Macmillan iClicker Student Web Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Macmillan iClicker Student Web

Report Date: 10/17/2023

Product Description: iClicker is a tool used in classrooms to answer multiple question types live in class

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Notes: Macmillan Learning is committed to the goal of providing equal access to all products regardless of an individual's age, ability, or situation and embraces the opportunity to develop services and information technologies that are accessible and usable by all individuals. Based on the feedback that we received in this VPAT, we are actively updating our platform and will make revised VPATs available as work is completed. This VPAT was created based on an audit of the student facing portion of our platform.

Evaluation Methods Used:

The evaluation was conducted in the following environments and browser/screen reader combinations:

- Windows 10: Chrome/JAWS
- Mac OSX: Safari/Voiceover

The accessibility assessment was conducted according to the following steps:

I.   An accessibility expert conducted an overall technical analysis in order to identify issues of technical compliance that would affect mobility impaired, deaf/hearing impaired, and low vision users. The evaluator inspected each screen using Google Chrome with the Wave and aXe toolbars. Code analysis was conducted using browser Developer Tools.

II.   Keyboard accessibility analysis (for mobility and physically impaired users) was conducted by attempting to thoroughly navigate the website through the keyboard, without using a mouse, using Google Chrome and Safari browsers.

III.   For deaf and hard of hearing users, any audio content was assessed for proper captioning.

IV.   The accessibility for low vision users was evaluated three ways: (1) using the screen magnification, palette, and contrast controls provided by the operating systems; (2) using the font resizing capability offered by the browser, and (3) using Color Contrast Analyzer version 2.2.

V.   An evaluator who is legally blind conducted the screen reader testing. The goal was to identify accessibility barriers that are likely to be experienced by users who are blind. The evaluator worked through the website using the JAWS for Windows (v. 2023) screen reader with Google Chrome, and VoiceOver screen reader with Safari browser. Any pages found to have screen reader issues were re-examined in interactive sessions with a sighted evaluator.

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 suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Instructors are able to label question images for assignments and quizzes. During live polling sessions, OCR text extraction is available for images used by the instructor.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Not applicable	Web: No audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Not applicable	Web: No video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Not applicable	Web: No video content.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: Pages lack consistent semantic structure/landmark regions. Some headings are not in a hierarchical order. Some text appearing as headings is not marked up as such. Calendar is not correctly marked up as a data table.
1.3.2 Meaningful Sequence (Level A)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Partially Supports	With minor exceptions, content is presented in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: Calendar uses colored shapes to indicate various items, with no text equivalents.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Content does not rely on color alone.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: No audio automatically plays.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: Most functions are accessible using keyboard. Several elements cannot be operated using keyboard, due to missing keyboard focus. Some non-interactive elements receive unnecessary tab focus. Most significant issue is the complete inaccessibility of Target Activity with keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Also applies to: EN 301 549 Criteria	Web: Partially Supports	Web: With the exception of short answer and numerical questions in assignments, no keyboard traps are present in the interface.

Criteria	Conformance Level	Remarks and Explanations
• 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: No single character key shortcuts are used.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Time limits are set by instructor and are customizable.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: No moving or auto-updating information is present.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: No flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Partially Supports	Web: No skip links provided. Landmark region and heading structure can be used to bypass blocks of repeated content on most pages.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: Page titles describe the topic or purpose of pages.

Criteria	Conformance Level	Remarks and Explanations
- 9.1.1.1 (Web) Revised Section 508 - 501 (Web)(Software)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria - 9.1.1.1 (Web) Revised Section 508 - 501 (Web)(Software)	Web: Partially Supports	Web: In some instances, focus is not placed predictably, especially when selecting multiple choice answer options in polls, quizzes and assignments.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria - 9.1.1.1 (Web) Revised Section 508 - 501 (Web)(Software)	Web: Supports	Web: Links are descriptively labeled.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria - 9.2.5.1 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: All functionality can be accessed using single-pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria - 9.2.5.2 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: Actions are performed on "up" event and can be cancelled by moving the pointer off the element.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria - 9.2.5.3 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: Accessible labels include visible text.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria - 9.2.5.4 (Web) Revised Section 508 – Does not apply	Web: Not Applicable	Web: No motion activated functionality.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 501 (Web)(Software)	Web: Supports	Web: Language of page is declared.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: No change of context occurs on focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: No changes of context are triggered by input.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: Field-level error messages for user login are not correctly associated with the fields.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: While most elements are correctly labeled, some element labels are overly verbose (e.g. Flashcards with extracted text labels).
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508	Web: Supports	Web: A small number of decorative elements have duplicate id values. This does not affect accessibility of the platform.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: A small number of controls are not marked up as interactive and appear as plain text elements. Some elements do not provide state information (e.g. multiple select buttons in Practice Test).

