

Echo360 Accessibility Conformance Report

Name of Product/Version: Echo360

Report Date: 03/23/2022

Product Description: Echo360 believes that improved outcomes start with great moments in the classroom. Developed by educators, Echo360 helps instructors capture and extend those moments to improve student engagement before, during, and after class. Through our technology platform, students have 24/7 access to classroom discussion, presentation materials, and the lecture itself. We generate data that helps instructors and institutions identify problems early and act.

Contact Information: Echo360 Accessibility Team, accessibility@echo360.com

Notes: To learn more about our guiding principles, please visit <https://echo360.com/accessibility/>.

Evaluation Methods Used: Testing Echo360 involved a combination of manual and functional testing. Level Access (Level) comprehensively tested a selection of pages representative of the Echo360, among other methodology, the screen reader JAWS 2022 and NVDA 2021, exclusive use of the keyboard, and manual inspection of code and Accessibility API output. Level also functionally tested several users flows of Echo360 with JAWS 2022 and NVDA 2021 screen readers.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No

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

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

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A)	Does Not Support	<p>Echo360 mostly conveys textual equivalence for non-text content. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Many decorative elements and visually hidden content are still reachable to screen readers. • Many interactive elements do not provide proper states or labels for screen readers to understand function. • Some disabled or hidden elements are still reachable by keyboard users. • Screen reader users may have difficulty with slide navigation order, or difficulty reading questions rendered as background images.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	Partially Supports	<p>The product does not have prerecorded audio-only and prerecorded video-only media. A rating of Partially Supports has</p>

		<p>been given for the following reason:</p> <ul style="list-style-type: none"> There is no text transcript or audio track provided for the video.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Supports	The product provides captions for pre-recorded media. Content authors are responsible for the availability and accuracy of these captions.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Supports	The product provides transcripts for their prerecorded videos. Content authors are responsible for the availability and accuracy of these transcripts.
<u>1.3.1 Info and Relationships</u> (Level A)	Does Not Support	<p>Some information, structure, and relationships can be determined programmatically within the content. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> Headings may be out of order or not match visual hierarchy. Screen reader users may be unaware of dynamic updating content. These updates may also move focus improperly. Many Button and Form elements do not have valid

		<p>labels. Some form elements may not be grouped properly.</p> <ul style="list-style-type: none"> • Some dialog, drawer, or modal elements do not indicate proper boundaries to screen readers. • Some tables may not use appropriate table headers or may be built not using HTML table elements.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<p>Most content is presented in a meaningful sequence. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • In some cases, reading order for Screen Readers and visual users do not match.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	<p>Most instructions provided do not rely solely on sensory characteristics of components. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The Admin Import CSV and Capture Day View use instructions that rely on visual cues.
1.4.1 Use of Color (Level A)	Partially Supports	<p>Majority of elements do not use color as the sole means of</p>

		<p>conveying information. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some links are only distinguished from surrounding plain text via color. • Some elements that are used to indicate state, selection or other information use color to share state, selection or other information. • A chart within the Analytics tab uses color to relay differences between Anonymous users and Authenticated users.
1.4.2 Audio Control (Level A)	Supports	The product does not have audio that plays automatically.
2.1.1 Keyboard (Level A)	Does Not Support	<p>Some content is operable through a keyboard interface. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • In some cases, interactive elements can only be used via mouse. • Keyboards cannot focus or interact with many elements. This includes Grids, scrollable containers, toggles within

		<p>Admin Rooms, and Drag & Drop polls.</p> <ul style="list-style-type: none"> Some non-interactive elements inappropriately receive keyboard focus. This includes controls within the Admin Dashboard and Admin Rooms.
<p>2.1.2 No Keyboard Trap (Level A)</p>	Partially Supports	<p>The majority of the product does not have any keyboard traps. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Within Media View Photos, if a user navigates to the presentation area, they are unable to return to main navigation. Keyboard users may find themselves trapped when using Drag & Drop polls.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	Partially Supports	<p>The product utilizes character key shortcuts. In most cases these shortcuts do not conflict with assistive technology. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Keyboard shortcuts are provided within the Video Editor. These shortcuts

		conflict with many Screen Reader controls and it is not possible to disable the shortcuts.
<u>2.2.1 Timing Adjustable</u> (Level A)	Supports	The product does not utilize any timeout features.
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Supports	The product does not contain moving, blinking, scrolling, or auto-updating information.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Supports	The product does not contain anything that flashes.
<u>2.4.1 Bypass Blocks</u> (Level A)	Does Not Support	The main navigation does not provide a functionality to skip past repetitive content.
<u>2.4.2 Page Titled</u> (Level A)	Partially Support	Some pages use vague titles or have no context to current page content. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> Some of the titles do not give the context of the page.
<u>2.4.3 Focus Order</u> (Level A)	Partially Supports	Most focusable components receive focus in an order that preserves meaning and operability. A rating of Partially Supports has been given for the following reasons:

		<ul style="list-style-type: none"> Some non-interactive elements are unnecessarily placed within the tab order. In some cases, activating dynamic elements may not properly move keyboard focus to new content, or may place it at top of page.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<p>The purpose of links can be determined from the link text alone, or from the link text together with its programmatically determined link context. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Buttons to open more Help information are indicated via (?). Some links and buttons do not have sufficient programmatic labels that indicate purpose.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	All product functionality can be operated with a single pointer activation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Events triggered by single-point activation can be cancelled.
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	The product provides visual text labels or images of text for form elements and custom controls. A

		<p>rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some Form Field elements are not associated with their visual label programmatically. • Many Checkbox elements and some Dropdown/Select elements lack accessible labels.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The product does not rely solely on motion to activate user interface components.
3.1.1 Language of Page (Level A)	Supports	The default human language of each web page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	The product does not initiate change of context when a component receives focus.
3.2.2 On Input (Level A)	Partially Supports	<p>Changing the setting of most user interface components does not automatically cause a change of context unless the user has been advised of the behavior before using the component. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Within Study Guide View for Students, the select dropdown

		<p>that changes left-hand content updates content, then drags focus to that section. In some cases, it is difficult to escape.</p> <ul style="list-style-type: none"> • Within the Polling tab, using the select elements automatically updates the content of the page.
3.3.1 Error Identification (Level A)	Partially Supports	<p>Most input errors identify the item in error and describe the error to the user in text. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Errors within some input fields do not clearly indicate there is an error. In some cases, a popup appears temporarily.
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>Some labels or instructions are provided when content requires user input. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Several field groups do not provide Fieldset or Legend elements. • Multiple check box and input elements are not programmatically associated with their visual labels.

