

# **WCONLINE Accessibility Conformance Report**

## **WCAG Edition**

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version: WCONLINE v25.X**

**Report Date: 06/01/2025**

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

**Contact Information: WCONLINE, Inc. Email: Support@26LLC.com**

**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.**

**Evaluation Methods Used: Comprehensive testing and review of WCONLINE.**

### **Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

## 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 only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x 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><b>1.1.1 Non-text Content</b> (Level A) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>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.</p> <p>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.</p>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Supports Software: Not Applicable</p>	<p>Electronic Docs: We have a prerecorded video library of configuration tutorials that has closed captions included.</p> <p>Web/Software: There is no prerecorded content</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supported.</p> <p>Software: Not Applicable</p>	<p>Electronic Docs: We have a prerecorded video library of configuration tutorials that has closed captions included.</p> <p>.</p> <p>Web/Software: There is no prerecorded content.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supported</p> <p>Software: Not Applicable</p>	<p>Electronic Docs: We have a prerecorded video library of configuration tutorials that has closed captions included.</p> <p>.</p> <p>Web/Software: There is no prerecorded content</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Supports</p>	<p>Electronic Docs: Not Applicable</p> <p>Web/Software: There are no relationships that happen automatically or would work without a user making a selection in any part of WCONLINE.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Supports</p>	<p>Electronic Docs: Not Applicable</p> <p>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</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		<p>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.</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports</p>	<p>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.</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>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.</p>
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable</p>	<p>Electronic Docs: There is no audio content that plays automatically. Web/Software: There is no audio content that plays automatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality SoLware)</li> <li>• 11.2.1.1.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>SoLware: Supports</p>	<p>Electronic Docs: Not Applicable</p> <p>Web/SoLware: All work with appointments, from appointment-making, to management, to reporting, is accessible via screen-reader and keyboard. There are no lmed movements or required combinations of keys.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality SoLware)</li> <li>• 11.2.1.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>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.</p> <p>Web/SoLware: 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.</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Funclonality SoLware)</li> <li>• 11.2.1.4.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>SoLware: Not Applicable</p>	<p>Electronic Docs: There are no character key shortcuts built into our materials.</p> <p>Web/SoLware: There are no character key shortcuts built into WCONLINE.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p>		

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality SoLware)</li> <li>• 11.2.2.1 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p> <p>SoLware: Partially Supports</p>	<p>Electronic Docs: A user may remain on a given page of the manual as long as they choose.</p> <p>Web/SoLware: The content within WCONLINE is never lmed, but most browsers will lme out after 45 minutes of inactivity. As long as a user is navigating around in the program, they will not get lmed out, but if, for example, a student stays on an appointment form for an hour, they most likely will be lmed out by their browser. Individuals do have to log in, because they are accessing private, FERPA-protected data</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality SoLware)</li> <li>• 11.2.3.1(Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>SoLware: Supports</p>	<p>Electronic Docs: We do not offer flashing or blinking content.</p> <p>Web/SoLware: WCONLINE does not have content that blinks or flashes.</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality SoLware) – Does not apply</li> <li>• 11.2.4.1 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>SoLware: Supports</p>	<p>Electronic Docs: The manual repeats some information only when there are muple ways an administrator might find an option in WCONLINE and search for it in the manual.</p> <p>Web/SoLware: 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.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.2 Page Titled</a> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality SoLware) - Does not apply</li> <li>• 11.2.4.2 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Not Applicable  SoLware: Not Applicable</p>	<p>Electronic Docs: Not Applicable  Web/SoLware: 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.”</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality SoLware)</li> <li>• 11.2.4.3 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports  Electronic Docs: Not Applicable  SoLware: Supports</p>	<p>Electronic Docs: Not Applicable  Web/SoLware: 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.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality SoLware)</li> <li>• 11.2.4.4 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports  Electronic Docs: Supports  SoLware: Supports</p>	<p>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/SoLware: 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.</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)  Also applies to:</p>	<p>Web: Not Applicable  Electronic Docs: Not</p>	<p>Electronic Docs: Not Applicable  Web/SoLware: Not Applicable</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality SoLware)</li> <li>• 11.2.5.1 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Applicable SoLware: Not Applicable	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality SoLware)</li> <li>• 11.2.5.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable SoLware: Not Applicable	Electronic Docs: Not Applicable Web/SoLware: Not Applicable
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3 (Open Functionality SoLware)</li> <li>• 11.2.5.3 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Not Applicable SoLware: Supports	Electronic Docs: Not Applicable Web/SoLware: Every field is labeled correctly.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality SoLware)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable SoLware: Not Applicable	Electronic Docs: Not Applicable Web/SoLware: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.5.4 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality SoLware)</li> <li>• 11.3.1.1.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>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.</p> <p>Web/SoLware: 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.</p>
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality SoLware)</li> <li>• 11.3.2.1 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>Electronic Docs: A change happens only when the user chooses an option.</p> <p>Web/SoLware: A change happens only when the user chooses an option.</p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality SoLware)</li> <li>• 11.3.2.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>SoLware: Supports</p>	<p>Electronic Docs: The manual does not have this type of functionality.</p> <p>Web/SoLware: 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.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.6 Consistent Help</a></b> (Level A 2.2 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality SoLware)</li> <li>• 11.3.3.1.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web supports</p> <p>Electronic Docs: Supports</p> <p>Software Supports</p>	<p>Consistent ordering for all self-help and human-help mechanisms are in place across web, software, and electronic documentation.</p>
<p><b><a href="#">3.3.1 Error Identification</a></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality SoLware)</li> <li>• 11.3.3.1.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>SoLware: Supports</p>	<p>Electronic Docs: Not Applicable</p> <p>Web/SoLware: 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).</p>
<p><b><a href="#">3.3.2 Labels or Instructions</a></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality SoLware)</li> <li>• 11.3.3.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>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.</p> <p>Web/SoLware: 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.</p>
<p><b><a href="#">3.3.7 Redundant Entry</a></b> (Level A 2.2 only)</p>	<p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p> <p>SoLware: Supports</p>	<p>Software: Except for cases when re-entry is essential, required to ensure security of the content, or previously entered information may no longer be valid, redundant entry information is auto-populated.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.1 Parsing</a> (Level A)            WCAG 2.0 and 2.1 – Always answer ‘Supports’            WCAG 2.2 (obsolete and removed) - Does not apply</p>	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality SoLware)</li> <li>• 11.4.1.2.2 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Not Applicable SoLware: Supports	Electronic Docs: Not Applicable Web/SoLware: 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
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality SoLware)</li> <li>• 11.1.2.4 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Not Applicable SoLware: Supports	Electronic Docs: Not Applicable Web/SoLware: 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