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No live content is present.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No video content.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: Content/functionality is not restricted by the device orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web)	Web: Does not Support	Web: Form fields do not identify input purpose using "autocomplete" attributes.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Text content has sufficient color contrast (4.5:1 or greater).
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Pages scale up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: No images of text are used in the user interface. Instructor-generated content can include images of text, with the ability to provide text equivalents or use automated OCR text extraction.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: Pages reflow to fit a 320px wide viewport.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) Revised Section 508 – Does not apply	Web: Partially Supports	Web: A significant number of focus indicators do not have sufficient color contrast. Some edit field boundaries are incomplete and lack sufficient contrast.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: Text spacing can be adjusted without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) Revised Section 508 – Does not apply	Web: Not Applicable	Web: No content appears on hover or focus.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Most pages are steps in the process and must be accessed sequentially.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: Some headings are not in a hierarchical order. Some text appearing as headings is not marked up as such.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: A number of elements do not display visible tab focus or have very difficult to see focus indicators.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: Single language is used.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Consistent navigation mechanisms are employed.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Elements have consistent identification throughout the application.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: Field-level error messages for user login are not correctly associated with the fields.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Entry errors are prevented.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Some status messages are not announced, and some are not correctly implemented.

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product is partially operable with keyboard navigation and screen reader use. Most significant issue is the inaccessibility of Target question type.
302.2 With Limited Vision	Partially Supports	The product is partially operable with limited vision. A small number of elements do not meet color contrast minimums.
302.3 Without Perception of Color	Supports	This product is operable without perception of color.
302.4 Without Hearing	Supports	The product does not require the use of hearing to operate. It should be noted that since iClicker's primary intended use is synchronous, instructors will need to accommodate users without hearing outside of the application scope.
302.5 With Limited Hearing	Supports	The product does not require the use of hearing to operate. It should be noted that since iClicker's primary intended use is synchronous, instructors will need to accommodate users without hearing outside of the application scope.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Use of speech is not required to operate the product.
302.7 With Limited Manipulation	Partially Supports	The product is partially operable with keyboard navigation.
302.8 With Limited Reach and Strength	Partially Supports	The product is partially operable with keyboard navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product uses consistent navigation. The product supports the use of text spacing adjustment.

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	Supports	Accessibility information page is available for the product.
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	No non-electronic support documentation is provided.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Information on accessibility and compatibility features is available via the accessibility information page or email.
603.3 Accommodation of Communication Needs	Supports	Accessible online chat or email can be used for contacting support.

EN 301 549 Report

Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The product is partially operable with keyboard navigation and screen reader use. Most significant issue is the inaccessibility of Target question type.
4.2.2 Usage with limited vision	Partially Supports	The product is partially operable with limited vision. A small number of elements do not meet color contrast minimums.
4.2.3 Usage without perception of colour	Supports	This product is operable without perception of color.
4.2.4 Usage without hearing	Supports	The product does not require the use of hearing to operate. It should be noted that since iClicker's primary intended use is synchronous, instructors will need to accommodate users without hearing outside of the application scope.
4.2.5 Usage with limited hearing	Supports	The product does not require the use of hearing to operate. It should be noted that since iClicker's primary intended use is synchronous, instructors will need to accommodate users without hearing outside of the application scope.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage with no or limited vocal capability	Supports	Use of speech is not required to operate the product.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The product is partially operable with keyboard navigation.
4.2.8 Usage with limited reach	Partially Supports	The product is partially operable with keyboard navigation.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not include flashing content or other seizure triggers.
4.2.10 Usage with limited cognition, language or learning	Supports	The product uses consistent navigation. The product supports the use of text spacing adjustment.
4.2.11 Privacy	Supports	Privacy notice is available.

Chapter 9: Web *(see WCAG 2.x section)*

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	Accessibility information page is available for the product.
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

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Supports	Information on accessibility and compatibility features is available via the accessibility information page or email.
12.2.3 Effective communication	Partially Supports	Accessible online chat or email can be used for contacting support.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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