

Accessibility Roadmap Form

Instructions

This form serves as a means for vendors to document accessibility gaps associated with Information and Communication Technology (ICT) products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each accessibility issue for the product Including the following:
 - Gaps identified from the Voluntary Product Accessibility Template ([VPAT 2.3 WCAG 2.1](#))
 - Gaps identified in other product support documentation
 - Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
 - Open: The issue has not yet been resolved
 - Closed: The issue has already been resolved
 - I/P: The issue is currently under investigation
 - Other
4. **Disposition:** Enter one of the following values:
 - Planned: The issue will be resolved
 - Deferred: The issue will not be resolved
 - I/P: The issue is currently under investigation
 - Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only):** Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional):** Provide details/description regarding the issue
8. **Additional Information (optional):** Provide any additional discussion regarding accessibility plans

Vendor/Product Information

Vendor Name	ProctorU
Product Name	ProctorU Live+/Auto
Product Version	All
Completion Date	November 18, 2019
Contact Name/Title	Matt Jaeh, CTO
Contact Email/Phone	rfp@proctoru.com ; compliance@proctoru.com

Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Non-text Content	Open	Planned	Q1 2020		ProctorU's solution supports a number of keyboard shortcuts to enable the primary functionality of the application but also makes extensive use of non-standard and custom controls that are not in the tab order and/or cannot be operated via keyboard. This includes form controls, navigation menus, sortable table headers, and dialogs.
Captions (Prerecorded)	Open	Planned	Q1 2020		In areas of the ProctorU solution, default focus indication is not present and is not replaced with another visible indication of focus. This includes areas within certain form fields.
Information and Relationships	Open	Planned	Q1 2020		In areas of the ProctorU solution, lists are not properly marked. Some form elements are missing label association
Meaningful Sequence	Open	Planned	Q1 2020		In areas on the ProctorU solution, reading order is not logical/intuitive on some pages. Screen readers can read parent page content

					outside the modal using arrow keys.
Sensory Characteristics	Open	Planned	Q1 2020		In areas on the ProctorU solution, information/instruction is presented in a way that requires the ability to see, and there is no alternate method to convey the information.
Use of Color	Open	Planned	Q1 2020		In areas of the ProctorU solution, default focus indication is not present and is not replaced with another visible indication of focus. This includes areas within certain form fields. There are rare instances of color coding used to convey information as the only means to convey information.
Contrast (Minimum)	Open	Planned	Q1 2020		In areas on the ProctorU solution, the color contrast ratio between the text and it's background is not at least 4.5 to 1.
Keyboard	Closed	Resolved	Q4 2019		In areas on the ProctorU solution, some actions are not accessible by the keyboard alone. Some elements use device-dependent event handlers and are therefore not accessible by the keyboard alone. OR ProctorU's solution supports a number of keyboard shortcuts to enable the primary functionality of the application but also makes extensive use of non-standard and custom controls that

					are not in the tab order and/ or cannot be operated via keyboard. This includes form controls, navigation menus, sortable table headers, and dialogs.
Bypass Blocks	Open	Planned	Q1 2020		In the ProctorU solution, the skip link is not provided on any page. In areas of the ProctorU solution, the IFRAME is missing a TITLE attribute.
Focus Order	Open	Planned	Q1 2020		In areas on the ProctorU solution, the tab order is not logical. Focus is not maintained within the modal. When the modal is activated, focus is not placed on the modal. When the modal is closed, focus is not returned. Item in focus is visibly hidden but still keyboard accessible. The use of the TABINDEX (tabindex="-1" is not logical and has created a tab order that does not preserve the meaning of the element.
Focus Visible	Open	Planned	Q1 2020		In the ProctorU solution, the focus indicator is always visible. In some areas, the focus indicator (e.g. border or dotted underline/background etc.) is not clearly visible as one tabs through the page. OR In areas of the ProctorU solution, default focus indication is not present and is not replaced with another visible

					<p>indication of focus. This includes areas within certain form fields.</p>
Language of Page	Open	Planned	Q1 2020		<p>In some areas of the ProctorU solution, the primary language of the page is not defined.</p>
Labels or Instructions	Open		Q1 2020		<p>In one area of the ProctorU solution, no visual label is present and the purpose of these fields is not clear without a visual label.</p>
Parsing	Open	Planned	Q1 2020		<p>In some areas of the ProctorU solution there are duplicate id values. This adversely impacts behavior of assistive technologies on different platforms and sometimes the content's functionality too. Additionally, ARIA attributes must conform to valid values.</p>
Name, Role, Value	Open	Planned	Q1 2020		<p>While many images are textually tagged or otherwise available to Assistive Technology, ProctorU provides numerous custom controls built using non-semantic markup that react to end-user interactions via JavaScript. Some of these controls the necessary name, state, role, and value information necessary for Assistive Technology users to understand and interact with the system.</p>

Additional Information:

ProctorU is working to attain full compliance with the WCAG 2.0 AA standard by the first quarter in 2020.