

Connect For Education®
OnAmerican Popular Music, OnMusic Jazz 2nd Edition,
OnMusic Rock 3rd Edition

Accessibility Conformance Report
International *Edition*

Simple Link LTI Version

Spring 2023

Name of Product/Version:

- **Title:** *OnAmerican Popular Music* (ISBN: 978-0-9911409-2-3)
- **Title:** *OnMusic Jazz 2nd Edition* (ISBN: 978-0-9839707-3-6)
- **Title:** *OnMusic Rock 3rd Edition* (ISBN: 978-0-9991160-1-2)

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Report Date:

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Product Description:

Web

- ***OnAmerican Popular Music, OnMusic Jazz 2nd Edition, and OnMusic Rock 3rd Edition* courseware:**
 - is customizable, web-based, digital courseware available for LTI integration into a host Learning Management System (LMS).

- contain web pages with Moodle-based interactive lessons, quizzes, exams, discussion forums, and written assignments.
- also include a supplemental toolbar containing optional, interactive learning tools.
- **Externally sourced course music audio using the third-party Spotify® web player:**
 - Course audio is provided through external weblinks to the free version of the web-based music streaming service, Spotify®. The use of the Spotify® web player as it is used to play course audio on a Windows device is evaluated in this document under 'web'. The use of the Spotify® web player beyond the functionality required to login and play course audio through the links provided in the courses was not evaluated.
 - Using the Spotify® web player is the recommended way to play course audio.
 - Default settings of the free version of the Spotify® web player were evaluated.
 - For best results, users should ensure they are logged into the Spotify® Web Player before starting a coursework session.
 - Information on how to access and use the Spotify® web player is included on the Preamble page of the course.
 - IMPORTANT: The Spotify® web player is subject to change at any time. The evaluations in this document represent conditions found on the date of testing.

Web Based Authoring Tool

The Atto Text Editor is a web-based authoring tool embedded in written assignment and discussion forum pages for creating responses to the prompts.

Electronic Documents

PDF documents related to *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* are considered 'Non-web documents' and are evaluated under 'Electronic Documents'.

- There is an accessible PDF document of the course lesson text that is available for alternate-format accessibility requests.
- There are course description PDF documents included with each course.

Software

While the Spotify® web player is the recommended way to play course audio, some users may choose to download the third-party Spotify® desktop application to augment performance on their device. The use of the free version of the Spotify® desktop app as it is used to play the *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* course audio on a Windows device is evaluated in this document. A link to download Spotify® and instructions on how to use it are provided in the Preamble page of the course.

IMPORTANT: Content presentation on the Spotify® desktop app is subject to change at any time. The evaluations in this document represent conditions found on the date of testing.

Contact information:

- Phone: (703) 880–1180 extension 200
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Audit Summary

Reported on 50 of 50 WCAG 2.1 AA Success Criteria when auditing the web, document, and optional software elements of the *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courses.

- 22 Supports
- 27 Partially Supports
- 1 Does Not Support

Notes:

- Level AAA conformance is not reported in this document and the tables for AAA conformance have been removed.
- *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courseware do not include closed systems or closed software. The ‘Closed:’ reporting category has been removed from the reporting tables.

- *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courseware do 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 courses 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 webpages was evaluated. Successes and failures in meeting each WCAG 2.1 specification were determined and recorded.
5. The following technologies were used when evaluating each page and variation of that page:
 - Windows 11 OS
 - 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 system text-resizing settings
6. The accessibility of playing course audio on the Spotify® desktop app software was analyzed using Accessibility Insights for Windows and screen reader testing.