		<ul style="list-style-type: none"> • Within the Video Editor, there are no visual labels for the following button controls: <ul style="list-style-type: none"> – Help button – Reset or redo button – Delete button – Trim buttons – Cut button
4.1.1 Parsing (Level A)	Partially Supports	<p>Elements have complete start and end tags, elements are nested according to their specifications, and elements do not contain duplicate attributes. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some HTML elements are used improperly, such as repeated IDs, incorrect role usage, and options without labels. In some cases, these elements are nested improperly. • In small cases, ARIA attributes are used on incorrect elements, or point to non-existent elements.
4.1.2 Name, Role, Value (Level A)	Does Not Support	Some elements within the product have names, roles, states, properties, and values that can be

		<p>programmatically determined. A rating of Does Not Support has been given for several reasons. Some examples include:</p> <ul style="list-style-type: none"> • Many interactive elements or form elements are missing one or more of the following: <ul style="list-style-type: none"> – Programmatic or visual labels. – Indicate current state to screen readers. – Are not indicated as interactive. • In some cases, ARIA attributes, properties, or roles are being used incorrectly. • Elements that appear as tabs do not function properly for screen reader users. • Many Form Field elements are not programmatically associated with their visual labels. • Dialog boundaries are not communicated in many modals, drawers, or dialogs. • Slide tiles within slide picker controls contain image elements that do not convey what they are, nor that they are interactive.
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		<ul style="list-style-type: none"> Selected polls within the Embedded Polls editor do not inform Screen Readers which poll has been selected.
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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA)	Supports	Echo360 does not have live audio content in synchronized media.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Partially Supports	<p>The product utilizes Audio Descriptions for prerecorded video content in synchronized media. Content authors are responsible for the accuracy of Audio Descriptions. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> No audio descriptions are provided for the video content.
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Supports	The product does not restrict its view and operations to a single display orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Supports	Majority of product's input fields do not use fields that would benefit from HTML Auto Complete attributes.
<u>1.4.3 Contrast (Minimum)</u> (Level AA)	Partially Supports	Majority of the product's visual presentation of text has a sufficient contrast ratio. A rating of Partially Supports has been given as the

		<p>following content does not meet required contrast ratios:</p> <ul style="list-style-type: none"> Certain elements utilize light grey foreground and white backgrounds, or light grey foreground and bright blue backgrounds. This includes: <ul style="list-style-type: none"> Disabled form elements. Some buttons. Some elements using toggle states.
1.4.4 Resize text (Level AA)	Partially Supports	<p>Majority of the text can be resized without assistive technology up to 200% without loss of content or functionality. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> The content is lost in some of the screen while zooming to 200 %.
1.4.5 Images of Text (Level AA)	Supports	<p>The product does not have images of text. Content authors are responsible for adding accessible labels to images of text.</p>
1.4.10 Reflow (Level AA 2.1 only)	Does Not Support	<p>Majority of content is not available when page dimensions have been restricted to 230 CSS pixels vertically and 256 CSS pixels wide.</p>

<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)	Partially Supports	<p>Product generally utilizes user interface components and graphical objects with a sufficient contrast ratio of 3:1. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Many elements' visual keyboard focus lacks sufficient color contrast.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only)	Partially Supports	<p>The product allows users to adjust text spacing, such as line height, paragraph spacing, letter spacing, or word spacing for majority content. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some content can become illegible or not available when text spacing is adjusted.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)	Partially Supports	<p>When content receiving hover or focus triggers additional content to be shown or hidden, content is persistent, will remain when hover is removed, or can be dismissed through other means. A rating of Partially Supports has been given for the following reason:</p>

		<ul style="list-style-type: none"> The tooltip components that appear with hover and/or focus obscure content and cannot be dismissed by keyboard or mouse.
2.4.5 Multiple Ways (Level AA)	Supports	The product has more than one way to locate a web page, except where the web page is a step in a process.
2.4.6 Headings and Labels (Level AA)	Partially Supports	<p>Headings and labels describe topic or purpose. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some of the content are missing headings.
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>The keyboard focus indicator is visible on majority of interactive elements. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> The following elements are missing visual keyboard focus: <ul style="list-style-type: none"> Some grid cell elements only show focus on Menu button. The Administrator Institution Settings

		<p>elements used to expand/collapse.</p> <ul style="list-style-type: none"> – Many dropdowns select elements. – Some Radio Button form elements.
3.1.2 Language of Parts (Level AA)	Supports	The product does not change languages in its pages.
3.2.3 Consistent Navigation (Level AA)	Supports	The main navigation or navigational elements utilize consistent navigation across the product.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	The product does not provide automatic error suggestions for form elements.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	The product utilizes status messages that can be determined programmatically without receiving focus. A rating of Partially

		<p>Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The status message which lets the user know of the correct answers or incorrect answers is not announced to screen reader users. • Some of the content changes dynamically but screen reader users are not aware of those details.
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