Criteria	Conformance Level	Remarks and Explanations
		consultation module shows a "100% pass" on major browsers' built-in accessibility tests.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality SoLware)</li> <li>• 11.1.2.5 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Not applicable</p>	<p>Electronic Docs: Pre-recorded support videos are fully transcribed and have detailed descriptions.</p> <p>Web/SoLware: WCONLINE does not include prerecorded audio or video content.</p>
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality SoLware)</li> <li>• 11.1.3.4 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>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.</p> <p>Web/SoLware: 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.</p>
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5 (Open Functionality SoLware)</li> <li>• 11.1.3.5 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>Electronic Docs: The only space for input is a search field, which is labeled and described as a search and has only that purpose.</p> <p>Web/SoLware: 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.</p>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Electronic Docs: Our manual is dark text on a white background, and font size can be controlled using the</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality SoLware)</li> <li>• 11.1.4.3 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	SoLware: Supports	browser or computer. Web/SoLware: 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).
<a href="#">1.4.4 Resize text</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality SoLware)</li> <li>• 11.1.4.4.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports SoLware: 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/SoLware: 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.
<a href="#">1.4.5 Images of Text</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality SoLware)</li> <li>• 11.1.4.5.2 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports SoLware: 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/SoLware: 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.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10.1 (Open Functionality SoLware)</li> </ul>	Web: Supports Electronic Docs: Supports SoLware: 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/SoLware: Everything can be zoomed or sized to more than 200% with no problems. Individuals can use

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.4.10.2 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		<p>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.</p>
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality SoLware)</li> <li>• 11.1.4.11 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports SoLware: Supports</p>	<p>Electronic Docs: Our manual includes the correct contrast and, like WCONLINE, is updated when needed. Web/SoLware: 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.</p>
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality SoLware)</li> <li>• 11.1.4.12 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports SoLware: Supports</p>	<p>Electronic Docs: Text sizing and spacing are optimized for readability and for accessibility. Web/SoLware: Text sizing and spacing are optimized for readability and for accessibility.</p>
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality SoLware)</li> <li>• 11.1.4.13 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	<p>Web: Supports Electronic Docs: Not Applicable SoLware: Supports</p>	<p>Electronic Docs: Our manual does not have hovers. Web/SoLware: Individuals can choose to view a calendar display that includes hovers, which simply add information that can help but that is not required.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality SoLware) – Does not apply</li> <li>• 11.2.4.5 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>Electronic Docs: In our manual, individuals can search or use chapter and section headings.</p> <p>Web/SoLware: Students and staff can choose how they would like to work with WCONLINE and/or view every area from appointment-making options to reports.</p>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality SoLware)</li> <li>• 11.2.4.6 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>Electronic Docs: Headings and labels describe topic or purpose throughout the system.</p> <p>Web/SoLware: Headings and labels describe topic or purpose throughout the system.</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality SoLware)</li> <li>• 11.2.4.7 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>SoLware: Supports</p>	<p>Electronic Docs: Screen-reading programs are allowed to read options as needed.</p> <p>Web/SoLware: Screen-reading programs are allowed to read options as needed.</p>
<p><b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Electronic Docs: Screen-reading programs are allowed to read options as needed.</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality SoLware)</li> <li>• 11.2.4.7 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	SoLware: Supports	Web/SoLware: Screen-reading programs are allowed to read options as needed.
<u><a href="#">2.5.7 Dragging Movements</a></u> (Level AA 2.2 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality SoLware)</li> <li>• 11.2.4.7 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Not applicable Electronic Docs: Not applicable SoLware: Not applicable	Our website, software, and electronic documentation do not support dragging movements.
<u><a href="#">2.5.8 Target Size (Minimum)</a></u> (Level AA 2.2 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality SoLware)</li> <li>• 11.2.4.7 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports SoLware: Supports	Our website, electronic docs, and software application all fully support the required 24 by 24 CSS pixels of target size.
<u><a href="#">3.1.2 Language of Parts</a></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality SoLware) – Does not apply</li> </ul>	Web: Supports Electronic Docs: Supports SoLware: 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/SoLware: Administrators can customize their own forms and information using any language or languages. As with the manual, individuals can use

