

Cengage Skills Assessment Manager (SAM)

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)



Name of Product/Version:

SAM July 2021 Release

Report Date:

September 21, 2021

Product Description:

SAM (Skills Assessment Manager) is a learning management platform that offers assessment and training tools for acquiring proficiency in Microsoft Office 2016, Office 2019 and Office 365 applications, as well as basic computing skills. This VPAT is specifically for the SAM platform student digital experience and is not applicable to the author-controlled content made available within the platform.

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 SAM 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)	Supports	All non-text content that is presented to the user has a text alternative that serves an equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The platform does not have any prerecorded audio-only or prerecorded video-only media that would require alternative formats.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The platform does not have synchronized media with prerecorded audio content that would require captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The platform does not have synchronized media with prerecorded video content that would require audio description or an alternative format.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>Most information in the platform that is conveyed through presentation can be programmatically determined, with the following exceptions:</p> <ul style="list-style-type: none"> • When resizing text to 200%, the layout of various data tables change to fit the content within the viewport. However, the table headers are removed from view making it difficult to determine the nature or purpose of the content. • Information in the Gradebook appears in a grid that does not use table markup and also does not have headings that describe the data.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined in almost all cases. However, when adding a product in the platform, important instructions appear below the field (key code) that the instructions relate to.

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1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating the platform 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 as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. The only exception is in the exam instructions modal, where color alone is used to emphasize text.
1.4.2 Audio Control (Level A)	Supports	The SAM content player has a mechanism that allows users to mute audio when necessary.
2.1.1 Keyboard (Level A)	Supports	All user interface controls in the platform are operable through a keyboard interface and do not require the use of a mouse.
2.1.2 No Keyboard Trap (Level A)	Supports	Focus can be moved away from all user interface controls in the platform when using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The platform does not have keyboard shortcuts that are implemented using only a single letter, punctuation, number, or symbol character.
2.2.1 Timing Adjustable (Level A)	Does Not Support	The platform has a two-hour time limit that cannot be turned off, adjusted or extended, and users are not warned prior to the time limit taking effect.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The SAM content player has a mechanism to pause, stop or hide information that updates automatically.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The platform does not have flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The platform has a mechanism for bypassing blocks of repetitive content.
2.4.2 Page Titled (Level A)	Supports	The platform has unique titles that describe each page's topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Supports	Almost all of the interactive components within the platform receive focus in an order that preserves meaning and operability. However, modal dialogs that display within the SAM content player do not properly trap screen-reader virtual focus.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of links in the platform 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 (Level A 2.1 only)	Not Applicable	The SAM platform does not contain functionality that relies on multipoint (such as pinch zoom) or path-based (such as swipe) gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	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 2.1 only)	Supports	All user interface controls in the platform have accessible names / labels that contain the same text as the component's visible label, where applicable.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	The platform does not include functionality that can be operated by device or user motion.
3.1.1 Language of Page (Level A)	Supports	The default human language of each page in the platform can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	When user interface controls in the platform receive focus, they do not result in a change of context.
3.2.2 On Input (Level A)	Supports	When user interface controls in the platform receive input, they do not initiate a change of context.
3.3.1 Error Identification (Level A)	Supports	If an input error is automatically detected in the platform, the item that is in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Supports	Sufficient labels or instructions are provided in the platform when content requires user input.
4.1.1 Parsing (Level A)	Partially Supports	User agents, including assistive technologies, can accurately interpret and parse most of the content in

Criteria	Conformance Level	Remarks and Explanations
		the platform. However, the W3C markup validator identified markup errors on some pages and the Settings menu uses ARIA menu role(s) improperly.
4.1.2 Name, Role, Value (Level A)	Supports	The name and role for all user interface controls in the platform can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The platform does not have synchronized media with live audio content that would require captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The platform does not have synchronized media with prerecorded video content that would require audio description.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content in the platform 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 2.1 only)	Partially Supports	The purpose of each input field collecting information about the user can be programmatically determined except for name, email and cell phone input fields found on the User Profile form.
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 the SAM content player, where the maximum-scale attribute on the <meta> tag disables zooming on mobile devices.
1.4.5 Images of Text (Level AA)	Supports	The platform uses machine-readable text to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	Content is presented without loss of information or functionality, and without requiring scrolling in two dimensions, with the following exceptions: <ul style="list-style-type: none"> ● With a viewport width equivalent to 640 pixels, filter controls in the Activity List fall off the side of the page with no way to access. ● With a viewport width equivalent to 320 pixels, content in the SAM content player may

Criteria	Conformance Level	Remarks and Explanations
		become truncated and / or require both horizontal and vertical scrolling to access.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	The visual presentation of user interface components and graphical objects in the platform have a contrast ratio of at least 3:1 with surrounding colors.
1.4.12 Text Spacing (Level AA 2.1 only)	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 2.1 only)	Partially Supports	Where the pointer hover or keyboard focus triggers additional content to become visible in the platform, content is dismissible, hoverable and persistent, with the following exceptions: <ul style="list-style-type: none"> • The User Profile screen has an Information tooltip that is not hoverable. • The Project Submission screen has a Close button with a tooltip label that is not hoverable or dismissible.
2.4.5 Multiple Ways (Level AA)	Does Not Support	The platform does not provide more than one way to locate a specific page within a set of pages.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels that describe the topic or purpose of content and controls are present in the platform.
2.4.7 Focus Visible (Level AA)	Supports	The keyboard focus indicator is visible on all user interface components within the platform.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content within the platform can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages within the platform occur in the same relative order each time they are repeated.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within the platform are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	Suggestions are provided to the user if an input error is automatically detected and suggestions for correction are known.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The platform has a way to reverse changes to user-controllable data in data storage systems and has a way to review user test responses prior to submitting.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Most status messages in the platform can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. However, on the Project Submission screen, uploading and downloading a file may display a status message that is not announced to assistive technology without moving focus to it.

Legal Disclaimer

The information provided in this document is in good faith based on SAM 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.