# McGraw Hill Connect Accessibility Conformance Report

(Based on version 2.4 International Edition)

## Name of Product/Version:

McGraw Hill Connect (October 2020)

## Report Date:

October 8th, 2020

## Product Description:

Online course management and digital learning tool solution for Higher Education.

## Contact Information:

[accessibility@mheducation.com](mailto:accessibility@mheducation.com)

## Notes:

<Insert any notes about the product>

## Evaluation Methods Used:

Testing of McGraw Hill Connect involved a combination of manual and functional testing. Level Access (Level) comprehensively tested a selection of pages representative of the McGraw Hill Connect, among other methodology, the screen reader JAWS 2020, exclusive use of the keyboard, and manual inspection of code and Accessibility API output. Level also functionally tested several user flows of McGraw Hill Connect (August 2020) with JAWS 2020 screen reader, ZoomText 2020 screen magnifier, and Dragon® NaturallySpeaking 15.5 speech recognition software.

## 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 2.1](https://www.w3.org/TR/WCAG21) | Level A - Yes  Level AA - Yes  Level AAA - No |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | Yes |

## 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 be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

* Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Note: Keyboard usage of the Main Navigation was confirmed within a development environment pre-release.

|  |  |  |
| --- | --- | --- |
| Criteria | Conformance Level | Remarks and Explanations |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product conveys textual equivalence for non-text content. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have prerecorded audio-only and prerecorded video-only media. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have synchronized media. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have time-based media or prerecorded video content. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Information, structure, and relationships can be determined programmatically for much of the content. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Content is presented in a meaningful sequence. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Any instructions provided do not rely solely on sensory characteristics of components. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Elements do not use color as the sole means of conveying information |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have audio that plays automatically. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Functionality of the content is operable through a keyboard interface. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have any keyboard traps. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: The product does not utilize custom character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product provides a timeout warning modal that allows users to extend their time. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not contain moving, blinking, scrolling, or auto-updating information. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not contain anything that flashes. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports | Web: The product contains a mechanism to bypass blocks of content that are repeated on multiple web pages. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Each page of the product contains titles that describe their topic or purpose. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Focusable components in the product receive focus in an order that preserves meaning and operability. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The purpose of links in the product can be determined from the link text alone, or from the link text together with its programmatically determined link context. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: All product functionality can be operated with a single pointer activation. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: Events triggered by single-point activation can be cancelled in the product. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: The product provides visual text labels for form elements and custom controls. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: The product does not rely solely on motion to activate user interface components. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The default human language of each web page can be programmatically determined in the product. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not initiate any changes of context when a component receives focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Changing the setting of any user interface component in the product does not automatically cause a change of context unless the user has been advised of the behavior before using the component. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Input errors in the product identify the item in error and describe the error to the user in text. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Labels or instructions in the product are provided when content requires user input. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Partially Supports | Web: Elements in the product have complete start and end tags, elements are nested according to their specifications, and elements do not contain duplicate attributes. A rating of Partially Supports has been given for the following reason:   * + - * Some HTML elements are improperly nested in, or are children of, other elements. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Partially Supports | Web: Majority of elements in the product have names, roles, states, properties, and values that can be programmatically determined. A rating of Partially Supports has been given for the following reasons:   * + - * In rare cases, aria-expanded properties are being used incorrectly on DIV elements. |

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### Table 2: Success Criteria, Level AA

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| Criteria | Conformance Level | Remarks and Explanations |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have live audio content in synchronized media. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have prerecorded video content in synchronized media. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: The product does not restrict its view and operations to a single display orientation. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Input fields in the product do not request information that would benefit from HTML Auto Complete attributes. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product’s visual presentation of text has a sufficient contrast ratio. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Text in the product can be resized without assistive technology up to 200% without loss of content or functionality. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not have images of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Does Not Support | Web: Majority of content in the product is not available when page dimensions have been restricted to 230 CSS pixels vertically and 256 CSS pixels wide. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: The product utilizes user interface components and graphical objects with a sufficient contrast ratio of 3:1. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | Web: The product allows users to adjust text spacing, such as line height, paragraph spacing, letter spacing, or word spacing, for content. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports | Web: When content receiving hover or focus triggers additional content to be shown or hidden in the product, content is persistent, will remain when hover is removed, or can be dismissed through other means. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports | Web: The product has more than one way to locate a web page, except where the web page is a step in a process. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: Headings and labels describe topic or purpose in the product. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The keyboard focus indicator in the product is visible on interactive elements. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not change languages in its pages. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports | Web: Navigational mechanisms in the product that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports | Web: Components in the product that have the same functionality within a set of Web pages are identified consistently. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product contains only input fields of a Login, which do not include automatic error suggestions for security reasons. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: Supports | Web: The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Web: Supports | The product does not utilize status messages. |

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "302-functional-performance-criteria) (FPC)

Notes: Testing by users with disabilities was not conducted for the August 2020 version of McGraw Connect, and not the October 2020 update.

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| Criteria | Conformance Level | Remarks and Explanations |
| 302.1Without Vision | Partially Supports | McGraw Hill Connect is mostly usable by people without vision. A rating of Partially Supports has been given for the following reasons:   * + - * As described in **4.1.1 Parsing,** there isimproper nesting of elements and role usage.       * As described in **4.1.2 Name, Role, Value**, state information is being used incorrectly on some elements. |
| 302.2 With Limited Vision | Supports | The product is usable by people with limited vision. |
| 302.3Without Perception of Color | Supports | The product is usable by people without perception of color. |
| 302.4Without Hearing | Supports | The product is usable by people without hearing. |
| 302.5With Limited Hearing | Supports | The product is usable by people with limited hearing. |
| 302.6Without Speech | Supports | The product is usable by people without speech. |
| 302.7With Limited Manipulation | Supports | The product is usable by people with limited manipulation. |
| 302.8With Limited Reach and Strength | Supports | The product is usable by people with limited reach and strength. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports | The product is usable by people with limited language, cognitive, and learning abilities. |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "401-general)

Notes: Not applicable

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "501-general)

Notes: Not applicable

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### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "601-general)

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| --- | --- | --- |
| Criteria | Conformance Level | Remarks and Explanations |
| ***601.1 Scope*** | Heading cell – no response required | Heading cell – no response required |
| [***602 Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation) | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features |  |  |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#_WCAG_2.0_Report) section | See information in [WCAG 2.0](#_WCAG_2.0_Report) section. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Applicable – Not Tested |  |
| [***603 Support Services***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#603-support-services) | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Applicable – Not Tested |  |
| 603.3 Accommodation of Communication Needs | Applicable – Not Tested |  |

## Legal Disclaimer McGraw Hill

These results reflect the Connect platform’sstudent experience ("New Connect" student version, 2020), which includes an assessment of Login, To Do, Classes, Results, Messages, and Notifications pages as well as the launch of assignments and resources from there.  Components excluded from this assessment are My Account, Calendar, Gradebook (only used in certain disciplines), SmartBook, LearnSmart, the eBook, Support, Terms of Use, and Privacy as well as discipline-specific assignment types and content.

This document is provided for information purposes only and the contents hereof are subject to change without notice.

This document addresses the McGraw Hill product(s) named herein only and describes the extent to which each named product conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 'A' and 'AA' levels as described at <http://www.w3.org/TR/WCAG20/>, and the applicable accessibility requirements of the technical regulations, 36 C.F.R. part 1194, which implement Section 508 of the Rehabilitation Act, 29 U.S.C. §794d (the “Accessibility Guidelines”).

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