

Connect For Education® Accessibility Conformance Report

International Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version:

Web

- OnMusic Appreciation 4th edition index A
- OnMusic Appreciation 4th edition index B
- OnAmerican Popular Music
- OnMusic Jazz 2nd edition
- OnMusic Rock 3rd edition
- OnMusic Fundamentals 3rd edition

Authoring Tool:

Moodle TinyMCE editor plugin 3.5.11

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

- <https://connect4education.com/support/#student> - Student Help Page
- 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 in a Canvas LMS integration.

Date: 12/18/2018

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
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Partially supports</p>	<p>Web: Three textbook pages randomly selected for testing contained supplemental interactive image based activities that did not have a text alternative.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>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.</p> <p>Authoring Tool: Most of the functionality of the tool supports this standard. However, the TinyMCE Editor has three input controls that are icons without names. Please note that the text equivalent of the icon is available next to the icon and provides the same function. Accessing the control panel of this rich text editor is not necessary to fulfill the assignment as it is written. Also, key board shortcuts for bold, italic, undo, etc. work in this rich text area.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Does not support Electronic Docs: Supports Software: Does Not Support Authoring Tool: Supports</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: The Spotify® desktop app presents standalone audio files that are labeled for artist, song title, and time stamps, but without lyrics transcripts.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Currently, lyrics are only provided in the text when they are relevant to the musical idea being discussed. Authoring Tool: The product has no audio or video only media.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 1.1.2 / 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 and OnMusic Fundamentals contain videos on their 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: TinyMCE editor has no multimedia.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Partially supports Electronic Docs: Supports Software: Authoring Tool: Supports	Web: All videos essential to course completion support this requirement. A small number of supplemental videos that open from the toolbar do not support this requirement. These supplemental videos can be suppressed from the course until they are repaired, if needed. Electronic Docs: No electronic documents are present in the random sample of pages. Software: The Spotify® desktop app does not present synchronized media.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		Authoring Tool: The TinyMCE editor has no multimedia.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.7 (Web) 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: The text pages are semantically structured and correctly provide information programmatically that is presented visually.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: (The Spotify® desktop app) Information, structure, and relationships presented visually were available with the screen reader.</p> <p>Authoring Tool: The Tiny MCE editor uses a properly structured layout table for the presentation of its controls.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: The reading and navigation order (determined by code order) of the text is logical and intuitive.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: (The Spotify® desktop app) Information is presented in a meaningful order for all user.</p> <p>Authoring Tool: The reading and navigation order (determined by code order) of the TinyMCE application interface is logical and intuitive.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.9 (Web) 10.2.9 (non-web document) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: Use of The Spotify® desktop app does not include reliance on sensory characteristics.</p> <p>Authoring Tool: Instructions provided for understanding and operating the TinyMCE editor do not rely solely on sensory characteristics of components.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Each link in the sample pages that is identifiable by color (hue) is visually identifiable via some other means (e.g., underlined, bolded, italicized, sufficient difference in lightness, etc.).</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: The Spotify® desktop app does not use color to identify controls or differentiate between controls</p> <p>Authoring Tool: Color is not used to identify controls in the Tiny MCE editor.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: All audio is started by user input and does not proceed automatically</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: Audio played by the Spotify® desktop app proceeds only when the user elects to play audio.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Authoring Tool: No audio proceeds automatically in the TinyMCE editor.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does not support</p> <p>Electronic Docs:</p> <p>Software: Does not support</p> <p>Authoring Tool: Does not support.</p>	<p>Web: Keyboard accessibility failures are related to the supplemental interactive components of the text. While these problems are 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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages</p> <p>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.</p> <p>Authoring Tool: The text input area is keyboard accessible. The default settings of the TinyMCE editor are automatically engaged in the text input area. The editor controls are not key board accessible. An alternative for students is to copy and paste their work into this editor from the editor of their choice – which is the process recommended in the instructions for assignments and discussions. File uploads of completed assignment papers are also an alternative.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>While a few existing problems of keyboard inaccessibility is being repaired, C4E is glad to provide</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Authoring Tool: Partially supports</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages</p> <p>Software: No keyboard traps were found when using the Spotify® desktop application.</p> <p>Authoring Tool: Keyboard access to the controls of the Tiny MCE editor is limited and focus is not trapped in any place that the focus can go when using the screen reader. However, when using only keyboard navigation, the focus is trapped and cannot go backwards out of the text input field. A workaround would be to save any input/ file attachments and reload the page to access any content prior to the input field.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages</p> <p>Software: The Spotify® desktop application does not use timing mechanisms.</p> <p>Authoring Tool: The TinyMCE editor does not use timing mechanisms.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Our texts do not include moving, blinking, scrolling, or auto updating content.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages</p> <p>Software: The Spotify® desktop application does not contain anything that moves, blinks, scrolls, or auto updates content.</p> <p>Authoring Tool: The TinyMCE editor does not contain anything that moves, blinks, scrolls, or auto updates content.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Our texts do not contain anything that flashes more than three times in any one second period</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages</p> <p>Software: The Spotify® desktop application does not contain anything that flashes more than three times in any one second period.</p> <p>Authoring Tool: The TinyMCE editor does not contain anything that flashes more than three times in any one second period.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Software: Does not apply</p>	<p>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.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		<p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Authoring Tool: Less commonly used editing controls for this application can be collapsed and hidden to make navigation within the application more convenient.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially supports</p> <p>Authoring Tool: Does not support</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>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.)</p> <p>Authoring Tool: Authoring Tool: The embedded html page containing the TinyMCE editor does not specify a title attribute. However, the iframe is titled and provides the user with an understanding of their location in the page.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partial support</p> <p>Authoring Tool: Supports</p>	<p>Web: The sequence of navigation within the pages preserves meaning and operability.</p> <p>Electronic Docs: Electronic Docs: No electronic documents are present in the random sample of pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Software: Focus on the Spotify® desktop application music player controls will sometimes ‘jump’ to other controls unexpectedly.</p> <p>Authoring Tool: The limited keyboard access that is provided in this application is in sequence and preserves meaning and operability.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does not support</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Does not support</p>	<p>Web: Most of our links show their purpose in the link text, or with aria-labeling. However, three navigational links that are common to our pages are currently in need of labelling.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages</p> <p>Software: In the Spotify® desktop app, link names are present and show their purpose.</p> <p>Authoring Tool: Three drop-down menu links are not labelled in this application. However, these links are the same as the text link directly next to them - so labelled access is provided to the drop-down menus.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Does not support</p>	<p>Web: Language attributes are missing in a few supplemental sub-pages seen through iframes. Parent pages contain proper language elements.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: When testing the Spotify® desktop app with course audio, language was found to be provided as required.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		Authoring Tool: The embedded html page containing the TinyMCE editor does not specify a language attribute. This attribute is not inherited from the parent page.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 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
