

# Coaching Survey and Assessments Accessibility Conformance Report

International Edition  
Based on VPAT® Version 2.5

## Report Details

Field	Description
Name of Product	ServiceNow® Coaching Survey and Assessments
Version	Xanadu
Report Date	April 9, 2026
Product Description	The ServiceNow Coaching application lets you facilitate the coaching of employees using coaching assessments and coaching opportunities that you can configure for a critical moment in a process.
Contact Information	<a href="mailto:accessibility@servicenow.com">accessibility@servicenow.com</a>
Notes	<ul style="list-style-type: none"> <li>• This product is a web-only application. The information contained in this report only applies to this release of this application.</li> <li>• Accessibility conformance details for other ServiceNow products are covered in separate reports. See <a href="#">Accessibility Conformance Reports</a> on the Product Documentation site.</li> <li>• Any customization of this application or the ServiceNow AI Platform may have an impact on the specifics in this report.</li> </ul>

## Evaluation Methods Used

- This application was evaluated using the most recent versions of multiple browsers (Chrome, Safari, and Edge Chromium).
- Assistive technologies used in this evaluation included NVDA, JAWS, VoiceOver, TalkBack, and ZoomText. Additionally, the keyboard was used exclusively to navigate and operate the product content and functionality.
- The evaluation process used a combination of independent 3<sup>rd</sup> party assessments and automated checks, as well as human testing/evaluation of specific workflows.
- This Accessibility Conformance Report is based on known conformance issues related to Coaching Survey and Assessments. Other potential accessibility and usability issues may exist but are unknown at this time.

## Applicable Standards/Guidelines

This report covers the degree of conformance to the following accessibility standards/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</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.
- **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 only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation
- 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.x 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
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments provides sufficient text alternatives for any instances of non-text content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Not Applicable</b></p>	<p>Coaching Survey and Assessments does not contain prerecorded audio-only or video-only media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Not Applicable</b></p>	<p>Coaching Survey and Assessments does not contain prerecorded synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Not Applicable</b></p>	<p>Coaching Survey and Assessments does not contain prerecorded video content that would require audio description or a media alternative.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Partially Supports</b></p>	<p>Visual structure and relationship information for Coaching Survey and Assessments are provided through object information or are available in text, with the following exception:</p> <ul style="list-style-type: none"> <li>• Mandatory asterisk (*) purpose is not provided in Core UI forms.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Content in Coaching Survey and Assessments is presented in a meaningful sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Instructions in Coaching Survey and Assessments do not rely solely on sensory characteristics.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments site content and functionality do not convey information through color alone.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments does not contain audio that plays automatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments functionality can be accessed and operated using a keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments does not include any known keyboard traps.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>Coaching Survey and Assessments does not use any single-key shortcuts, other than those restricted to a focused component.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments allows users to extend the session timeout as required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments does not include elements that move, blink, scroll, or auto-update.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments does not contain any flashing or strobing content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) - Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.1 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>	<p><b>Supports</b></p>	<p>Pages in Coaching Survey and Assessments use HTML5 landmark regions, which will allow screen readers to meet this requirement.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Pages in Coaching Survey and Assessments have appropriate page titles.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Components in Coaching Survey and Assessments receive focus in a meaningful order.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>The purpose of each link in Coaching Survey and Assessments can be determined from the link text alone or from the programmatic context of the link.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.1 Pointer Gestures</u></b>            (Level A 2.1 and 2.2)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 -            Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, there is no functionality that uses multipoint or path-based gestures to operate.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, the down-event of the pointer is not used to execute any part of the function.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.3 Label in Name</u></b>            (Level A 2.1 and 2.2)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 -            Does not apply</p>	<p><b>Supports</b></p>	<p>Visual labels of components within Coaching Survey and Assessments match the text associated with the programmatic names.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.4 Motion Actuation</u></b>            (Level A 2.1 and 2.2)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 -            Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, there is no functionality that can be operated by device motion or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>The default language of each page in Coaching Survey and Assessments is identified using the LANG attribute in the HTML element.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Components in Coaching Survey and Assessments do not initiate a change of context when in focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>In Coaching Survey and Assessments, changes in context do not occur automatically on user input.</p>
<p><b>3.2.6 Consistent Help</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>Coaching Survey and Assessments provides help mechanisms on all applicable pages to assist users in completing forms and other tasks requiring input.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Where errors are automatically detected in Coaching Survey and Assessments, the error is identified, and an error message is provided as text.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>A label is provided for each input field in Coaching Survey and Assessments.</p>
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, fields are automatically populated when a user has previously entered this information during the same session.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 - Always answer 'Supports'</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Partially Supports</b></p>	<p>User interface components in Coaching Survey and Assessments provide programmatic name, role, and/or state information, with the following exception:</p> <ul style="list-style-type: none"> <li>• The Combo box on the Ask a Question Pro-Chat page does not have an accessible label.</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) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Not Applicable</b></p>	<p>Coaching Survey and Assessments does not contain live synchronized media.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b><u>1.2.5 Audio Description</u></b>            (Prerecorded) (Level AA)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508</li> </ul> <p>501 (Web)(Software)</p> <ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Not Applicable</b></p>	<p>Coaching Survey and Assessments does not contain prerecorded video content that would require audio description.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>1.3.4 Orientation</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>Coaching Survey and Assessments does not contain fixed orientation for page displays.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.</p>

