

MindTap Accessibility Roadmap

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Overview

This form is used for documenting outstanding accessibility issues regarding the Cengage platform and specifies the targeted timelines for remediation.

1. **Issue Description:** Includes a description of the accessibility issue.
2. **Status:** This field includes one of the following values:
 - Planned: The issue will be resolved and is currently under investigation.
 - Deferred: The issue may be addressed in the future.
 - Scheduled: The issue is currently scheduled to be resolved.
 - No Plan to Address: The issue is not currently being considered for resolution.
 - Completed: Issue has been resolved.
3. **Target Remediation Timeline:** If the status of the issue is *Scheduled*, the target timeline specifies the month/year in which remediation will occur. If the status is *Planned*, the target timeline specifies the release cycle (e.g., Fall 2020) in which remediation will occur.
4. **Comments:** Additional details/description of the issue.

Vendor/Product Information

Vendor Name: Cengage Learning

Product Name: MindTap

Revision Date: June 2020

Contact Email: accessibility@cengage.com

WCAG 2.0

1.1.1 Non-Text Content (A)

Issue Description	Status	Target Remediation Timeline	Comments
Icons are used to denote chapters and other activities (such as quizzes). This information is available to visual users but is not available to screen reader users.	Planned	By December 2020	

1.3.1 Info and Relationships (A)

Issue Description	Status	Target Remediation Timeline	Comments
Information provided to user after tabbing to a chapter button, i.e. chapter 8 scenarios preparing and leading reads as zero percent submitted, avg. score 0.0. % , 15 points. It is confusing to a reader who cannot see and is using a screen reader. Screen reader users progressively read from left to right and the content means within this context is confusing.	Planned	By December 2020	

1.4.1 Use of Color (A)

Issue Description	Status	Target Remediation Timeline	Comments
Red and green colors are used on text content that communicates both the class average (0% in red) and quiz score (0% in green). It is not clear why one of these is red and one is green. In this case, color alone is being used to communicate information.	No Plan to Address	n/a	Instructor View Only

1.4.4 Resize Text (AA)

Issue Description	Status	Target Remediation Timeline	Comments
In Edit mode, browser zoom to 200 percent magnification causes content to overlap, causing text to be barely legible.	Planned	TBD	To be scheduled after December 2020 issues are addressed.

2.1.1 Keyboard (A)

Issue Description	Status	Target Remediation Timeline	Comments
The date picker component is not keyboard accessible. Keyboard only users cannot type into the input field nor can they use the keyboard to select a date from the picker.	Planned	TBD	To be scheduled after December 2020 issues are addressed. Instructor View Only

2.4.3 Focus Order (A)

Issue Description	Status	Target Remediation Timeline	Comments
When the Add Activity, Unit and Folder modals are spawned, VoiceOver automatically reads all of the content within the modal, which is overly verbose and can be confusing.	Planned	TBD	To be scheduled after December 2020 issues are addressed.
Within the About modal, buttons are used to launch framed containers containing unique content. When screen reader users activate these buttons via keyboard, the screen reader does not indicate whether or not content has changed, making the purpose of these buttons unclear. In addition, focus does not move properly to the new content that appears, forcing users to have to tab through the rest of the buttons to get to the new content that appears.	Deferred	Unknown	Need to investigate possible UI redesign of the Splash/About modal.
User triggers "i" button and is placed into a page wide modal. On exit of modal, user is placed into page underneath the triggering "i" icon rather than focus being placed back on the "i" icon.	Deferred	Unknown	Need to investigate possible UI redesign of the Splash/About modal.

2.4.4 Link Purpose (In Context) (A)

Issue Description	Status	Target Remediation Timeline	Comments
In the User Profile menu, there are links that bring users outside of MindTap by opening new windows. There are also buttons that launch modal dialogs. Users are not forewarned of these behaviors and may become disoriented when a new window or modal appears (especially if they are using assistive technology).	Planned	By December 2020	

2.4.6 Headings and Labels (AA)

Issue Description	Status	Target Remediation Timeline	Comments
Months are abbreviated, which can be somewhat confusing to screen reader users (for example, APR is spelled out by some screen readers while MAR is not).	Planned	TBD	To be scheduled after December 2020 issues are addressed.
The button, "user menu, [user name]" is not a clear descriptive label for the component.	Planned	By December 2020	
When the Reader is launched, screen readers can access headings (and other content) in the background (i.e. behind the modal) when bringing up a list of headings. This makes it difficult if not impossible to determine the structure of the content within the Reader.	Planned	TBD	To be scheduled after December 2020 issues are addressed.

4.1.2 Name, Role, Value (A)

Issue Description	Status	Target Remediation Timeline	Comments
The date fields are implemented as <input type="text"> but do not allow users to type in dates as one would expect. Instead, they spawn a date picker which must be used to select a date, but this component is not accessible to keyboard only users.	Planned	TBD	To be scheduled after December 2020 issues are addressed.
The list within the about modal that contains buttons such as book cover, about the authors, copyright, etc. has role of presentation on the list items. This is causing the list to not work properly with a screen reader user.	Planned	TBD	To be scheduled after December 2020 issues are addressed. Need to investigate possible UI redesign of the Splash/About modal.

