

Connect For Education®
OnMusic Fundamentals 3rd Edition
Accessibility Conformance Report
International Edition

Simple link LTI Version

Summer 2024

Name of Product/Version:

- Title: *OnMusic Fundamentals 3rd Edition*
- Author: Connect4Education
- ISBN: 978-0-9991160-0-5
- Version: Simple Link LTI

Report Date:

July 1, 2024

Product Description:

Web

- *OnMusic Fundamentals 3rd Edition* is web-based digital courseware for higher education. This courseware provides instructional content and tools including interactive lessons, quizzes, exams, practice exercises and practice worksheets. Lesson pages also include a supplemental toolbar containing optional, interactive learning tools.
- Musical examples within this course are mostly provided using audio files hosted by Connect For Education®.

Electronic Documents

PDF documents related to *OnMusic Fundamentals 3rd edition* are considered ‘non-web documents’ and are evaluated under ‘Electronic Documents’.

- There are practice worksheets and printable blank sheet music downloadable PDF documents in the ‘Download Center’ tool in the toolbar of lesson pages. These PDF documents meet PDF Universal Accessibility (UA) requirements.
- There is an accessible PDF document of the course lesson text that is available for alternate-format accessibility requests.

Accessibility and course activities:

Course work in *OnMusic Fundamentals 3rd edition* supports widely accepted content standards and objectives involving both reading and composing standard music (staff) notation. Reading and composing standard music notation is highly visual. Composition exercises can require fine motor skills. Additionally, in some cases, listening is required for assessments and activities. Disability offices assisting students who require accommodations may reach out to the Connect For Education® support team, our trained team would be happy to assist.

Contact information:

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

Audit Summary

Report on 50 of 50 WCAG 2.1 AA Success Criteria when auditing the web and document, elements of the *OnMusic Fundamentals 3rd Edition* Course:

- 23 Supports
- 25 Partially Supports
- 2 Does Not Support

Notes:

- Level AAA conformance is not reported in this document and the tables for AAA conformance have been removed.
- *OnMusic Fundamentals 3rd Edition* courseware does not include authoring tools, software, closed systems or closed software. Tables and categories related to these elements have been removed from this document.
- *OnMusic Fundamentals 3rd Edition* courseware does not require specific hardware. The hardware report tables have been removed from this document.
- All testing was conducted from a student standpoint.

Evaluation Methods Used:

A Web Accessibility Specialist familiar with the product 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 text was explored. Key pages, content, functionalities, and processes were identified.
3. A representative structured sample was selected, and random pages were selected. Note: general knowledge of the texts was also employed before a status of 'supports' was given for any specification.
4. Accessibility support for the usability of the webpage was evaluated. Successes and failures in meeting each WCAG 2.1 specification were determined and recorded.
5. The following technologies were used when evaluating pages and variations of pages:
 - Windows 10 and Windows 11
 - Automated testing tools Axe by Deque and ANDI
 - The Color Contrast Analyzer
 - NVDA screen reader on Firefox web browser
 - NVDA screen reader on the Chrome web browser

- Keyboard-only input on Firefox, Chrome, and Edge web browsers
- Touch-only input on Firefox, Chrome, and Edge web browsers
- Magnification in the browser to 200% on Firefox, Chrome, and Edge web browsers
- Resizing and reflow of content when seen in a responsive screen size of 320 CSS pixels wide by 256 CSS pixels tall on Firefox, Chrome, and Edge web browsers
- Browser zooming to 400%
- Windows high contrast settings
- Windows text-resizing settings

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<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"> 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <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>Web: Please note that within this course, the alternative text attributes for images of music notation often include only the descriptions of the staff notation that is depicted; and not necessarily the names of the notes depicted.</p> <ul style="list-style-type: none"> Some images found in lesson pages have text alternative that is redundant to the caption text and did not always fully describe the content of the images. Typically, images in the lesson text are described to some extent within the surrounding page text. Multiple Show Me animations use an alt text attribute but do not also use the role of image. Assistive technology users may not have access to the text alternatives of these images due to this issue. Top of page banner images of text on the course home page and on lesson pages have insufficient alt text. The image link to open the virtual keyboard has no text alternative. The Rhythm Pattern Recognition Exercises contain images that have insufficient alternative text. Practice Exercises in most cases rely solely on visual representation for creating music notation examples. All practice exercises (except the 'Ear Training') have accessible alternatives available on request of

