® desktop app) Authoring Tool: The authoring tool does not display live media.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (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: Does Not Support Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: At this time, video players used in this course do not have audio description controls, and audio descriptions are not included in the video audio track. If needed, supplemental videos can be suppressed from the course. Video content is supplemental and not assessed on exams or quizzes. Electronic Docs: No electronic documents are present in the random sample of pages. Software: Prerecorded video content in synchronized media is not presented in the Spotify® desktop app. Authoring Tool: The authoring tool does not display pre-recorded audio.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (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 Software: Partially Supports Authoring Tool: Supports	Web: Some contrast errors are present and being evaluated for repair. In the meantime, users that are adversely affected may wish to use Windows high contrast mode. All pages tested support high contrast mode. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop application have insufficient contrast on the Play button, and in the "ConnectBar" element. Authoring Tool: No contrast errors were found.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (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 Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: All essential lecture content can be magnified to 200% with browser zoom with no deleterious effect. Some supplemental content that opens in popup windows is off the screen when zoomed to 200%. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop application user interface is usable when magnified to 200% (tested with Windows Magnifier) Authoring Tool: The Atto editor supports magnification to 200% browser zoom.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: The main banner image on course home pages, which bears the course title, is an image of text. Each lesson page contains a banner image with the chapter title implemented with an image of text. Electronic Docs: No electronic documents are present in the random sample of pages. Software: No images of text were found when testing Spotify® desktop application with the course audio. Authoring Tool: The Atto editor does not use images of text.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports Software: Not Applicable	Web: Users can navigate this web-based digital textbook by next or previous page buttons, the drop-down page list box, breadcrumbs, and the course homepage list of page links.

Criteria	Conformance Level	Remarks and Explanations
11.2.2.24 (Closed Software) – Does not apply 11.6.2 (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		Electronic Docs: No electronic documents are present in the random sample of pages. Authoring Tool: This tool is embedded in the written assignment pages and occupies only a portion of one page. It is not a web page within a set of web pages except where the Web Page is the result of, or a step in, a process. The Atto editor therefore is not judged by this criterion.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.25 (Web) 10.2.25 (non-web document) 11.2.1.25 (Software) 11.2.2.25 (Closed Software) – Does not apply 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: When headings and labels are provided, they are descriptive. Electronic Docs: No electronic documents are present in the random sample of pages. Software: When headings and labels are provided in the Spotify® desktop app, they are descriptive. Authoring Tool: When provided, labels describe the purpose of the associated toolbar elements
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.26 (Web) 10.2.26 (non-web document) 11.2.1.26 (Software) 11.2.2.26 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Supports	Web: The browser default focus indicator is not disabled for pages. Some interactive items have additional focus and/or hover indicators. Cursors appear in input fields. However, a few items in the assignment pages were found to need better visible focus indicators. Electronic Docs: No electronic documents are present in the random sample of pages.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		Software: Focus is not visible on the Spotify® desktop app player controls when navigating with only the keyboard. Authoring Tool: Default browser focus is not disabled for the Atto editor user interface.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (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 Software: Supports Authoring Tool: Supports	Web: Passages of language other than the default language of the page were not found in the evaluation sample. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop app supports this specification. Authoring Tool: No language other than the main language listed in the language attribute of the parent page is present.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (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 Electronic Docs: Supports Authoring Tool: Supports Software: Not Applicable	Web: Navigation links that are repeated on web pages do not change order when navigating through the site. Electronic Docs: No electronic documents are present in the random sample of pages. Authoring Tool: Navigation is consistent.

Criteria	Conformance Level	Remarks and Explanations

3.2.4 Consistent Identification (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.32 (Web)
   • 10.2.32 (non-web document) – Does not apply
   • 11.2.1.32 (Software) – Does not apply
   • 11.2.2.32 (Closed Software) – Does not apply
   • 11.6.2 (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
	Electronic Docs: Supports
	Software: Not Applicable
	Authoring Tool: Supports
		Web: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless the user initiates a change.
		
		Electronic Docs: No electronic documents are present in the random sample of pages.
		
		Authoring Tool: Navigation is consistent

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.35 (Web)
   • 10.2.35 (non-web document)
   • 11.2.1.35 (Software)
   • 11.2.2.35 (Closed Software) – Does not apply
   • 11.6.2 (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
	Software: Does Not Support
	Authoring Tool: Supports
		Web: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of an assessment.
		
