

# Qualtrics Accessibility Conformance Report

VPAT® Version 2.1 – June 2019

**Name of Product/Version:** Qualtrics Survey Engine

**Product Description:** Web application that collects respondent's responses to survey author's questions via multi-page forms.

**Contact information:** techsales@qualtrics.com

**Version:**

Version	Date	Author
1.0	29 May 2018	Jeff Whiting
1.1	10 June 2019	Jeff Whiting
1.2	4 August 2020	Jeff Whiting

## Notes:

The survey author plays a critical role in the accessibility of the survey. The author is the content creator and therefore has the responsibility to ensure that the content is accessible. Qualtrics web application executes the survey and displays its content to the respondent. Within the survey authoring platform, Qualtrics provides accessibility tools to help the survey author create accessible content.

The following question types were evaluated for conformance:

- Descriptive Text
- Multiple choice (all 21 types)
- Net Promoter Score
- Matrix (except Bipolar, MaxDiff, Likert)

- Text Entry (all types)
- Rank Order (only Text Entry, Graphic, and Radio)
- Constant Sum
- Side by Side
- Drill Down
- Timing
- Meta Info
- Captcha Verification (V2)

## Evaluation Methods Used:

Testing was completed using a 3rd party assessment by WebAim and In-house testing using general product knowledge and assistive technologies.

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	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.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports	Web: The survey author is required to provide all text alternatives during the creation of the survey.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u><b>1.2.1 Audio-only and Video-only (Prerecorded)</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The survey author is required to provide alternative and/or closed captioning to media.
<u><b>1.2.2 Captions (Prerecorded)</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The survey author is required to provide alternative and/or closed captioning to media.
<u><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b></u> (Level A)	Web: Supports	Web: The survey author is required to provide alternative and/or closed captioning to media.

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Met with a combination of ARIA landmarks, aria-labeledby, and semantic markup. The survey author is able to control the order of presentation of questions and the grouping of the questions.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> </ul>	Web: Supports	Web: The application presents the survey to the respondent in reading order. The survey author can control the order of the questions presented. The DOM order matches the visual order and all right to left languages are properly specified in the DOM.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u><b>1.3.3 Sensory Characteristics</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> <li>• 11.2.2.9 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Questions are presented using standard HTML elements and do not rely on shape, color, size, location, orientation, or sound.
<u><b>1.4.1 Use of Color</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.10 (Web)</li> <li>• 10.2.10 (non-web document)</li> <li>• 11.2.1.10 (Software)</li> <li>• 11.2.2.10 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: Dependent on survey theme. Each organization has their own survey theme(s) and colors can be made compliant.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.11 (Web)</li> <li>10.2.11 (non-web document)</li> <li>11.2.1.11 (Software)</li> <li>11.2.2.11 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: All embedded audio includes controls to pause, stop, resume, and control the volume.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.15 (Web)</li> <li>10.2.15 (non-web document)</li> <li>11.2.1.15 (Software)</li> <li>11.2.2.15 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Questions are keyboard accessible and can be answered without any mouse input. Generally standard HTML form controls and links are used. Tab order is correct for inputs.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.16 (Web)</li> <li>10.2.16 (non-web document)</li> </ul>	Web: Supports	Web: Focus is not trapped and the respondent is able to move focus.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.16 (Software)</li> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u><b>2.2.1 Timing Adjustable</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The survey author is required to provide alternative timings for timed content.
<u><b>2.2.2 Pause, Stop, Hide</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.18 (Web)</li> <li>• 10.2.18 (non-web document)</li> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508	Web: Supports	Web: The survey author is required to supply controls when they use this type of content.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There are no flashing elements in the application.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.20 (Web)</li> <li>• 10.2.20 (non-web document) – Does not apply</li> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Use of ARIA landmarks to skip repeated content allowing respondent to directly access the main content area.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p>	Web: Supports	Web: The survey author is required to provide page title.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.21 (Web)</li> <li>• 10.2.21 (non-web document)</li> <li>• 11.2.1.21 (Software) - Does not apply</li> <li>• 11.2.2.21 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u><b>2.4.3 Focus Order</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.22 (Web)</li> <li>• 10.2.22 (non-web document)</li> <li>• 11.2.1.22 (Software)</li> <li>• 11.2.2.22 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Tab order and focus order follow the sequence of questions and the reading order.
<u><b>2.4.4 Link Purpose (In Context)</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.23 (Web)</li> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: The survey author may add links to their questions and would be required to give the needed context. The application itself does not include additional links.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b><u>3.1.1 Language of Page</u></b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.27 (Web)</li> <li>10.2.27 (non-web document)</li> <li>11.2.1.27 (Software)</li> <li>11.2.2.27 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The application correctly populates the “lang” attribute on the HTML element.
<b><u>3.2.1 On Focus</u></b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.29 (Web)</li> <li>10.2.29 (non-web document)</li> <li>11.2.1.29 (Software)</li> <li>11.2.2.29 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Context changes are only initiated through activation of the previous and next.

