Twenty Six Design LLC Accessibility Conformance Report
EN 301 549 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: WCONLINE 8

Report Date: 1/25/2023

(**Note:** Per https://www.itic.org/policy/accessibility/vpat, VPAT® Version 2.4 Rev, updated March 2022, is the most recent version of the VPAT, as of 10/5/2022.)

Product Description: Web-based scheduling, recordkeeping, and reporting program for academic support centers.

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Notes: WCONLINE is web-based software. Throughout the report, "Authoring Tool" and "Closed" are not applicable, so we eliminated those two labels. "Web" and "Software" are the same and so are combined into "Web/Software." There is always only one version of WCONLINE available. The latest version of the VPAT is 2.4.

Evaluation Methods Used: Comprehensive testing and review of WCONLINE.

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) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: We have a manual that is almost entirely text, and that describes the small number of images in text and/or with descriptions. Note that the manual is not required to use or understand how to use WCONLINE. Web/Software: WCONLINE offers multiple options for appointment-making and appointment-management by both students and staff. All work with appointments, from appointment-making, to management, to reporting, is accessible via screen-reader and keyboard. Students or staff may choose to use a graphical display, which is accessible but less efficient when combined with a screen-reading program, if they prefer a more visual/graphical display.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: There is no prerecorded content. Web/Software: There is no prerecorded content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: There is no prerecorded content. Web/Software: There is no prerecorded content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: There is no prerecorded content. Web/Software: There is no prerecorded content.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Not Applicable Web/Software: There are no relationships that happen automatically or would work without a user making a selection in any part of WCONLINE.

Criteria	Conformance Level	Remarks and Explanations

1.3.2 Meaningful Sequence (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.2 (Web)
   • 10.1.3.2 (Non-web document)
   • 11.1.3.2.1 (Open Functionality Software)
   • 11.1.3.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Not Applicable
	Software: Supports
		Electronic Docs: Not Applicable
		
		Web/Software: The sequence of presentation of content does not matter, and the individual chooses to complete each step. Where actions must be done in order, such as selecting a time, and then filling out an appointment form, and then saving the form, steps are simply presented one at a time, and the order cannot be changed.

1.3.3 Sensory Characteristics (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.3 (Web)
   • 10.1.3.3 (Non-web document)
   • 11.1.3.3 (Open Functionality Software)
   • 11.1.3.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Not Applicable
	Software: Supports
		Electronic Docs: Not Applicable
		
		Web/Software: Students and staff can choose to view a color-coded calendar display; however, shape, size, visual location, orientation, sound, and color are not needed or required.

1.4.1 Use of Color (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.1 (Web)
   • 10.1.4.1 (Non-web document)
   • 11.1.4.1 (Open Functionality Software)
   • 11.1.4.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: Some screen shots in our product manual show optional colors.Images in the manual are described in text immediately above or below each image and/or have correct descriptions.
		
		Web/Software: Students and staff can choose to view a color-coded calendar display; however, color is not needed for the default method of appointment-making, and color is not required for understanding the calendar display.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: There is no audio content that plays automatically. Web/Software: There is no audio content that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Not Applicable Web/Software: All work with appointments, from appointment-making, to management, to reporting, is accessible via screen-reader and keyboard. There are no timed movements or required combinations of keys.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: The tab key can be used for navigation, and the user would not get stuck without an ability to return to the list of chapters or sections. Web/Software: The tab key can always be used to move to different fields, and the user would not get stuck without an ability to move or make a new selection.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: There are no character key shortcuts built into our materials. Web/Software: There are no character key shortcuts built into WCONLINE.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Partially Supports Electronic Docs: Not Applicable Software: Partially Supports	Electronic Docs: A user may remain on a given page of the manual as long as they choose. Web/Software: The content within WCONLINE is never timed, but most browsers will time out after 45 minutes of inactivity. As long as a user is navigating around in the program, they will not get timed out, but if, for example, a student stays on an appointment form for an hour, they most likely will be timed out by their browser. Individuals do have to log in, because they are accessing private, FERPA-protected data.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: We do not offer video, moving, or blinking content. Web/Software: There is no moving, blinking, or scrolling information in WCONLINE. There is no process for autoupdating. For example, for a student checking the list of available times, if the only 9:00 slot had just been filled, 9:00 would not show up as an option. On the graphical schedule view, the slot would become filled when the browser refreshed.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: We do not offer flashing or blinking content. Web/Software: WCONLINE does not have content that blinks or flashes.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports	Electronic Docs: The manual repeats some information only when there are multiple ways an administrator might find an option in WCONLINE and search for it in the manual. Web/Software: The areas that students or staff are using do not have repeated content that serves no purpose. For example, a student might choose from tutors' names, such as by selecting "Reserve" from under the names, "Chris," "Philip," and "Betsy," and then find "Chris" near the top of their appointment form (titled "Create New Appointment") so that they know they are making a correct appointment. There is no content that would slow down or complicate the appointment-making process.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: Not Applicable Web/Software: Web pages have a standard title throughout the system, because the title is set by the administrator to identify the center, not to identify the page being used. Page titles list what is being worked on, such as "Create New Appointment."

