

Transact – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: ePayments

Report Date: April 2024

Product Description: ePayment is an Online student payment portal which allow payor to view balance and make payments using credit card, ACH, 529 plans, international payments. Also, it includes the ability to enroll in Payment Plans, view Statements, view Tax Forms, setup authorized payer, email/SMS notifications, Direct deposit eRefund, reoccurring payments, etc.

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Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- JAWS/Chrome

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.x Report

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.x Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p>	<p>Web: Does Not Support</p>	<p>Web: Most non-text content in the product does not have text alternatives that serve the equivalent purpose. Examples include:</p> <ul style="list-style-type: none"> • There are images that serve a decorative purpose but are exposed to screen readers. • There are decorative images with textual equivalents. • There are button controls without appropriate state information.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product does not contain prerecorded audio-only or video-only media.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.</p>

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include:</p> <ul style="list-style-type: none"> • There is content that functions as a heading but does not use heading markup. • There are headings with levels that do not match their visual level. • There is strikethrough text without proper markup. • There are dynamically changing content areas that do not indicate live regions. • There are dialogs without appropriate name and role information.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.2 Meaningful Sequence</u> (Level A)	Web: Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
<u>1.3.3 Sensory Characteristics</u> (Level A)	Web: Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
<u>1.4.1 Use of Color</u> (Level A)	Web: Supports	Web: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
<u>1.4.2 Audio Control</u> (Level A)	Web: Supports	Web: The product does not include audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include:</p> <ul style="list-style-type: none"> • There are keyboard-focusable controls that should be disabled. • There are interactive controls that cannot be navigated with the keyboard alone. • There are interactive controls that cannot be navigated to with the keyboard alone while a screen reader is running
<p>2.1.2 No Keyboard Trap (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include:</p> <ul style="list-style-type: none"> • There are controls that trap keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Does Not Support	Web: The product does not allow users to turn off, adjust, or extend time limits imposed for content before expiration. Examples include: <ul style="list-style-type: none"> The product is time-based and cannot be turned off, extended, or accessibly adjusted.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.
2.4.2 Page Titled (Level A)	Web: Supports	Web: Pages of the product provide titles that adequately describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include:</p> <ul style="list-style-type: none"> • Instances of illogical focus order. • Instance where after submitting a form when inline errors are present, focus does not move to the first field in error. • Instance where closing a dialog does not return keyboard focus to the element that opened the dialog.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include:</p> <ul style="list-style-type: none"> • There are links that spawn dialogs but do not indicate this special action. • There are links with identical accessible names that navigate to different locations. • There are links with insufficiently descriptive accessible names.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p>	<p>Web: Supports</p>	<p>Web: The product does not require multipoint or path-based gestures for operation.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p>	<p>Web: Supports</p>	<p>Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.</p>

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In some instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include:</p> <ul style="list-style-type: none"> • There are errors that do not mention the name of the field in error.
<p>3.3.2 Labels or Instructions (Level A)</p>	<p>Web: Does Not Support</p>	<p>Web: The product does not consistently provide adequate labels or instructions for user input fields. Examples include:</p> <ul style="list-style-type: none"> • Instances where Instructive text on form is provided at the bottom of the form. • There is no text explaining that asterisks indicate required fields.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Web: Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Web: Does Not Support</p>	<p>Web: Significant and/or critical portions of the product contain interface components whose name, role, state, and value cannot be programmatically determined. Examples include:</p> <ul style="list-style-type: none"> • There are dialogs without appropriate name and role information. • There are interactive elements without appropriate role information. • There are elements with invalid aria-describedby attribute values since they do not point to an element in the same document. • There are keyboard-focusable buttons with aria-hidden="true".

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA)	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape [unless a specific orientation is essential].
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include:</p> <ul style="list-style-type: none"> • There is some text that does not meet the required minimum color contrast ratio with its background.
<p>1.4.4 Resize text (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.</p>
<p>1.4.5 Images of Text (Level AA)</p>	<p>Web: Supports</p>	<p>Web: Except for logos, the product uses text instead of images of text.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions [except where scrolling is required for content usage such as tables or diagrams]. Exceptions include:</p> <ul style="list-style-type: none"> • There is an instance with content that cuts off when the page has a viewport width of 320 CSS pixels.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: Visual presentation of most non-text content across the product does not have a contrast ratio of at least 3:1 against adjacent color(s). Examples include:</p> <ul style="list-style-type: none"> • There are several user interface components with a contrast ratio below 3.00:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: The product ensures that content triggered by hover or focus becomes and remains visible while triggered and is dismissed when hover or focus is removed.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: Pages of the product are accessed via a process flow and do not otherwise require multiple methods of access.
2.4.6 Headings and Labels (Level AA)	Web: Partially Supports	Web: The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include: <ul style="list-style-type: none"> • There are buttons with insufficiently descriptive accessible names.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	Web: In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include: <ul style="list-style-type: none"> There are some interactive controls with a barely visible keyboard focus indicator.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: Pages of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: Where the product causes financial transactions, user input fields are checked for errors, and the user is provided the opportunity to correct them.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

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