

Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product: Peterson's Test & Career Prep

Report Date: October 23, 2023

Evaluation Methods Used:

- **Automated Testing:** Axe automated plugin has been used for the initial scanning of different pages present in the application.
- **Manual Testing:** This report has been generated based on the tests conducted via a paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. The tools that have been used for testing are JAWS 2023, NVDA 2023, voiceover (screen readers), Paciello Group's Color Contrast Analyzer, and Text Spacing tool.

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 2.0	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)

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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	<p>Most of the informative images/icons available in the application have appropriate text alternatives that present equivalent information to visually impaired users using screen readers and refreshable braille display. The images used for solely decorative purposes have been hidden from these assistive technologies. However, there are a few exceptions, where some images have not been implemented properly.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. The "GALE PETERSON" logo has insufficient alternative text. 2. Alternative text is available for the decorative image available on the Tech Support page.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only or video-only content present in the application.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded multimedia content available in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded multimedia content available in the application.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>Most of the elements available in the application have been correctly marked up using HTML semantics. Textual identification, which allows assistive technologies like screen readers to identify their appropriate structure and relationships. However, there are a few exceptions, where screen reader users face difficulties in identifying the information, structure, and relationships of some elements conveyed via visual representation.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. The screen reader does not read the instruction text on navigating to the 'Email Address' & 'Password' fields in the Sign Up form. 2. The screen reader does not read inline errors while navigating to form fields throughout the application. 3. Heading markup missing for the "FILTER RESULTS" heading on the School Search page. 4. Label association is missing for the text input under

Criteria	Conformance Level	Remarks and Explanations
		the "LOCATION" and "AREA OF STUDY" dropdowns on school Search page.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<p>The screen reader reads most of the content available in the application in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users. However, there is an exception on the Homepage, where reading sequence is not logical.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Screen reader does not read the "Search" button and its expanded panel in a logical reading sequence.
1.3.3 Sensory Characteristics (Level A)	Supports	There are several visual cues/ symbols used in the application that convey some specific meaning, all of those visual cues are provided with equivalent text alternatives for screen reader users. Also, no such information is available that relies solely upon the Shape, sound, orientation, or visual location of the component.
1.4.1 Use of Color (Level A)	Supports	Wherever color is used to convey some meaningful information, it is accompanied by a text-based alternative and meaningful icons that is perceivable to the users without color perception.
1.4.2 Audio Control (Level A)	Not Applicable	No such audio is available in the application that plays automatically as soon as any page is launched.
2.1.1 Keyboard (Level A)	Partially Supports	<p>The application has many interactive user interface components like buttons, links, form fields, etc. and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, a few exceptions exist, where some interactive elements are not accessible using a keyboard.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. TAB focus does not move to the "Drag a file here or browse to upload" button available on the Tech Support page. 2. Radio buttons under "PROGRAM LENGTH, ADMISSION DIFFICULTY," etc. filter categories on the school search page are not properly accessible using tab and arrow keys.

Criteria	Conformance Level	Remarks and Explanations
		3. The tab focus does not move to the expanded options under "CHOOSE A CATEGORY" heading on Browse catalog dialog.
2.1.2 No Keyboard Trap (Level A)	Supports	keyboard focus does not remain trapped anywhere in the application. Motor-impaired users and screen reader users can easily navigate through the application using a keyboard without any difficulties.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Single key character shortcuts are not used anywhere in the application.
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is no time-based activity available in the application.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	There is no moving, blinking, or auto-updating content available in the application that needs to be paused/stopped for users with certain disabilities.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There is no flashing/blinking content available anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Supports	The 'Skip to main content' link is available on the web pages throughout the application which helps motor-impaired users and screen reader users to skip the repetitive block of header content in a single click.
2.4.2 Page Titled (Level A)	Supports	A meaningful page title is provided for all the webpages available in the application.
2.4.3 Focus Order (Level A)	Partially Supports	<p>Most of the interactive elements available in the application have been implemented with the correct TAB order that preserves their relationship while navigating using the keyboard. However, there are a few exceptions, where users dependent on keyboard operation face difficulties in accessing some information due to the incorrect focus.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Keyboard and screen reader focus does not shift to the modal window on activating "LOG IN / SIGN UP, Browse Menu," etc. button. 2. The options under "LOCATION, AREA OF STUDY, PROGRAM LENGTH, ADMISSION DIFFICULTY," etc. filters on School Search page receives TAB/ARROW