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Not Applicable Web/Software: Some actions are done in order simply because of what they are, such as selecting a schedule and then a tutor, but there would not be any possible action that would change the meaning of options.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: Our manual lists chapter and section headings and titles that correspond to their content, and clicking a links opens that chapter or section. Web/Software: Nearly all links throughout the program are text that says what the link is going to do. Non-text links have descriptions and correct alt text. Administrators can add their own links in a few areas and are not required to use link text that makes sense.; however, in the areas that allow optional formatting and links, where prompted to enter "Text to Display," administrators should enter text that makes sense.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: Not Applicable Web/Software: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: Not Applicable Web/Software: Not Applicable
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Not Applicable Web/Software: Every field is labeled correctly.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: Not Applicable Web/Software: Not Applicable

Criteria	Conformance Level	Remarks and Explanations

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.1 (Web)
   • 10.3.1.1 (Non-web document)
   • 11.3.1.1.1 (Open Functionality Software)
   • 11.3.1.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: Our manual is in English, but, since it is entirely text and can be copied, individuals can (and do) have their browsers or other programs translate it as needed.
		
		Web/Software: Administrators can customize their own form questions and possible answers, as well as other information that they can add, using any language or languages. As in the manual, anyone can use their browser or other program to translate text.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.1 (Web)
   • 10.3.2.1 (Non-web document)
   • 11.3.2.1 (Open Functionality Software)
   • 11.3.2.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: A change happens only when the user chooses an option.
		
		Web/Software: A change happens only when the user chooses an option.

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.2 (Web)
   • 10.3.2.2 (Non-web document)
   • 11.3.2.2 (Open Functionality Software)
   • 11.3.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Not Applicable
	Software: Supports
		Electronic Docs: The manual does not have this type of functionality.
		
		Web/Software: Changing settings on a computer or other device does not change what is happening in WCONLINE. As with other websites, if the individual closes a tab, turns off the computer, or clears their cache, they could be logged out and would need to log back in.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Not Applicable Web/Software: Messages consistently and clearly tell students what they have to correct (such as entering a correct password) or why they cannot make an appointment (such as having reached a limit set by their center director). Students are usually not allowed to go through steps only to find that they cannot complete an action (e.g. if they have reached a limit, they are typically not offered possible appointments).
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: The manual contains one search box with instructions and a label. Individuals are not required to use the search function to use the manual. Web/Software: Users have to fill out forms, and each field is labeled with a question entered by an administrator. All of the fields are labeled correctly by WCONLINE, such as by telling students whether an answer is required.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: Not Applicable Web/Software: Tags are correct and up-to-date with the most recent accessibility guidelines.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Not Applicable Web/Software: Throughout WCONLINE, all levels of users have control over some of their own options, such as opting in or out of emails. All of WCONLINE contains the correct programming for security and for applying preferences.

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 • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Not Applicable Web/Software: There is an optional audio/video component within optional synchronous online meetings in our online consultation module. Online meetings always include a text chat and whiteboard area, where students and staff can hold a text conversation if they choose. Closed captioning is built into some browser and device settings, so a student or staff member can choose to use it. For example, Chrome has a built-in system for closed captions that is easy to add and use. Also, the video can be doubled in size, making it easy to see each other if the tutor and student are using sign language. The online consultation module shows a "100% pass" on major browsers' built-in accessibility tests.

Criteria	Conformance Level	Remarks and Explanations

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.5 (Web)
   • 10.1.2.5 (Non-web document)
   • 11.1.2.5 (Open Functionality Software)
   • 11.1.2.5 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Not Applicable
	Software: Supports
		Electronic Docs: We do not offer prerecorded audio or video content.
		
		Web/Software: WCONLINE does not include prerecorded audio or video content.