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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Almost all images have compliant alternative text.</p> <p>In lesson pages:</p> <ul style="list-style-type: none"> • A few interactive animations were found with insufficient alternate text. • Top of page banner images that also portray images of text had insufficient alternative text. <p>Software: Meaningful graphical elements without text alternative were not found in the Spotify® desktop app.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Authoring Tool: The Atto Editor supports this criterion.</p> <p>Electronic Documents: Non-text content has text alternatives.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>Software: Partially supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Most audio-only content found in this course is Spotify® audio. Spotify® has added lyrics (text alternative) to many of the selections they offer. Not all content has text alternative, especially the older content. Video-only content was not found.</p> <p>Software: Most audio-only content found in this course is Spotify® audio. Spotify® has added lyrics (text alternative) to many of the selections they offer. Not all content has text alternative, especially the older content. Video-only content was not found.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Authoring Tool: The Atto editor can add and display video content. If the video is 'video-only' it can add an audio alternative. If adding 'audio-only' then Atto can be used to add text alternative such as a transcript.</p> <p>Electronic Documents: Audio-only and video-only content is not contained in the course PDF documents.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Most videos reviewed in <i>OnMusic Jazz 2nd Edition</i> were found to have captions. Videos appearing in <i>OnAmerican Popular Music</i> and <i>OnMusic Rock 3rd Edition</i> lesson pages are captioned. Uncaptioned videos may exist in the supplementary tool bar 'Discover Video' tool. Captions are planned for all videos in all courses, but a timeline is not yet established. Content presented exclusively in video is not assessed on quizzes, exams, or assignments.</p> <p>Software: The Spotify® desktop app is not used to play synchronized video in this course.</p> <p>Authoring Tool: Caption files can be added by authors and viewed users in synchronized video added to the pages by this tool.</p> <p>Electronic Documents: Synchronized video is not contained in the course PDF documents.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: All videos reviewed in <i>OnMusic Jazz 2nd Edition</i> were found to have a media alternative (transcripts). Videos appearing in <i>OnAmerican Popular Music</i> and <i>OnMusic Rock 3rd Edition</i> do not have media alternatives. Content presented exclusively in video is not assessed on quizzes, exams, or assignments.</p> <p>Software: The Spotify® desktop app is not used to play synchronized video in this course.</p> <p>Authoring Tool: The Atto editor can be used to create an accessible transcript for synchronized video content.</p> <p>Electronic Documents: Synchronized video is not contained in the course PDF documents.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>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>Software: Partially Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web:</p> <p>In the lesson pages:</p> <ul style="list-style-type: none"> The main menu bar and the course homepage contain a misconfigured list. Some data tables exist that do not programmatically reveal the relationships between the data cells and table headers. There are images of text for the 'Fun Facts' and 'Quote' aside sections of some pages, which appear to be section headings but are not programmatic headings. <p>In the written assignments:</p> <ul style="list-style-type: none"> The submission status data table has no header cells and so the relationship between data is not clear. A misconfigured list was found in a written assignment prompt. <p>In the supplemental toolbar:</p> <ul style="list-style-type: none"> The Test Yourself optional tool has radio buttons without programmatic labels. <p>The Spotify® web app login page has a hidden programmatic heading 'Login' that is not a visual heading.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Software: The Spotify® desktop app conveys meaning and structure programmatically.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Authoring Tool: Correctly configured lists and headings, tables and other information structures can be created using the Atto editor. Regarding the basic functions of the user interface, information, structure, and relationships conveyed visually are also presented programmatically.</p> <p>Electronic Documents: The associated 'Course Description' PDF document in each course conveys meaning and structure programmatically. (Download the PDF for best experience)</p>
<p><u>1.3.2 Meaningful Sequence</u> (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: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: The required lesson content supports meaningful programmatic sequence.</p> <p>Software: The Spotify® desktop app information is presented in a meaningful order for all users.</p> <p>Authoring Tool: The correct sequence is programmatically determinable among the Atto editor interface and components.</p> <p>Electronic Documents: The sequence of content is meaningful and consistent with the visual sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Instructions provided for understanding and operating course content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p> <p>Software: For the Spotify® desktop app: instructions to use the content do not rely on sensory characteristics.</p> <p>Authoring Tool: Instructions to use the content do not rely on sensory characteristics.</p> <p>Electronic Documents: Operation of the content does not rely on sensory characteristics.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: 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> <p>Software: For the Spotify® desktop app: color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Authoring Tool: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Compliant content can be created with this authoring tool, such as underlined links.</p> <p>Electronic Documents: Color is not used exclusively to convey meaning.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Automatically playing content is not present in the course content.</p> <p>Software: Automatically playing content is not found in the Spotify® desktop app.</p> <p>Authoring Tool: Nothing in the authoring tool automatically plays, and content can be created that does not automatically play.</p> <p>Electronic Documents: Audio is not present in the course documents.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) • 602.3 (Support Docs) 	<p>Web: Partially supports</p> <p>Software: Partially supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Nearly all the lesson content, course audio, and assessments can be operated solely with the keyboard. Issues mostly exist with the optional toolbar content.</p> <p>In lesson pages:</p> <ul style="list-style-type: none"> • A few interactive animations, and some custom tool tip widgets cannot be accessed with the keyboard alone. <p>In written assignments:</p> <ul style="list-style-type: none"> • The view full control to expand and review online text entries for written assignments could not be operated with the keyboard alone. <p>In the supplemental toolbar:</p> <ul style="list-style-type: none"> • In tool pop-up windows, operating the interactive content with the keyboard can be problematic in some cases. <p>On the course home pages:</p> <ul style="list-style-type: none"> • The 'Open all' and 'Close All' links, and the module heading expand/collapse toggles cannot be operated with the keyboard. <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', 'Incorrect' and 'Not Complete' when hovered with the mouse. This could be considered essential information, but it is not available

