Cengage MindTap
Accessibility Conformance Report

WCAG 2.1 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version:

Cengage MindTap October 2019 (Release 32)

Product Description:

Cengage MindTap is a digital learning platform that combines Cengage Learning content and tools (ebooks, readings, homework assignments, quizzes and exams, multimedia activities, etc.) to provide instructors and students a personalized learning experience. Course materials created by content authors and displayed within the MindTap product, are not covered by this VPAT.

Report Date:

October 31, 2019

Contact Information:

For any questions about the accessibility of this application, please contact accessibility@cengage.com.

Evaluation Methods Used:

[Perkins Access](#), an independent accessibility consulting division of [Perkins School for the Blind](#), was contracted by [Cengage](#) to test the product and document their findings in this VPAT. Perkins Access accessibility consultants thoroughly reviewed the Cengage MindTap application for conformance to the Web Content Accessibility Guidelines 2.1 Level A and Level AA using a variety of manual testing techniques, assistive technologies and the exclusive use of the keyboard to operate the product.

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)
	Level AA (Yes)
	Level AAA (No)
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes)
	Level AA (Yes)
	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 be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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	All non-text content in the product have text alternatives, except for icons that 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.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The product does not include time-based media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The product does not include time-based media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The product does not include time-based media.
1.3.1 Info and Relationships (Level A)	Partially Supports	Most information and product conveyed through presentation in the application can be programmatically determined, with the following exceptions: • In Batch edit mode, the "Deselect All" button does not inform screen readers of the number of items that will be deselected, which is immediately to the left of the button (applies to instructor experience only). • The "Clear All" button does not inform screen readers of the number of filters that will be cleared, which is immediately above the button (applies to instructor experience only). • The "Quick Tour" modal dialog is not programmatically associated with the dialog's heading / title.
1.3.2 Meaningful Sequence (Level A)	Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating the product do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Partially Supports	Color is not used in the product as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element except for red and green colors that are used on text content that communicates both the class average (0% in red) and quiz score (0% in green). This applies to the instructor experience only.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A)	Not Applicable	The product does not include audio that plays automatically.
2.1.1 Keyboard (Level A)	Partially Supports	All user interface controls are operable through keyboard input and do not require the use of a mouse, except for the date picker component which 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.
2.1.2 No Keyboard Trap (Level A)	Supports	Focus can be moved away from all user interface controls using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A)	Not Applicable	Keyboard shortcuts are not implemented in the product, and therefore do not need a mechanism to turn off or remap.
2.2.1 Timing Adjustable (Level A)	Supports	After 57 minutes of inactivity, the product displays a message notifying users that they will be logged out in 3 minutes and gives them the option to continue their session.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The product does not include moving, blinking, scrolling, or auto-updating information that requires a mechanism to pause, stop or hide the content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not have flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The product has at least one mechanism for bypassing blocks of repetitive content.
2.4.2 Page Titled (Level A)	Supports	The product is a web application and therefore the name of the application is sufficient to describe the purpose of the page.
2.4.3 Focus Order (Level A)	Partially Supports	Almost all of the interactive components within the product receive focus in an order that preserves meaning and operability, with the following exceptions: • When dismissing the Details modal dialog, focus does not return to the user interface control that triggered the dialog. • When the user presses the Edit button next to an activity, a modal dialog appears. The dialog itself does not receive focus, rather the first editable field (Title) within the dialog receives it. Screen reader users will hear the editable field, but will not hear the name of the dialog, which may be confusing (applies to instructor experience only). • Within the About modal dialog, buttons are used to launch framed containers containing unique content. When screen reader users activate these buttons using a 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.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The purpose of most links in the product can be determined from the link text alone or from the link text together with its programmatically determined link context, except for the User Profile menu, where there are links that bring users outside of MindTap by opening new windows. There are also buttons that launch modal dialogs. Screen reader users are not forewarned of these behaviors and may become disoriented when a new window or dialog appears.
2.5.1 Pointer Gestures (Level A)	Not Applicable	The product does not rely on multipoint (such as pinch zoom) or path-based (such as swipe) gestures to operate.
2.5.2 Pointer Cancellation (Level A)	Supports	Functionality that can be operated using a single pointer does not execute on a down event (such as tap down or click down).
2.5.3 Label in Name (Level A)	Supports	The product's user interface controls have accessible names / labels that contain the same text as the component's visible label, where applicable.