Criteria	Conformance Level Remarks and Explanations	
<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>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Text in Coaching Survey and Assessments meets minimum contrast requirements, including the text color on hover and focus states.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments supports standard zoom capabilities built into modern web browsers and operating systems. Content can be increased up to 200 percent without loss of content or functionality.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Coaching Survey and Assessments uses text instead of images of text.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Partially Supports</b></p>	<p>Coaching Survey and Assessments content reflows at different screen widths without loss of information or functionality and without requiring scrolling in two dimensions, with the following exception:</p> <ul style="list-style-type: none"> <li>• The lists of records are not visible due to absence of scrollbar.</li> </ul>

Criteria	Conformance Level Remarks and Explanations	
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>Components in Coaching Survey and Assessments meet minimum contrast requirements, including the text color on hover and focus states.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Partially Supports</b></p>	<p>Coaching Survey and Assessments allows text style adjustments to meet the minimum thresholds for text spacing, with the following exception:</p> <ul style="list-style-type: none"> <li>• The Survey list page does not reflect text spacing settings.</li> </ul>

Criteria	Conformance Level Remarks and Explanations	
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>Coaching Survey and Assessments allows hover content to be manually dismissed.</p>

Criteria	Conformance Level Remarks and Explanations	
<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>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) - Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.5 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>	<p><b>Supports</b></p>	<p>Coaching Survey and Assessments provides more than one way of finding content, including a navigation bar and search.</p>

Criteria	Conformance Level Remarks and Explanations	
<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>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Partially Supports</b></p>	<p>Coaching Survey and Assessments uses meaningful semantic headings to label content blocks. Form input labels are associated with their inputs and provide a useful label to those inputs, with the following exception:</p> <ul style="list-style-type: none"> <li>• Expand and collapse buttons on the Customer Satisfaction Survey page do not have a descriptive accessible label.</li> </ul>

Criteria	Conformance Level Remarks and Explanations	
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Focusable elements in Coaching Survey and Assessments have a visible keyboard focus indicator.</p>
<p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)                      EN 301 549 Criteria - Does not apply                      Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, any functionality that requires dragging can be completed using a single pointer action like clicking or tapping.</p>
<p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)                      EN 301 549 Criteria - Does not apply                      Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>Coaching Survey and Assessments includes interactive elements such as buttons, icons, and links, that are designed with a minimum target size of 24 by 24 CSS pixels except in cases where this would conflict with design or content flow.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) - Does not apply</li> <li>• 11.3.1.2 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>Within Coaching Survey and Assessments default webpages, the language of each portion of the page is programmatically determinable.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) - Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) - Does not apply</li> <li>• 11.3.2.3 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>	<p><b>Supports</b></p>	<p>Coaching Survey and Assessments provides consistent and repeatable navigation.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) - Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) - Does not apply</li> <li>• 11.3.2.4 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>	<p><b>Supports</b></p>	<p>Components that have the same functionality within Coaching Survey and Assessments are identified consistently.</p>

Criteria	Conformance Level Remarks and Explanations	
<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>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>When an error is automatically detected within a native data entry form in Coaching Survey and Assessments, the resulting error message provides suggestions for correction.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>Supports</b></p>	<p>No forms within Coaching Survey and Assessments submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in the data storage system.</p>
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p><b>Not Applicable</b></p>	<p>Coaching Survey and Assessments does not require cognitive testing during authentication processes.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p><b>Supports</b></p>	<p>In Coaching Survey and Assessments, status messages can be programmatically determined through roles or properties so that they can be presented to the user by assistive technologies without receiving focus.</p>