Criteria	Conformance Level	Remarks and Explanations
		<p>to keyboard users. Alternate ways exist to learn the status of questions, 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.</p> <p>Software: For the Spotify® desktop app: the show/ hide password button cannot be reached using keyboard alone on the desktop app login pane.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Authoring Tool: Interactive controls and content is keyboard accessible.</p> <p>Electronic Documents: Any interactive content that may be present is accessible to keyboard users.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (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: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: No keyboard traps were found.</p> <p>Software: Keyboard traps were not detected in the Spotify® desktop app when playing course audio.</p> <p>Authoring Tool: Keyboard traps were not detected.</p> <p>Electronic Documents: Keyboard traps do not exist.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.4 Character Key Shortcuts</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: YouTube uses letter-only (including upper- and lower-case letters) shortcuts that cannot be turned off. Some YouTube videos are embedded in lesson pages and are supplemental to the lessons and learning objectives. Character key shortcuts are in effect only when the YouTube window has focus and the user has made an initial interaction with the player. All other content in the course was found to support the Character Key Shortcut rule keyboard shortcuts not used.</p> <p>Software: Keyboard shortcuts do not rely on character, punctuation, number, or symbol keys alone. Shortcuts can only be used when the interface has focus in the Spotify® desktop app.</p> <p>Authoring Tool: Keyboard shortcuts can only be used when the authoring tool interface has focus and text content is selected.</p> <p>Electronic Documents: Character key shortcuts do not exist.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: By default, time limits are present in the course only during exams, which is an essential exception.</p> <p>Software: Time limits are not present when playing course audio in the Spotify® desktop app.</p> <p>Authoring Tool: Time limits are not present while using the Atto editor. Timed content cannot be created.</p> <p>Electronic Documents: Time limits are not present.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: 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. Quizzes are not timed by default, but when they are, this timer is present in quizzes too.</p> <p>Software: Moving, blinking, or auto-updating content is not present in the Spotify® desktop app.</p> <p>Authoring Tool: Moving, blinking, or auto-updating content is not present.</p> <p>Electronic Documents: 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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Flashing content is not present</p> <p>Software: Flashing content is not present in the Spotify® desktop app.</p> <p>Authoring Tool: Flashing content is not present.</p> <p>Electronic Documents: Flashing content is not present.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Does not apply.</p>	<p>Web: The course home page, assessments and lesson pages have skip links that are useful. However, the Spotify® web player does not have any keyboard-only mechanisms to bypass areas of repeated content such as left side user menu, player controls, and current selection information.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Software: Not applicable.</p> <p>Authoring Tool: The toolbar interface of the editor can be tabbed over with one tab key press, when desired. The toolbar interface utilizes arrow navigation.</p> <p>Electronic Documents: Does not apply to Non-web documents.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.2 Page Titled</u> (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: Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: All pages were titled.</p> <p>Software: Not applicable</p> <p>Authoring Tool: The Atto editor is embedded in a parent page that is titled.</p> <p>Electronic Documents: All documents have titles.</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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Most of the required lesson content and assessments/assignments have a logical focus order that preserves meaning and aids use.</p> <p>However, in the supplemental tool bar, the tool focus order is not fully managed for keyboard and screen reader access.</p> <p>In written assignments, focus is not fully managed when interacting with buttons such as 'Add Submission', 'Submit', and 'Edit Assignment', causing new content to be added to the page. In most cases, it is expected that keyboard focus will be moved to newly revealed content or be one keypress away from the newly revealed content when interacting with page controls. However, focus instead will revert to the top of the page after selecting one of these buttons.</p> <p>Software: Focus order is logical.</p> <p>Authoring Tool: Focus order is logical.</p> <p>Electronic Documents: Focus order is logical.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web:</p> <ul style="list-style-type: none"> • There is one non-functioning link without an accessible name appearing in the non-default view for file submissions in written assignment pages. • The 'Inspect Assignments' page has unlabeled icons that are links to assignment pages in the text. Screen readers read the filename of the icons. Until this issue is repaired, users can rely on the link text – the page names that are next to the icons. <p>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>
<p><u>2.5.1 Pointer Gestures</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Multipoint or path-based gestures are not required.</p> <p>Software: Multipoint or path-based gestures are not required to hear course audio in the Spotify® desktop app.</p> <p>Authoring Tool: Multipoint or path-based gestures are not required.</p> <p>Electronic Documents: Multipoint or path-based gestures are not required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.2 Pointer Cancellation</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: The down-event of the pointer is not used to execute any part of functions.</p> <p>Software: The down-event of the pointer is not used to execute any part of functions in the Spotify® desktop app.</p> <p>Authoring Tool: The down-event of the pointer is not used to execute any part of functions.</p> <p>Electronic Documents: Supports.</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: Partially supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports:</p>	<p>Web: Some accessible names for interactive elements contain the visual text but may also contain other words.</p> <ul style="list-style-type: none"> • The C4Elink logo image is a link with the accessible name 'logo home' but the text in the logo image reads 'C4Elink'. • On the student User Report (gradebook) page: the input element that is visually labeled 'User Report' has the accessible name of 'Grade Report'. <p>Software: For user interface components with labels that include text or images of text in the Spotify® desktop app, the name contains the text that is presented visually.</p> <p>Authoring Tool: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p> <p>Electronic Documents: Supports.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Motion does not activate content.</p> <p>Software: Motion does not activate content in the Spotify® desktop app.</p> <p>Authoring Tool: Motion does not activate content.</p> <p>Electronic Documents: Motion does not activate content.</p>
<p><u>3.1.1 Language of Page</u> (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: Supports</p> <p>Software: Partially supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: The default language of each page is correctly specified.</p> <p>Software: A language specification within this app could not be determined. The Spotify® desktop app does permit users to specify their language in their preferences settings, however, testing only involved the default language of the course (English) and the default language of the linked content.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Authoring Tool: This tool is embedded in a parent page with a default language correctly specified.</p> <p>Electronic Documents: The default language of all course documents is correctly specified.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.1 On Focus</u> (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: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: When any user interface component receives focus, it does not initiate a change of context.</p> <p>Software: Focusing interactive elements within the Spotify® desktop app does not cause a change of context.</p> <p>Authoring Tool: When any component receives focus, it does not initiate a change of context.</p> <p>Electronic Documents: Unexpected changes of context were not found.</p>
<p><u>3.2.2 On Input</u> (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: Partially Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Two list-boxes were found that changed the page context when the list was explored with the arrow keys using keyboard navigation.</p> <p>Software: Unexpected changes on user input were not detected in the Spotify® desktop app.</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (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>Software: Partially supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p> <p>Software: The Spotify® Desktop app login pane does not provide an error if one of the required fields is empty.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Authoring Tool: Automatic errors are not detected.</p> <p>Electronic Documents: Content that includes error detection is not found in the course documents.</p>
