

# Redrock Software Corporation Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:**     **AdvisorTrac with TracCloud Hosting**  
   **TutorTrac with TracCloud Hosting**  
   **FitnessTrac with TracCloud Hosting**

**Report Date:** August 2022

**Product Description:** TracCloud is a complete management solution for the specific needs of learning, writing, tutoring, academic skills and other centers that support students in higher education. As a cloud-based application, TracCloud provides on-demand access to essential tools such as appointment scheduling, logging visits and activity reports. Contacts are recorded in any physical or online environment. Appointments and schedules are managed and accessed on multiple criteria. Integration with campus information systems can link course enrollments and other critical data.

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## **Notes:**

### **Evaluation Methods Used:**

Manual Tests: NVDA, Mac OSX & iOS VoiceOver Screen Reader, Tested on Windows 10 Pro, Mac OSX, Android and iOS.

Semi-Automated checks: AInspector WCAG, Google Chrome Accessibility DevTools, Firefox Accessibility DevTools

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508.

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**

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.1.1 Non-text Content</u></b> (Level A) Also applies to: Revised 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	Remarks: All the images have appropriate alt text.  Exceptions: System Administrator users control their own content.
<b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not use multimedia by default.  Exceptions: System Administrator users may choose to include video content in students' interface.
<b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not contain any captions.
<b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not contain any audio descriptions or media alternatives.
<b><u>1.3.1 Info and Relationships</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application utilizes proper semantic markups.  Exceptions: System Administrator users may create content that does not follow this guideline.
<b><u>1.3.2 Meaningful Sequence</u></b> (Level A) Also applies to: Revised Section 508	Web: Supports	Remarks: Meaningful sequence is followed throughout the TracCloud Application.

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>		
<b><u>1.3.3 Sensory Characteristics</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does not rely on sensory characteristics for instructions.
<b><u>1.4.1 Use of Color</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does use color to alert students regarding notification such as upcoming appointments or missed messages, while adhering to Color Contrast Ratio threshold..  Exceptions: System Administrator users may choose how to use color theme in students' interface.
<b><u>1.4.2 Audio Control</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does use audio alerts for new messages and upcoming appointments.
<b><u>2.1.1 Keyboard</u></b> (Level A) Also applies to: Revised 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	Remarks: Navigation functionality can be performed using keyboard.
<b><u>2.1.2 No Keyboard Trap</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does not cause a keyboard trap.

Criteria	Conformance Level	Remarks and Explanations
<b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not time out based on inactivity.
<b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not have automatic blinking, moving, or animating content.  Exceptions: System Administrator users may add moving or animating content on Welcome Messages.
<b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A) Also applies to: Revised 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: Partially Supports	Remarks: TracCloud application does not have flashing content.  Exceptions: System Administrator users may add flashing content on Welcome Messages.
<b><u>2.4.1 Bypass Blocks</u></b> (Level A) Also applies to: Revised Section 508 <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	Remarks: TracCloud application provides a skip link to bypass repetitive content in the header.
<b><u>2.4.2 Page Titled</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does provide descriptive titles of each page.
<b><u>2.4.3 Focus Order</u></b> (Level A) Also applies to: Revised Section 508	Web: Supports	Remarks: TracCloud application does provide a logical tab order.

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>		
<b>2.4.4 Link Purpose (In Context)</b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application utilizes proper descriptive aria labels.  Exceptions: System Administrator users may create/add content that does not follow this guideline.
<b>3.1.1 Language of Page</b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application identifies the default language.
<b>3.2.1 On Focus</b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does not cause a change of context on focus.
<b>3.2.2 On Input</b> (Level A) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not initiate a change of context.
<b>3.3.1 Error Identification</b> (Level A) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application includes Error Identification on forms.

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does label elements with matching attributes.
<b><u>4.1.1 Parsing</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does utilize correct html for all elements.
<b><u>4.1.2 Name, Role, Value</u></b> (Level A) Also applies to: Revised 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	Remarks: TracCloud application does use standard HTML elements.

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

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.2.4 Captions (Live)</u></b> (Level AA) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not contain any captions.

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not contain any audio descriptions or media alternatives.
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: Revised 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	Remarks: TracCloud application has sufficient contrast between the foreground and background colors.  Exceptions: System Administrator users control the students' interface color scheme.
<b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: Revised 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	Remarks: The students' interfaces support standard zoom capabilities built into modern web browser.  Exceptions: Students control their own content.
<b><u>1.4.5 Images of Text</u></b> (Level AA) Also applies to: Revised 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	Remarks: TracCloud application does not use image of text by default.  Exceptions: System Administrator users may choose to include images of text in student interface.
<b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: Revised Section 508 <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: Partially Supports	Remarks: TracCloud application does provide capabilities for incorporating navigation links.
<b><u>2.4.6 Headings and Labels</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supports	Remarks: TracCloud application does provide pages with headings and unique labels.

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>		
<b>2.4.7 Focus Visible</b> (Level AA) Also applies to: Revised 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	Remarks: TracCloud application has a visible indication of focus throughout the students view.
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: Revised 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: Not Applicable	Remarks: TracCloud application does not contain text with a change in language.
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: Revised Section 508 <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	Remarks: TracCloud application uses the same navigation mechanisms across pages.
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: Revised Section 508 <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	Remarks: TracCloud application components are identified consistently.
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: Revised 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	Remarks: TracCloud application provides useful feedback on required fields.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: Revised 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	Remarks: TracCloud application does not process financial transactions. TracCloud application provides user a verification prompt before taking any action that can't be undone, i.e. deleting data.

### Table 3: Success Criteria, Level AAA

Notes: The TracCloud application AAA criteria was not evaluated.

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