2.5.4 Motion Actuation (Level A)	Not Applicable	The product does not include functionality that can be operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The default human language of each page in the product can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	When user interface controls receive focus, they do not result in a change of context as defined by WCAG.
3.2.2 On Input (Level A)	Supports	When user interface controls in the product receive input, they do not initiate a change of context as defined by WCAG.
3.3.1 Error Identification (Level A)	Not Applicable	The product does not require user input where errors are required to be identified.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Partially Supports	Labels or instructions are provided in the product when content requires user input, with the following exceptions: • 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 (applies to instructor experience only). • Within the edit experience, users are presented with a "remove" button. When submitted, a modal appears on screen that uses the word "delete" rather than "remove" (applies to instructor experience only). • Instructions for search edit field tab are presented after the form field. The form field receives focus first, thus users will be presented with a focused text edit field and may not reach instructions prior to executing their search. • When the user activates one of the chapter buttons, a modal dialog 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".
4.1.1 Parsing (Level A)	Partially Supports	User agents, including assistive technologies, can accurately interpret and parse a large majority of the content in the product. However, the W3C markup validator identified markup errors across various pages in the application.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most controls within the product have accessible names and identify their role and value to user agents, with the following exceptions: • The date fields are implemented as <input type="text"> but do not allow users to type in dates as is normally expected for these types of form fields. • The "About" modal dialog contains a list of buttons (book cover, about the authors, copyright, etc.) but the list items have role="presentation" which may prevent the list from working properly for screen reader users.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The product does not include time-based media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The product does not include time-based media.
1.3.4 Orientation (Level AA)	Supports	Content in the product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA)	Not Applicable	The product does not have input fields that collect information about the user which would require its purpose to be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 with surrounding colors.
1.4.4 Resize text (Level AA)	Partially Supports	Text can be resized 200 percent without loss of content or functionality, except in Edit mode where zooming 200 percent causes content to overlap, making some text illegible (applies to instructor experience only).
1.4.5 Images of Text (Level AA)	Supports	The product uses text to convey information rather than images of text.
1.4.10 Reflow (Level AA)	Does Not Support	When zooming to 400% with a 1280 x 1024 pixel viewport, using the product page may be difficult as information and functionality is lost on various components.
1.4.11 Non-text Contrast (Level AA)	Partially Supports	The visual presentation of most of the user interface components and graphical objects have a contrast ratio of at least 3:1 with surrounding colors, except for the following: • The Search submit button's focus state does not meet color contrast requirements for non-text content. • The Batch Edit menu's focus state does not meet color contrast requirements for non-text content (applies to instructor experience only). • Grey focus indicators in the App Dock do not meet color contrast requirements for non-text content.
1.4.12 Text Spacing (Level AA)	Supports	No loss of content or functionality occurs by setting line spacing to at least 1.5 times the font size, spacing following paragraphs to at least 2 times the font size, letter spacing to at least 0.12 times the font size and word spacing to at least 0.16 times the font size.
1.4.13 Content on Hover or Focus (Level AA)	Supports	Where the pointer hover or keyboard focus triggers additional content to become visible in the product, the new content is dismissible, hoverable and persistent.
2.4.5 Multiple Ways (Level AA)	Not Applicable	The product is a single-page web application and therefore does not provide more than one way to locate a Web page within a set of Web pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and labels that describe the topic or purpose of content and controls are mostly present in the product, with the following exceptions: • In the Rolling Week view, months are abbreviated, which can be somewhat confusing to screen reader users. • When the Reader is launched, screen readers can access headings (and other content) in the background (i.e. behind the modal). • 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 confusing to non-sighted users who are not able to see the interface.
2.4.7 Focus Visible (Level AA)	Supports	The keyboard focus indicator is visible on all user interface components within the product.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content within the product can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages within the product occur in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within the product are identified consistently.
3.3.3 Error Suggestion (Level AA)	Not Applicable	The product does not require user input where errors might be made that require suggestions for correcting.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The product does not have functionality that causes legal commitments or financial transactions, that modifies or deletes user-controllable data in data storage systems, or that submits user test responses.
4.1.3 Status Messages (Level AA)	Partially Supports	Status messages, such as confirmation messages, can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus, except when clicking the "Add" button on the Add Activity / Assign Course modal dialog. There is no alert or system feedback of any kind that the action was successful (applies to Instructor experience only).

Legal Disclaimer

The information provided in this document is in good faith based on MindTap at the time of the review and does not represent a legally-binding claim. Please contact us to report any accessibility errors or for re-evaluation and correction, if necessary.