<p><u>3.3.2 Labels or Instructions</u> (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Labels and instructions are almost always provided. However, on a few assessment questions, underline characters were used to present a visual (but not programmatically available) 'blank' input to students to indicate that a missing word must be supplied.</p> <p>Software: Visible labels and instructions are provided as required in the Spotify® desktop app when user input is required.</p> <p>Authoring Tool: Visible labels are provided.</p> <p>Electronic Documents: User input is not required to use course documents.</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"> 9.4.1.1 (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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Not applicable.</p>	<p>Web: A few minor, low-level parsing warnings were detected with no disruption to functionality.</p> <p>Software: Not applicable</p> <p>Authoring Tool: No parse errors detected.</p> <p>Electronic Documents: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.2 Name, Role, Value</u> (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>Software: Partially supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: The name, roles, and values of user interface components are mostly well provided in the <i>OnMusic Rock 3rd ed.</i>, <i>OnMusic Jazz 2nd ed.</i>, and <i>OnAmerican Popular Music</i> courses. However, some issues were noted.</p> <p>In the main menu bar present on most course pages:</p> <ul style="list-style-type: none"> • there are some missing required aria-roles. <p>In the lesson pages:</p> <ul style="list-style-type: none"> • Interactive animations in a few lesson pages do not have accessible names. These interactions are usually contained in untitled iFrame elements. Some of these interactive elements misuse the alt attribute. <p>In quizzes and exams:</p> <ul style="list-style-type: none"> • The ‘Flag this question’ control in assessments is in a live region causing it to interrupt the page reading by assistive technology. This control should not be in a live region. • The Spotify® preview links that appear in some quizzes and written assignments utilize iFrame elements with no title. • When a student submits a blank answer and gives no response to a quiz/exam question, the error status is in text but not announced to assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
		<p>In the supplemental toolbar optional content:</p> <ul style="list-style-type: none"> Although alternate ways exist to navigate the Discover Video tool content, this tool has thumbnail images with no alternative texts acting as labels for video links. These links may not expose an accessible name to assistive technologies. The radio buttons in the Test Yourself tool have no accessible name. <p>In the Spotify® Web Player</p> <ul style="list-style-type: none"> When playing course audio with the Spotify® Web Player, the previous audio selection may appear loaded in the dashboard player while the new selection is loaded in the main top of page player. Both selections have control buttons named 'play'. This could be confusing to assistive technology users. <p>Software: In the Spotify® desktop application, there are a few controls that have null names. However, in checking with assistive technology, accessible names are being provided to AT for components if they are keyboard accessible. The Desktop app login pane has one element with no name: the show/hide password button.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Authoring Tool: The names, roles, and value of components can be programmatically determined.</p> <p>Electronic documents: Names, roles, and values of all content can be programmatically determined.</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"> • 9.1.2.4 (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Live media is not presented.</p> <p>Software: Live media is not presented in the Spotify® desktop app when playing course audio.</p> <p>Authoring Tool: Live media is not presented and is beyond the functionality of the Atto editor.</p> <p>Electronic Documents: Live media not contained in this content.</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>Software: Supports</p> <p>Authoring Tool: Does not support</p> <p>Electronic Documents: Supports</p>	<p>Web: Video players used in this course do not have audio description controls, and audio descriptions are not included in the video audio track. If needed, supplemental videos in the Discover Video toolbar feature can be suppressed from the course.</p> <p>Software: Synchronized video media is not used in the Spotify® desktop app when playing course audio.</p> <p>Authoring Tool: Audio descriptions cannot be added to synchronized video media or displayed with the Atto editor.</p> <p>Electronic Documents: Synchronized media is not included in course documents.</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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Orientation is not restricted in the content.</p> <p>Software: Orientation is not restricted in the Spotify® desktop app.</p> <p>Authoring Tool: Orientation is not restricted in the Atto editor interface or the parent page where it is embedded.</p> <p>Electronic Documents: Supports</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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Not applicable to PDF documents.</p>	<p>Web: Input of user personal information is not required for LTI courses.</p> <p>Software: Currently not applicable to software of this type.</p> <p>Authoring Tool: Input fields collecting information about the user are not present in the Atto editor.</p> <p>Electronic Documents: Form elements are not present and user input not required. Currently not applicable to documents of this type.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.1.4.3 (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>Software: Partially supports</p> <p>Authoring Tool: Supports.</p> <p>Electronic Documents: Supports</p>	<p>Web:</p> <p>In lesson pages:</p> <ul style="list-style-type: none"> • In some lesson pages the 'skip to main content' link, the color used for the lesson objectives toggle, the 'Fun Facts' section text and headings, custom tooltips information pop-ups, and 'show me' animations had insufficient contrast. A few pages had lesson content appearing in tables with insufficient contrast. One page surveyed had a link to Spotify® course audio with insufficient contrast. <p>In written assignments:</p> <ul style="list-style-type: none"> • 'Add submission', 'Submit assignment', 'Save changes', and 'Continue' buttons had insufficient contrast. • The 'files' link, and the accepted file extension information had insufficient contrast. • Some of the artist names and timings in the Spotify® embedded audio links had insufficient color contrast. <p>In quizzes/exams:</p> <ul style="list-style-type: none"> • Some quiz control buttons, such as 'Start attempt', 'Submit', and 'Next' had insufficient contrast.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Some links such as 'Review' and 'Finish attempt' have insufficient contrast. <p>In the supplemental tool bar:</p> <ul style="list-style-type: none"> The Listen to Lecture player interface text has insufficient color contrast in the OnAmerican Popular Music course. The toolbar tool content for Test Yourself, Keywords, and Discover Music had some content with insufficient contrast in some lessons. <p>The user report page links have insufficient color contrast.</p> <p>Some text in course preamble pages does not meet contrast sufficiency requirements.</p> <p>Software: When playing course audio in the Spotify® desktop app the color themes of a few selections did not have sufficient contrast for small text in the tags area next to the artist's name.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Authoring Tool: Users can check contrast in content created by the Atto editor by using the 'Accessibility checker' option.</p> <p>Electronic Documents: Contrast of elements with their background is sufficient.</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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Note: Some issues with resizing and magnifying content exist:</p> <ul style="list-style-type: none"> • Supplemental toolbar Discover Video, Test Yourself, and Keyboard content that appears in pop up dialog windows may display with cut-off content that cannot scroll when zoomed to 200%. • Zooming and scaling is disabled in the meta tags for some lesson pages and the Spotify® web player, however during testing all zooming to 200% was supported except for the issues noted. <p>Software: Supports. Text seen in the Spotify® desktop app will resize with no loss of functionality using the app's own built in zoom feature.</p> <p>Authoring Tool: Content resizes, including the icons on controls.</p> <p>Electronic Documents: Text will resize in course documents.</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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: The Fun Facts section headings and the Quote section headings on some lesson pages are images of text that do not support this criterion. A couple of other very minor and non-impactful images of text were found. The course preamble page has 'top of page' links that are images of text.</p> <p>Software: Supports.</p> <p>Authoring Tool: Text is used to convey information rather than images of text, except for allowed content such as logos.</p> <p>Electronic Documents: Supports</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: Partially supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Some issues with reflow exist:</p> <ul style="list-style-type: none"> • Using the Firefox web browser, users may experience trouble with loading or viewing the Spotify® web app when zooming to 400%. • Some supplemental toolbar pop-up window content will display cut-off when reflowing the page at 400%. • Zooming and scaling is disabled in the meta tags for some course pages and the Spotify® web player. • The top of page button and the Help widget float over lesson content and inhibit the use of the reflowed content. <p>Software: Typical zoom in/out functions (shortcuts +, -, and ctrl (cmd), can be used to enlarge the desktop Spotify® app to 400% and the content does successfully reflow.</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Course documents will reflow.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (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>Software: Supports</p> <p>Authoring Tool: Partially supports</p> <p>Electronic Documents: Supports</p>	<p>Web:</p> <ul style="list-style-type: none"> • In some lesson pages, the Listen to Lecture player interface components for Play and Volume have insufficient color contrast. • In the written assignment pages, file picker icons that help operate the submission functions fail non-text contrast requirements. • In some lesson pages and in some Discover Music tool windows, the music note icons in the link text for course audio selections fail contrast requirements. • The previous, next, and top of page buttons in most pages of the courses have insufficient contrast with the white page background. <p>Software: The Spotify® Desktop App has sufficient non-text contrast.</p> <p>Authoring Tool: Many of the controls in the Atto editor have icons on the labels that fail contrast requirements.</p> <p>Electronic Documents: Non-text contrast is sufficient.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Not applicable</p>	<p>Web: The web-based content in this course seems to support text spacing overrides with no loss of functionality.</p> <p>Please note that the Spotify® Web Player may need to be opened in a browser window instead of the pop-up window to achieve text re-spacing.</p> <p>Software: Not applicable to software.</p> <p>Authoring Tool: Users can re-space text within the authoring tool editing area using their own apps. The authoring tool does not restrict this.</p> <p>Electronic Documents: Not applicable.</p>

