

Welcome To College Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Welcome To College

Product Description: Welcome To College (W2C) has built the leading college visit and ambassador management software for higher education institutions. Our platform is giving our partner colleges innovative tools to enhance how they connect with prospective students before, during, and after the college visit.

Report Date: January 2020

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Notes:

Evaluation Methods Used: Testing W2C involved a combination of manual and functional testing on desktop and mobile. Our team comprehensively tested a selection of screens representative of using our system using, among other methodology, the screen reader JAWS 2019, the built in VoiceOver in macOS and manual inspection of site code.

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 (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most non-text content within the product attempts to provide necessary text alternatives. We continue to add when discovering any that might be missing.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not have prerecorded audio-only and prerecorded video-only media.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not have synchronized media.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not have time-based media or prerecorded video content.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most information and relationships are conveyed accessible.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most cases, content is presented in a meaningful sequence.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Instructions provided do not rely solely on sensory characteristics of components.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Color is not the sole means of conveying information anywhere in the product.
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have audio that plays automatically.
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: Most functionality of the content is operable through a keyboard interface. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Some links and buttons are not focusable or actionable. • Some content can only be reached via mouse hover. • Some complex functionality, such as drag-and-drop, cannot be used without a mouse.
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have any keyboard traps.
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not impose time limits.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to:</p> <ul style="list-style-type: none"> • Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not contain moving, blinking, scrolling, or auto-updating information.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not contain anything that flashes.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised 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 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reason: <ul style="list-style-type: none"> • There is no mechanism within the product to bypass repeated blocks of navigational content.
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reason: <ul style="list-style-type: none"> • Pages in User area do not have unique titles.
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: Most of the focusable components receive focus in an order that preserves meaning and operability. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • In some cases, the focus order of content does not match its visual order.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: Link Purpose can most times be derived from the link text within the context of the given page.
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Language of page is determined using the language attribute on the HTML element
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not initiate any changes of context when a component receives focus.
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: When input errors are automatically detected, those errors are identified and described to the user in text.
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: In most cases, label and instructions are provided to assist with user input. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • In some cases, form fields are labelled only through placeholders.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Elements have complete start and end tags, and elements do not contain duplicate attributes.
<p><u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: In many cases, the name, role, state, and value of elements is programmatically determinable and accurate, and can be programmatically set where applicable. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Expandable content does not convey expanded or collapsed states to assistive technology. • Some form fields are missing valid labels. • Image buttons are lacking accessible names.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have live audio content in synchronized media.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have prerecorded video content in synchronized media.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product's visual presentation of text provides a sufficient contrast ratio.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Text can be resized without assistive technology up to 200% without loss of content or functionality.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: In most cases, the product uses text instead of images of text, except where essential for branding purposes.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: Revised 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 	Web: Supports	Web: The product has more than one way to locate a web page, except where the web page is a step in a process.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Headings and labels describe topic or purpose.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: In most cases, active elements exhibit visual indication of keyboard focus. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • Some active elements do not exhibit a visual indication of keyboard focus

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not change languages in its pages.
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised 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 	Web: Supports	Web: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised 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 	Web: Supports	Web: Components that have the same functionality within a set of Web pages are identified consistently.
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • Some JavaScript actions have no error suggestions upon failure.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not contain video or audio content.
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not contain video or audio content.
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not contain video or audio content.
<p>1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not contain video or audio content.
<p>1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Partially Supports	Web: Most text and Images of text in W2C have a contrast ratio greater than 7:1. However, some text in the User area, the color contrast ratio is less than 7:1.
<p>1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not contain background audio.
<p>1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Partially Supports	<p>Web: Care is given that most blocks of text have a good visual presentation. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Line spacing is not at least space-and-a-half within paragraphs.
<p>1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: In most cases, the product uses text instead of images of text, except where essential for branding purposes.
<p>2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Partially Supports	<p>Web: Most functionality of the content is operable through a keyboard interface. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some links and buttons are not focusable or actionable. • Some content can only be reached via mouse hover. • Some complex functionality, such as drag-and-drop, cannot be used without a mouse.
<p>2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not impose time limits.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not use any sort of auto refresh.
<p>2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Does Not Support	Web: User goes back to dashboard after re-authenticating. The data user input before re-authentication is lost.
<p>2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not contain anything that flashes more than 3 times in 1 second.
<p>2.4.8 Location (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product contains a breadcrumb trail to inform the user of the location.
<p>2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Partially Supports	Web: Most purposes of link can be implied from the title. There are a few links in the dashboard that can only be determined by the context.
<p>2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product attempts to always display a section heading.
<p>3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not contain any unusual words.
<p>3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Partially Supports	Web: There may be instances of abbreviations without expanded form given.
<p>3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: No text in the product requires reading ability more advanced than the lower secondary education level after removal of proper names and titles.
<p>3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: No words cause ambiguous meaning without knowing the pronunciation.
<p>3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: Changes of context are initiated only by user request
<p>3.3.5 Help (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Does Not Support	Web: A help button is not always present on web pages.
<p>3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product supports data input check and information confirmation.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most features allow vision-impaired users to use screen readers to interact with user interface elements. However, some features have accessibility issues.
302.2 With Limited Vision	Partially Supports	Most features allow low vision users to use tools such as screen readers/ Magnifier to interact with user interface elements. However, some user interface does not have enough color contrast ratio to allow low-vision user to distinguish.
302.3 Without Perception of Color	Supports	No information uses color as the only way to convey information.
302.4 Without Hearing	Supports	W2C has no operation that requires user to hear.
302.5 With Limited Hearing	Supports	W2C has no operation that requires user to hear.
302.6 Without Speech	Supports	W2C does not require speech input control or operation.
302.7 With Limited Manipulation	Supports	W2C does not require simultaneous manual operations or fine motor control.
302.8 With Limited Reach and Strength	Supports	People with limited reach and limited strength can operate W2C. There is no operation which requires user with reach and strength.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Most features in W2C provide some instruction when requires user input. However, the line space issue and lack of help may affect users with limited cognitive abilities.