Criteria	Conformance Level	Remarks and Explanations
		<p>the instructor or the school disability office. These alternatives can be completed using assistive technology.</p> <p>Electronic Docs: All non-text content has an appropriate text alternative.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Video-only content is not present. Much of the audio-only content in this course depicts musical examples (scales, pitches, triads, etc.) that are clearly described in the lesson text. However, some audio-only listening examples appear in the lesson pages without a full text alternative.</p> <p>Electronic Docs: Audio or video-only content is not contained in PDF documents associated with the course.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web:</p> <ul style="list-style-type: none"> • In the lesson pages, all videos found had compliant human-made captions. However, while some supplemental toolbar 'Discover Video' tool videos have compliant captions, others rely on auto-generated captions. A few videos have no captions at all. Please note that the 'Discover Video' toolbar content is supplemental to the course and can be suppressed, if needed, until all videos have captions. <p>Electronic Docs: PDF documents associated with the course do not have synchronized video content.</p>

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<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web:</p> <ul style="list-style-type: none"> • Many of the Vimeo hosted videos in lesson pages have a transcript available as a media alternative to the caption content of the video. Audio descriptions for synchronized video content are not currently included in the course. • Audio descriptions and/or text alternatives for synchronized video content are not available for videos in the Discover Video tool. Please note that the 'Discover Video' toolbar content is supplemental to the course and can be suppressed, if needed, until all videos have text alternatives. <p>Electronic Docs: Synchronized media is not contained in PDF documents associated with the course.</p>
<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"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <ul style="list-style-type: none"> • Some lesson pages and the course preamble page contain data tables that do not programmatically reveal the relationships between the data cells and table headers. There are also layout tables in the lesson pages that utilize data table markup. • A few quiz questions use characters that visually resemble accidentals signs but do not carry the intended meaning to assistive technology users, such as a lowercase letter 'b' for a flat sign.

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<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • The supplemental toolbar tools Keywords and Collaborate (eClipz), and the course home page contain lists that are not correctly structured. • On the course home page, a banner image of text that serves as a level one heading has no programmatic content. • In quizzes, a few minor semantic issues with headings were found. • All practice exercises, except the 'Ear Training', that rely heavily on visual information, with little or no information conveyed programmatically, have accessible alternatives available on request of the instructor or the school disability office. These alternatives can be completed using assistive technology. • One lesson page surveyed had audio play controls with labels that were only visually associated with the buttons. These controls had no other accessible name. <p>Electronic Docs: PDF documents associated with the course convey meaning and structure programmatically. (Download PDF documents for best experience)</p>

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<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"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: The Practice Exercise Rhythm Pattern Recognition activity questions present multiple choice options that are out of order, according to the programmatic and visible labels.</p> <p>Electronic Docs: The reading and navigation order (determined by code order) of the content is logical and intuitive.</p>

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<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"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: As a music course, listening is part of understanding some content and completing some assessments. Additionally, spatial understanding is an inherent part of reading/composing standard music notation. However, outside of these situations, instructions for understanding and operating the course activities typically do not rely solely on sensory characteristics alone.</p> <p>If difficulties arise with understanding or operating the content due to a disability students, instructors, or school disability offices may reach out to mailto:support@connect4education.com for further assistance.</p> <p>Electronic Docs: Instructions to use the content does not rely on sensory characteristics.</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"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web:</p> <ul style="list-style-type: none"> • Some links in lesson pages rely on color alone to indicate that they are interactive. • At default settings, the quiz navigation block will show which questions are correct, incorrect, and unanswered. The incorrect (red) and incomplete (white) statuses rely on color coding. <p>Electronic Docs: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>

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<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"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <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>Web: Automatically playing content is not present in the course content.</p> <p>Electronic Docs: Automatically playing content is not in the content.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>On the main course homepage:</p> <ul style="list-style-type: none"> The 'Open All' and 'Close All' buttons for the modules are not accessible by the keyboard alone. The screen reader can reach it via arrow keys and activate them, but these buttons are not on the tab index for keyboard navigators. The Module headings, which must be clicked to open the module and reveal the links to the pages, cannot be accessed or activated with the keyboard alone. <p>In the lesson pages:</p>

