Accessibility Conformance Report for WebNG

WCAG 2.1/Section 508 Edition
(based on VPAT® version 2.4)

Overview

Report date: January 10, 2024

Product: WebNG, version 1.2401.0.78

Product description: WebNG is a web interface through which candidates can schedule, reschedule, and pay for Pearson VUE exams and launch exams delivered through OnVUE.

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Notes:

- This report documents the accessibility conformance of the product as of the report date.
- References in this report to "the product" refer to WebNG.

Evaluation methods used:

- Trained Accessibility Quality Assurance Engineers, including native users of blindness technologies, conducted evaluations that included both automated and manual testing.
- Current testing was conducted on Windows 10 with Google Chrome 120.
- Assistive technology used during the evaluation included JAWS 2023, NVDA 2023, and a refreshable braille display.

Applicable Standards/Guidelines

This report covers the degree of conformance of the product to the accessibility standards and guidelines described in the following table.

Table 1. Conformance with accessibility standards and guidelines

Standard/Guideline	Documentation Location	Included in Report
Web Content Accessibility Guidelines (WCAG) 2.0	http://www.w3.org/TR/WCAG20	Level A: Yes Level AA: Yes Level AAA: No
Web Content Accessibility Guidelines (WCAG) 2.1	https://www.w3.org/TR/WCAG21	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 Accessibility Standards	https://www.access-board.gov/ict	Yes

Terms

This document uses the following terms to describe the Conformance Level of the product to a success criterion:

- **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 product functionality does not meet the criterion.
- **Does Not Support:** Most 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.

WCAG 2.1 Report

When reporting on conformance with the WCAG 2.1 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 2 and Table 3 also document conformance with Revised Section 508: Chapter 5 – 501.1 Scope and 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Information about WCAG and Section 508 criteria is available from the websites provided in Table 1.

Level A Success Criteria Conformance

Unless otherwise noted, the criteria in Table 2 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Table 2. Conformance to Level A success criteria

Level A Criterion	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	All non-text content that is presented to the user has a text alternative that serves the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The product has no prerecorded audio- or video-only media.
1.2.2 Captions (Prerecorded)	Not Applicable	The product has no prerecorded audio or synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The product has no prerecorded media.
1.3.1 Info and Relationships	Partially Supports	The product uses a logical structure in most places where information and relationships can be programmatically determined. Exceptions: • Search results table instructions ARIA presentation role conflict. • Calendar date picker inconsistently announces abbreviated weekday names.

Level A Criterion	Conformance Level	Remarks and Explanations
		• Checking username availability returns screen reader focus to top of page.
1.3.2 Meaningful Sequence	Supports	The programmatic reading order does not change the meaning of the content.
1.3.3 Sensory Characteristics	Supports	The product does not rely only on sensory information to convey meaning.
1.4.1 Use of Color	Supports	The product does not rely only on color to convey meaning.
1.4.2 Audio Control	Not Applicable	The product has no prerecorded audio or synchronized media (that auto-plays for more than 3 seconds).
2.1.1 Keyboard	Partially Supports	All core system functionality in the product (edit fields, buttons, links, navigation controls) can be accessed by using the keyboard. Exception: Timeout warning dialog does not display Close button label on keyboard focus.
2.1.2 No Keyboard Trap	Supports	The product has no keyboard traps.
2.1.4 Character Key Shortcuts	Not Applicable	The product has no single-character keyboard shortcuts.
2.2.1 Timing Adjustable	Supports	Time limits not subject to exceptions can be turned off or adjusted.
2.2.2 Pause, Stop, Hide	Not Applicable	The product does not contain moving or blinking content.
2.3.1 Three Flashes or Below Threshold	Supports	The product does not contain content that flashes more than three times per second.
2.4.1 Bypass Blocks Note for Revised Section 508: • 501 (Web)(Software) and 602.3 (Support Docs) – Does not apply to non-web docs	Partially Supports	A mechanism is available to bypass blocks of content that are repeated. Exception: Multiple navigation regions have the same name and do not use unique labels.
2.4.2 Page Titled	Supports	The product provides unique, meaningful page titles.