1.3.4 Orientation (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.4 (Web)
   • 10.1.3.4 (Non-web document)
   • 11.1.3.4 (Open Functionality Software)
   • 11.1.3.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: Orientation does not matter to the content displayed or offered. Further, the view will adjust for orientation, such as for a mobile device held vertically vs. horizontally, and zooms appropriately for mobile devices.
		
		Web/Software: Orientation does not matter to the content displayed or offered. Further, the view will adjust for orientation, such as for a mobile device held vertically vs. horizontally, and zooms appropriately for mobile devices.

1.3.5 Identify Input Purpose (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.5 (Web)
   • 10.1.3.5 (Non-web document)
   • 11.1.3.5 (Open Functionality Software)
   • 11.1.3.5 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: The only space for input is a search field, which is labeled and described as a search and has only that purpose.
		
		Web/Software: Administrators may define their own questions on forms. By default, forms support this criterion, but administrators can change fields to better respond to their students and staff or even to conform less.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: Our manual is dark text on a white background, and font size can be controlled using the browser or computer. Web/Software: Font sizes and contrast throughout WCONLINE are optimized for readability. Administrators may add other formatting to announcements and emails (which students and staff are not required to view).
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: Everything can be zoomed or sized to more than 200% with no problems. Individuals can use their browser tools and preferences, or touch (on a mobile device or trackpad) to zoom in and out. Web/Software: Everything can be zoomed or sized to more than 200% with no problems. Individuals can use their browser tools and preferences, or touch (on a mobile device or trackpad) to zoom in and out.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: In our manual, screen shots that contain images of text are described with text above or below each image and/or with alt text. Web/Software: WCONLINE does not use images of text other than potentially in the center's logo, which is selected by the administrator but does not appear unless the user chooses to view "about" information.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: Everything can be zoomed or sized to more than 200% with no problems. Individuals can use their browser tools and preferences, or touch (on a mobile device or trackpad) to zoom in and out. Web/Software: Everything can be zoomed or sized to more than 200% with no problems. Individuals can use their browser tools and preferences, or touch (on a mobile device or trackpad) to zoom in and out. If an individual chooses to view the calendar display (which someone would do if they wanted to see a grid), administrators can make some schedules long enough that they are best viewed by scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: Our manual includes the correct contrast and, like WCONLINE, is updated when needed. Web/Software: WCONLINE includes the correct contrast (and is updated with new recommendations). While administrators can choose colors in some areas of the program, information and functions that are necessary are not defined by administrators' colors.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: Text sizing and spacing are optimized for readability and for accessibility. Web/Software: Text sizing and spacing are optimized for readability and for accessibility.

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) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Our manual does not have hovers. Web/Software: Individuals can choose to view a calendar display that includes hovers, which simply add information that can help but that is not required.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Electronic Docs: In our manual, individuals can search or use chapter and section headings. Web/Software: Students and staff can choose how they would like to work with WCONLINE and/or view every area from appointment-making options to reports.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Authoring Tool:	Electronic Docs: Headings and labels describe topic or purpose throughout the system. Web/Software: Headings and labels describe topic or purpose throughout the system.

Criteria	Conformance Level	Remarks and Explanations

2.4.7 Focus Visible (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.7 (Web)
   • 10.2.4.7 (Non-web document)
   • 11.2.4.7 (Open Functionality Software)
   • 11.2.4.7 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: Screen-reading programs are allowed to read options as needed.
		
		Web/Software: Screen-reading programs are allowed to read options as needed.

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.2 (Web)
   • 10.3.1.2 (Non-web document)
   • 11.3.1.2 (Open Functionality Software) – Does not apply
   • 11.3.1.2 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: Our manual is in English, but, since it is entirely text, individuals can (and do) have their browsers or other programs translate it as needed.
		
		Web/Software: Administrators can customize their own forms and information using any language or languages. As with the manual, individuals can use their browser or other programs to translate text.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.3 (Web)
   • 10.3.2.3 (Non-web document) – Does not apply
   • 11.3.2.3 (Open Functionality Software) – Does not apply
   • 11.3.2.3 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: Options do not change order on different pages.
		
		Web/Software: Options do not change order on different pages.

Criteria	Conformance Level	Remarks and Explanations

3.2.4 Consistent Identification (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.4 (Web)
   • 10.3.2.4 (Non-web document) – Does not apply
   • 11.3.2.4 (Open Functionality Software) – Does not apply
   • 11.3.2.4 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Not Applicable
	Software: Supports
		Electronic Docs: Not Applicable
		
		Web/Software: Options that are the same are named and labeled the same on our end.

