Tutor.com Accessibility Conformance Report

VPAT® Version 2.0 – October 2017

Name of Product/Version: Tutor.com Learning Suite

Product Description: Online, On-Demand Tutoring and Academic Support

Date: updated 02/16/2022

Contact information: Weston Bundy, Director of Product (weston.bundy@review.com)

Notes: NB that this documentation applies to the Tutor.com Learning Suite and Online Classroom, i.e., the student-facing elements of the Tutor.com platform. Tutor and administrator interfaces are not described in this documentation. The Learning Suite and Online Classroom are fully web-based, so conformance levels, remarks and explanations, etc., are provided for "Web" only.

Evaluation Methods Used: Manual testing with JAWS and other assistive technology, general product knowledge

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 http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A - yes Level AA – Yes

	Level AAA – No
Section 508 as published in 2017, at *http://www.Section508.gov*	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at *http://mandate376.standards.eu/standard*	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.
- **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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All site images provide text alternatives. During live tutoring sessions, tutors describe images, shared applications and other content on the Online Classroom's interactive whiteboard using instant messaging (which may be vocalized via JAWS or other screen-readers) or voice conferencing (which the student may connect to via phone or VOIP).
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Tutor.com does not provide traditional pre-recorded audio or video media (e.g., podcasts, lesson videos, etc.), but students may review or replay their previous tutoring sessions. Previous sessions including audio conferencing can be played back as time-based audio-only media, or read as a text transcript.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software)	Supports	As noted above, Tutor.com does not include prerecorded audio content (e.g., podcasts, lesson videos, etc.), but students may review or replay their previous tutoring sessions. Most sessions include instant messaging only, which may be vocalized via JAWS or other screen-readers, but sessions including audio conferencing include automatically-generated

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		transcripts of all session audio in addition to audio playback options.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	As noted above, records of previous sessions are the only time-based or pre-recorded content within Tutor.com. An alternative to time-based media is available in the form of text transcripts of each session.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Supports	All functional elements whose information, structure and relationships are conveyed presentationally are also included in the tab order and available as text or non-text equivalents, e.g., via "alt" or "longdesc" tags.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Functional elements (e.g., "Topic" and "Subject" picklists in the pre-session survey) are included in the tab order to allow screen readers and other assistive technology to programmatically determine the proper reading sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions for understanding and operating content do not rely solely on sensory characteristics and may be consumed as pure text.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web)	Supports	Color is not used to convey meaning. All functional elements are either text or provide non-text equivalents, e.g., via "alt" or "longdesc" tags.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	No audio plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	Tutor.com's user interface and html5-based online classroom support all standard keyboard operation. All classroom functionality is included in the tab order, including tools for drawing on the two-way interactive whiteboard. Users who cannot or choose not to operate a mouse may draw on the whiteboard through the use of native MouseKeys functionality in Windows or Mac OS.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Area of focus may be shifted via the tab key.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	There are no time limits.
2.2.2 Pause, Stop, Hide (Level A) Also applies to:	Not applicable	Tutor.com includes no moving, blinking, scrolling or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Tutor.com includes no blinking or flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Not applicable	Tutor.com does not include blocks of content that are repeated on multiple web pages, with the exception of a global navigation menu that must be accessible to all users (including users of assistive technology) for full functionality.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pages have descriptive titles, e.g., "Tutor.com Learning Suite – Sessions", "Tutor.com Learning Suite – Schedule", etc.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Focusable elements are represented in the tab order such that their functional purpose and relationships to one another are accurately represented to users of assistive technology.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Link meanings may be determined from their text, e.g., "Get a Tutor," "Schedule a Session," "Drop Off an Essay," etc.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All content is in English only for most Tutor.com programs. However, when Spanish-language content is included in the Tutor.com Learning Suite, it is only accessible via a "Language" picklist with "English" and "Español" values. These values are exposed to assistive technology.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software)	Supports	Merely receiving focus does not initiate change of context.

Criteria	Conformance Level	Remarks and Explanations
11.2.2.29 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.2.30 (Web) 10.2.30 (non-web document) 11.2.1.30 (Software) 11.2.2.30 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	No user interface components cause a change of content except when the user is advised of this behavior, e.g., when selecting "Español" from a "Language" picklist to access Spanish-language content.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.2.33 (Web) 10.2.33 (non-web document) 11.2.1.33 (Software) 11.2.2.33 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software)	Supports	For programs in which students are authenticated through a single sign-on, the only field that detects input errors is the "Enter your question" text field on https://lhh.tutor.com/default.aspx. Any non-null value is acceptable for this field, but if a student leaves it blank and attempts to initiate a session, he/she receives the following suggestion for correction in bold, red text: "This is a required field." Alternate authentication methods may require additional validated fields on an account-creation page, but as with the preceding example, explanatory text is always displayed in cases when an input error is detected.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.34 (Web)
    • 10.2.34 (non-web document)
    • 11.2.1.34 (Software)
    • 11.2.2.34 (Closed Software) – Does not apply
    • 11.6.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	All user input elements are properly labeled.