<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (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: Partially supports</p> <p>Software: Does not support</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: 1) Custom informational tool tips exist in these courses that appear on hover and/or focus.</p> <ul style="list-style-type: none"> • In the <i>OnAmerican Popular Music</i> lesson pages, this content complies with this criterion. • In the <i>OnMusic Rock</i> and <i>OnMusic Jazz</i> courses, issues exist for mouse users regarding persistence. This type of content will not appear at all for keyboard users. This content is compliant for touch input users. <p>2) The Spotify® Web Player controls have custom non-hoverable tool tips displaying text names for the player controls. The tooltips persist when the keyboard focus and mouse cursor is on them, but they do not persist when hovering. They persist and are dismissible for touch input users.</p> <p>Software: The Spotify® Desktop Application player controls have custom non-hoverable tool tips displaying text names for the player controls. The tooltips persist when the keyboard focus and mouse cursor is on them, but they do not persist when hovering. They persist and are dismissible for touch input users.</p> <p><i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i></p> <p>Authoring Tool: The Atto editor does not use custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus.</p>
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Criteria	Conformance Level	Remarks and Explanations
		Electronic Documents: Content designed to appear only on hover or focus does not exist in course documents.
<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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</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. Course audio opens using direct links in the Spotify® web player and navigation of the Spotify® site at large is not required.</p> <p>Software: Not applicable.</p> <p>Authoring Tool: The Atto editor is embedded into web pages and as such does not supply a way to locate a web page within a set of web pages.</p> <p>Electronic Documents: Course PDF documents with at least 10 pages or more contain bookmarks and 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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: 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>Software: When headings and labels are provided, they are descriptive.</p> <p>Authoring Tool: The visible labels in the Atto editor toolbar are icons. The icons that are used are common ones for the functions they represent. The title elements and alt text for these control icons are descriptive and provide descriptive accessible names for assistive technology users. Headings and labels within Atto functions are descriptive when they are provided.</p> <p>Electronic Documents: When headings and labels are provided, they are descriptive.</p>
<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>Web: Partially supports</p> <p>Software: Supports</p> <p>Authoring Tool: Does not support</p> <p>Electronic Documents: Supports</p>	<p>Web: A visible focus is seen on almost all lesson pages and quiz page elements. However, an insufficiency of visible focus was found on the written assignment pages, user report gradebook pages, and the course home page.</p> <p>Software: When playing the course audio using keyboard navigation, focus is visible on interactive components in the Spotify® desktop app.</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: Using keyboard navigation to operate the Atto editor, focus was not visible on interactive components. Electronic Documents: Supports.
<p><u>3.1.2 Language of Parts</u> (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) 	Web: Partially supports Software: Partially Supports Authoring Tool: Supports Electronic Documents: Supports	Web: Language other than the page default (English) was not found in the lesson text. However, in the Spotify® web player, some text alternatives (lyrics) to course audio used languages that were not programmatically identified. Software: A few text alternatives (lyrics) to course audio in the Spotify® desktop app used languages other than the default language of the app, but a language specification could not be found for these passages. <i>Corrections for items related to Spotify® are controlled by Spotify®, a third-party software vendor.</i> Authoring Tool: No language other than the default language of the parent web page is present. The Atto Editor can be used to manually add language tags to content with sufficient coding knowledge. Electronic Documents: Language other than the document default (English) is not found in course documents.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Navigation links that are repeated on web pages do not change order when navigating through the site.</p> <p>Software: Not applicable</p> <p>Authoring Tool: The Atto editor is embedded in pages and the navigational mechanisms of the parent page take precedence for this criterion. However, all tool controls and features are consistently repeated in each instance of the editor across the multiple pages in which the editor appears.</p> <p>Electronic Documents: Supports</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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: Components that have the same functionality within the course are identified consistently.</p> <p>Software: Not applicable</p> <p>Authoring Tool: In the Atto editor, components that have the same functionality are identified consistently on all pages on which the editor is present. Components produced by the Atto editor also have the same consistent name and functionality.</p> <p>Electronic Documents: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
<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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: 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>Software: Required user input when playing course audio in the Spotify® desktop app is limited to the login pane. When errors are automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security of the content.</p> <p>Authoring Tool: The Atto editor may automatically provide suggestion/correction of some code errors such as mismatched HTML tags.</p> <p>Electronic Documents: Automatic errors are not provided in course documents.</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • 9.3.3.4 (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>Software: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Supports</p>	<p>Web: These courses offer academic exams and assignments, and most instructors choose to make final submissions irreversible. However, there is always a multi-part error prevention system in place to help student review and confirm their submissions. The platform offers 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>Software: No legal or financial transactions are needed to play course audio on the Spotify® desktop app.</p> <p>Authoring Tool: An automatic saving feature helps to save user data in case internet connection is disrupted, or significant time elapses during entry. Saved data can be edited. Submission of assignments is a process that is separate from the Atto editor.</p> <p>Electronic Documents: Automatic errors are not provided in course documents.</p>

