

Brainfuse Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Brainfuse HelpNow

Report Date: June 19, 2024

Product Description: Online academic tutoring services

Contact Information: support@brainfuse.com

Notes: This report relates to student-facing website and features which are all online, web-based.

Evaluation Methods Used: Tested user workflows using automated tools in Chrome, Firefox.

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 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
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. This can only be used in WCAG Level AAA criteria.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Brainfuse provides text descriptions, labels, ETC., for images, form elements, and other items which blind and visually impaired users might find difficult to understand and/or use.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Brainfuse provides captions for all videos appearing in our skills library. Past sessions may be played back including whiteboard/audio/video and written transcripts are available, too.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Brainfuse provides captions for all videos appearing in our skills library.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Brainfuse provides captions for all videos appearing in our skills library. Audio descriptions are not currently available for this content.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports	Web: Brainfuse uses standard HTML markup for headings, form labels, links, buttons, tables, lists, ETC. when possible. When not possible, ARIA and/or descriptive text is used to indicate the various types of content and controls, and the relationships between

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		them.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse strives to keep all content in a meaningful order within the DOM. When ordering is potentially confusing, structural data such as list or table markup is added to help clarify how such content should be read.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: When sensory characteristics are used to convey meaning, additional information is also provided in an alternative form.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: When color is used to convey meaning, additional information is also provided in an alternative form.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse does not autoplay audio by default, though it may be possible for content creators to do so. However, when embedding uploaded audio through the Rich Content Editor, audio should be fully controllable and should not autoplay.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse strives to ensure that all of the Brainfuse platform is accessible without the use of a mouse. Exceptions to this rule is the whiteboard which allows users to draw free style drawings.
<u>2.1.2 No Keyboard Trap</u> (Level A)	Web: Supports	Web: Brainfuse strives to ensure that all elements can

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		be entered and left via the use of a keyboard.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: All timed activities, such as quizzes, provides ample notification to the user.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse has no areas utilizing blinking or scrolling information. Areas that auto-update, such as the chat component, provide aria-live alerts.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse does not use flashing or blinking content.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Brainfuse offers "skip to content" links at the top of all pages and also offers headings and ARIA landmarks to aid with rapid navigation to desired content.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports	Web: The titles of web pages in Brainfuse are meaningful and relevant to a user's current location within the application.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse works to ensure that the tab order of all web pages is intuitive and logical.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse strives to give all links a label which is meaningful, even when read out of context.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The default language is set on the html tag of all pages in Brainfuse.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse does not trigger context changes when items are focused.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse does not use the changing of input fields for initiating context changes.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse uses automatic error focusing and/or ARIA live regions to inform users about detected input errors.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse uses standard HTML or ARIA markup to associate a text label with all input fields, buttons, and links.
<u>4.1.1 Parsing</u> (Level A) Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse strives to ensure that the name, role and value of all user interface elements are available to assistive technologies via HTML or ARIA.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable	Web: Skills library content is not airing in real time.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse provides captions for all videos appearing in our skills library.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse maintains a minimum contrast ratio across the Brainfuse product and also offers a High Contrast mode for users who require it.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: All content in Brainfuse can be zoomed in by the browser up to any size the browser supports.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports	Web: Brainfuse avoids the use of images of text, and when it is used, alternative text is provided.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Brainfuse offers breadcrumbs when applicable. Additionally, contextual navigation is provided to help users locate the screen or content they are seeking.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse strives to make all headings and labels meaningful, even when read out of context.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse works to ensure that the focus indicator is always visible and contrasts well with the surrounding content and background.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Brainfuse works with translators to ensure that all text in the User Interface is displayed in the default language of the page
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Brainfuse offers a consistent navigation order across the site.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: Brainfuse strives to ensure that controls with

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		similar functions work consistently across the site.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: When possible, errors are automatically detected, and users are informed of these errors in an accessible manner.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Before performing irreversible or potentially serious actions, users are presented with a confirmation box, to ensure that they truly wish to perform the requested action.

Table 3: Success Criteria, Level AAA

Notes:

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web: Brainfuse does use Sign Language.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Web: Not Applicable	Web: Brainfuse does not utilize pauses in online videos

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.2.9 Audio-only (Live)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
<u>1.4.8 Visual Presentation</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
<u>2.2.3 No Timing</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: All message boxes and notifications are only displayed in cases of emergency.
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Brainfuse ensures that link texts provide ample description on the purpose of the link.
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: When applicable section heading are used to organize the content.
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
3.1.5 Reading Level (Level AAA)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Brainfuse ensures that any context changes are requested by the user.
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Before performing irreversible or potentially serious actions, users are presented with a confirmation box, to ensure that they truly wish to perform the requested action.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Visually-impaired users are able to use the full site with screen reader tools.
302.2 With Limited Vision	Supports	Visually-impaired users are able to use the full site with screen reader tools.
302.3 Without Perception of Color	Supports	Alt-text
302.4 Without Hearing	Supports	Videos in Skills Library contain captions.
302.5 With Limited Hearing	Supports	Videos in Skills Library contain captions.
302.6 Without Speech	Supports	Where user is unable to speak, they are able to utilize chat and whiteboard to communicate.
302.7 With Limited Manipulation	Supports	Brainfuse supports text-to-speech.
302.8 With Limited Reach and Strength	Supports	Brainfuse supports text-to-speech.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Users have options of how they would like to communicate with tutors- verbally, typing, texting, etc.

Chapter 4: [Hardware](#)

Notes: not applicable.

Chapter 5: [Software](#)

Notes: not applicable

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

Criteria	Conformance Level	Remarks and Explanations
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	User guide is available
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is available in digital formats.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	User guide is available
603.3 Accommodation of Communication Needs	Supports	Users can select between non-audio and non-video, or audio, video for sessions as needed.

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