4.1.1 Parsing (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.37 (Web)
    • 10.2.37 (non-web document)
    • 11.2.1.37 (Software)
    • 11.2.2.37 (Closed Software) – Does not apply
    • 11.6.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	All elements include complete start and end tags, proper nesting, and unique attributes and ID values.

4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web)	Supports	All form and other page elements expose their current states to assistive technology.

Criteria	Conformance Level	Remarks and Explanations
10.2.38 (non-web document) 11.2.1.38 (Software) 11.2.2.38 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 11.2.2.5 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Does not support	Captions are not provided for live audio broadcast during real-time tutoring sessions.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.2.6 (Web)	Not applicable	Tutor.com does not include prerecorded video content in synchronized media. As noted above, students may review or replay their previous tutoring sessions, and previous sessions including audio conferencing can be

Criteria	Conformance Level	Remarks and Explanations
10.2.6 (non-web document) 11.2.1.6 (Software) 11.2.2.6 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		played back as time-based audio-only media or read as a text transcript.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.2.12 (Web) 10.2.12 (non-web document) 11.2.1.12 (Software) 11.2.2.12 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Text is black (#333) and backgrounds are white (#fff), for a contrast ratio of 12.63.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.2.13 (Web) 10.2.13 (non-web document) 11.2.1.13 (Software) 11.2.2.13 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Supports	Users may resize text through native web browser functions as needed, with no loss in functionality.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Except for logotypes, text is used to convey information rather than images of text.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	All features and functionality of the Tutor.com Learning Suite are available through the navigation menu displayed on https://lhh.tutor.com/default.aspx, where users land by default after successful authentication. This navigation menu is constant across pages and effectively serves as a site map, allowing navigation to any page from any page.
2.4.6 Headings and Labels (Level AA) Also applies to:	Supports	The topic or purpose of all headings in the Tutor.com Learning Suite are clearly determinable through their

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		text alone, e.g., "You have 4 hours remaining," "What do you need help with today?" or "Previous Sessions."
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All keyboard-operable interfaces include dynamic blue borders to indicate area of focus.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Supports with exceptions	All content is in English only for most Tutor.com programs. However, when Spanish-language content is included in the Tutor.com Learning Suite, it is only accessible via a "Language" picklist with "English" and "Español" values. These values are exposed to assistive technology.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		In some cases, pages with Spanish-language content may still include text in English, e.g., the "Terms of Use" and "Privacy Policy" links included in the site footer.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Within the Tutor.com Learning Suite, all features are accessible via a common navigational menu arrayed across the top of each page. This menu does not change from page to page: all navigation nodes appearing on one page appear on all others, and the order of navigation nodes does not change from page to page.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The only consistent element across Tutor.com pages is the common navigational menu. This menu does not change from page to page: all navigation nodes appearing on one page appear on all others, and the order of navigation nodes does not change from page to page.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Errors are identified as described above in section 3.3.1, but the relevant fields (e.g., "Enter your question" or "What is the topic of your paper?") are open-ended, making error suggestion impossible.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The Tutor.com Learning Suite does not include any pages that cause legal commitments or financial transactions for the user to occur. There are also no portions of the Tutor.com Learning Suite that submit user test responses. The only pages that are relevant under the success criterion are https://lhh.tutor.com/account/locker.aspx (where users can upload and download files from their Tutor.com Student Lockers) and https://lhh.tutor.com/account/favorites.aspx (where users can manage their lists of favorite on-demand tutors). In both cases, user choices are reversible. For example, a student who uploads a file to his/her Student Locker may remove the file at any time; likewise, a student who adds a given tutor to his/her list of Favorite Tutors may remove that tutor from the list at any time.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Not evaluated	
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
3.1.3 Unusual Words (Level AAA) Also applies to:	Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not evaluated	