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 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 a substantial change to the page.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially supports</p> <p>Authoring Tool: Does not supports</p>	<p>Web: When an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages</p> <p>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.</p> <p>Authoring Tool: The TinyMCE editor provides a way to correct errors but does not automatically detect input errors, such as accessibility errors or parsing errors.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Does not support</p>	<p>Web: Unlabeled form items in navigational structures are currently under repair in some of our pages. Incompletely labeled interface controls are currently under repair in some supplemental items.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: Labels and/ or instructions are present in the Spotify® desktop app</p> <p>Authoring Tool: TinyMCE editor is has four links among its controls with indiscernible text. NOTE: the TinyMCE editor is used optionally by students to complete assignments. The directions to compete the assignment recommend that students use their own text editor and paste their assignment text into the text input area. Further, file uploads are permitted to complete assignments.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: No parsing errors were detected in the Spotify® desktop application during testing.</p> <p>Authoring Tool: Significant HTML validation/parsing errors are avoided.</p> <p>Additional explanation:</p> <ol style="list-style-type: none"> 1) elements have complete start and end tags, 2) elements are nested according to their specifications (specifically li elements), 3) elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially supports</p> <p>Electronic Docs: supports</p> <p>Software: Partially supports</p> <p>Authoring Tool: Does not support.</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>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.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>Volume level cannot be determined or changed in the Spotify® desktop app.</p> <p>Authoring Tool: The TinyMCE editor, evaluated as it appears in our written assignment pages, is using ARIA attributes that are not allowed in its controls interface. This may cause a problem with some assistive technology users knowing what editing features they have selected. Also, aria attributes that do not conform to valid values are used. These errors may cause a problem with certain assistive technology users knowing what font family they have selected, what font-size they have selected.</p> <p>NOTE: use of the TinyMCE editor is not required to complete the assignment.</p> <p>The instructions for assignments recommend that students complete text entries on their own word processors and then copy and paste their entries into the text editor input field. As well, default values set in the interface editor control are satisfactory to complete the assignments as directed in the instructions. Further, students are permitted to upload files of their assignments completed on their own preferred software/editors instead of creating a text entry with the TinyMCE editor.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5 (Web) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Live audio is not present in the texts.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: Live media is not present when playing course audio (Spotify® desktop app)</p> <p>Authoring Tool: The authoring tool does not display live media.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: A few supplemental videos that require audio description are missing them. If needed, these supplemental videos can be suppressed from the course. They are not necessary for mastery of the text content.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: Prerecorded video content in synchronized media is not presented in the Spotify® desktop app.</p> <p>Authoring Tool: The authoring tool does not display pre-recorded audio.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Does not support</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p> <p>Authoring Tool: Does not support</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Software: The Spotify® desktop application have insufficient contrast on the Play button, and in the “ConnectBar” element.</p> <p>Authoring Tool: The TinyMCE editor icon input controls do not have adequate contrast. Further, the icon control labels are not legible in Windows high-contrast mode. However, the text input field, along with the default editor settings are compliant with this specification. The assignment recommends using the text editor of choice and copying/pasting the text into the fully accessible text input field. File upload is also a fully accessible way to complete this assignment.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partial support Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>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%.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: The Spotify® desktop application user interface is usable when magnified to 200% (tested with Windows Magnifier)</p> <p>Authoring Tool: The TinyMCE editor supports magnification to 200% browser zoom.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Text is written in HTML in our pages.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Software: No images of text were found when testing Spotify® desktop application with the course audio.</p> <p>Authoring Tool: The TinyMCE editor does not use images of text.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Software: Not applicable</p>	<p>Web: Navigational structures are in place to meet this requirement; however, they need label repair. Once completed, the requirement will be successfully met.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Authoring Tool: The TinyMCE 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.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: When headings and labels are provided, they are descriptive.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: When headings and labels are provided in the Spotify® desktop app, they are descriptive.</p> <p>Authoring Tool: When provided, labels describe the purpose of the associated toolbar elements</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially supports</p> <p>Authoring Tool: Supports</p>	<p>Web: The browser default focus indicator is not disabled for the pages. Some interactive items have additional focus and/or hover indicators. Cursors appear in input fields.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: Focus is not visible on the Spotify® desktop app player controls when navigating with only the keyboard.</p> <p>Authoring Tool: Visual indication of the location of the focus is provided wherever the focus can go.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Does not support.</p>	<p>Web: All parent pages in this sample contained a language attribute. Passages of language other than the default language of the page were not found in the evaluation sample. However, there are a few passages of in languages other than English in OnMusic Appreciation that are not marked for language.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: The Spotify® desktop app supports this specification.</p> <p>Authoring Tool: The TinyMCE editor iframe does not supply a language attribute.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Software: Not applicable</p>	<p>Web: Navigation links that are repeated on web pages do not change order when navigating through the site.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Authoring Tool: The TinyMCE editor is embedded into web pages and as such does not supply the application navigation mechanism.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Supports</p>	<p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Authoring Tool: The TinyMCE editor is a single component text editor and not a web page.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Does not support</p> <p>Authoring Tool: Does not support.</p>	<p>Web: Our forms use automatic error suggestion, unless security reasons would prevent it.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Software: Text descriptions to identify incomplete required fields was not available on the login page of the Spotify® desktop app.</p> <p>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.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.36 (Web) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: We offer academic exams and assignments, and most instructors choose to make final submissions irreversible. However, there is always an accessible multi-part error prevention system in place to help student review, confirm, and correct their submissions. We offer system settings to professors that can make exams and assignments more editable after submission when they feel it is appropriate for their students.</p> <p>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.</p> <p>Electronic Docs: No electronic documents are present in the random sample of pages.</p> <p>Software: No legal or financial transactions are needed to play course audio on the Spotify® desktop app.</p> <p>Authoring Tool: Before final submission of the assignment, text submissions can be edited or deleted.</p>