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<ul style="list-style-type: none"> 602.3 (Support Docs) 		<ul style="list-style-type: none"> The virtual piano cannot be fully operated with the keyboard alone. The action to add Collaborate eClipz files cannot be completed with the keyboard alone. There are some audio examples that cannot be operated using the keyboard alone. <p>In the supplemental toolbar:</p> <ul style="list-style-type: none"> The Show Me, Keywords, and Discover Music tools have interactive content that cannot be operated using the keyboard alone. <p>In quizzes and exams:</p> <ul style="list-style-type: none"> The Quiz navigation block question links (which are inactive at default settings) show tooltip popup text 'Correct' and 'Incorrect' when hovered with the mouse. Unanswered questions show 'Not complete'. This could be considered essential information, but it is not available to keyboard users. Please note that alternate ways exist during the quiz process and immediately after that let users know if their responses to quiz questions are correct or incorrect, but this navigation block feature is static and can be accessed by mouse users anytime during the quiz to learn the status of any question. Practice exercises cannot be operated with the keyboard alone. However, all exercises except the

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		<p>'Ear Training' have accessible alternatives that can be completed using keyboard alone. These alternatives are available on request of the instructor or a school official. Please note that Ear Training Practice Exercises are not grade-weighted by default.</p> <p>Electronic Docs: All interactive content is keyboard accessible.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 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>Web:</p> <ul style="list-style-type: none"> • The Discover Music Player, which is used in some lesson pages, has a forward moving keyboard block. • The Virtual Piano Keyboard can trap focus in some cases. • The main menu bar has a keyboard trap in it, in both the collapsed and expanded state. <p>Electronic Docs: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>The YouTube® video player, which is used in the supplemental Discover Video tool, uses letter-only (including upper- and lower-case letters), punctuation, number, or symbol characters shortcuts that cannot be turned off. However, character key shortcuts are in effect only when the media players have focus. Please note that corrections for items related to YouTube® are controlled by YouTube®, a third-party software vendor. Also, Discover Video content is supplemental and can be removed from the course on request.</p> <p>Electronic Docs: Supports, keyboard shortcuts not used.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <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>Web: By default, time limits are present in the course only during exams, which is an essential exception.</p> <p>Electronic Docs: Time limits not present.</p>
<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"> 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <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>Web: Moving, blinking, content is not present. In timed exams, an auto-updating timer is at the bottom of the page, but it is not presented in parallel with the other content.</p> <p>Electronic Docs: Moving, blinking, or auto-updating content is not present.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Flashing content is not present.</p> <p>Electronic Docs: Flashing content is not present.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Course pages have skip links that skip over the main menu bar and breadcrumb navigation. However, not all repeated structures are skipped, such as the lesson page toolbar.</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Almost all pages of the course were titled to describe their topic and purpose. However,</p> <ul style="list-style-type: none"> • Some embedded pages displaying interactive animations did not have page titles in plain language. • The 'Inspect Assignments' page which shows course deadlines did not have a descriptive page title. <p>Electronic Docs: All PDF documents have a title property.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Lesson and assessment content generally has a logical focus order that preserves meaning and aids use.</p> <ol style="list-style-type: none"> 1. However, the supplemental tool bar pop-up windows do not always maintain proper focus order. 