Criteria	Conformance Level	Remarks and Explanations
		<p>focus in hidden state.</p> <p>3. Focus does not shift to confirmation dialog on activating the "Delete" button associated with goals on My Resources page.</p> <p>4. Screen reader ARROW focus shifts to the background content while navigating on "Login, Browse Catalog," etc. dialogs.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Partially Supports</p>	<p>Most of the links present in the application are provided with sufficient link text, which clearly describes the purpose/ target destination of corresponding links. However, there are a few exceptions, where link text is unclear.</p> <p>Few Exception:</p> <ol style="list-style-type: none"> 1. "View All" links available on Foundational Skills page are not descriptive for the screen reader users. 2. Pagination controls like 1, 2, 3, available on Search Results page are not purposeful to the screen reader users.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p>	<p>Not evaluated</p>	<p>This audit does not include touchscreen devices.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p>	<p>Supports</p>	<p>Application controls are activated on a UP event. Even if the user accidentally clicks on any control. S/he can move away from its target area & lift up his pointer to abort its action.</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p>	<p>Supports</p>	<p>The visible text label of interactive controls matches their accessible names. Motor-impaired users can activate all the interactive elements by calling their visible text labels using a speech recognition tool like 'Dragon'.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p>	<p>Not Applicable</p>	<p>This audit does not include the device that has motion sensors.</p>
<p>3.1.1 Language of Page (Level A)</p>	<p>Does not Support</p>	<p>The web pages available in the application do not have lang attribute provided in <html> tag that defines the default page language to the assistive technologies like screen readers.</p>
<p>3.2.1 On Focus (Level A)</p>	<p>Supports</p>	<p>No change of context is observed in the application when any UI element receives keyboard focus.</p>

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	No change of context is observed in the application on changing the settings of any user interface component.
3.3.1 Error Identification (Level A)	Partially Supports	<p>All the error/feedback messages available in the application are in a textual format that are readable using screen readers. However, the screen reader does not detect some of these errors automatically while filling the form.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. The screen reader does not automatically read the error message while login with invalid credentials. 2. Screen reader does not notify all the errors on submitting the Log In, Sign Up, etc. forms with invalid details.
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>Most of the form fields available in the application have been associated with meaningful text labels that describe the purpose of these fields. However, there are a few exceptions, where text label and instruction are missing for the form fields.</p> <p>Few Exception:</p> <ol style="list-style-type: none"> 1. Text label is not available for edit fields on Tech Support page. 2. The purpose of the "*" symbol is not described to the users on Sign Up, My Account, etc. forms.
4.1.1 Parsing (Level A)	Supports	<p>This criterion has been validated using the AXE tool to ensure that the elements have been properly implemented as per the HTML specification that allows assistive technologies and user agents to accurately interpret and parse the content.</p> <p>While scanning the web pages using this tool, we did not find any issue that could cause parsing errors.</p>
4.1.2 Name, Role, Value (Level A)	Partially Supports	<p>Most of the interactive components present in the application have meaningful accessible name, role, state, and value that helps screen reader user to know the actual purpose and nature of these components. However, there are a few exceptions, where some of the elements do not have these accessible properties.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Accessible name is not defined for the "close" button

Criteria	Conformance Level	Remarks and Explanations
		<p>on Set a Goal page.</p> <p>2. Screen reader does not identify the appropriate role and selected state for the options under "Your Goals" heading on My resources page.</p> <p>3. Interactive role is not defined for the "Browse" button on Tech Support page.</p> <p>4. Accessible name and "dialog" role are missing for all the modal windows like Log In, Sign Up, Browse Catalog, and so on.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content present in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no multimedia content present in the application.
1.3.4 Orientation (Level AA 2.1 only)	Not Evaluated	This audit does not include mobile/ tablet devices to test this criterion.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Partially Supports	<p>All the form fields available in application have been provided with sufficient visual label and familiar icons that benefit users with certain cognitive limitations to understand the purpose of these fields more clearly. However, HTML "autocomplete" attribute is missing for some of the form fields collecting user's personal information, which is important for the users with language and memory related disabilities to fill their personal information by using the browser autofill service.</p> <p>Exception:</p> <p>1. Autocomplete attribute is missing for First Name, Last Name, Email fields in Sign Up, Log In, and My Account forms.</p>
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Application has sufficient contrast ratio i.e., 4.5:1 for most of the color combinations used for text and its