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.3 (Web)
   • 10.3.3.3 (Non-web document)
   • 11.3.3.3 (Open Functionality Software)
   • 11.3.3.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Not Applicable
	Software: Supports
		Electronic Docs: There is no option that could cause an error or need correction.
		
		Web/Software: Messages have to do with a range of possibilities, from leaving out a required field to reaching an administrator-set limit on appointment-making. If the error has to do with something that has an absolute solution within WCONLINE, the message says what to do (such as filling out all required fields). If an error has more to do with center policies, the student is told what happened (such as reaching the center's set limit on number of appointments per day), because each center determines if they would like students to come in as walk-ins, call or email, etc. Administrators can give instructions on the same forms that students are working with and in multiple other places.

Criteria	Conformance Level	Remarks and Explanations

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.4 (Web)
   • 10.3.3.4 (Non-web document)
   • 11.3.3.4 (Open Functionality Software)
   • 11.3.3.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Not Applicable
	Electronic Docs: Not Applicable
	Software: Not Applicable
		Electronic Docs: Our manual does not have an option to enter or request this type of information.
		
		Web/Software: WCONLINE does not automatically contain anything that causes financial transactions or legal commitments. Administrators can add questions and answers, such as "by registering, I agree that I have read and understood the center's plagiarism policies" with a yes/no drop-down or checkbox answer.

4.1.3 Status Messages (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.4.1.3 (Web)
   • 10.4.1.3 (Non-web document) – Does not apply
   • 11.4.1.3 (Open Functionality Software) – Does not apply
   • 11.4.1.3 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
		Electronic Docs: Our manual only displays information. Since the manual is searchable, there is a page that describes briefly what to do if search results were unsuccessful.
		
		Web/Software: Status messages are always straightforward and are text at the top of the current page—such as a message saying an appointment was saved successfully in text at the top of the screen.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no prerecorded content.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no prerecorded content.

Criteria	Conformance Level	Remarks and Explanations
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no prerecorded content.
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply	Web: Not Applicable	Web: An optional online consultation module allows students and tutors to use both audio and video, in addition to text chat and document- sharing. Individuals who are meeting can also choose to use or not use audio and/or video.
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply	Web: Supports	Web: If a student or staff member chooses to view a calendar display with symbols, those have common purposes, definitions, and alt text.
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: WCONLINE always includes the correct contrast (and is updated with new recommendations). While administrators can choose colors in some areas of the program, information and functions that are necessary are not defined by administrators' colors.
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no background audio in WCONLINE.
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Text is formatted on our end to have the needed contrast, and it is resizable.
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: WCONLINE does not use images of text. Administrators can choose to use any images that appear only if someone chooses to view "about" information—which is optional.
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: The keyboard can be used to navigate throughout the program.
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: The content within WCONLINE is never timed, but most browsers time out after 45 minutes of inactivity. As long as a user is navigating around in the program, they will not get timed out, but if, for example, a student stays on an appointment form for an hour, they most likely will be timed out. Individuals do have to log in, because they are accessing private, FERPA-protected data.

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: WCONLINE responds to actions and does not interrupt an individual's work.
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: As long as a user is navigating around in the program, they do not have to re-authenticate to reach different areas. Browsers can time individuals out if they are inactive for a long time. Note that this prevents a student from accessing another student's private, FERPA-protected data.
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Timing out is as long as possible to the extent that can be controlled on our end. Timing out is also based on the browser and the user's preferences in the browser they are using.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: WCONLINE does not have content that blinks or flashes. Administrators can add content but there are no built-in options for adding flashing content.
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: There is no animation in WCONLINE.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Functions and links are identified so that individuals can find them and screen-reading programs can read them.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Links are text that says what the link is going to do. Students and staff can choose a view that includes symbols, which are identified with alt text.
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: Clients and administrators can navigate to various areas, which are allowed based on the level of access (administrator or not), and the individual can always return. There are not separate sections of the program.
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Supports	Web: WCONLINE is completely usable with the keyboard and/or voice commands. In the optional more visual view, targets are large, with a few exceptions (and those are reachable using other options).