2. When interacting with the Discover Music Player in the lesson pages focus order is not maintained. <p>Electronic Docs: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web:</p> <ul style="list-style-type: none"> • Some links at the bottom of the toolbar pop up windows that direct keyboard focus back to the close pop up window button have no link text or accessible name. • The 'Inspect Assignments' page has unlabeled icons that are links to assignment pages in the text. Screen readers read the filename of the icons. Please note that each of these icons do appear next to properly labeled links to the same assignments. • Some links on the course home page are ambiguous. For example, in multiple modules on this page, there is a link titled 'Section Overview'. These links have the same title but link to different pages. <p>Electronic Docs: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Multipoint or path-based gestures are not required.</p> <p>Electronic Docs: Multipoint or path-based gestures are not required.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The down-event of the pointer is not used to execute any part of functions.</p> <p>Electronic Docs: The down-event of the pointer is not used to execute any part of functions.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>:</p>	<p>Web: (As per the WCAG 2.1 documentation, the term label is not limited to the label element in HTML.)</p> <p>For elements with visible text labelling, the accessible name either matches the visible text, or contains the words of the visible text.</p> <p>Electronic Docs: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Motion does not activate content.</p> <p>Electronic Docs: Motion does not activate content.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <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>Web: All parent pages in this text were found to have a language attribute. However, some embedded pages did not have a language attribute.</p> <p>Electronic Docs: The document default language is specified.</p>
<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"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <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>Web: On most pages, there is a navigational dropdown list-box linked table of contents. If this navigational list-box is opened and explored with the keyboard, page context can change unexpectedly when moving keyboard focus out of the list-box, despite the user not having selected a link. Note: simply tabbing over this list box does not open it or initiate a change of context.</p> <p>Electronic Docs: Focus does not cause a change of context.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Entering data or selecting a form control has predictable effects in our texts.</p> <p>Electronic Docs: Supports</p>
<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"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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: Not applicable</p>	<p>Web: Supports. If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web:</p> <ul style="list-style-type: none"> • A visible label is not provided for the navigational dropdown list-box linked table of contents. This element has an accessible name for assistive technology. • Unlabeled input controls exist on the Practice Exercises and the Ear Training Exercises pages. Note, accessible alternatives are available for all Practice Exercises on request of the instructor or a school official. <p>Electronic Docs: Form elements are not present.</p>
<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"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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: Not applicable</p>	<p>Web: A few very low-level parsing warnings were detected with no disruption to functionality</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web:</p> <ul style="list-style-type: none"> • iFrame elements were found with no title attribute. • There were multiple instances of graphical elements misusing the alt attribute. These elements were missing the role of image. • The Listen To Lecture progress slider has no accessible name. The volume slider for this element was missing a required aria role for 'value-now'. • In the action to add a Collaborate eClipz folder, the elements in the "Create a Folder" pop up panel are hidden from assistive technology. The settings buttons and access controls have no name. When the browser zooms this page to 200%, the add folder button text disappears and an icon is shown instead. This button has no name. • Some controls labeled with a 'speaker' graphic used to play audio in lesson pages do not have accessible names. • The interactive Ear Training Activities and Practice Exercises do not communicate the name, role, or values of most of their content. Please note, accessible alternatives are available for the Practice Exercises on request of the instructor or a school official.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Supports. Interactive components in PDF documents have programmatically determinable names.