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.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partial support	<ul style="list-style-type: none">•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, some elements do not have accessible names.•As described in 2.1.1 Keyboard, some supplemental interactive components are not keyboard accessible.•As described in 2.4.3 Focus Order, Content pages in texts other than OnMusic Appreciation do not manage the focus when clicking on the supplemental toolbar items. Toolbar items open in popup dialog windows but do receive keyboard focus. Essential lecture content passes 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 3.1.2 Language of Parts, parent pages in this sample contained a language attribute. Passages of language other than the default language of the page were not found in

Criteria	Conformance Level	Remarks and Explanations
		<p>the evaluation sample. However, there are a few passages of in languages other than English in OnMusic Appreciation that are not marked for language.</p> <ul style="list-style-type: none"> •As described in 4.1.2 Name, Role, Value, The Discover Music Audio Player is missing required ARIA attributes: aria-valuenow, aria-valuemax, aria-valuemin.
302.2 With Limited Vision	Partially supports	<ul style="list-style-type: none"> •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	Supports	
302.4 Without Hearing	Partially supports	<ul style="list-style-type: none"> •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
		and OnMusic Fundamentals contain videos on their chapter/section introductory pages that are either not labeled as a text alternative or need captioning.
302.5 With Limited Hearing	Partially supports	supplemental and, if needed, their inclusion in the text can be suppressed without compromising the academic integrity of the materials. OnMusic Jazz and OnMusic Fundamentals contain videos on their 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	<ul style="list-style-type: none"> •As described in 2.1.1 Keyboard, some supplemental interactive components are not keyboard accessible. •As described in 2.4.3 Focus Order, Content pages in texts other than OnMusic Appreciation do not manage the focus when clicking on the supplemental toolbar items. Toolbar items open in popup dialog windows but do receive keyboard focus. Essential lecture content passes this criterion.
302.8 With Limited Reach and Strength	Partially supports	<ul style="list-style-type: none"> •As described in 2.1.1 Keyboard, some supplemental interactive components are not keyboard accessible. •As described in 2.4.3 Focus Order, Content pages in texts other than OnMusic Appreciation do not manage the focus when clicking on the supplemental toolbar