Criteria	Conformance Level	Remarks and Explanations
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Individuals can use the keyboard, mouse or trackpad, tab key, and/or voice commands.
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: WCONLINE includes a small amount of specific vocabulary for administrators, such as "resources" and "clients" to clearly refer to names or items listed on the schedule and to individuals who visit the center, respectively. These are intended to be clear for one purpose, such as not confusing student tutors with student tutees. Terms are defined and are used absolutely consistently within WCONLINE and in our instructions. Note that only administrators, who are in charge and/or work at the center, encounter specific terms. Clients can make appointments without knowing or understanding WCONLINE-specific vocabulary.
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: In some administrative areas, "Appointments" is abbreviated to "Appts." This are described where it appears. There are not instances in which meanings would conflict.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	WCONLINE is compatible with major accessibility software.
4.2.2 Usage with limited vision	Supports	Same as above. Additionally, the text can always be zoomed.
4.2.3 Usage without perception of colour	Supports	Color is not required for navigation, choosing options, or completing actions in WCONLINE. If an individual finds use easier with a color-coded view, they may choose to see a calendar.
4.2.4 Usage without hearing	Supports	WCONLINE does not require hearing. Where audio is optional, in online meetings, the student and tutor can use video and/or text chat.
4.2.5 Usage with limited hearing	Supports	Same as above.
4.2.6 Usage with no or limited vocal capability	Supports	WCONLINE does not require speaking. Where audio is optional, in online meetings, the student and tutor can use video and/or text chat.
4.2.7 Usage with limited manipulation or strength	Supports	WCONLINE requires only use of a browser, and, if there is a need for navigation without manipulation of the mouse, trackpad, or keyboard, an individual can use it with their own screen-reading and speech-recognition software.
4.2.8 Usage with limited reach	Supports	WCONLINE requires only use of a browser, and, if there is a need for navigation without reaching the mouse, trackpad, or keyboard, an individual can use it with their own screen-reading and speech-recognition software.
4.2.9 Minimize photosensitive seizure triggers	Supports	WCONLINE does not use flashing lights or quick motion.
4.2.10 Usage with limited cognition, language or learning	Supports	WCONLINE tends to be intuitive from a student's perspective, and students can choose their preference of how to use and/or view the program. Administrators can (and do) choose options such as listing days of the week in two different ways and adding text and/or images to provide instructions.

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Supports	WCONLINE has strict privacy, so clients can access only their own data. Individuals in charge of the center can decide both what questions to ask their clients and which staff members should have additional access.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Supports	WCONLINE can be used with screen-reading software. optional online meeting tool also includes optional audio and video.
5.1.3.2 Auditory output delivery including speech	Supports	WCONLINE can be used with screen-reading programs and voice-recognition. An optional online meeting tool also includes optional audio and video.
5.1.3.3 Auditory output correlation	Supports	Same as above.
5.1.3.4 Speech output user control	Supports	Same as above.
5.1.3.5 Speech output automatic interruption	Supports	An individual would use their own screen-reading program to stop reading.
5.1.3.6 Speech output for non-text content	Supports	An individual would find non-text content if they choose to view it, and, if applicable, labels and tags are correct for screen-reading software.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	Supports	The only video information that is part of WCONLINE is optional audio/video within optional online meetings. Each individual can turn audio and video on and off separately or together.
5.1.3.8 Masked entry	Supports	Information in WCONLINE is displayed and described correctly. Administrators and clients can choose to enter some of their own information, such as names or phone numbers, in different formats.
5.1.3.9 Private access to personal data	Supports	WCONLINE has strict privacy, so clients can access only their own data. Individuals in charge of the center can decide both what questions to ask their clients and which staff members should have additional access.
5.1.3.10 Non-interfering audio output	Supports	There is nothing in WCONLINE that could interfere with its own audio output.
5.1.3.11 Private listening volume	Supports	If using the online consultation module, as in any web-based program, individuals can choose to use headphones or similar, and they can control the volume using their computer.
5.1.3.12 Speaker volume	Supports	If using the online consultation module, a in any web-based program, individuals can control the volume using their computer.
5.1.3.13 Volume reset	Support	If using the online consultation module, as in any web-based program, individuals can control the volume using their computer.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.14 Spoken languages	Supports	As a US product, WCONLINE is in English, but individuals can use their browsers to translate information. The only speaking would be by a screen-reading program or in an online meeting, and either of those would follow the client's language.
5.1.3.15 Non-visual error identification	Supports	All error messages are text, which can be read by a screen-reading program.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	WCONLINE does not generate receipts, tickets, etc. Clients and staff may receive emails.
5.1.4 Functionality closed to text enlargement	Supports	WCONLINE's options and settings remain the same regardless of text size.
5.1.5 Visual output for auditory information	Supports	The only auditory information that is part of WCONLINE is optional audio/ video within optional online meetings. Each individual can turn audio and video on and off separately or together.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports	WCONLINE can be used with screen-reading and voice-recognition programs.
5.1.7 Access without speech	Supports	No area of WCONLINE requires speech.
5.2 Activation of accessibility features	Supports	WCONLINE's accessibility characteristics exist, and are available by default, without special activation.
5.3 Biometrics	Not Applicable	WCONLINE does not use biometrics.
5.4 Preservation of accessibility information during conversion	Not Applicable	This does not happen when using WCONLINE.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	WCONLINE is web-based software.