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.2.2 On Input</u></b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Context changes are only initiated through activation of the previous and next.
<b><u>3.3.1 Error Identification</u></b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.33 (Web)</li> <li>• 10.2.33 (non-web document)</li> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Validation errors are presented inline with the question and provide clear explanations to the respondent on why validation failed.
<b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> </ul>	Web: Supports	Web: The survey author provides the instructions.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b>4.1.1 Parsing</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> <li>• 10.2.37 (non-web document)</li> <li>• 11.2.1.37 (Software)</li> <li>• 11.2.2.37 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: All survey pages use correct and complete HTML markup.
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.38 (Web)</li> <li>• 10.2.38 (non-web document)</li> <li>• 11.2.1.38 (Software)</li> <li>• 11.2.2.38 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supports	Web: Standard HTML form elements are used. ARIA-labelledby, labels, and DOM structure is used to properly convey name, role, and value to respondent.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5 (Web)</li> <li>10.2.5 (non-web document)</li> <li>11.2.1.5 (Software)</li> <li>11.2.2.5 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The survey author is required to provide media with live captions.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.6 (Web)</li> <li>10.2.6 (non-web document)</li> <li>11.2.1.6 (Software)</li> <li>11.2.2.6 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supports	Web: The survey author is required to provide prerecorded audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.12 (Web)</li> <li>10.2.12 (non-web document)</li> <li>11.2.1.12 (Software)</li> <li>11.2.2.12 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Dependent on survey theme. Each organization has their own survey theme(s) and colors can be made compliant.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.13 (Web)</li> <li>10.2.13 (non-web document)</li> <li>11.2.1.13 (Software)</li> <li>11.2.2.13 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Browsers’ “zoom in” and “zoom out” functionally is compatible with the application and allows respondents to resize the contents to their needs.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.14 (Web)</li> </ul>	Web: Supports	Web: Questions are presented using text with the presentation controlled by CSS.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.2.14 (non-web document)</li> <li>11.2.1.14 (Software)</li> <li>11.2.2.14 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.24 (Web)</li> <li>10.2.24 (non-web document) – Does not apply</li> <li>11.2.1.24 (Software) – Does not apply</li> <li>11.2.2.24 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Surveys are a series of steps with each step dependant on previous steps. Respondent can navigated the steps with the use of the previous and next buttons but cannot jump or skip steps.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.25 (Web)</li> <li>10.2.25 (non-web document)</li> <li>11.2.1.25 (Software)</li> <li>11.2.2.25 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	Web: Supports	Web: The survey author is required to organize the data and questions with appropriate headings and labels.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<u><b>2.4.7 Focus Visible</b></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.26 (Web)</li> <li>10.2.26 (non-web document)</li> <li>11.2.1.26 (Software)</li> <li>11.2.2.26 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Dependent on survey theme. Each organization has their own survey theme(s) and colors can be made compliant.
<u><b>3.1.2 Language of Parts</b></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.28 (Web)</li> <li>10.2.28 (non-web document)</li> <li>11.2.1.28 (Software) – Does not apply</li> <li>11.2.2.28 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The application presents the survey in only one language which is specified by “lang” attribute on the HTML element. The language selector for changing the language of the survey uses the “lang” attribute on each option.
<u><b>3.2.3 Consistent Navigation</b></u> (Level AA)	Web: Supports	Web: The previous and next navigation buttons are

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.31 (Web)</li> <li>• 10.2.31 (non-web document) – Does not apply</li> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		always presented the same on each page.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.32 (Web)</li> <li>• 10.2.32 (non-web document) – Does not apply</li> <li>• 11.2.1.32 (Software) – Does not apply</li> <li>• 11.2.2.32 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Each question type is presented the same to the respondent every time.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.35 (Web)</li> <li>• 10.2.35 (non-web document)</li> </ul>	Web: Supports with Exceptions	Web: Errors are reported to respondent but not marked with aria-invalid

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.1.35 (Software)</li> <li>11.2.2.35 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<u><b>3.3.4 Error Prevention (Legal, Financial, Data)</b></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.36 (Web)</li> <li>10.2.36 (non-web document)</li> <li>11.2.1.36 (Software)</li> <li>11.2.2.36 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: All data submission is checked to verify that it is valid allowing the respondent to make corrections.

### Table 3: Success Criteria, Level AAA

Notes: Product was not evaluated for AAA compliance.

## 2017 Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Screen readers are supported.
302.2 With Limited Vision	Supports	Screen readers and browser zoom are supported.
302.3 Without Perception of Color	Supports	See WCAG 1.4.1
302.4 Without Hearing	Supports	See WCAG 1.2.1-1.2.5
302.5 With Limited Hearing	Supports	See WCAG 1.2.1-1.2.5
302.6 Without Speech	Supports	Application does not require speech.
302.7 With Limited Manipulation	Supports	Application uses standard web browsers and should work with assistive technologies that integrate with web browsers.
302.8 With Limited Reach and Strength	Supports	Application uses standard web browsers and should work with assistive technologies that integrate with web browsers.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The required cognitive ability depends on the questions asked by the survey author.