Criteria	Conformance Level	Remarks and Explanations
		items. Toolbar items open in popup dialog windows but do receive keyboard focus. Essential lecture content passes this criterion
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	<ul style="list-style-type: none"> As described in 2.4.4 Link Purpose, most of our links show their purpose in the link text, or with aria-labeling. However, three navigational links that are common to our pages are currently in need of labelling. Also, links to the course audio in OnAmerican Popular Music, OnMusic Rock, and OnMusic Jazz consist solely of a music note character, without referential link text included in the link.

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	Not Applicable	The software evaluated is not a platform .
502.2.2 No Disruption of Accessibility Features	Not Applicable	The software evaluated is not a platform .
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The software evaluated is not a platform .
502.3.2 Modification of Object Information	Not Applicable	The software evaluated is not a platform .
502.3.3 Row, Column, and Headers	Not Applicable	The software evaluated is not a platform .

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Not Applicable	The software evaluated is not a platform .
502.3.5 Modification of Values	Not Applicable	The software evaluated is not a platform .
502.3.6 Label Relationships	Not Applicable	The software evaluated is not a platform .
502.3.7 Hierarchical Relationships	Not Applicable	The software evaluated is not a platform .
502.3.8 Text	Not Applicable	The software evaluated is not a platform .
502.3.9 Modification of Text	Not Applicable	The software evaluated is not a platform .
502.3.10 List of Actions	Not Applicable	The software evaluated is not a platform .
502.3.11 Actions on Objects	Not Applicable	The software evaluated is not a platform .
502.3.12 Focus Cursor	Not Applicable	The software evaluated is not a platform .
502.3.13 Modification of Focus Cursor	Not Applicable	The software evaluated is not a platform .
502.3.14 Event Notification	Not Applicable	The software evaluated is not a platform .
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.

Criteria	Conformance Level	Remarks and Explanations
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.
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.

Criteria	Conformance Level	Remarks and Explanations
		<p>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.</p>

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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	Supports	Our text interface is not color coded.
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.
4.2.7 Usage with limited manipulation or strength	Supports	Use of our texts does not necessitate fine motor control such as path dependent

Criteria	Conformance Level	Remarks and Explanations
		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.
7.1.2 Captioning synchronization	Supports	When captions are present, the mechanism to display the captions

Criteria	Conformance Level	Remarks and Explanations
		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 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

Criteria	Conformance Level	Remarks and Explanations
		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	Supports	The user interface role, states, boundary, name and descriptions are programmatically determinable by the accessible technologies listed as supported in 11.3.2.3.
11.3.2.6 Row, column, and headers	Supports	Table are not created or used.
11.3.2.7 Values	Supports	Elements that take inputs are compatible by the accessible technologies listed as supported in 11.3.2.3.
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 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	Supports	The list of executable actions offered by each software object is made available programmatically. This gives assistive technology (AT) access to all the supported actions without the user resorting to accessing them through a mechanism like a context menu, which would require extra steps.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.12 Execution of available actions	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	Supports	Spotify® Desktop App allows for the tracking of focus (See WCAG 2.1.1 for keyboard-only users exceptions).
11.3.2.14 Modification of focus and selection attributes	Supports	Supported, see WCAG 2.1.1 for exceptions.
11.3.2.15 Change notification	Does Not Support	The Spotify® Desktop app does not notify screen reader users when switching between views, however, view changes are not initiated without deliberate user input on a labeled control.
11.3.2.16 Modifications of states and properties	Supports	All user-set states and properties are capable of being set programmatically, including through assistive technologies except the volume slider, as noted in WCAG 2.1.1.
11.3.2.17 Modifications of values and text	Supports	All user-set input is capable of being set programmatically, including through assistive technologies.
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.
11.4.2 No disruption of accessibility features	Not applicable	The Spotify® Desktop App is not platform software.
11.5 User preferences	Not applicable	The Spotify® Desktop App is not platform software.
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

Criteria	Conformance Level	Remarks and Explanations
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. 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

Criteria	Conformance Level	Remarks and Explanations
		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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