



Impact Feedback Survey - Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3

Name of Product/Version: Impact Feedback

Product Description: Impact Feedback is a web based case management platform that universities use for alcohol and drug counseling.

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Notes: This report documents the accessibility conformance as of the date of this report.

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies.

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)
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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 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 2.0 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
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Application supports text alternatives for the non-text content, including controls, input, sensory content and images expect for Profile image avatar does not have a meaningful alt text.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Application does not have video-only and audio-only content.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Application does not have prerecorded audio with synchronized media.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Application does not have time-based media/ prerecorded video.
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Application use a logical structure where information and relationships can be programmatically determined in most of the functionalities.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to:</p>	Supports	Application presents content in a meaningful order.

<p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Application does not rely on sensory information alone to convey meaning.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Application does not rely only on color coding to convey information.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Application does not have any audio or any multimedia.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	Some of the core system functionality in the Application can be accessed using the keyboard.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Application does not have any keyboard traps.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p>	Not Applicable	Application do not require user timeout.

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Application does not use moving or blinking content.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Application does not use flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 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 	Partially Supports	“skip to main content” link is not implemented, but navigation landmarks are available to bypass blocks.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	As per the page layout design, Application does not require Page titles.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Most of the active elements in the application receive focus in an order that preserves meaning.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p>	Partially Supports	Application supports contextual link purpose except for the following,

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● The purpose of the link name "View Privileges" is not meaningful to the screen reader users under Settings/Organizations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Application uses the html lang attribute.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Elements do not change when they receive focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Elements do not change when they receive input.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	Error Messages in the Survey and the Application are not announced by the screen reader.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Form fields are associated with its respective label.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: 2017 Section 508</p>	Supports	The Application conforms to proper markup semantics.

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	Status change of the button controls like Expand/Collapse, More/Less, Sort buttons are not announced by screen readers.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There is no live media used in Application.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There is no video content in Application that require audio descriptions.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Most of the text in the Application meets 4:5:1 color contrast requirement, except some text in Survey, Dashboard, Calendar, Selected link, Labels, Buttons are not meeting the requirement.
<p><u>1.4.4 Resize text</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Text can be resized to at least 200% without loss of content or function.
<p><u>1.4.5 Images of Text</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	We do not use images of text in the Application platform.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: 2017 Section 508</p>	Supports	Application offers multiple ways to find pages.

<ul style="list-style-type: none"> ● 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 		
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Page headings and labels are meaningful.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Visual focus is available for keyboard only users across the Application.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Application does not use language of parts in its pages.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 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 	Supports	Application uses consistent navigation across the application.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 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 	Supports	Application uses icons and buttons consistently across the application.

<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Application suggests fixes when users make errors.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Application reduces the risk of input errors for sensitive data and validate the data before submission.</p>

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Application does not support users without vision due to the issues mentioned in WCAG table 1 & 2 above.
302.2 With Limited Vision	Partially Supports	Text can be resized to at least 200 percent, but due issues mentioned in section 1.4.3 Contrast (Minimum) above, the Application partially supports users with limited vision.
302.3 Without Perception of Color	Supports	Application does not rely only on color coding to convey information.
302.4 Without Hearing	Supports	Application does not rely on sound alone to access any of its core functionality.
302.5 With Limited Hearing	Supports	Application does not rely only on audio to present information.
302.6 Without Speech	Supports	Application does not rely on speech input alone to access any of its core functionality.
302.7 With Limited Manipulation	Supports	Application supports alternative forms of input that are compatible with the keyboard/mouse driver mentioned in section 2.1.1 above.
302.8 With Limited Reach and Strength	Supports	Application does not require simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Application uses a simplified language to convey meaning of functions within the application.

Chapter 4: Hardware

Note: This section is not applicable to the application, as there are no hardware components.

Chapter 5: Software

Note: This section is not applicable as the application is not a platform software.

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 and compatibility features of the product documentation can be made available in accessible versions of HTML, Word, and PDF formats at no additional charge.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Alternate Formats for non-electronic support documentation can be made available on request at no additional charge.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support services are provided online, over the phone, or by email to provide information on accessibility and compatibility features to end users with disabilities.
603.3 Accommodation of Communication Needs	Supports	Support services are provided online, over the phone, or by email to meet the communication needs of end users with disabilities.

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