Criteria	Conformance Level	Remarks and Explanations
		<p>background across all the web pages. However, there are a few exceptions, where some elements do not have sufficient contrast.</p> <p>Few exceptions:</p> <ol style="list-style-type: none"> 1. Home page > Contrast ratio of text "prove" in heading 'Free Test Prep software to improve your score or advance your career' having foreground color orange and grey background color is less than the standard ratio of 4.5:1. 2. Search Bar > Contrast ratio of the text 'ACT practice test, Windows 11 tutorials.. .GRE practice test' having foreground color blue and light blue background color is less than standard ratio 4.5:1. 3. My Resources > The color contrast ratio of the text 'Advanced Placement (AP) Environmental Science Practice Tests' on mouse hover having foreground color light orange and white background color is less than standard ratio 4.5:1. 4. Title List > The color contrast ratio of the text "Type of Product, Title, Practice Tests, Multimedia Content, Content Update, Last Official Test Update" in the table headers having foreground color dark grey and light grey background color is less than the standard ratio of 4.5:1.
<p>1.4.4 Resize text (Level AA)</p>	<p>Partially Supports</p>	<p>Most of the web pages are operable and accessible in magnified view after resizing the text up to 200% using browser zoom. However, there are a few exceptions, where users with mild or low vision cannot perceive and operate some of the information in that magnified view.</p> <p>Few exceptions:</p> <ol style="list-style-type: none"> 1. Search Bar > Content is not visible at 200% browser zoom. 2. Browse catalog dialog > Some of the content is not visible on 200% browser zoom. 3. School search > Some content truncates on 200% browser zoom. 4. School search > Some of the content is not visible on 200% browser zoom.
<p>1.4.5 Images of Text (Level AA)</p>	<p>Supports</p>	<p>Images of text are not used anywhere in the application to convey any meaningful information.</p>

Criteria	Conformance Level	Remarks and Explanations
		Regular text, HTML and CSS are used to achieve various visual presentations.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	<p>Most of the web content available in the application properly reflow to the vertical single column when view port width is set to 320p, which helps users with mild or low vision to perceive the information without requiring the third-party assistive technologies. However, there are a few exceptions, where some content does not properly reflow when 320 breakpoint triggers.</p> <p>Few exceptions:</p> <ol style="list-style-type: none"> 1. Home page > AVL (Alabama Virtual Library) logo is not visible at 400% browser zoom. 2. Search Bar > Content 'What can we help you find?' truncates at 400% browser zoom. 3. Tech Support > Some of the Content is not visible at 400% browser zoom. <p>Browse catalog dialog > Some content is not visible at 400% browser zoom.</p>
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	<p>Application provides sufficient contrast ($\geq 3:1$) for most of the non-text user interface components like graphics, buttons, form fields etc. to the adjacent colors. However, there are a few exceptions, where contrast is insufficient for some non-text elements.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Login dialog > The color contrast ratio of 'Close (X)' icon is less than standard ratio 3:1 2. School search > The color contrast ratio of 'toggle button' having foreground light grey and white background is less than standard ratio 3:1
1.4.12 Text Spacing (Level AA 2.1 only)	Partially Supports	<p>Most of the content is properly readable and operable after adjusting the spacing between lines, paragraphs, words, letters, using Steve Faulkner's text spacing bookmarklet. Users with low vision and reading disabilities can access most of the content without any difficulties. However, there is an exception on Tech Support page, where some content truncates after applying the text spacing effect.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Wherever the application displays additional content on pointer hover or keyboard focus, that content is persistent, and users can dismiss/hover it without removing the focus.
2.4.5 Multiple Ways (Level AA)	Supports	Application consists of many pages like Home page, Title List, School Search, and so on. Users can access these pages from the navigation section, browse menu, and footer section.
2.4.6 Headings and Labels (Level AA)	Partially Supports	<p>All the headings available in various pages of the application are descriptive enough to understand their context and purpose. Sufficient labels are available for most of the user interface components. However, there are a few exceptions, where some interactive elements have unclear label.</p> <p>Few exceptions:</p> <ol style="list-style-type: none"> 1. The label "Show 16 results" is not purposeful for the dropdown element on My Resources, school Search, and Scholarship Search pages. 2. Screen reader reads the label of checkboxes for two times on school search page.
2.4.7 Focus Visible (Level AA)	Supports	A clear focus indicator appears on all the interactive elements throughout the application when these elements receive the TAB focus. Keyboard users can easily identify the currently focused element while looking at this visual indicator.
3.1.2 Language of Parts (Level AA)	Does not Support	Application has one element for language selection which is written in "Spanish." However, the lang attribute "es" is missing for that element.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page.
3.2.4 Consistent Identification (Level AA)	Supports	Elements that have the same functionality across multiple pages in the application are identified with same label and same role.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Supports	Error messages are descriptive enough for cognitive impaired users to understand and resolve the problem.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	We did not come across any form with financial or legal risk in this application during our evaluation process, where mechanism of error prevention is necessary to avoid the immediate losses prior to final submission of such forms.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	<p>At most of the instances, screen reader programmatically notifies the dynamic changes occurring on the web pages like progress/completion status of various tasks and loading state of the web pages. However, there are a few exceptions, where the screen reader does not notify such changes automatically.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Search Bar > The screen reader does not notify the result status while typing in the "search" field. 2. My resources > Screen reader does not notify anything on removing the course in My Schools tab. 3. Tech Support page > Screen reader does not automatically read the thanking message on sending the query. 4. The screen reader does not notify all the errors while submitting the various forms available in application.

