



Questionmark VPAT

Questionmark Corporation Accessibility Conformance Report

WCAG Edition

Based on VPAT® version 2.4 – February 2020

Name of product/version: Questionmark OnPremise, OnDemand, and OnDemand for Government

Product description: Web-based assessment management system (SaaS)

Date: 19 January 2021

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Notes: Where content is entered or user-generated, the criteria may not apply.

Evaluation methods used: Testing is based on general product knowledge

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Applicable Standards/ Guidelines

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

Standard/Guideline	Included in report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
Note: WCAG 2.0 is also designed to demonstrate compliance with section 508.	Level AA (Yes)
	Level AAA (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (Yes)

The Structure of an SJA Item

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

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

WCAG 2.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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially supports	Not supported in 'Taking Assessment' and 'Reports' screens, but supported in others. Some images are missing HTML 'ALT' tags.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	None of the features have pre-recorded video and audio.
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	None of the features have live video and audio.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	None of the features have pre-recorded video and audio.
1.3.1 Info and Relationships (Level A)	Partially supports	Not supported in 'User Profile Edit' and 'Assessment List' screens, but supported in others. Semantic markup is missing for some elements in HTML markup.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	



Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not applicable	None of the features have pre-recorded or live video and audio.
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A)	Not applicable	None of the features have or depend on keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	None of the features have automatically moving, blinking, or scrolling content.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	None of the features have or depend on flashing content.
2.4.1 Bypass Blocks (Level A)	Not applicable	None of the features have or depend on repeatable content that requires the need to bypass blocks of content.



Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A)	Not applicable	None of the features have or depend on multipoint or path-based gestures for operation.
2.5.2. Pointer Cancellation (Level A)	Supports	
2.5.3. Label in Name (Level A)	Supports	
2.5.4. Motion Actuation (Level A)	Not applicable	None of the features have or depend on device motion or user motion.
3.1.1 Language of Page (Level A)	Partially supports	Not supported in 'Reports' screen, but supported in others. 'Lang' attribute is missing in HTML markup.
3.2.1 On Focus (Level A)	Supports	



Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Partially supports	Not supported in 'Assessment' and 'Reports' screen, but supported in others. Some interactive elements are missing with labels/cues and instructions.
4.1.1 Parsing (Level A)	Partially supports	Not supported in 'Login', 'User Profile' and 'Reports' screen, but supported in others. HTML/XHTML validation/parsing errors are observed.
4.1.2 Name, Role, Value (Level A)	Partially supports	Not supported in 'Taking Assessment' screen, but supported in others. Form labels are missing for some HTML elements.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4. Captions (Live) (Level AA)	Not applicable	None of the features have or depend on live multimedia content.



Criteria	Conformance Level	Remarks and Explanations
1.2.5. Audio Description (Prerecorded) (Level AA)	Not applicable	None of the features have pre-recorded video and audio.
1.3.4. Orientation (Level AA)	Not applicable	None of the features have or depend on a particular display orientation.
1.3.5. Identify Input Purpose (Level AA)	Supports	
1.4.3. Contrast (Minimum) (Level AA)	Partially supports	Not supported in 'User Profile' and 'Assessment' screens, but supported in others. Text and images of text have a contrast ratio of less than 4.5:1.
1.4.4. Resize text (Level AA)	Supports	
1.4.5. Images of Text (Level AA)	Supports	
1.4.10. Reflow (Level AA)	Supports	
1.4.11. Non-text Contrast (Level AA)	Supports	



Criteria	Conformance Level	Remarks and Explanations
1.4.12. Text Spacing (Level AA)	Partially supports	<ul style="list-style-type: none">Line height (line spacing) to at least 1.5 times the font size (Supports)Paragraph spacing to at least 2 times the font size (Supports)Letter spacing (tracking) to at least 0.12 times the font size (Does not support)Word spacing to at least 0.16 times the font size (Does not support)
1.4.13. Content on Hover or Focus (Level AA)	Supports	
2.4.5. Multiple Ways (Level AA)	Supports	
2.4.6. Headings and Labels (Level AA)	Supports	
2.4.7. Focus Visible (Level AA)	Partially supports	Not supported in 'Taking Assessment' screen, but supported in others. Clicking tabs on keyboard, does not clearly indicate focus on the page.



