

Pearson Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Q-global

Report Date: 04/25/2022

Product Description: The Q-global platform is used by mental health specialists, educators, and other professionals to administer assessments, generate scores, and produce reports. Users purchase access to assessments and in many cases, can choose to deliver those assessments online, or use a paper administration. When using a paper administration, responses can be transcribed into the Q-global system for centralized scoring and reporting.

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Notes: This document has been completed based on the current tested and specified functionality of the named Q-global.

Evaluation Methods Used: Evaluations were conducted by trained Accessibility Quality Assurance Engineers and included both automated and manual testing. Quality Assurance Engineers who are native users of blindness technologies participated in the evaluation. Testing was conducted on Windows 10 on the Chrome browser version 87. Assistive technology used during the evaluation included JAWS 2021 and a refreshable braille display.

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)

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 2.1 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
1.1.1 Non-text Content (Level A)	Partially Supports	<p>Q-global supports text alternatives for the non-text content, including controls, input, sensory content, and images.</p> <p>Exceptions: The arrow down image next to "view" in "Examinee tab" is not labeled and is listed as a heading level 4. View link is not keyboard accessible.</p> <p>Images do not include an alternative text attribute. E.g., Pearson and "always learning" logos.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Does Not Support	Q-global does not currently have alternatives for video or audio or an audio track for the video.
1.2.2 Captions (Prerecorded) (Level A)	Does Not Support	Q-global does not support the delivery of video with captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does Not Support	Q-global does not provide audio description tracks or alternative media for pre-recorded video.
1.3.1 Info and Relationships (Level A)	Does Not Support	Q-global does not use a logical structure where information and relationships can be programmatically determined or are available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	Q-global presents content in a meaningful order.
1.3.3 Sensory Characteristics (Level A)	Supports	Q-global does not rely on sensory information alone to convey meaning.
1.4.1 Use of Color (Level A)	Supports	Q-global does not rely only on color coding to convey information.
1.4.2 Audio Control (Level A)	Supports	A mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.
2.1.1 Keyboard (Level A)	Does Not Support	Most Q-global core functionality cannot be accessed by the keyboard due to tabs that are not keyboard accessible. All examinee information in data tables is not accessible by keyboard only.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	There are no keyboard traps in Q-global.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Q-global does not require this capability for operation.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Q-global does not have any timed activities that require additional time.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Q-global does not use moving or blinking content.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Q-global does not use flashing content.
2.4.1 Bypass Blocks (Level A)	Does Not Support	Q-global does not provide a way to bypass blocks for users by using skip links and headings.
2.4.2 Page Titled (Level A)	Supports	Q-global uses unique page titles.
2.4.3 Focus Order (Level A)	Does Not Support	Many components in Q-global do not receive focus in an order that preserves meaning.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<p>There are several links in Q-global that are not meaningful for screen reader users.</p> <p>Exceptions: The purpose of each link cannot be determined from the link text alone.</p> <p>Links that open in new windows or tabs do not announce as such to assistive technology.</p>
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	Q-global does not require users to make specific finger or cursor gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not Applicable	Q-global does not activate functions on the down-click of down-tap.
2.5.3 Label in Name (Level A 2.1 only)	Supports	All occurrences of programmatic labels for elements in Q-global match with the label that the user sees.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	The application does not utilize any motion interactions.
3.1.1 Language of Page (Level A)	Does Not Support	Q-global has not included html language attributes in the pages.
3.2.1 On Focus (Level A)	Supports	Q-global does not change context on focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Partially Supports	Changing the setting of any user interface component does not automatically cause a change of context. Exceptions: When arrowing through employment status combo box in "Examinee Tab-History-employment", focus is moved to "title of current position" instead of staying within the combo box. After entering a response in the "Examinee" manual assessment entry field for a question, focus is moved to the next item.
3.3.1 Error Identification (Level A)	Does Not Support	Error messages are not identified by assistive technology.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Input fields are associated with its corresponding labels. Exceptions: The form elements are not grouped in "Reasons for Testing". Radio buttons do not have input form labels. The search button next to the report edit field in "Examinee-Assessments" does not have a meaningful label. Buttons in "V2.0-AssignAssessment-MMPI-3" do not have meaningful labels.
4.1.1 Parsing (Level A)	Supports	Q-global is coded according to the industry standards.
4.1.2 Name, Role, Value (Level A)	Does Not Support	In most cases, the name, role, and value of interface elements are not available to assistive technology.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Live media is not present in Q-global.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support	Q-global does not provide audio description tracks.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content is not restricted to any mobile display orientations.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Partially Supports	<p>Q-global allows autocomplete to simplify the user input process where it is applicable.</p> <p>Exceptions: When text is entered under the index search the topic is highlighted, but focus does not go to the item, so the screen reader does not provide feedback that anything has changed.</p>
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>Q-global interface text meets minimum color contrast ratio against its background color.</p> <p>Exceptions: The main menu text does not have sufficient contrast for low-vision users. It fails for regular text at 4.3:1. The create report button text in "V2.0-Create Report" has a contrast ratio of 2.7:1. All grey text field labels have a contrast ratio of 4.09:1. Username, password and need help text in Login.</p>
1.4.4 Resize text (Level AA)	Does Not Support	<p>Zooming content or viewing in mobile layouts is not responsive, requires horizontal scrolling, at 200% magnification or above.</p>
1.4.5 Images of Text (Level AA)	Supports	<p>Q-global does not use any images of text to convey information to the user.</p>
1.4.10 Reflow (Level AA 2.1 only)	Does Not Support	<p>Content in Q-global cannot be presented without loss of information or functionality and without requiring scrolling in two dimensions.</p>
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	<p>Visual elements of user interface components and informational graphical objects meet or exceed the minimum contrast required.</p> <p>Exception: The focus indicator that highlights the BACK link has a contrast ratio of 1.6:1.</p>
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	<p>Q-Global content uses adequate text spacing.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Partially Supports	Pop-up content does not prevent user access to other page content, and users have adequate access to pop-up content. Exceptions: The report name edit field is read as "edit field with pop-up." There are no instructions, and a popup is not available until a letter is typed. The pop-up menu is visible on the screen but not announced by the screen reader.
2.4.5 Multiple Ways (Level AA)	Supports	Q-global provides multiple ways to reach a page.
2.4.6 Headings and Labels (Level AA)	Supports	Page headings and labels are meaningful.
2.4.7 Focus Visible (Level AA)	Partially Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception. Exceptions: The SELECT buttons on the "V2.0-Create Report" types do not have a visible focus indicator when button is highlighted. There is no focus indicator once you tab into the resource list in "Resource Library".
3.1.2 Language of Parts (Level AA)	Not Applicable	Q-global does not use language of parts.
3.2.3 Consistent Navigation (Level AA)	Supports	Q-global uses consistent menu navigation across the application.
3.2.4 Consistent Identification (Level AA)	Supports	Q-global uses icons and buttons consistently across the application.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Q-global identifies and suggests fixes when users make errors. Exceptions: Error does not draw focus in "Need Help Signing In". Form validation errors are not announced.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Q-global reduces the risk of input errors for sensitive data.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Status messages are programmatically determined and presented to the user by assistive technologies. Exceptions: When a radio button is selected under Generate Reports, new page content is loaded. Page content changes, but dynamic content is not announced by screen readers. Show / hide toggle button toggle on the navigation panel does not provide feedback to the screen reader user.

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