		Electronic Docs: No electronic documents are present in the random sample of pages.
		
		Software: Text descriptions to identify incomplete required fields was not available on the login page of the Spotify® desktop app.
		
		Authoring Tool: This tool does not provide error suggestions; however, it does automatically correct some code errors such as mismatched HTML tags without providing notice.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: A mechanism is available for reviewing, confirming, and correcting assessments and assignments before finalizing the submission. (For

Criteria	Conformance Level	Remarks and Explanations
• 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (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)		assessments only: this is true if the professor chooses to enable these settings) Additionally, if an input error is detected (via client-side or server-side validation), suggestions are provided for fixing the input in a timely and accessible manner. Electronic Docs: No electronic documents are present in the random sample of pages. Software: No legal or financial transactions are needed to play course audio on the Spotify® desktop app. 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.

Table 3: Success Criteria, Level AAA – Not evaluated

Notes: This table has been removed. Level AAA of the WCAG 2.0 standards was not evaluated.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: All content in these courses are covered by the WCAG 2.0 guidelines. However, the content does not completely support all WCAG 2.0 criteria. In cases where the status is less than 'supports', the FPC criteria is mapped to the WCAG 2.0 guidelines.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partial Supports	•As described in 1.1.1 Non-text Content, Non-text content exists on multiple pages that needs alternative text. •As described in 1.3.1 Info and Relationships, data tables in some pages do not have table headers. •As described in 2.1.1 Keyboard, some supplemental interactive components are not keyboard accessible. •As described in 2.4.3 Focus Order, some supplemental tool content does not manage focus order correctly. The essential lecture content in the audit sample passed this criterion. •As described in 2.4.4 Link Purpose, most of our links show their purpose in the link text, or with aria-labeling. •As described in 4.1.2 Name, Role, Value: A few interface components were found that did not have complete aria-roles and values. iFrames were found that did not have titles.
302.2 With Limited Vision	Partially Supports	•As described in 1.1.1 Non-text Content, most of our pages support this criterion, however, non-text content exists on multiple pages that needs alternative text. •As described in 1.4.3 Sufficient Contrast, multiple contrast errors exist throughout the pages tested.
302.3 Without Perception of Color	Partially Supports	As described in 1.4.1: Some links were found in supporting pages that rely on color alone.
302.4 Without Hearing	Partially Supports	•As described in 1.2.1, our stand-alone audio files of songs are labelled for title,

Criteria	Conformance Level	Remarks and Explanations
		composer, and time marks. Currently, lyrics are only provided in the text when they are relevant to the musical idea being discussed. •As described in 1.2.2, most course videos have open or closed captioning. Most courses that use videos that do not meet WCAG 1.2.2 / Section 508 standards are •As described in 1.2.2, most course videos have open or closed captioning. Most courses that use videos that do not meet WCAG 1.1.2 / Section 508 standards are supplemental and, if needed, their inclusion in the text can be suppressed without compromising the academic integrity of the materials. OnMusic Jazz contains videos on the chapter/section introductory pages that are either not labeled as a text alternative or need captioning.
302.5 With Limited Hearing	Partially Supports	•As described in 1.2.1, our stand-alone audio files of songs are labelled for title, composer, and time marks. Currently, lyrics are only provided in the text when they are relevant to the musical idea being discussed. •As described in 1.2.2, most course videos have open or closed captioning. Most courses that use videos that do not meet WCAG 1.1.2 / Section 508 standards are supplemental and, if needed, their inclusion in the text can be suppressed without compromising the academic integrity of the materials. OnMusic Jazz

Criteria	Conformance Level	Remarks and Explanations
		contains videos on the chapter/ section introductory pages that are either not labeled as a text alternative or need captioning.
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	•As described in 2.1.1 Keyboard, some supplemental interactive components are not keyboard accessible. •As described in 2.4.3 Focus Order, in most cases, the sequence of keyboard navigation within the pages preserves meaning and operability. However, some issues exist, mostly in the supplemental material that opens from the toolbar.
302.8 With Limited Reach and Strength	Partially Supports	•As described in 2.1.1 Keyboard, some supplemental interactive components are not keyboard accessible. •As described in 2.4.3 Focus Order, in most cases, the sequence of keyboard navigation within the pages preserves meaning and operability. However, some issues exist, mostly in the supplemental material that opens from the toolbar.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	•As described in 2.4.4 Link Purpose, most of our links show their purpose in the link text, or with aria-labeling. However, some links exist in supplemental content that are not labeled.