## Chapter 4: Hardware

Notes: Web application is all that is provided. Hardware section is not applicable.

## Chapter 5: Software

Notes: Sections 502 and 503 are not applicable to the Web Application.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable. Not an authoring tool.	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
Format Conversion		
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	Web Application. Surveys use standard web forms and present instructions in line.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	
603.3 Accommodation of Communication Needs	Not applicable	

## EN 301 549 Report

Notes:

### Chapter 4: [4.2 Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Screen readers are supported.
4.2.2 Usage with limited vision	Supports	Screen readers and browser zoom are

Criteria	Conformance Level	Remarks and Explanations
		supported.
4.2.3 Usage without perception of colour	Supports	See WCAG 1.4.1
4.2.4 Usage without hearing	Supports	See WCAG 1.2.1-1.2.5
4.2.5 Usage with limited hearing	Supports	See WCAG 1.2.1-1.2.5
4.2.6 Usage without vocal capability	Supports	Application does not require speech.
4.2.7 Usage with limited manipulation or strength	Supports	Application uses standard web browsers and should work with assistive technologies that integrate with web browsers.
4.2.8 Usage with limited reach	Supports	Application uses standard web browsers and should work with assistive technologies that integrate with web browsers.
4.2.9 Minimize photosensitive seizure triggers	Supports	See WCAG 2.3.1
4.2.10 Usage with limited cognition	Supports	The required cognitive ability depends on the questions asked by the survey author.
4.2.11 Privacy	Support	The application does not record if the respondent used assistive technologies.

## Chapter 5: [Generic Requirements](#)

Notes: The web application uses standard web browsers and should work with assistive technologies that integrate with web browsers. Most criteria is not applicable to a browser based application. Only applicable requirements are shown.

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Supports	Non-visual access is available through screen readers.
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supported	See WCAG 2.4.3, 2.4.7, 3.2.1

## Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Not applicable to a web application.

## Chapter [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supported	See WCAG 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
7.1.2 Captioning synchronization	Supported	See WCAG 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
7.1.3 Preservation of captioning	Supported	See WCAG 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
7.2.1 Audio description playback	Supported	See WCAG 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
7.2.2 Audio description synchronization	Supported	See WCAG 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
7.2.3 Preservation of audio description	Supported	See WCAG 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
7.3 User controls for captions and audio description	Supported	See WCAG 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5

## Chapter [8: Hardware](#)

Notes: Not applicable to web application.

## Chapter [9: Web](#) (see WCAG 2.0 section)

Notes: See WCAG 2.0.

## Chapter [10: Non-web Documents](#)

Notes: Not applicable to web application.

## Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>11.3 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.1 Closed functionality (informative)</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
<b>11.3.2.2 Platform accessibility service support for assistive technologies</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	See <a href="#">WCAG 2.0</a> section	
11.3.2.4 Assistive technology	See <a href="#">WCAG 2.0</a> section	
11.3.2.5 Object information	See <a href="#">WCAG 2.0</a> section	
11.3.2.6 Row, column, and headers	See <a href="#">WCAG 2.0</a> section	
11.3.2.7 Values	See <a href="#">WCAG 2.0</a> section	
11.3.2.8 Label relationships	See <a href="#">WCAG 2.0</a> section	
11.3.2.9 Parent-child relationships	See <a href="#">WCAG 2.0</a> section	
11.3.2.10 Text	See <a href="#">WCAG 2.0</a> section	
11.3.2.11 List of available actions	See <a href="#">WCAG 2.0</a> section	
11.3.2.12 Execution of available actions	See <a href="#">WCAG 2.0</a> section	
11.3.2.13 Tracking of focus and selection attributes	See <a href="#">WCAG 2.0</a> section	
11.3.2.14 Modification of focus and selection attributes	See <a href="#">WCAG 2.0</a> section	
11.3.2.15 Change notification	See <a href="#">WCAG 2.0</a> section	
11.3.2.16 Modifications of states and properties	See <a href="#">WCAG 2.0</a> section	
11.3.2.17 Modifications of values and text	See <a href="#">WCAG 2.0</a> section	
<b>11.4 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
11.4.1 User control of accessibility features	Not Applicable	
11.4.2 No disruption of accessibility features	Not Applicable	
11.5 User preferences	Not Applicable	
<b>11.6 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.6.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	Not Applicable	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not Applicable	
11.6.4 Repair assistance	Not Applicable	
11.6.5 Templates	Not Applicable	

## Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	Web Application. Surveys use standard web forms and present instructions in line.
12.1.2 Accessible documentation	See <a href="#"><u>WCAG 2.0</u></a> section	See information in WCAG section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See <a href="#"><u>WCAG 2.0</u></a> section	See information in WCAG section

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not applicable to a web application.

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