<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (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>Software: Not applicable</p> <p>Authoring Tool: Supports</p> <p>Electronic Documents: Not applicable</p>	<p>Web:</p> <ul style="list-style-type: none"> • Submission of individual answers to quiz or exam questions, and completion statuses of answered questions are not always programmatically determined through roles or other properties making them available to assistive technologies. • During the written assignment draft-saving or submission process, status alerts can be added to the page that are not programmatically determined through roles or other properties making them available to assistive technologies. • Completion statuses of answered questions in the 'Test Yourself' supplemental toolbar tool are not programmatically determined through roles or other properties making them available to assistive technologies. <p>Authoring Tool: The Atto editor is embedded in written assignment pages. Details for written assignments are found under 'web'. When relevant, the Atto editor does provide status messages about automatically saving content, or lost internet connections.</p> <p>Software: Not applicable to this technology type.</p> <p>Electronic Documents: Not applicable</p>
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Table 3: Success Criteria, Level AAA

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

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Notes:

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

Notes: All content in the *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courses 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 1.2.5 Audio description/media alternative• As described in 1.3.1 Info and Relationships• As described in 1.4.1: Use of color• As described in 2.1.1 Keyboard• As described in 2.4.1 Bypass blocks• As described in 2.4.3 Focus order• As described in 2.4.4 Link Purpose• As described in 2.4.6 Headings and labels• As described in 3.1.1 Language of Page• As described in 3.1.2 Language of Parts• As described in 3.2.2 On Input• As described in 3.3.1 Error Identification• As described in 4.1.2 Name, role, and value

Criteria	Conformance Level	Remarks and Explanations
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 1.4.1 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 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 3.1.1 Language of Page As described in 3.1.2 Language of Parts As described in 3.2.2 On Input As described in 3.3.1 Error Identification 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 2.4.1 Bypass blocks As described in 2.4.3 Focus order As described in 2.4.7 Focus visible As described in 4.1.2 Name, role, and value

Criteria	Conformance Level	Remarks and Explanations
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 • 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 1.4.1 Use of color • 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 3.2.2 On Input • As described in 3.3.1 Error Identification • As described in 3.3.2 Labels and instructions • As described in 4.1.2 Name, role, and value

Chapter 5: [Software](#)