Chapter 4: [Hardware](#)

Notes: All criteria of chapter 4 are Not Applicable for W2C.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope - Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell - no response required	Heading cell - no response required
502.2.1 User Control of Accessibility Features	Supports	W2C is not a platform software.
502.2.2 No Disruption of Accessibility Features	Supports	W2C does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell - no response required	Heading cell - no response required
502.3.1 Object Information	Partially Supports	For most objects in W2C, the object role, states, properties, boundary, name and description can be programmatically determined. However, screen readers cannot identify the role of some elements, such as some buttons in web pages.
502.3.2 Modification of Object Information	Supports	States and properties can beset by user can also be set when using screen reader.
502.3.3 Row, Column, and Headers	Supports	For data tables in W2C, the table headers can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	The values and set of allowable values of an object can be identified by screen reader.
502.3.5 Modification of Values	Partially Supports	For most elements in W2C, the states and properties can be set through assistive technology. But for some elements, such as the date time selector, the state cannot be set through keyboard.
502.3.6 Label Relationships	Partially Supports	For most components in W2C, the label can be identified by screen readers. However, in some pages, the label of some elements cannot be identified.
502.3.7 Hierarchical Relationships	Partially Supports	For some components in W2C, the hierarchical relationship between components cannot be identified by screen reader.
502.3.8 Text	Supports	For text objects in W2C, their attributes and boundary of text can be programmatically determinable.
502.3.9 Modification of Text	Supports	Text that is set by the user is capable of being set programmatically.
502.3.10 List of Actions	Partially Supports	W2C allows assistive technology to execute actions on objects. However, some clickable components cannot be focused and operated through keyboard.
502.3.11 Actions on Objects	Partially Supports	W2C allows assistive technology to execute actions on objects. However, some clickable components cannot be focused and operated through keyboard.

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Partially Supports	W2C shows text insertion point when requires user input and have visible focus. However, some clickable components cannot be focused.
502.3.13 Modification of Focus Cursor	Supports	The focus cursor can be tracked and moved among interactive interface elements as the input focus changes.
502.3.14 Event Notification	Partially Supports	Most notification of events is available to assistive technology. However, some page changes and alert/warning message are not available to screen reader.
502.4 Platform Accessibility Features	Supports	W2C is not a Platform software.
<u>503 Applications</u>	Heading cell - no response required	Heading cell - no response required
503.2 User Preferences	Supports	W2C permits user preferences from platform settings.
503.3 Alternative User Interfaces	Does Not Support	W2C does not provide any alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell - no response required	Heading cell - no response required
503.4.1 Caption Controls	Supports	W2C does not contain synchronized media.
503.4.2 Audio Description Controls	Supports	W2C does not contain synchronized media.
<u>504 Authoring Tools</u>	Heading cell - no response required	Heading cell - no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <u>WCAG 2.0</u> section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	W2C is not an authoring tool.
504.2.2 PDF Export	Not Applicable	W2C is not an authoring tool.
504.3 Prompts	Not Applicable	W2C is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Applicable	W2C is not an authoring tool.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>	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	Not Applicable	W2C has no accessibility and compatibility features, so no documentation is required.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	Heading cell - no response required	Heading cell - no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	W2C has no built-in accessibility features, so no corresponding support services is required.
603.3 Accommodation of Communication Needs	Supports	User can contact support service via telephone or email through the W2C official website.