Chapter 4: Hardware – Not applicable

Notes: This chapter has been removed. Specific hardware is not required to use Connect For Education® digital texts.

Chapter 5: Software

Notes: This section is relevant only to the Spotify® Desktop App and its use with Connect For Education® course audio.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Partially Supports	The Spotify® Desktop App was found to be compatible with The Windows operating system and Firefox and Chrome browser accessibility features configured by the user in all situations tested. However, Windows High Contrast settings did not work in this software. Also, NVDA could not open the 'Elements List' in this app.
502.2.2 No Disruption of Accessibility Features	Partially Supports	The Spotify® Desktop App was found to be compatible with The Windows operating system and Firefox and Chrome browser accessibility features configured by the user in all situations tested. However, Windows High Contrast settings did not work in this software. Also, NVDA could not open the 'Elements List' in this app.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Roles, states, and descriptions of user interface elements are provided to Assistive Technologies except for the progress bar and volume slider in the playback controls. These controls are not accessible by keyboard and so their roles, states and values cannot be determined.
502.3.2 Modification of Object Information	Supports	The software uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies.
502.3.3 Row, Column, and Headers	Supports	Data tables are not present.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Partially Supports	Roles, states, and descriptions of user interface elements are provided to Assistive Technologies except for the progress bar and volume slider in the playback controls. These controls are not accessible by keyboard and so their roles, states and values cannot be determined.
502.3.5 Modification of Values	Partially Supports	Roles, states, and descriptions of user interface elements are provided to Assistive Technologies except for the progress bar and volume slider in the playback controls. These controls are not accessible by keyboard and so their roles, states and values cannot be determined.
502.3.6 Label Relationships	Supports	All components that can be reached by the keyboard have programmatically determinable labels.
502.3.7 Hierarchical Relationships	Supports	The user interface is constructed to include lists and other semantic structures that programmatically reveal parent / child relationships.
502.3.8 Text	Supports	Modification is permitted through system display resizing of text. (Tested on Windows)
502.3.9 Modification of Text	Supports	All objects examined could be seen and read by assistive technology as noted in 502.2.1
502.3.10 List of Actions	Partially Supports	All objects examined could be seen and read by assistive technology as noted in 502.2.1
502.3.11 Actions on Objects	Partially Supports	All objects examined could be acted on by assistive technology as noted in 502.2.1
502.3.12 Focus Cursor	Does Not Support	(The Spotify® desktop app) Focus is not visible on the audio play back components using keyboard only navigation.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	User can control system focus via assistive technology.
502.3.14 Event Notification	Partially Supports	No messages or notifications are given to screen reader users when a search query has been submitted. The login form does not reply with an alert after a form has been submitted in error. Other controls generally reply with their status when engaged by the user.
502.4 Platform Accessibility Features	Not Applicable	The software evaluated is not a platform.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Windows high contrast mode and Windows cursor size settings are not supported. However, user mouse pointer preferences, Windows Magnification tool, Windows Color Filtering and Windows text size settings are supported.
503.3 Alternative User Interfaces	Supports	The product does not have assistive technology features.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Captions are not required to play course music audio on the Spotify® Desktop App.
503.4.2 Audio Description Controls	Supports	Audio descriptions are not required to play course music audio on the Spotify® Desktop App.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The required software is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The required software is not an authoring tool.
504.3 Prompts	Not Applicable	The required software is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Applicable	The required software is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes: These support documentation and services chapter includes information on the following:

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	Not Applicable	Support documentation is completely electronic, and all aspects are addressed by the WCAG 2.0 technical.0 guidelines.
602.3 Electronic Support Documentation	Supports	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is completely electronic, and all aspects are addressed by the WCAG 2.0 technical guidelines.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Connect For Education® Technical Support can provide information about accessibility features of our products.
603.3 Accommodation of Communication Needs	Supports	Connect For Education® customers have access to electronic support through support@connect4education.com or by calling Technical Support at 1.7038801180 ext. 200. 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 http://www.fcc.gov/cgb/consumerfacts/trs.html,

Criteria	Conformance Level	Remarks and Explanations
		and a list of telephone numbers is available at https://www.fcc.gov/general/telecommunications-relay-services-directory. International hearing-impaired customers should use the TRS at +1.605.224.1837. An Technical Support technician will respond to technical issues according to the standard service request process.