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Visually-impaired or blind users may access the full features and functionality of the Tutor.com Learning Suite through the use of screen readers and other assistive technology.
302.2 With Limited Vision	Supports	Visually-impaired or blind users may access the full features and functionality of the Tutor.com Learning Suite through the use of screen readers and other assistive technology.
302.3 Without Perception of Color	Supports	Use of color is purely decorative in nature, and conveys no information.
302.4 Without Hearing	Supports	No modes of operation require user hearing, with the exception of voice conferencing in live tutoring sessions, which is optional.
302.5 With Limited Hearing	Supports	No modes of operation require user hearing, with the exception of voice conferencing in live tutoring sessions, which is optional.
302.6 Without Speech	Supports	No modes of operation require user speech, with the exception of voice conferencing in live tutoring sessions, which is optional.
302.7 With Limited Manipulation	Supports	Fine motor control is not required for voice conferencing, which is optional in every live tutoring session.
302.8 With Limited Reach and Strength	Supports	Reach and strength are not required to access the full features and functionality of the Tutor.com Learning Suite.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Students may request a tutor at various levels (e.g., for help with "Basic Math", "Middle Grades Math", "Algebra", "College Algebra", "Pre-Calculus", "Calculus", etc.), depending on their

Criteria	Conformance Level	Remarks and Explanations
		cognitive and learning abilities. Spanish-speaking and ESL-specialist tutors are also available on request for students with limited language abilities.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not applicable	Tutor.com is not a hardware product
402.2.2 Transactional Outputs	Not applicable	Tutor.com is not a hardware product
402.2.3 Speech Delivery Type and Coordination	Not applicable	Tutor.com is not a hardware product
402.2.4 User Control	Not applicable	Tutor.com is not a hardware product
402.2.5 Braille Instructions	Not applicable	Tutor.com is not a hardware product
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not applicable	Tutor.com is not a hardware product
402.3.2 Non-private Listening	Not applicable	Tutor.com is not a hardware product
402.4 Characters on Display Screens	Not applicable	Tutor.com is not a hardware product
402.5 Characters on Variable Message Signs	Not applicable	Tutor.com is not a hardware product
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not applicable	Tutor.com is not a hardware product
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not applicable	Tutor.com is not a hardware product
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not applicable	Tutor.com is not a hardware product
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not applicable	Tutor.com is not a hardware product
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not applicable	Tutor.com is not a hardware product

Criteria	Conformance Level	Remarks and Explanations
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not applicable	Tutor.com is not a hardware product
407.3.2 Alphabetic Keys	Not applicable	Tutor.com is not a hardware product
407.3.3 Numeric Keys	Not applicable	Tutor.com is not a hardware product
407.4 Key Repeat	Not applicable	Tutor.com is not a hardware product
407.5 Timed Response	Not applicable	Tutor.com is not a hardware product
407.6 Operation	Not applicable	Tutor.com is not a hardware product
407.7 Tickets, Fare Cards, and Keycards	Not applicable	Tutor.com is not a hardware product
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not applicable	Tutor.com is not a hardware product
407.8.1.1 Vertical Plane for Side Reach	Not applicable	Tutor.com is not a hardware product
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	Tutor.com is not a hardware product
407.8.2 Side Reach	Not applicable	Tutor.com is not a hardware product
407.8.2.1 Unobstructed Side Reach	Not applicable	Tutor.com is not a hardware product
407.8.2.2 Obstructed Side Reach	Not applicable	Tutor.com is not a hardware product
407.8.3 Forward Reach	Not applicable	Tutor.com is not a hardware product
407.8.3.1 Unobstructed Forward Reach	Not applicable	Tutor.com is not a hardware product
407.8.3.2 Obstructed Forward Reach	Not applicable	Tutor.com is not a hardware product
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	Tutor.com is not a hardware product
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	Tutor.com is not a hardware product
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not applicable	Tutor.com is not a hardware product
408.3 Flashing	Not applicable	Tutor.com is not a hardware product
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not applicable	Tutor.com is not a hardware product
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not applicable	Tutor.com is not a hardware product
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not applicable	Tutor.com is not a hardware product
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
412.2.1 Volume Gain for Wireline Telephones	Not applicable	Tutor.com is not a hardware product
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	Tutor.com is not a hardware product
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not applicable	Tutor.com is not a hardware product
412.3.2 Wireline Handsets	Not applicable	Tutor.com is not a hardware product
412.4 Digital Encoding of Speech	Not applicable	Tutor.com is not a hardware product
412.5 Real-Time Text Functionality	Not applicable	Tutor.com is not a hardware product
412.6 Caller ID	Not applicable	Tutor.com is not a hardware product
412.7 Video Communication	Not applicable	Tutor.com is not a hardware product
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not applicable	Tutor.com is not a hardware product
413.1.2 Pass-Through of Closed Caption Data	Not applicable	Tutor.com is not a hardware product
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not applicable	Tutor.com is not a hardware product
414.1.2 Other ICT	Not applicable	Tutor.com is not a hardware product
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not applicable	Tutor.com is not a hardware product
415.1.2 Audio Description Controls	Not applicable	Tutor.com is not a hardware product

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Students may control all accessibility features through their use and customization of screen readers and other assistive technology. Students may also choose to use our dedicated "accessibility mode" online classroom through an optional checkbox in the form used to request a tutor for live support.