Criteria	Conformance Level	Remarks and Explanations
5.5.2 Operable parts discernibility	Not Applicable	WCONLINE is web-based software.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports	The only area that includes optional audio is the online consultation module, and that allows each individual to turn their audio on and off.
5.6.2 Visual status	Supports	Individuals can choose to view a calendar display if they find a more visual display easier to use. If an individual is using video in an online meeting, they can hide and show the video.
5.7 Key repeat	Not Applicable	There are no built-in key combinations.
5.8 Double-strike key acceptance	Not Applicable	There are no built-in key combinations.
5.9 Simultaneous user actions	Not Applicable	There is no need to complete simultaneous actions; for example, someone cannot both save an appointment and choose a new appointment at the same exact moment.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

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

Notes:

Chapter 10: Non-web Documents

Notes: Not Applicable

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Not Applicable	While WCONLINE does not connect to outside services, an individual could choose to use a service that works with any web-based program.
11.5.2.4 Assistive technology	Not Applicable	WCONLINE does not include built-in assistive technology. It is a web-based program, so each individual can use the technology that they have on their computer.
11.5.2.5 Object information	Supports	Items such as listings in reports are displayed to fit most screens and can be adjusted by the user. Text is standard for the browser and can also be zoomed.
11.5.2.6 Row, column, and headers	Supports	Same as above.
11.5.2.7 Values	Supports	Same as above.
11.5.2.8 Label relationships	Supports	Headings and labels describe topic or purpose throughout the system.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	Supports	Individuals choose options that they need, such as an appointment at a specific time or a tutor who can help with a specific subject. There are not relationships that happen automatically or change without a selection.
11.5.2.10 Text	Supports	Text is defined by our company and can also be added and edited by administrators.
11.5.2.11 List of available actions	Not Applicable	Users can choose individual actions, such as searching for an available appointment, opening a report, closing or canceling an appointment, etc.
11.5.2.12 Execution of available actions	Supports	Anytime an individual chooses an option and clicks to go to the next step (such as choosing a date and then clicking to view appointments), that action is completed.
11.5.2.13 Tracking of focus and selection attributes	Supports	Each step is saved where relevant. For example, when someone chooses a date and a tutor, the appointment form keeps that date and tutor selection.
11.5.2.14 Modification of focus and selection attributes	Supports	Individuals can always choose to go back or start over.
11.5.2.15 Change notification	Not Applicable	Individuals can choose to make a change, but changes are not made without input.
11.5.2.16 Modifications of states and properties	Not Applicable	Individuals choose options or fill out forms with their own typing and menu selections.
11.5.2.17 Modifications of values and text	Not Applicable	Individuals choose options or fill out forms with their own typing and menu selections.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features		
11.6.2 No disruption of accessibility features		
11.7 User preferences		
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	WCONLINE is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	WCONLINE is not an authoring tool.
11.8.5 Templates	Not Applicable	WCONLINE is not an authoring tool.

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		
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
12.2.2 Information on accessibility and compatibility features	Supports	Individuals do not have to follow any special instructions to make WCONLINE accessible. They may use accessibility software, such as screen-reading and voice-recognition software, that would have its own instructions. WCONLINE does not require a lot of instructions in general, and, unrelated to accessibility, there are instructions built into the program.
12.2.3 Effective communication	Supports	Same as above.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.

The information above represents our best understanding of the questions/needs expressed and how WCONLINE works to address them. Where relevant, the above mentions administrative options. Our support team expects to help administrators understand options as part of normal support. A WCONLINE subscription includes unlimited support, so please ask our support team any questions that you might have. Additional instructions and our contact information are at https://help.mywconline.com.

10/5/2022

Carla R. Hay

Co-Owner, Twenty Six Design LLC