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"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Live media is not presented.</p> <p>Electronic Docs: Live media is not presented.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Video players used in this course do not have audio description controls. The visual content of videos may not be sufficiently described by the audio track. If needed, supplemental videos in the Discover Video toolbar feature can be suppressed from the course.</p> <p>Electronic Docs: Synchronized video media is not used.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Orientation is not restricted in the content.</p> <p>Electronic Docs: Orientation is not restricted in the content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: LTI integrated OnMusic Fundamental 3rd edition content does not contain input fields collecting personal information about users.</p> <p>Electronic Docs: Input fields collecting information about the user are not present.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: The following issues exist regarding minimum contrast requirements:</p> <p>In lesson pages:</p> <ul style="list-style-type: none"> • The Learning Objectives tool open/close toggle. • Table headers in multiple lesson pages. • Some lesson text that is colored for emphasis. • Terms in the lesson text linked to the OnMusic Dictionary. • A 'Skip to main content' link. • The Discover Music Player text. • Some text in the 'Show Me' interactive animations. • Some text in Virtual Piano tool. <p>In course pages:</p> <ul style="list-style-type: none"> • The deadline 'Inspect Assignment' page links. • Links in the course preamble page. • The student gradebook page 'User Report'. <p>In quizzes:</p> <ul style="list-style-type: none"> • Some quiz control buttons, such as 'Start attempt', 'Submit', and 'Next' had insufficient contrast. • Some links such as 'Review' and 'Finish attempt' have insufficient contrast. <p>Electronic Docs: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 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: Not applicable</p>	<p>Note: Some variances in usability may exist in re-sized content, depending on the host LMS implementation of LTI content. This is beyond the control of Connect For Education®. The course pages are coded to support zooming and scaling. Much of the text and course content will successfully resize and reflow to 200%. However, some issues exist:</p> <ul style="list-style-type: none"> • Some content that opens in pop-up modal windows from lesson pages and the toolbar may display with cut-off content when zoomed to enlarge text. • The next and previous page buttons may be obscured by other content when the page is zoomed. <p>Electronic Docs: Content will resize to 200%.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: The Ear Training exercises use graphical representations of text that seemingly does not contain significant other visual content.</p> <p>Electronic Docs: Text is used to convey information rather than images of text, except for allowed content such as logos.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Does not support</p> <p>Electronic Docs: Supports</p>	<p>Web: (Please note that performance of a simple link LTI course on this criterion depends heavily on the responsiveness of the host LMS and whether the course has been implemented to open in a new tab. This is beyond the control of Connect For Education®.)</p> <p>Issues with Reflow exist when testing the content at 400% zoom and at a viewport resolution of 1280 pixels, or when vertical scrolling the content at a width equivalent of 320 pixels:</p> <ul style="list-style-type: none"> • The next and previous page buttons can disappear at 400% browser zoom. • When the content is opened in a new tab, the ‘go to top of page’ button, the ‘Help’ widget, and the collapsed Keyboard and Piano tool control toggles overlay lesson content and obscure the reflowed content. • Text in the lesson page is justified using CSS and gaps appear between words during reflow. • Some supplemental toolbar pop-up window content can display cut-off or require two-dimensional scrolling when reflowing the page at 400%. <p>Electronic Documents: Course documents will reflow.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The following issues were found that did not meet minimum contrast:</p> <ul style="list-style-type: none"> • The previous, next, and top of page navigational buttons in most pages of the courses have insufficient contrast with the white page background. • The dark gray icons labelling controls on the Discover Music Player have insufficient contrast. • The play button in the Ear Training practice activities. • The slider thumb components in the virtual piano interface have insufficient contrast with the background colors. <p>Electronic Docs: Non-text content important to understanding has sufficient contrast.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: No loss of content or functionality was found to occur when setting all the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. <p>Electronic Docs: This criterion applies only to content implemented using markup languages.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: No applicable additional content was found to be triggered when receiving and then removing pointer hover or keyboard focus.</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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: Not Applicable</p>	<p>Web: Multiple methods of navigating pages exist within the courses. Users can navigate by using the 'next' or 'previous' page buttons, the dropdown page list box, breadcrumbs, and the course homepage list of page links.</p> <p>Electronic Docs: Course PDF documents contain bookmarks. Documents over 10 pages contain a linked table of contents for navigation assistance.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Headings and labels, when provided, were found to be descriptive except on the main course home page of each course, where there is an empty level 1 heading.</p> <p>Electronic Docs: When headings and labels are provided, they are descriptive.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: Chrome and Edge have the most visible focus styles for elements in this course. The visible focus is very hard to see in Firefox on focusable elements in the User Report page, Deadline 'Inspect Assignments' page, the course home 'Table of Contents' page, and on quiz process buttons.</p> <p>Electronic Docs: Supports. Focus is not disabled.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p> <p>Electronic Docs: Supports. No language other than the default language of the document is present.</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"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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: Not applicable</p>	<p>Web: Navigational mechanisms that are repeated on multiple pages within the course occur in the same relative order each time they are repeated.</p> <p>Electronic Docs: Not applicable.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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: Not applicable</p>	<p>Web: Components that have the same functionality within the course are identified consistently.</p> <p>Electronic Docs: Not applicable.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: If an input error is automatically detected in a quiz or assignment response/submission, and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p> <p>Electronic Docs: Supports. PDF documents included with this course do not require user input.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <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>Web: We offer academic exams and assignments, and most instructors choose to make final submissions irreversible. However, there is always a multi-part error prevention system in place to help students review and confirm 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>Electronic Docs: Supports. PDF documents included in this course do not require user input.</p>
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Submission of individual answers to quiz or exam questions, and statuses of answered questions (correct, incorrect, error, etc.) are not always programmatically determined through roles or other properties making them available to assistive technologies.</p> <p>Electronic Docs: Supports. Status messages are not needed when interacting with these documents.</p>

