

# Pearson Q-interactive Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version: Q-interactive® – Assess (Platform Screens)**

**Report Date: April 2024**

### **Product Description:**

Q-interactive - Assess is a digital platform designed for administering, scoring, and managing assessments. Developed by Pearson, it allows practitioners to conduct various cognitive, educational, and behavioral assessments using two iPads. This system streamlines the assessment process, provides efficient scoring and reporting, and aims to improve the testing experience for both examiners and examinees by digitizing traditional assessment methods.

### **Contact Information:**

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### **Notes:**

The assessment for this VPAT was made based on the accessibility review of the software in March 2023 and a re-test in April 2024. It only encompasses the platform features, not the individual assessments. The software has been continuously updated with input by Eric Eggert from Axxess Lab as a permanent consultant to ensure effective and efficient remediation of the application.

While there are still gaps in accessibility support, most of them are minor bug fixes which will be remediated soon while the guided remediation continues.

Accessibility was reviewed according to the applicable Success Criteria of WCAG 2.1 AA.

## **Evaluation Methods Used:**

Expert Review by Eric Eggert at Axess Lab, using automated tools, a manual tool set, and the iPad specific assistive technologies, like VoiceOver, VoiceControl, and Dynamic Text. The evaluation was carried out using a mix of picked and random samples.

# 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) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (No) Level AA (No) Level AAA (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 2.1 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: The application generally meets all Level A success criteria, apart from 2.1.1 Keyboard.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	Some icons and minor graphics are not identified.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	The main areas on the page are identified as regions, visual information is generally well conveyed. Some minor issues with very specific presentation of content.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Does Not Support	The app is generally not usable with only a keyboard.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Not Applicable	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Not Applicable	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	In some areas of the application, the focus order is slightly inconsistent.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not Applicable	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Not Evaluated	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Minor instances of missing labels.
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Not Evaluated	
<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	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> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Multiple dialogs (modal and non-modal) are not yet updated to have appropriate roles and names. This makes the affected views harder to use. Remediation of the issue is in progress. Expand and collapse sections in the Subtest Summary Cards do not communicate their status clearly. Very rarely, accessible names are missing, or additional information, like the number of notifications, is missing from the accessible name.

## Table 2: Success Criteria, Level AA

Notes: The app only supports landscape mode and does not allow a change in font size. The focus is not visible when using only the keyboard.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Does Not Support	Assessment materials and the UI is fully optimized for

Criteria	Conformance Level	Remarks and Explanations
		landscape orientation. Portrait orientation is not available.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Not Applicable	No information about the user is collected.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Does Not Support	The font size cannot be adjusted.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Not Applicable	
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Not Applicable	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not Applicable	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Does Not Support	Focus is only visible with few interactive elements when using the keyboard (see 2.1.1 Keyboard), the VoiceOver focus is always visible.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Not Evaluated	
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Not Evaluated	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Does Not Apply	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Not Evaluated	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Partially Supports	When downloading content updates, the download process is insufficiently communicated to users using assistive technologies. Users can determine once a download has completed after it was started.

### Table 3: Success Criteria, Level AAA

Notes: WCAG AAA criteria were not evaluated.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Evaluated	
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.3 No Timing</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not Evaluated	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">2.4.8 Location</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only)	Not Evaluated	
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not Evaluated	



Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not Evaluated	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.5 Help</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	

## Reviewer and Support

The review and re-test to create this VPAT was conducted by Eric Eggert from Axess Lab, a Swedish accessibility consultancy. The review contained intensive testing of the app to find accessibility errors. The list of errors with suggestions for remediation was delivered to Pearson. The remediation is supported by regular meetings with Eric Eggert to guide the remediation and ensure good experiences for users.

## Legal Disclaimer

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