**Table 3: Success Criteria, Level AAA**

Notes: Not Evaluated

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<b>Partially Supports</b>	With some minor exceptions noted above, Coaching Survey and Assessments is functional to screen reading technology.
302.2 With Limited Vision	<b>Supports</b>	Coaching Survey and Assessments supports text and screen enlargement.
302.3 Without Perception of Color	<b>Supports</b>	There is nothing within Coaching Survey and Assessments where color alone is being used to convey information.
302.4 Without Hearing	<b>Supports</b>	There is nothing within Coaching Survey and Assessments that explicitly requires hearing.
302.5 With Limited Hearing	<b>Supports</b>	There is nothing within Coaching Survey and Assessments that explicitly requires hearing.
302.6 Without Speech	<b>Supports</b>	There is nothing within Coaching Survey and Assessments that explicitly requires speech.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	<b>Supports</b>	Features and functions within Coaching Survey and Assessments can be manipulated via the keyboard.
302.8 With Limited Reach and Strength	<b>Supports</b>	Features and functions within Coaching Survey and Assessments can be manipulated via the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	<b>Supports</b>	Coaching Survey and Assessments uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities.

## Chapter 4: [Hardware](#)

Notes: Not Applicable

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope - Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell - no response required	Does not apply to a web-only application.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><b>503 Applications</b></a>	Heading cell - no response required	Does not apply to a web-only application.
<a href="#"><b>504 Authoring Tools</b></a>	Heading cell - no response required	Heading cell - no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	<b>Not Applicable</b>	Coaching Survey and Assessments is not an authoring tool.
504.2.2 PDF Export	<b>Not Applicable</b>	Coaching Survey and Assessments is not an authoring tool.
504.3 Prompts	<b>Not Applicable</b>	Coaching Survey and Assessments is not an authoring tool.
504.4 Templates	<b>Not Applicable</b>	Coaching Survey and Assessments is not an authoring tool.

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell - no response required	Heading cell - no response required

Criteria	Conformance Level	Remarks and Explanations
<b><u>602 Support Documentation</u></b>	Heading cell - no response required	Heading cell - no response required
602.2 Accessibility and Compatibility Features	<b>Not Applicable</b>	This report covers accessibility conformance for Coaching Survey and Assessments and does not address Support Documentation or Support Services.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	<b>Not Applicable</b>	This report covers accessibility conformance for Coaching Survey and Assessments only and does not address Support Documentation or Support Services
<b><u>603 Support Services</u></b>	Heading cell - no response required	Heading cell - no response required
603.2 Information on Accessibility and Compatibility Features	<b>Not Applicable</b>	This report covers accessibility conformance for Coaching Survey and Assessments only and does not address Support Documentation or Support Services.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	<b>Not Applicable</b>	This report covers accessibility conformance for Coaching Survey and Assessments only and does not address Support Documentation or Support Services.

## EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	<b>Partially Supports</b>	With some minor exceptions noted above, Coaching Survey and Assessments is functional to screen reading technology.
4.2.2 Usage with limited vision	<b>Partially Supports</b>	With some minor exceptions noted above, Coaching Survey and Assessments supports text and screen enlargement.
4.2.3 Usage without perception of colour	<b>Supports</b>	There is nothing within Coaching Survey and Assessments where color alone is being used to convey information.

Criteria	Conformance Level	Remarks and Explanations
4.2.4 Usage without hearing	<b>Supports</b>	There is nothing within Coaching Survey and Assessments that explicitly requires hearing.
4.2.5 Usage with limited hearing	<b>Supports</b>	There is nothing within Coaching Survey and Assessments that explicitly requires hearing.
4.2.6 Usage with no or limited vocal capability	<b>Supports</b>	There is nothing within Coaching Survey and Assessments that explicitly requires speech.
4.2.7 Usage with limited manipulation or strength	<b>Supports</b>	Features and functions within Coaching Survey and Assessments can be manipulated via the keyboard.
4.2.8 Usage with limited reach	<b>Supports</b>	Features and functions within Coaching Survey and Assessments can be manipulated via the keyboard.
4.2.9 Minimize photosensitive seizure triggers	<b>Supports</b>	There is nothing within Coaching Survey and Assessments that would act as a photosensitive seizure trigger.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	<b>Supports</b>	Coaching Survey and Assessments uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities.
4.2.11 Privacy	<b>Supports</b>	Coaching Survey and Assessments has systems in place to protect the privacy of individual users.