Revised Section 508 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Application has good support for the visually impaired users as they can access most of the application content/functionalities using the screen readers. However, there are a few exceptions where visually impaired users find difficult to access some of the application content.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. The "GALE PETERSON" logo has insufficient

Criteria	Conformance Level	Remarks and Explanations
		<p>alternative text.</p> <p>2. Screen reader does not read instruction text on navigating to "'Email Address' & 'Password'" fields in Sign Up form.</p> <p>3. Screen reader does not notify all the errors on submitting the Log In, Sign Up, etc. forms with invalid details.</p> <p>4. Interactive role is not defined for the "Browse" button on Tech Support page.</p>
302.2 With Limited Vision	Partially Supports	<p>Application has good support for the users with low vision as most of the web content is operable while resizing the text up to 200% or 400% browser zoom, and contrast is also sufficient for most of the color combinations. However, there are a few exceptions, where users with low vision face difficulties in accessing the web content.</p> <p>Few Exceptions:</p> <p>1. Home page > Contrast ratio of text "prove" in heading 'Free Test Prep software to improve your score or advance your career' having foreground color orange and grey background color is less than the standard ratio of 4.5:1.</p> <p>2. Search Bar > Content is not visible at 200% browser zoom.</p> <p>3. Tech Support > Some of the Content is not visible at 400% browser zoom.</p> <p>4. Login dialog > The color contrast ratio of 'Close (X)' icon is less than standard ratio 3:1</p>
302.3 Without Perception of Color	Supports	<p>Wherever color is used to convey some meaningful information, it is accompanied with a text-based alternative that does not rely on color to interpret the same information.</p>
302.4 Without Hearing	Not Applicable	<p>There is no multimedia content available in the application.</p>
302.5 With Limited Hearing	Not Applicable	<p>There is no multimedia content available in the application.</p>
302.6 Without Speech	Not Applicable	<p>Speech is not required to complete any task or activity in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Not Applicable	There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	Partially Supports	<p>Application has many interactive user interface components like buttons, links, form fields etc. and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions, where users dependent on keyboard input face some challenges in accessing some of these elements.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. TAB focus does not move to "Drag a file here or browse to upload" button available on Tech Support page. 2. Radio buttons under "PROGRAM LENGTH, ADMISSION DIFFICULTY," etc. filter categories on School search page are not properly accessible using tab and arrow keys. 3. Keyboard and screen reader focus does not shift to the modal window on activating "LOG IN / SIGN UP, Browse Menu," etc. button. 4. The options under "LOCATION, AREA OF STUDY, PROGRAM LENGTH, ADMISSION DIFFICULTY," etc. filters on School Search page receives TAB/ARROW focus in hidden state.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>Most of the application content has good support for user with cognitive disabilities due to following reasons:</p> <ol style="list-style-type: none"> 1. Application does not have any moving text/images/animations, which disrupts reading. 2. Application does not have any multimedia, which plays automatically and confuse the user. 3. Application does not have any flashing object, which causes seizure for the persons with photosensitive epilepsy. <p>However, there are a few exceptions, that could create difficulties for users with memory and learning disabilities.</p>

Criteria	Conformance Level	Remarks and Explanations
		Few Exceptions: 1. Autocomplete attribute is missing for First Name, Last Name, Email fields in Sign Up, Log In, and My Account forms. 2. Some content truncates after applying the text spacing effect on Tech Support page.

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not Support	There is no such page / section available in the application that describes accessibility and compatibility features of the application.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since the application provides information through the digital medium and it allows user to access the Contact Us feature for further help regarding the digital content and documentation, there is no such requirement of alternate formats for non-electronic support documentation as help center services are available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not Support	There is no such support page / section available in the application that describes accessibility and compatibility features of the application.
603.3 Accommodation of Communication Needs	Supports	Application has a Tech Support feature for all the users. Using this feature, they can post their query in text or can call the customer care when needed.