Notes: This chapter reports the evaluation for the Spotify® desktop app, which may optionally be used to play audio selections linked within this course. NOTE: Use of the Spotify® web player is the recommended method of playing the course audio.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x 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 Spotify® desktop app is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The Spotify® desktop app supports Windows platform accessibility tools such as contrast settings, text sizing, and magnification.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially supports	On the login pane, the show password button did not have an accessible name. Several buttons and one menu item were found with null names in the software user interface. Also, some buttons had incorrect programmatic patterns (simultaneously using ‘toggle’ and ‘invoke’).
502.3.2 Modification of Object Information	Partially Supports	Some buttons had incorrect programmatic patterns (simultaneously using ‘toggle’ and ‘invoke’ or ‘toggle and ‘expanded’). However, when playing course audio, states and properties that could be set by the user could be set programmatically, including through assistive technology, except the show password control on the login pane.
502.3.3 Row, Column, and Headers	Supports	When playing course audio, data tables were found to be correctly structured in the Spotify® desktop app.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	Value(s) and sets and ranges of values associated with an object, could be programmatically determined.
502.3.5 Modification of Values	Supports	Values that can be set by the user can be set programmatically, including through assistive technology
502.3.6 Label Relationships	Partially supports	Issues exist with some names for inputs, as per automated testing. However, during testing course audio with assistive technology, all inputs were named and functional except for the show password toggle input on the login pane, and the 'connect to a device' control.
502.3.7 Hierarchical Relationships	Supports	Hierarchical parent child relationships of components, such as lists, appear programmatically determinable.
502.3.8 Text	Supports	The content of text objects, text attributes, and the boundary of text rendered to the screen, are programmatically determinable.
502.3.9 Modification of Text	Supports	Text that can be set by the user is capable of being set programmatically included through assistive technology.
502.3.10 List of Actions	Supports	While testing course audio with assistive technologies, all actions executed on an object were found to be successfully programmatically determinable.
502.3.11 Actions on Objects	Supports	Actions on objects were permitted as expected by assistive technologies while testing course audio.

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports	The Spotify® desktop app exposes information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components during the process of playing course audio selections.
502.3.13 Modification of Focus Cursor	Supports	In the Spotify® desktop app, focus, text insertion point, and selection attributes that can be set by the user are capable of being set programmatically.
502.3.14 Event Notification	Supports	When testing course audio with assistive technologies, notification of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary, are available to assistive technology when playing course audio selections.
502.4 Platform Accessibility Features	Supports	The Spotify® desktop app is not platform software.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	During testing, the Spotify® desktop app was found to permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not applicable	The Spotify® desktop app does not provide an alternative user interface.
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	Synchronized video is not present or required while playing course audio.
503.4.2 Audio Description Controls	Supports	Synchronized video is not present or required while playing course audio.

Criteria	Conformance Level	Remarks and Explanations
<u>504 Authoring Tools</u>	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.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The Atto editor is a web-based editor embedded in course web pages, and does not convert content from one format to another
504.2.2 PDF Export	Not applicable	The Atto editor is not capable of PDF export, and that function is not needed within the course.
504.3 Prompts	Partially supports	The Atto editor has a built-in accessibility checker that checks and reports accessibility statuses for some WCAG 2.0 Success Criteria and Conformance Requirements.
504.4 Templates	Not applicable	Templates are not provided by the Atto editor.

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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Accessibility features are not required by Chapters 4 and 5. Built-in accessibility features are not provided.
602.3 Electronic Support Documentation	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All support documentation is electronic.
<u>603 Support Services</u>	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 <u>support@connect4education.com</u> or by calling Technical Support at 1.7038801180 ext. 200.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	<p>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.</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 http://www.fcc.gov/cgb/consumerfacts/trs.html</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 *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courses 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 1.2.5 Audio description/media alternative• As described in 1.3.1 Info and Relationships• As described in 1.4.1: Use of color• As described in 2.1.1 Keyboard• As described in 2.4.1 Bypass blocks• As described in 2.4.3 Focus order• As described in 2.4.4 Link Purpose• As described in 2.4.6 Headings and Labels• As described in 3.1.1 Language of Page• As described in 3.1.2 Language of Parts• As described in 3.3.1 Error Identification• 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

Criteria	Conformance Level	Remarks and Explanations
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 1.2.5 Audio description and media alternative • As described in 1.3.1 Info and Relationships • 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 • 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 3.1.1 Language of Page • As described in 3.1.2 Language of Parts • As described in 3.2.2 On Input • As described in 3.3.1 Error Identification • 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 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) • 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 1.2.1 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 1.2.1 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.

Criteria	Conformance Level	Remarks and Explanations
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 2.4.1 Bypass blocks As described in 2.4.3 Focus order As described in 2.5.3 Label in name As described in 4.1.2 Name, role, and value
4.2.8 Usage with limited reach	Supports	<ul style="list-style-type: none"> 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 2.5.3 Label in name As described in 4.1.2 Name, role, and value
4.2.9 Minimize photosensitive seizure triggers	Supports	Functional Performance for this statement is supported.
4.2.10 Usage with limited cognition, language or learning		<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 1.4.1 Use of color 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 3.3.1 Error Identification 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
4.2.11 Privacy	Supports	The listen to lecture feature can be utilized without unmasking. The choice to use Listen to Lecture is not saved in user data. Accommodation for extra time or extra attempts on course assessments is available only to supervising instructors and is not unmasked to other users. This data can be deleted by the instructor or on request of the student.