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supports	Accessibility features are not disrupted.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Functional elements (e.g., "Topic" and "Subject" picklists in the pre-session survey) are included in the tab order to allow screen readers and other assistive technology to programmatically determine their proper reading sequence, and their roles and states are conveyed through screen-reader-accessible text.
502.3.2 Modification of Object Information	Supports	Students may set the attributes, states and properties of Tutor.com site elements via assistive technology. For example, when Spanish-language content is included in the Tutor.com Learning Suite, it is only accessible via a "Language" picklist with "English" and "Español" values. These values are exposed to screen readers and other assistive technology.
502.3.3 Row, Column, and Headers	Supports	Data tables use <th> tags for column headers.
502.3.4 Values	Supports	Tutor.com programmatically exposes the current value of all user interface controls.
502.3.5 Modification of Values	Supports	All values that may be set by users (e.g., available tutoring subjects in a picklist) are exposed to assistive technology and may be set by users via assistive technology.
502.3.6 Label Relationships	Supports	All form elements, directions, functionality and cues are labeled and available to users leveraging Assistive Technology
502.3.7 Hierarchical Relationships	Supports	All elements include complete start and end tags, proper nesting, and unique attributes and ID values, allowing assistive

Criteria	Conformance Level	Remarks and Explanations
		technology to infer parent-child relationships in site markup.
502.3.8 Text	Supports	When text is editable, Tutor.com programmatically exposes the caret focus, text selection, and text boundaries.
502.3.9 Modification of Text	Supports	When text is editable, Tutor.com programmatically exposes the ability to cut, copy, paste, insert and set the attributes of the text.
502.3.10 List of Actions	Not applicable	All objects (e.g., buttons, links, picklists, etc.) have a single executable action.
502.3.11 Actions on Objects	Supports	Assistive technology may execute available actions on all objects.
502.3.12 Focus Cursor	Supports	Users' focus location, selection state and text insertion point information is exposed to assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Users' focus location, selection state and text insertion point information is exposed to assistive technology.
502.3.14 Event Notification	Supports	Events (e.g., changes of focus, changes of selection, etc.) are exposed to assistive technology.
502.4 Platform Accessibility Features	Supports with Exceptions	**Section 9.3.3:** Not applicable; Tutor.com requires no multiple/chorded keystrokes for full functionality. **Section 9.3.4**: Does not support; all keystrokes are accepted immediately. **Section 9.3.5:** Not applicable; Tutor.com requires no same-key double-strike keystrokes for full functionality. **Section 10.6.7:** Supported; users may choose to communicate via instant

Criteria	Conformance Level	Remarks and Explanations
		messaging as an alternative to live audio conferencing, or may review text transcripts of previous sessions as an alternative to prerecorded audio playbacks. **Section 10.6.8:** Supported; in sessions with visually impaired users, tutors describe all content presented on the online classroom's interactive whiteboard through synchronized, real-time audio. **Section 10.6.9:** Supported; students may use Dragon or other third-party speech-to-text solutions. **Section 10.7.1:** Not applicable; no captions provided.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does not support	As of this writing, users may not customize color, contrast, font type, font size and focus cursor.
503.3 Alternative User Interfaces	Supports	Student with visual impairments may request a tutor in our dedicated "accessibility mode" online classroom, which automatically initiates a voice conference that the student may dial into from any phone.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Students reviewing records of previous tutoring sessions may choose to listen to recorded session audio or read a text transcription via the same menu of links.
503.4.2 Audio Description Controls	Not applicable	As noted above, students reviewing records of previous sessions may choose

Criteria	Conformance Level	Remarks and Explanations
		to listen to recorded session audio or read a text transcription, but videos or other synchronized media requiring audio description are not included in Tutor.com.
504 Authoring Tools	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 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Tutor.com does not include authoring tools
504.2.2 PDF Export	Not applicable	Tutor.com does not include authoring tools
504.3 Prompts	Not applicable	Tutor.com does not include authoring tools
504.4 Templates	Not applicable	Tutor.com does not include authoring tools

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
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Accessibility documentation is available for customers and users on request.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All documentation is provided in electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Accessibility documentation is available for customers and users on request.
603.3 Accommodation of Communication Needs	Supports	Support services are available via phone or email and accommodate the

Criteria	Conformance Level	Remarks and Explanations
		communication needs of users with disabilities.