Criteria	Conformance Level	Remarks and Explanations
3.1.2. Language of Parts (Level AA)	Not applicable	None of the features allow only partial section of the page to have a different language than the container page. Entire page and its content will support a single language at any point of time.
3.2.3. Consistent Navigation (Level AA)	Supports	
3.2.4. Consistent Identification (Level AA)	Supports	
3.3.3. Error Suggestion (Level AA)	Supports	
3.3.4. Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
4.1.3. Status Messages (Level AA)	Supports	





Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6. Sign Language (Prerecorded) (Level AAA)	Not applicable	None of the features have pre-recorded video and audio.
1.2.7. Extended Audio Description (Prerecorded) (Level AAA)	Not applicable	None of the features have pre-recorded video and audio.
1.2.8. Media Alternative (Prerecorded) (Level AAA)	Not applicable	None of the features have pre-recorded video and audio.
1.2.9. Audio-only (Live) (Level AAA)	Not applicable	None of the features have live video and audio.
1.3.6. Identify Purpose (Level AAA)	Does not support	Not supported in 'Login', 'User Profile', 'Assessment', and Reports' screens. Does not allow indicating programmatically the purpose of icons, regions and user interface components.
1.4.6. Contrast (Enhanced) (Level AAA)	Partially supports	Not supported in 'My Assessment' screen, but supported in others. Large-scale text contrast ratio is less than 4.5:1.
1.4.7. Low or No Background Audio (Level AAA)	Not applicable	None of the features have live or pre-recorded video and audio.



Criteria	Conformance Level	Remarks and Explanations
1.4.8. Visual Presentation (Level AAA)	Supports	
1.4.9. Images of Text (No Exception) (Level AAA)	Supports	
2.1.3. Keyboard (No Exception) (Level AAA)	Supports	
2.2.3. No Timing (Level AAA)	Supports	
2.2.4. Interruptions (Level AAA)	Supports	
2.2.5. Re-authenticating (Level AAA)	Supports	
2.2.6. Timeouts (Level AAA)	Supports	
2.3.2. Three Flashes (Level AAA)	Not applicable	None of the features have or depend on flashing content.
2.3.3. Animation from Interactions (Level AAA)	Not applicable	None of the features have or depend on animated interactions.



Criteria	Conformance Level	Remarks and Explanations
2.4.8. Location (Level AAA)	Supports	
2.4.9. Link Purpose (Link Only) (Level AAA)	Partially supports	Not supported in 'My Assessment' screen, but supported in others. Some icons and their text are not included in the same link.
2.4.10. Section Headings (Level AAA)	Supports	
2.5.5. Target Size (Level AAA)	Supports	
2.5.6. Concurrent Input Mechanisms (Level AAA)	Supports	
3.1.3. Unusual Words (Level AAA)	Not applicable	Not supported in 'My Assessment' screen, but supported in others. Large-scale text contrast ratio is less than 4.5:1.
3.1.4. Abbreviations (Level AAA)	Not applicable	None of the features have live or pre-recorded video and audio.
3.1.5. Reading Level (Level AAA)	Not applicable	None of the features have text which requires reading ability more advanced than the lower secondary education level.



Criteria	Conformance Level	Remarks and Explanations
3.1.6. Pronunciation (Level AAA)	Not applicable	None of the features have or depend on ambiguous text without knowing the pronunciation.
3.2.5. Change on Request (Level AAA)	Supports	
3.3.5. Help (Level AAA)	Does not support	Not supported in 'Login', 'User Profile', 'Assessment' and Reports' screens. Context sensitive help is missing for all the components.
3.3.6. Error Prevention (All) (Level AAA)	Supports	





Legal Disclaimer

This document seeks to describe Questionmark's ability to support the applicable standards, subject to our interpretation of those standards and the comments in this document. This document represents the current, good faith view of Questionmark regarding information about the in-scope Questionmark products as of the date printed on the front page of this document. It is provided "AS IS" for information purposes only and is subject to change without notice.

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Related Articles

Sources

- [Accessibility and Questionmark](#)
- [Creating Accessible Assessments](#)
- [Creating an assessment](#)
- [Using the Questionmark Formula Editor](#)
- [Supported Browsers](#)

| About Questionmark



Questionmark is a leading assessment platform that helps businesses, governments and academic organizations test and prove knowledge. We enable organizations to author, deliver and measure assessments, in the cloud, with all the flexible tools they need from proctoring to translations.

For over 30 years our business has paved the way for more effective testing and certification worldwide. To date, we've been trusted by more than 2,500 customers worldwide and deliver more than 18 million assessments a year.

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