Table 3: Success Criteria, Level AAA

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

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: All content in *OnMusic Fundamentals 3rd Edition* is covered by the WCAG 2.0 guidelines, reported alongside the WCAG 2.1 in Table 1 and Table 2. However, the content does not completely support all WCAG 2.0 criteria. In cases where the status is less than 'supports', the FPC criteria is mapped to the WCAG 2.0 guidelines.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	<ul style="list-style-type: none">• As described in 1.1.1 Non-text content• As described in 1.2.1 Audio, Video-only• As described in 1.2.3 and 1.25 Audio description/media alternative• As described in 1.3.1 Info and Relationships• As described in 1.3.2 Meaningful Sequence• As described in 1.4.1: Use of color• As described in 2.1.1 Keyboard• As described in 2.1.2 No Keyboard trap• As described in 2.4.1 Bypass blocks• As described in 2.4.3 Focus order• As described in 2.4.4 Link purpose• As described in 2.4.6 Headings and labels• As described in 3.2.1 On Focus• As described in 3.2.2 On input• As described in 4.1.2 Name, role, and value
302.2 With Limited Vision	Partially supports	<ul style="list-style-type: none">• As described in 1.1.1 Non-text content• As described in 1.2.1 Audio, Video-only• As described in 1.2.3 and 1.25 Audio description and media alternative• As described in 1.3.1 Info and Relationships• As described in 1.3.2 Meaningful Sequence• As described in 1.4.1 Use of color• As described in 1.4.3 Contrast (minimum)• As described in 1.4.4 Resize text• As described in 1.4.5 Images of text

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in 2.1.1 Keyboard As described in 2.1.2 No Keyboard trap As described in 2.4.1 Bypass blocks As described in 2.4.3 Focus order As described in 2.4.4 Link purpose As described in 2.4.6 Headings and labels As described in 2.4.7 Focus visible As described in 3.2.1 On Focus As described in 3.2.2 On input As described in 3.3.2 Labels or instructions As described in 4.1.2 Name, role, and value
302.3 Without Perception of Color	Partially supports	<ul style="list-style-type: none"> As described in 1.4.1 Use of Color As described in 1.4.3 Contrast (Minimum)
302.4 Without Hearing	Partially supports	<ul style="list-style-type: none"> As described in 1.1.1 Non-text content As described in 1.2.1 Audio and video-only As described in 1.2.2 Captions
302.5 With Limited Hearing	Partially supports	<ul style="list-style-type: none"> As described in 1.1.1 Non-text content As described in 1.2.1 Audio and video-only As described in 1.2.2 Captions
302.6 Without Speech	Supports	Functional performance criteria supported
302.7 With Limited Manipulation	Partially supports	<ul style="list-style-type: none"> As described in 2.1.1 Keyboard As described in 2.1.2 No Keyboard trap As described in 2.4.1 Bypass blocks As described in 2.4.3 Focus order As described in 2.4.4 Link purpose As described in 2.4.6 Headings and labels As described in 4.1.2 Name, role, and value
302.8 With Limited Reach and Strength	Supports	Functional performance criteria supported
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	<ul style="list-style-type: none"> As described in 1.1.1 Non-text content: As described in 1.2.1 Audio, Video-only As described in 1.2.2 Captions

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 1.2.3 and 1.25 Audio description/media alternative: • As described in 1.3.1 Info and Relationships • As described in 1.3.2 Meaningful Sequence • As described in 1.4.1 Use of color • As described in 1.4.4 Resize text • As described in 1.4.5 Images of text • As described in 2.1.1 Keyboard • As described in 2.4.1 Bypass blocks • As described in 2.4.3 Focus order: • As described in 2.4.4 Link purpose • As described in 2.4.6 Headings and labels • As described in 2.4.7 Focus visible • As described in 3.2.1 On Focus • As described in 3.2.2 On input • As described in 3.3.2 Labels and instructions • As described in 4.1.2 Name, role, and value

Chapter 5: [Software](#)

This table has been removed. Software is not included nor required to use *OnMusic Fundamentals 3rd Edition*.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	Accessibility features are not required by Chapters 4 and 5. Built-in accessibility features are not provided.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All support documentation is electronic.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Connect For Education® Technical Support can provide information about accessibility features of our products by emailing to support@connect4education.com or by calling Technical Support at 1.7038801180 ext. 200.
603.3 Accommodation of Communication Needs	Supports	<p>Connect For Education® customers have access to electronic support by emailing support@connect4education.com or by calling Technical Support at (703)880-1180 ext. 200, Monday – Friday 9 AM to 6 PM Eastern Time (USA). Our staff will adapt communication to the needs of our users.</p> <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 https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs.</p> <p>Dialing 711 will link users directly to the relay service and a communications assistance (CA), who will place the call.</p> <p>International hearing-impaired customers should use the TRS at (605) 224-1837. A Technical Support technician will respond to technical issues according to the standard service request process.</p>