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Notes:

Chapter 4: [4.2 Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Use of Connect For Education® texts is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.
4.2.2 Usage with limited vision	Partially Supports	Our essential lecture content, and most supplemental content supports the use of magnification using browser zoom to 200% for users with limited vision.
4.2.3 Usage without perception of colour	Partially Supports	Some links rely on color alone to distinguish them from surrounding text.
4.2.4 Usage without hearing	Partially Supports	Most videos essential to the courses have Closed Captions. A few supplemental videos remain un-captioned. The free-standing audio recordings of music do not have transcripts for song lyrics. However, when the lyrics are essential to the understanding of the musical concepts, lyrics are provided in the text.
4.2.5 Usage with limited hearing	Supports	Our audio is very clear, does not contain background noise, and has additional volume controls available on the media players to achieve maximum volume levels.
4.2.6 Usage without vocal capability	Supports	Vocal capability is not needed to interact with the texts. Touch, keyboard, or mouse input is functional.

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Supports	Use of our texts does not necessitate fine motor control such as path dependent gestures, pinching, twisting, tight grasping or simultaneous manual actions.
4.2.8 Usage with limited reach	Supports	These texts are not free standing or installed on specific hardware.
4.2.9 Minimize photosensitive seizure triggers	Supports	The content does not flash
4.2.10 Usage with limited cognition	Supports	The texts use adjustable timings, error indication and error fix suggestion on assessments. The texts have a logical focus order in the lecture content.
4.2.11 Privacy	Supports	When accommodations are provided to individuation students for extra time for exams, these accommodations are private to the instructor and the student. No other accessibility settings are present in the courses.

Chapter 5: Generic Requirements

Notes: Not applicable to Connect For Education® products. These products are web content and are not closed systems.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable. Connect For Education does not offer two-way voice communication. This table has been 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	When captions are available, there is a mechanism available to display the captions.

Criteria	Conformance Level	Remarks and Explanations
7.1.2 Captioning synchronization	Supports	When captions are present, the mechanism to display the captions preserves the synchronization between the audio and corresponding captions.
7.1.3 Preservation of captioning	Supports	All caption data, when present, is preserved and not removed.
7.2.1 Audio description playback	Does Not Support	Connect For Education® digital texts use video players which have no mechanism to select audio descriptions.
7.2.2 Audio description synchronization	Does Not Support	Connect For Education® digital texts use video players which have no mechanism to select audio descriptions.
7.2.3 Preservation of audio description	Does Not Support	Connect For Education® digital texts use video players which have no mechanism to select audio descriptions.
7.3 User controls for captions and audio description	Partially Supports	For Connect For Education® digital texts course videos, closed captions control is provided the same level of interaction as the primary media controls when closed captions are available. However, there is no control for audio descriptions.

Chapter 8: Hardware

Notes: Connect For Education® digital texts do not require specific hardware. Table is removed. EN 301 549 Chapter 8: Hardware specifications are not applicable.

Chapter 9: Web *(see WCAG 2.0 section)*

Notes:

Chapter 10: Non-web Documents

Notes: Connect For Education® digital texts are displayed over the web by design and practice. If a user is not able to use a web page due to a disability, we will provide them with an accessible PDF document of the text lecture content. The following section refers to the accessible PDF of lecture content under those circumstances only.

Criteria	Conformance Level	Remarks and Explanations
10.1 General	Heading cell – no response required	Heading cell – no response required
10.2 Document success criteria	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See WCAG 2.0 section	See information in WCAG section
10.2.39 Caption positioning	Supported	Accessible PDF copies of the text lecture content are 'text only' and do not contain synchronized media.
10.2.40 Audio description timing	Supported	Accessible PDF copies of the text lecture content are 'text only' and do not contain synchronized media.

Chapter 11: Software

Notes: This chapter refers exclusively to the Spotify® Desktop App and its user interface, as it is used with Connect For Education® texts to play course audio.