Level A Criterion	Conformance Level	Remarks and Explanations
2.4.3 Focus Order	Partially Supports	The focus order of the product elements preserves meaning and operability. Exceptions: • The My Account sidebar appears after the main content area but receives keyboard and screen reader focus before it. • The Privacy Policy displays background page headings for screen readers.
2.4.4 Link Purpose (In Context)	Partially Supports	The product uses meaningful link names. Exceptions: • A few Learn More and Tell Me More links lack unique context in link text. • Find a test center page: "Helpful hints" text precedes batch of links.
2.5.1 Pointer Gestures	Not Applicable	No interactions are based on pointer gestures.
2.5.2 Pointer Cancellation	Supports	All product functionality operated through a single point of screen contact occurs or reverses on the pointer up event or can be reversed before or after completion.
2.5.3 Label in Name *Does not apply to Revised Section 508*	Supports	For user interface components that have visible text labels, the programmatic component names match the visible labels.
2.5.4 Motion Actuation *Does not apply to Revised Section 508*	Not Applicable	The product has no motion-operated functionality.
3.1.1 Language of Page	Supports	The product identifies the default language of each page.
3.2.1 On Focus	Supports	Elements do not change when they receive focus.
3.2.2 On Input	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
3.3.1 Error Identification	Partially Supports	The product clearly identifies input errors. Exception: Required fields only use asterisk to denote required status of form field inputs.

Level A Criterion	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions	Partially Supports	Content input fields are clearly labeled, and clear instructions are given for user input. Exceptions: • Credit card form labels are hidden visually and do not announce on screen reader focus. • Credit card forms use placeholder text instead of labels. • Icons in form fields receive screen reader focus but do not announce.
4.1.1 Parsing	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value	Partially Supports	The name and role of all user interface components that can be programmatically determined are fully compliant and encoded with Name, Role, Value. Exceptions: • The navigation menu button lacks an accessible name and a valid role to support the aria-expanded attribute • Links lacking valid link target do not support ARIA labels. • Expanding or collapsing main menu unexpectedly moves screen reader focus. • Raw text links lack context. • The calendar presents available dates as buttons and unavailable dates as raw numbers. • Some tooltips expand on JAWS focus but do not close when JAWS focus moves.

Level AA Success Criteria Conformance

Unless otherwise noted, the criteria in Table 3 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Table 3. Conformance to Level AA success criteria

Level AA Criterion	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The product has no time-based media or media players.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The product has no time-based media or media players.
1.3.4 Orientation *Does not apply to Revised Section 508*	Supports	The product supports system-level orientation settings.
1.3.5 Identify Input Purpose *Does not apply to Revised Section 508*	Supports	The purpose of input fields can be programmatically determined.
1.4.3 Contrast (Minimum)	Supports	The product has sufficient color contrast in its content.
1.4.4 Resize text	Partially Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality. Exception: The product supports resizing text, but some content becomes obscured at higher levels of magnification.
1.4.5 Images of Text	Supports	The product does not include images of text.
1.4.10 Reflow *Does not apply to Revised Section 508*	Partially Supports	Content can be resized without assistive technology up to 400 percent without loss of content or introduction of bidirectional scrolling. Exception: At higher levels of magnification, some content becomes obscured or hidden.
1.4.11 Non-text Contrast *Does not apply to Revised Section 508*	Supports	Non-text elements of the product meet or exceed the minimum color contrast ratio of 3:1.
1.4.12 Text Spacing *Does not apply to Revised Section 508*	Supports	The product adapts to user-defined text spacing with no loss of content or functionality.
1.4.13 Content on Hover or Focus (WCAG 2.1 and later) *Does not apply to Revised Section 508*	Supports	Pop-up content does not prevent user access to other page content, and users have adequate access to pop-up content.
2.4.5 Multiple Ways Note for Revised Section 508:	Supports	The product provides more than one way to locate a Web page within a set of Web pages.

Level AA Criterion	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) and 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels	Supports	Headings and labels describe the content topic or purpose.
2.4.7 Focus Visible	Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception.
3.1.2 Language of Parts	Supports	When content is presented in multiple languages, the product identifies language changes.
3.2.3 Consistent Navigation Note for Revised Section 508: • 501 (Web)(Software) and 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The product presents repeated navigation elements in the same relative order.
3.2.4 Consistent Identification Note for Revised Section 508: • 501 (Web)(Software) and 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The product consistently identifies repeated functional elements.
3.3.3 Error Suggestion	Supports	The product provides suggestions when user inputs result in validation errors.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	The product helps prevent errors by checking, confirming, and allowing reversal of user input submissions.
4.1.3 Status Messages *Does not apply to Revised Section 508*	Partially Supports	Status messages are promptly displayed or communicated to the user. Exception: Screen readers do not announce or focus on the Loading dialog.