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Notes:

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

Notes: All content in *OnMusic Fundamentals 3rd Edition* is covered by the WCAG 2.1 guidelines, reported in Table 1 and Table 2. However, the content does not completely support all WCAG 2.1 criteria. In cases where the status is less than ‘supports’, the FPS criteria is mapped to the WCAG 2.1 guidelines.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	<ul style="list-style-type: none">• As described in 1.1.1 Non-text content• As described in 1.2.1 Audio, Video-only• As described in 1.2.3 and 1.25 Audio description/media alternative• As described in 1.3.1 Info and Relationships• As described in 1.3.2 Meaningful Sequence• As described in 1.4.1: Use of color• As described in 2.1.1 Keyboard• As described in 2.1.2 No Keyboard trap• As described in 2.4.1 Bypass blocks• As described in 2.4.3 Focus order• As described in 2.4.4 Link purpose• As described in 2.4.6 Headings and labels• As described in 3.2.1 On Focus• As described in 3.2.2 On input• As described in 4.1.2 Name, role, and value• As described in 1.4.10 Reflow• As described in 4.1.3 Status messages
4.2.2 Usage with limited vision	Partially supports	<ul style="list-style-type: none">• As described in 1.1.1 Non-text content• As described in 1.2.1 Audio, Video-only• As described in 1.2.3 and 1.25 Audio description and media alternative• As described in 1.3.1 Info and Relationships• As described in 1.3.2 Meaningful Sequence• As described in 1.4.1 Use of color• As described in 1.4.3 Contrast (minimum)

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in 1.4.4 Resize text As described in 1.4.5 Images of text As described in 2.1.1 Keyboard As described in 2.1.2 No Keyboard trap As described in 2.4.1 Bypass blocks As described in 2.4.3 Focus order As described in 2.4.4 Link purpose As described in 2.4.6 Headings and labels As described in 2.4.7 Focus visible As described in 3.2.1 On Focus As described in 3.2.2 On input As described in 3.3.2 Labels or instructions As described in 4.1.2 Name, role, and value As described in 1.4.10 Reflow As described in 1.4.11 Non-text contrast. As described in 1.4.13 Content on hover or focus As described in 4.1.3 Status messages
4.2.3 Usage without perception of colour	Partially supports	<ul style="list-style-type: none"> As described in 1.4.1 Use of Color As described in 1.4.3 Contrast (Minimum) As described in 1.4.11 Non-text contrast.
4.2.4 Usage without hearing	Partially supports	<ul style="list-style-type: none"> As described in 1.1.1 Non-text content As described in 1.2.1 Audio and video-only As described in 1.2.2 Captions
4.2.5 Usage with limited hearing	Partially supports	<ul style="list-style-type: none"> As described in 1.1.1 Non-text content As described in 1.2.1 Audio and video-only As described in 1.2.2 Captions
4.2.6 Usage with no or limited vocal capability	Supports	Functional Performance for this statement is supported.
4.2.7 Usage with limited manipulation or strength	Partially supports	<ul style="list-style-type: none"> As described in 2.1.1 Keyboard As described in 2.1.2 No Keyboard trap As described in 2.4.3 Focus order As described in 2.4.1 Bypass blocks As described in 2.4.4 Link purpose

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in 2.4.6 Headings and labels As described in 4.1.2 Name, role, and value As described in 2.5.3 Label in name
4.2.8 Usage with limited reach	Supports	<ul style="list-style-type: none"> As described in 2.1.1 Keyboard As described in 2.1.2 No Keyboard trap As described in 2.4.1 Bypass blocks As described in 2.4.3 Focus order As described in 2.4.4 Link purpose As described in 2.4.6 Headings and labels As described in 4.1.2 Name, role, and value As described in 2.5.3 Label in name
4.2.9 Minimize photosensitive seizure triggers	Supports	Functional Performance for this statement is supported.
4.2.10 Usage with limited cognition, language or learning		<ul style="list-style-type: none"> As described in 1.1.1 Non-text content: As described in 1.2.1 Audio, Video-only As described in 1.2.2 Captions As described in 1.2.3 and 1.25 Audio description/media alternative: As described in 1.3.1 Info and Relationships As described in 1.3.2 Meaningful Sequence As described in 1.4.1 Use of color As described in 1.4.4 Resize text As described in 1.4.5 Images of text As described in 2.1.1 Keyboard As described in 2.4.1 Bypass blocks As described in 2.4.3 Focus order: As described in 2.4.4 Link purpose As described in 2.4.6 Headings and labels As described in 2.4.7 Focus visible As described in 3.2.1 On Focus As described in 3.2.2 On input As described in 3.3.2 Labels and instructions As described in 4.1.2 Name, role, and value