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	Partially Supports	Assistive technologies tested such as Windows display settings to increase text size, Windows color filtering, NVDA screen

Criteria	Conformance Level	Remarks and Explanations
		reader, touch input, keyboard-only and Windows Magnification are supported. (See WCAG 2.1.1 for keyboard exceptions). However, with NVDA screen reader, the router list of elements cannot be opened in the Spotify® Desktop App user interface. Also: Windows High contrast mode is not supported.
11.3.2.4 Assistive technology	Not applicable	The Spotify® Desktop App is not an assistive technology
11.3.2.5 Object information	Partially Supports	Roles, states, and descriptions of user interface elements are provided to Assistive Technologies except for the progress bar and volume slider in the playback controls. These controls are not accessible by keyboard and so their roles,
11.3.2.6 Row, column, and headers	Supports	Table are not created or used.
11.3.2.7 Values	Partially Supports	Roles, states, and descriptions of user interface elements are provided to Assistive Technologies except for the progress bar and volume slider in the playback controls. These controls are not accessible by keyboard and so their roles, states and values cannot be determined.
11.3.2.8 Label relationships	Supports	Elements are described semantically with labels and ids, as well as ARIA landmarks and labels where appropriate. Images have alt text. (Note: Some third-party advertisements were unlabeled iframes and images, however, these regions were clearly labeled as 'third party ad'.
11.3.2.9 Parent-child relationships	Supports	The user interface is constructed to include lists and other semantic structures

Criteria	Conformance Level	Remarks and Explanations
		that programmatically reveal parent / child relationships.
11.3.2.10 Text	Supports	Text is programmatically determinable by the accessible technologies listed as supported in 11.3.2.3.
11.3.2.11 List of available actions	Partially Supports	The list of executable actions offered by each software object is made available programmatically, listed as supported in 11.3.2.3.
11.3.2.12 Execution of available actions	Partially Supports	The Spotify® Desktop app allows assistive technology to programmatically execute available actions on objects. (See 11.3.2.3 for exceptions.)
11.3.2.13 Tracking of focus and selection attributes	Partially Supports	Spotify® Desktop App allows for the tracking of focus by those agents listed as supported in 11.3.2.3. (See WCAG 2.1.1 for keyboard-only users exceptions).
11.3.2.14 Modification of focus and selection attributes	Partially Supports	Supported, see WCAG 2.1.1 for exceptions.
11.3.2.15 Change notification	Supports	View changes are not initiated without deliberate user input on a labeled control.
11.3.2.16 Modifications of states and properties	Partially Supports	All user-set states and properties are capable of being set programmatically, including through assistive technologies listed as supported in 11.3.2.3. (See WCAG 2.1.1 for keyboard-only user exceptions).
11.3.2.17 Modifications of values and text	Partially Supports	Modifications of values and text can be made through assistive technologies listed as supported in 11.3.2.3. (See WCAG 2.1.1 for keyboard-only user exceptions).
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Not applicable	The Spotify® Desktop App is not platform software.

Criteria	Conformance Level	Remarks and Explanations
11.4.2 No disruption of accessibility features	Partially Supports	Accessibility features are supported with exceptions, as described in 11.3.2.3 Use of accessibility services.
11.5 User preferences	Partially Supports	User preference settings are supported with exceptions, as described in 11.3.2.3 Use of accessibility services.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not Applicable	The Spotify® Desktop App is not an authoring tool.
11.6.4 Repair assistance	Not Applicable	The Spotify® Desktop App is not an authoring tool.
11.6.5 Templates	Not Applicable	The Spotify® Desktop App is not an authoring tool.

Chapter 12: Documentation and Support Services

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	Support	Connect For Education® materials do not include built in accessibility features.
12.1.2 Accessible documentation	See WCAG 2.0 section	See information in WCAG 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	Accessibility information is provided by contacting us via phone or email.
12.2.3 Effective communication	Supports	Connect For Education® customers have access to electronic support through support@connect4education.com. Customers may also call Technical Support at 1.7038801180 ext.

Criteria	Conformance Level	Remarks and Explanations
		200. 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 http://www.fcc.gov/cgb/consumerfacts/trs.html, and a list of telephone numbers is available at https://www.fcc.gov/general/telecommunications-relay-services-directory. International hearing-impaired customers should use the TRS at +1.605.224.1837. An Technical Support technician will respond to technical issues according to the standard service request process.
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: This chapter is not applicable to Connect For Education® digital texts as they do not provide or need to provide Relay or Emergency Service Access. This table has been removed

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