Level AAA Success Criteria Conformance

This report does not cover the degree of conformance of the product to WCAG 2.x Level AAA Success Criteria.

Revised Section 508 Report

Note: These standards address access to information and communication technology (ICT) under Section 508 of the Rehabilitation Act. Information about Section 508 criteria is available from the website provided in Table 1. Application and scoping information, including definitions and exceptions, is specified in:

* Chapter 1: Application and Administration
* Chapter 2: Scoping Requirements

Chapter 3: Functional Performance Criteria (FPC)

Table 4. Conformance to Section 508 Chapter 3 criteria

Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Refer to Table 2 and Table 3 for explanations.
302.2 With Limited Vision	Partially Supports	Refer to Table 2 and Table 3 for explanations.
302.3 Without Perception of Color	Supports	At least one visual mode of operation does not require user perception of color.
302.4 Without Hearing	Not Applicable	No audible mode of operation is provided.
302.5 With Limited Hearing	Not Applicable	No audible mode of operation is provided.
302.6 Without Speech	Not Applicable	Speech is not used for input, control, or operation.
302.7 With Limited Manipulation	Partially Supports	Refer to Table 2 and Table 3 for explanations.
302.8 With Limited Reach and Strength	Supports	At least one mode of operation is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Refer to Table 2 and Table 3 for explanations.

Chapter 4: Hardware

Note: The Chapter 4 standards do not apply to this product because the product has no hardware components.

Chapter 5: Software

Note: Section 501 defines the scope of Chapter 5. Subsections 50x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

Table 5. Conformance to Section 508 Chapter 5 criteria

Software Criterion	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not platform software and does not control access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	The product 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	Refer to Table 2 and Table 3 for explanations.
502.3.2 Modification of Object Information	Supports	States and properties the user can set can be set programmatically, including through assistive technology.
502.3.3 Row, Column, and Headers	Supports	In data tables, occupied rows and columns and their headers can be programmatically determined.
502.3.4 Values	Partially Supports	Refer to Table 2 and Table 3 for explanations.
502.3.5 Modification of Values	Supports	Values the user can set can be set programmatically, including through assistive technology.
502.3.6 Label Relationships	Partially Supports	Refer to Table 2 and Table 3 for explanations.

Software Criterion	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships between component containers and contained components can be programmatically determined.
502.3.8 Text	Supports	The content of text objects and attributes, and the boundaries of rendered text, can be programmatically determined.
502.3.9 Modification of Text	Supports	Text that users can set can be set programmatically, including through assistive technology.
502.3.10 List of Actions	Supports	Actions available to users can be programmatically determined.
502.3.11 Actions on Objects	Supports	Assistive technology can programmatically execute actions on objects.
502.3.12 Focus Cursor	Supports	Focus, the text insertion point, and selection attributes of UI components are tracked.
502.3.13 Modification of Focus Cursor	Supports	Focus text insertion point, and selection attributes the user can set can be set programmatically, including through assistive technology.
502.3.14 Event Notification	Partially Supports	Refer to Table 3 for explanations.
502.4 Platform Accessibility Features	Not Applicable	The product does not meet the definition of platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The product permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as assistive technology.

Software Criterion	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product has no time-based media or media players.
503.4.2 Audio Description Controls	Not Applicable	The product has no time-based media or media players.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Not Applicable	The product has no authoring tools.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product has no authoring tools.
504.2.2 PDF Export	Not Applicable	The product has no authoring tools.
504.3 Prompts	Not Applicable	The product has no authoring tools.
504.4 Templates	Not Applicable	The product has no authoring tools.

Chapter 6: Support Documentation and Services

Note: Section 601 defines the scope of Chapter 6. Subsections 60x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

Table 6. Conformance to Section 508 Chapter 6 criteria

Support Documentation and Services Criterion	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Support documentation lists and explains how to use the accessibility and compatibility features required by Chapters 4 and 5.
602.3 Electronic Support Documentation	Partially Supports	Access to electronic support documentation is via the Pearson VUE website. Site pages update frequently. A recent accessibility review of the website

Support Documentation and Services Criterion	Conformance Level	Remarks and Explanations
		identified minor accessibility issues that do not impede a candidate's access to support and will be addressed at republishing.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation is available in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Product support services include information about accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate the communication needs of individuals with disabilities.

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