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

Notes:

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 Audio output of visual information	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.2 Auditory output delivery including speech	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.3 Auditory output correlation	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.4 Speech output user control	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.5 Speech output automatic interruption	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.6 Speech output for non-text content	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.7 Speech output for video information	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.8 Masked entry	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.9 Private access to personal data	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.10 Non-interfering audio output	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.11 Private listening volume	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.12 Speaker volume	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.13 Volume reset	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.14 Spoken languages	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.15 Non-visual error identification	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.4 Functionality closed to text enlargement	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.1.5 Visual output for auditory information	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
<b>5.1.6 Operation without keyboard interface</b>	Heading cell - no response required	Heading cell - no response required
<b>5.1.6.1 Closed functionality</b>	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	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.7 Access without speech	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.2 Activation of accessibility features	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.3 Biometrics	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.4 Preservation of accessibility information during conversion	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
<b>5.5 Operable parts</b>	Heading cell - no response required	Heading cell - no response required
5.5.1 Means of operation	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.5.2 Operable parts discernibility	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
<b>5.6 Locking or toggle controls</b>	Heading cell - no response required	Heading cell - no response required
5.6.1 Tactile or auditory status	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.6.2 Visual status	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.7 Key repeat	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.8 Double-strike key acceptance	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.
5.9 Simultaneous user actions	<b>Not Applicable</b>	Coaching Survey and Assessments does not have closed functionality.

## **Chapter 6: ICT with Two-Way Voice Communication**

Notes: Not Applicable

## **Chapter 7: ICT with Video Capabilities**

Notes: Not Applicable

## **Chapter 8: Hardware**

Notes: Not applicable

## **Chapter 9: Web** (see [WCAG 2.x section](#))

Notes:

## **Chapter 10: Non-Web Documents**

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell - no response required	Heading cell - no response required

Criteria	Conformance Level	Remarks and Explanations
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
10.5 Caption positioning	<b>Not Applicable</b>	Coaching Survey and Assessments does not have non-web documents that contain synchronized media.
10.6 Audio description timing	<b>Not Applicable</b>	Coaching Survey and Assessments does not have non-web documents that contain synchronized media.

## Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell - no response required	Heading cell - no response required
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>11.5 Interoperability with assistive technology</b>	Heading cell - no response required	Heading cell - no response required
<b>11.5.1 Closed functionality</b>	Heading cell - no response required	Heading cell - no response required
<b>11.5.2 Accessibility services</b>	Heading cell - no response required	Heading cell - no response required

Criteria	Conformance Level	Remarks and Explanations
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.5 Object information	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.6 Row, column, and headers	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.7 Values	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.8 Label relationships	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.10 Text	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.11 List of available actions	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.12 Execution of available actions	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.13 Tracking of focus and selection attributes	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.14 Modification of focus and selection attributes	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.15 Change notification	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.5.2.16 Modifications of states and properties	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.17 Modifications of values and text	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
<b>11.6 Documented accessibility usage</b>	Heading cell - no response required	Heading cell - no response required
11.6.1 User control of accessibility features	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.6.2 No disruption of accessibility features	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
11.7 User preferences	<b>Not Applicable</b>	Coaching Survey and Assessments is a web-based application that relies on user-agent functionality.
<b>11.8 Authoring tools</b>	Heading cell - no response required	Heading cell - no response required
<b>11.8.1 Content technology</b>	Heading cell - no response required	Heading cell - no response required
11.8.2 Accessible content creation	<b>Not Applicable</b>	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	<b>Not Applicable</b>	Coaching Survey and Assessments is not an authoring tool.
11.8.4 Repair assistance	<b>Not Applicable</b>	Coaching Survey and Assessments is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	<b>Not Applicable</b>	Coaching Survey and Assessments is not an authoring tool.

## 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	<b>Not Applicable</b>	This report covers accessibility conformance for Coaching Survey and Assessments only and does not address Documentation or Support Services.
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x 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	<b>Not Applicable</b>	This report covers accessibility conformance for Coaching Survey and Assessments only and does not address Documentation or Support Services.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	<b>Not Applicable</b>	This report covers accessibility conformance for Coaching Survey and Assessments only and does not address Documentation or Support Services.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

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

Notes: Not applicable

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