Chapter [5: Generic Requirements](#)

Notes: Not applicable to *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courses. Closed functionality components are not utilized. This chapter is removed.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable to *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courses. These courses do 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 these courses provide a way for the user to adapt the displayed characteristics of captions to their individual requirements.
7.1.5 Spoken subtitles	Does not support	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 these courses.
7.2.2 Audio description synchronization	Does not support	Audio descriptions are currently not provided for these courses.
7.2.3 Preservation of audio description	Does not support	Audio descriptions are currently not provided for these courses.
7.3 User controls for captions and audio description	Partially supports	For videos in the <i>OnAmerican Popular Music</i> , <i>OnMusic Jazz 2nd Edition</i> , and <i>OnMusic Rock 3rd Edition</i> courses, closed captioning controls are provided the same level of interaction as the primary media controls whenever closed captions are available. However, there is no control for audio descriptions.

Chapter 8: Hardware

Notes: Hardware is not required to use the courses. This Chapter is removed.

Notes:

Chapter 10: Non-web Documents

Notes: The *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courses are displayed on the web by design and in practice. If a user is not able to use web pages due to a disability, we will provide them with an accessible PDF document of the text lecture content, which contains only the lesson lecture text and no interactive content. The following section refers to the accessible PDF of lecture content under those circumstances only.

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

Chapter [11: Software](#)

Notes: This chapter refers exclusively to the Spotify® Desktop App and its user interface when it is used to play the course audio for *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition*.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	The Spotify® Desktop App is not an assistive technology.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.5 Object information	Partially supports	Several buttons and one menu item were found with null names. The show password button did not have an accessible name. Also, some buttons had incorrect programmatic patterns (simultaneously using 'toggle' and 'invoke').
11.5.2.6 Row, column, and headers	Supports	Data tables were found to be correctly structured when playing course audio in the Spotify® Desktop App.
11.5.2.7 Values	Supports	Value(s) and sets and ranges of values associated with an object, could be programmatically determined when playing course audio.
11.5.2.8 Label relationships	Partially supports	Issues exist with some names for inputs, as per automated testing. However, during testing course audio with assistive technology, all inputs were named and functional except for the show password toggle input on the login pane, and the 'connect to a device' control.
11.5.2.9 Parent-child relationships	Supports	Hierarchical parent child relationships of components, such as lists, appear programmatically determinable.
11.5.2.10 Text	Supports	When playing course audio: the content of text objects, text attributes, and the boundary of text rendered to the screen, were programmatically determinable. Text that can be set by the user is capable of being set programmatically included through assistive technology.
11.5.2.11 List of available actions	Supports	While testing course audio with assistive technologies, all actions executed on an object were found to be successfully programmatically determinable.
11.5.2.12 Execution of available actions	Supports	The Spotify® Desktop app allows assistive technology to programmatically execute available actions on objects when playing course audio.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.13 Tracking of focus and selection attributes	Supports	The Spotify® Desktop App allows for the tracking of focus when playing course audio.
11.5.2.14 Modification of focus and selection attributes	Supports	The Spotify® Desktop App allows for the modification of focus and selection attributes by assistive technology.
11.5.2.15 Change notification	Supports	Notification of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary, are available to assistive technology when playing course audio selections.
11.5.2.16 Modifications of states and properties	Supports	When using the Spotify® Desktop app to play course audio, users can successfully modify states and properties with assistive technology.
11.5.2.17 Modifications of values and text	Supports	When using the Spotify® Desktop app to play course audio, users can successfully modify values and text with assistive technology.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	Accessibility features were not detected.
11.6.2 No disruption of accessibility features	Supports	Disruption of accessibility features employed by users were not detected while playing course audio on the Spotify® Desktop app.
11.7 User preferences	Supports	When playing course audio with the Spotify® Desktop app, user preferences for platform settings for color, contrast, font type, font size, and focus cursor were permitted.

Criteria	Conformance Level	Remarks and Explanations
11.8 Authoring tools – NOTE: 11.8 refers to the web-based Atto text editor used to create written assignment submission in the <i>OnAmerican Popular Music</i> , <i>OnMusic Jazz 2nd Edition</i> , and <i>OnMusic Rock 3rd Edition</i> courses.	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter 'Not Applicable')	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not applicable	Transformation of user input is not necessary to complete course work in these courses and is not provided by the Atto Editor.
11.8.4 Repair assistance	Supports	When creating written assignment submissions for these courses using the Atto editor, users can use built-in the accessibility checker. The accessibility checker offers general suggestions to repair common accessibility errors.
11.8.5 Templates	Does not apply	Templates are not included in the Atto Editor.

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>OnAmerican Popular Music</i> , <i>OnMusic Jazz 2nd Edition</i> , and <i>OnMusic Rock 3rd Edition</i> courses do not include any specific built-in accessibility or compatibility features. However, users experiencing compatibility questions issues may request additional assistance from Connect For Education®.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	The <i>OnAmerican Popular Music</i> , <i>OnMusic Jazz 2nd Edition</i> , and <i>OnMusic Rock 3rd Edition</i> courses do not include any specific built-in accessibility or compatibility features. However, users experiencing compatibility questions issues may request additional assistance from Connect For Education®.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Supports	<p>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.</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 http://www.fcc.gov/cgb/consumerfacts/trs.html. 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>
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 *OnAmerican Popular Music*, *OnMusic Jazz 2nd Edition*, and *OnMusic Rock 3rd Edition* courses, and is removed.

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