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Not applicable	The <i>OnMusic Fundamentals 3rd</i> edition courseware does not provide features specifically for accessibility.

Chapter [5: Generic Requirements](#)

Notes: Not applicable to *OnMusic Fundamentals 3rd Edition*. This course does not utilize closed functionality components. This chapter is removed.

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

Notes: Not applicable to *OnMusic Fundamentals 3rd Edition*. This course does not utilize ICT with Two-Way Voice Communication. This chapter is removed.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	Where ICT displays video with synchronized audio, there is a mode of operation on all course media players to display the available captions. Where closed captions are provided as part of the content, the ICT allows the user to choose to display the captions.
7.1.2 Captioning synchronization	Supports	The mechanism to display captions preserves synchronization.
7.1.3 Preservation of captioning	Supports	All caption data, when present, is preserved and not removed.
7.1.4 Captions characteristics	Partially supports	Not all synchronized media players in the <i>OnMusic Fundamentals 3rd Edition</i> course provide a way for the user to

Criteria	Conformance Level	Remarks and Explanations
		adapt the displayed characteristics of captions to their individual requirements.
7.1.5 Spoken subtitles	Does not support	When a language other than the default language of the course text (English) is included in synchronized media, and subtitles are present, a mechanism does not exist to speak subtitles aloud.
7.2.1 Audio description playback	Does not support	Audio descriptions are currently not provided for <i>OnMusic Fundamentals 3rd Edition</i> course videos.
7.2.2 Audio description synchronization	Does not support	Audio descriptions are currently not provided for <i>OnMusic Fundamentals 3rd Edition</i> course videos.
7.2.3 Preservation of audio description	Does not support	Audio descriptions are currently not provided for <i>OnMusic Fundamentals 3rd Edition</i> course videos.
7.3 User controls for captions and audio description	Partially supports	For <i>OnMusic Fundamentals 3rd Edition</i> 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: Hardware is not required to use the *OnMusic Fundamentals 3rd Edition* course. This Chapter is removed.

Notes:

Chapter [10: Non-Web Documents](#)

Notes: The *OnMusic Fundamentals 3rd Edition* course is displayed on the web by design and in practice. If a user is not able to use web pages due to a disability, we will provide them with an accessible PDF document of the text lecture content, which contains only the lesson lecture text and (mostly) no interactive content. The following section refers to the accessible PDF of lecture content under those circumstances only. Also included are downloadable PDF documents published by Connect for Education and linked within the course.

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

Chapter [11: Software](#)

Notes: Software is not included nor required to use *OnMusic Fundamentals 3rd Edition* This table has been removed.

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	Supports	The <i>OnMusic Fundamentals 3rd Edition</i> course does not include any specific built-in accessibility or compatibility features. However, users experiencing compatibility questions or issues may request additional assistance from Connect For Education®.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	The <i>OnMusic Fundamentals 3rd Edition</i> course does not include any specific built-in accessibility or compatibility features. However, users experiencing compatibility questions or issues may request additional assistance from Connect For Education®.
12.2.3 Effective communication	Supports	<p>Connect For Education® customers have access to electronic support by emailing support@connect4education.com or by calling Technical Support at (703)880-1180 ext. 200, Monday – Friday 9 AM to 6 PM Eastern Time (USA). Our staff will adapt communication to the needs of our users.</p> <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</p>

Criteria	Conformance Level	Remarks and Explanations
		https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs . Dialing 711 will link users directly to the relay service and a communications assistance (CA), who will place the call. International hearing-impaired customers should use the TRS at (605) 224-1837. A Technical Support technician will respond to technical issues according to the standard service request process.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: This chapter is not applicable to the *OnMusic Fundamentals 3rd Edition* course and is removed.

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