WCAG 2.1

1.4.10 Reflow (AA)

Issue Description	Status	Target Remediation Timeline	Comments
Using the page at 400 percent zoom is not possible as functionality is lost on various components.	Deferred	Unknown	Cengage/MindTap currently targets support of 200% magnification. Need to investigate a possible UI redesign of some parts of MindTap to support 400%.

Issue Description	Status	Target Remediation Timeline	Comments
Zoomed content to 400 percent magnification with browser zoom, tab detail is impossible to review with keyboard only navigation control. Other content is obstructing view of detail that is provided when browsing at 100 percent zoom magnification.	Deferred	Unknown	Cengage/MindTap currently targets support of 200% magnification. Need to investigate a possible UI redesign of some parts of MindTap to support 400%.

1.4.11 Non-Text Contrast (AA)

Issue Description	Status	Target Remediation Timeline	Comments
Checkbox element contains a outline / border (orange dotted border) that may be difficult to see against the grey background color used. Current contrast is 2.81:1.	Planned	By December 2020	Instructor View Only
In Edit mode, the Deselect All and Batch Actions buttons turn blue on focus. The contrast ratio of the blue color against the orange background is 2.16:1 which does not meet color contrast requirements for non-text content. Foreground:#006298 Background:#FA6600	Planned	By December 2020	Instructor View Only

Additional Information:

NOTE: Accessibility questions can be directed to accessibility@cengage.com

Appendix: Completed Items

Completed Items for 1.3.1 Info and Relationships (A)

Issue Description	Status	Comments
User launches the quick tour with screen reader enabled. User hears dialog as the name of the modal. User moves into the modal via keyboard key press and is focused on close button. The following tab key press brings the user to the "next" button. The graphic's detail is only available to the user in normal reading order and is presented before the text detail of the learning path text. The 1 of 6 is read in normal reading order, however does not provide the user with additional detail in terms of how it applies to the next button or the tour itself.	Completed	

Issue Description	Status	Comments
The "Deselect All" button does not inform user of the number of items that will be deselected (which is immediately to the left of the button).	Completed	Instructor View Only
The "Clear All" button does not inform user of the number of filters that will be cleared (which is immediately above the button).	Completed	Instructor View Only

Completed Items for 2.4.3 Focus Order (A)

Issue Description	Status	Comments
When the user presses the Edit button next to an activity, a modal appears. The modal itself does not receive focus, rather the first editable field (Title) within the modal receives it. Screen reader users will hear the editable field, but will not hear the name of the modal, which may be confusing.	Completed	Instructor View Only
When apps are launched from the MindTap app doc, a modal appears on top of the Recent Activity scores. Although the content in the background is no longer visible it is still focusable for keyboard users.	Completed	Instructor View Only
The MindTap reader has a number of functions in a utility menu that do not gain focus in the same order that they are presented visually.	Completed	

Completed Items for 2.4.6 Headings and Labels (AA)

Issue Description	Status	Comments
When launching the search modal, the X button has an aria-label="Close". Because it is not clear that a modal has been launched, bringing focus to this button may be confusion to non-sighted users who are not able to see the interface.	Completed	

Completed Items for 3.3.2 Labels or Instructions (A)

Issue Description	Status	Comments
Title is a required field for both Add / Create Unit and Add / Create Folder but the form does not provide visible indication that this field is required to non screen reader users. The Save button is disabled until a user fills in the title, however this is still not informing the user that a Title is required.	Completed	Instructor View Only

Issue Description	Status	Comments
Instructions for search edit field "tab" are presented after the form field. Form field receives focus first, thus user will be presented with focused text edit field and may not reach instructions prior to executing search.	Completed	
When the user activates one of the chapter buttons, a modal appears displaying the Reader which overlays the learning path in the background. The "X" button has a label of "close activity". This may be somewhat confusing because the user activates a button labelled (for example) "Chapter 1 Learning Objectives and Standards" and may not connect this as an "activity".	Completed	
Within the edit experience, user is presented with "remove" button. When submitted, modal appears on screen that uses the word "delete" rather than "remove".	Completed	

Completed Items for 1.4.11 Non-Text Contrast (AA)

Issue Description	Status	Comments
Grey focus indicator against grey background does not allow for fully visible keyboard focus indicator.	Completed	
Within the Search modal, the Search submit button's focus state does not meet color contrast requirements for non-text content. Current contrast ratio is 2.13:1.	Completed	

Completed Items for 4.1.3 Status Messages (AA)

Issue Description	Status	Comments
When clicking Add button at bottom of Add Activity / Assign Course modal, there is no alert or system feedback of any kind that she was successful.	Completed	Instructor View only