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.3.1.2 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		their browser or other programs to translate text.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality SoLware) – Does not apply</li> <li>• 11.3.2.3 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports SoLware: Supports</p>	<p>Electronic Docs: Options do not change order on different pages. Web/SoLware: Options do not change order on different pages.</p>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality SoLware) – Does not apply</li> <li>• 11.3.2.3 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports SoLware: Supports</p>	<p>Electronic Docs: Oplons do not change order on different pages. Web/SoLware: Oplons do not change order on different pages.</p>
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p>	<p>Web: Not applicable Electronic Docs: Not applicable Software: Not applicable</p>	<p>Electronic Docs: There is no option that could cause an error or need correction. Web/SoLware: 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</p>

Criteria	Conformance Level	Remarks and Explanations
		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.
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality SoLware)</li> <li>• 11.3.3.4 (Closed SoLware)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable SoLware: Not Applicable</p>	<p>Electronic Docs: Our manual does not have an option to enter or request this type of information. Web/SoLware: 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.</p>
<p><a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable SoLware: Supported</p>	<p>Our website and documentation do not require authentication.  Software: The software supports multiple authentication styles, as well as native integration with institutional single sign-on platforms to ensure alignment with institutional standards.</p>
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document) – Does not apply</li> <li>• 11.4.1.3 (Open Functionality SoLware) – Does not apply</li> <li>• 11.4.1.3 (Closed SoLware) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports SoLware: Supports</p>	<p>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/SoLware: Status messages are always Straight forward 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.</p>

### Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no prerecorded content.
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no prerecorded content.
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no prerecorded content
<a href="#">1.2.9 Audio-only (Live)</a> (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.
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2) 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.
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA) <b>EN 301 549 Criteria – Does not apply</b>	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
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no background audio in WCONLINE.
<a href="#">1.4.8 Visual Presentation</a> (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.
<a href="#">1.4.9 Images of Text (No Exception)</a> (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.
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Web: Supports	Web: The keyboard can be used to navigate

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply		throughout the program.
<a href="#">2.2.3 No Timing</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: The content within WCONLINE is never lmed, but most browsers lme out alert 45 minutes of inactivity. As long as a user is navigating around in the program, they will not get lmed out, but if, for example, a student stays on an appointment form for an hour, they most likely will be lmed out. Individuals do have to log in, because they are accessing private, FERPA-protected data.
<a href="#">2.2.4 Interruptions</a> (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.
<a href="#">2.2.5 Re-authenticating</a> (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 lme individuals out if they are inactive for a long lme. Note that this prevents a student from accessing another student’s private, FERPA-protected data.
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2) 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.
<a href="#">2.3.2 Three Flashes</a> (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.
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: There is no animation in WCONLINE.
<a href="#">2.4.8 Location</a> (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.
<a href="#">2.4.9 Link Purpose (Link Only)</a> (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.
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Web: Not Applicable	Web: Clients and administrators can navigate to

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply		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.
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply	Web: Supports	Interface is not obscured by keyboard focus.
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply	Web: Supports	When keyboard focus indicator is visible, an area of the focus indicator meets all necessary criteria for contrast ratio (3:1) and 2CSS pixel thick perimeter.
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2) 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).
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Individuals can use the keyboard, mouse or trackpad, tab key, and/or voice commands.
<a href="#">3.1.3 Unusual Words</a> (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.
<a href="#">3.1.4 Abbreviations</a> (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.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.5 Reading Level</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: There is no verbiage in WCONLINE that exceeds a lower secondary education level to comprehend.
<a href="#">3.1.6 Pronunciation</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	There isa mechanism available to support pronunciation of words where the meaning of such words is ambiguous without knowing the pronunciation.
<a href="#">3.2.5 Change on Request</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Changes of context are initiated only by user request.
<a href="#">3.3.5 Help</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: supports	Context-sensitive help is available for all application settings, on all application pages.
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	All submissions are reversible, checked, and confirmed.
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply	Web: Supports	WCONLINE supports alternative authentication methods to align with institutional standards, and mechanisms are available to guide users through cognitive tests.

## Legal Disclaimer (Company)

*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>.*