Accessibility Conformance Report for Certiport Compass Cloud

WCAG 2.2/Section 508 Edition
(based on VPAT® version 2.5)

Overview

Report date: July 2, 2024

Product: Compass Cloud, version 1.2407.17.1

Product description: Compass Cloud is a fully online exam delivery platform developed and maintained by Certiport. Compass exam deliveries occur exclusively at Certiport Authorized Testing Centers (CATCs) with the Exam Administrator (Proctor) and the Test Candidate(s) in the same room. Product specifications and requirements are available from https://certiport.pearsonvue.com/Educator-resources/Compass-Exam-Delivery.

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Report prepared by: Pearson VUE Accessibility department

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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," "Compass Cloud," or "Compass" refer to Certiport Compass Cloud.

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 11 with Chrome 122.
- Assistive technology used during the evaluation included JAWS 2024, NVDA 2023, and a refreshable braille display.

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Page **1** of **13**

Applicable Standards/Guidelines

This report covers the degree of conformance of the product to the accessibility standards and guidelines described in Table 1.

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
Web Content Accessibility Guidelines (WCAG) 2.2	https://www.w3.org/TR/WCAG22	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 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 2.2 Report

When reporting on conformance with the WCAG 2.2 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.

Note: 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 presented to the user has a text alternative serving 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	Supports	The product uses a logical structure in most places where information and relationships can be programmatically determined.
1.3.2 Meaningful Sequence	Supports	The programmatic reading order of the product content preserves meaning.
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.

Level A Criterion	Conformance Level	Remarks and Explanations
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	Supports	All core system functionality in the product (edit fields, buttons, links, navigation controls) can be accessed by using the keyboard.
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 non-essential moving, blinking, scrolling, or auto-updating information.
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 *For Revised Section 508, 501 (Web) (Software) and 602.3 (Support Docs) – Does not apply to non-web docs*	Supports	A mechanism is available to bypass blocks of content that are repeated.
2.4.2 Page Titled	Supports	The product provides unique, meaningful page titles.
2.4.3 Focus Order	Supports	The focus order of the product elements preserves meaning and operability.
2.4.4 Link Purpose (In Context)	Supports	The product uses meaningful link names.
2.5.1 Pointer Gestures	Supports	All interactions can be completed with a single pointer.
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.

Level A Criterion	Conformance Level	Remarks and Explanations
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.
3.2.6 Consistent Help	Supports	Help mechanisms repeated on multiple pages occur in the same order relative to other page content unless the user initiates a change.
3.3.1 Error Identification	Supports	The product clearly identifies input errors.
3.3.2 Labels or Instructions	Partially Supports	Content input fields are clearly labeled, and clear instructions are given for user input. Exceptions: • Tabs are announced with their labels but display as unlabeled in screen reader element lists. • On the Session Details page, JAWS detects two instances of the Programs list box.
3.3.7 Redundant Entry	Supports	Information previously entered by or provided to the user that is required to be entered again in the same process is either auto-populated or available for the user to select. (Exceptions: when reentering the information is essential, the information is required to ensure the security of the content, or previously entered information is no longer valid.)
4.1.1 Parsing	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. WCAG 2.2 does not include this criterion.

Level A Criterion	Conformance Level	Remarks and Explanations
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: • When opening the Options menu, JAWS does not announce that a menu has opened. • The Certiport logo presents a link behavior on focus but is not activated as a link by the screen reader, keyboard, or mouse.

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: Horizontal scrolling is introduced when resizing text in the timeout dialog.

Level AA Criterion	Conformance Level	Remarks and Explanations
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: Horizontal scrolling is introduced when increasing magnification in the timeout dialog.
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 *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 *For Revised Section 508, 501 (Web) (Software) and 602.3 (Support Docs) – Does not apply to non-web docs*	Supports	The product provides more than one way to locate a Web page within a set of Web pages.
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.
2.4.11 Focus Not Obscured (Minimum)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements	Supports	All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging. (Exceptions: when dragging is essential or the functionality is determined by the user agent and not modified by the author.)

Level AA Criterion	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum)	Supports	All pointer input targets are at least 24 by 24 CSS pixels. (Exceptions: spacing, equivalent methods, inline targets, user agent control, and essential presentation.)
3.1.2 Language of Parts	Supports	When content is presented in multiple languages, the product identifies language changes.
3.2.3 Consistent Navigation *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 *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 input results 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.
3.3.8 Accessible Authentication (Minimum)	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process. (Exceptions: the step provides an alternative authentication method or assistance mechanism, or the test is to recognize objects or identify user-provided non-text content.)
4.1.3 Status Messages *Does not apply to Revised Section 508*	Partially Supports	Status messages are promptly displayed or communicated to the user. Exceptions: • Screen readers do not announce messages that display when loading content until loading completes. • Screen readers do not announce dynamic page content. • Screen readers announce only the visible text of progress indicators.

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

These standards address access to information and communication technology (ICT) under Section 508 of the Rehabilitation Act. Application and scoping information, including definitions and exceptions, is specified in:

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

Note: Information about Section 508 criteria is available from the website provided in Table 1.

Chapter 3: Functional Performance Criteria (FPC)

Note: Section 301 defines the scope of Chapter 3. The table does not include that section.

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	Supports	At least one mode of operation does not require fine motor control or simultaneous manual operations.
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	Not Applicable	The product does not control content or level of language.

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	Supports	Users have control of 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	Supports	Values the user can set shall be set programmatically, including through assistive technology.
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	Supports	Component labels and labeled components can be programmatically determined.

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	Text is available to assistive technology.
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	Supports	Notifications of events relevant to user interactions are available to assistive technology.
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 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	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 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	Supports	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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