Muzzy Lane Accessibility Conformance Report
WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Muzzy Lane SmartChat

Report Date: 12/18/2024

Product Description: Browser-based, highly interactive, automatically graded online role-playing exercises that provide students with opportunities to practice using problem-solving skills and apply their knowledge to realistic scenarios. These activities address key concepts and skills that students must use to work through and solve course-specific problems and provide informative feedback on their decision-making process.

Contact Information: jfiske@muzzylane.com

Notes: Third party vendors used for WCAG 2.0, 2.1 in 2019 and 2021. All verification for WCAG 2.2 standards were done by Muzzy Lane employees using Firefox & NVDA, or Chrome & JAWS on MS Windows.

Evaluation Methods Used: Automatic, manual, and use case testing using Level Access' Accessibility Management Platform (AMP) for 2.0 and 2.1. Magic Ed tech offered similar testing, while 2.2 declarations were done by Muzzy Lane.

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 2.2](#)	Level A (Yes) Level AA (Yes) Level AAA (No)

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Page **1** of **9**

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 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they include 2.0, 2.1 and are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements, WCAG 2.1 Conformance Requirements, and WCAG 2.2 Conformance Requirements,

Table 1: Success Criteria, Level A

Notes: None

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Activities convey textual equivalents for all non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Activities do not have prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Activities provide captions for prerecorded audio content in synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Activities provide audio descriptions or a text alternative for prerecorded video content when all of the information in the video track is not provided in the audio track.
1.3.1 Info and Relationships (Level A)	Partially Supports	Activities ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text most of the time. A rating of Partially Supports has been given for the following reasons: • SmartChat Activity Complete results are visually presented in what appears to be a tabular format but lack table markup and may contain unnecessary headings.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Activities provide a correct reading sequence that can be programmatically determined most of the time when the sequence in which content is presented affects its meaning. A rating of Partially Supports has been given for the following reason: • In rare cases, reading order is not meaningful due to the presence of a positive tabindex value,

Criteria	Conformance Level	Remarks and Explanations
		such as the index intentionally on the help dialog on start.
1.3.3 Sensory Characteristics (Level A)	Supports	Activities do not rely solely on sensory characteristics for understanding and operating content.
1.4.1 Use of Color (Level A)	Supports	Activities do not rely on color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Supports	Activities provide a mechanism to pause or stop the audio if any audio plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	Original findings in 2020 were partially supports. All inactive headings that were occasionally receiving focus have been addressed. Thus, the change to the conformance level of "supports".
2.1.2 No Keyboard Trap (Level A)	Supports	Activities do not have keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	Activities do not contain content that requires specific timings for individual keystrokes.
2.2.1 Timing Adjustable (Level A)	Supports	Activities do not have time limits set by the content that cannot be adjusted or disabled.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Activities do not contain moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Activities do not contain any content that flashes.
2.4.1 Bypass Blocks (Level A)	Supports	Activities provide a mechanism to bypass blocks of content that are repeated on multiple web pages.
2.4.2 Page Titled (Level A)	Supports	Activities provide unique, descriptive page titles that describe the topic or purpose.
2.4.3 Focus Order (Level A)	Partially Supports	Focus order of interactive elements is logical some of the time in these Activity web pages. A

Criteria	Conformance Level	Remarks and Explanations
		rating of Partially Supports has been given for the following reasons: • In SmartChat, the button to continue to the next screen receives focus before the video content. • In rare cases, focus order is not logical due to the presence of a positive tabindex value, including an intentional use of this starting an activity with the help dialog.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Activities contain links where the purpose can be determined most of the time from the link text alone or from the link text together with its programmatically determined link context. A rating of Partially Supports has been given for the following reason: • The frame embedded videos contain adjacent links to the same YouTube URL and have different accessible names that are not meaningful.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Activities do not rely on multipoint or path-based gestures for operation of the content.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Activities functionality that uses a single pointer is completed when the user releases the pointer.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Activities user interface components have programmatic accessible names that match the visual text labels.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Activities do not contain functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	Activities provide a programmatic, default human language on each web age.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	Activities do not initiate any changes of context when a component receives focus.
3.2.2 On Input (Level A)	Supports	Activities do not trigger focus or context changes without advising the user when interacting with inputs.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Activities provide help in the same location throughout the whole activity.
3.3.1 Error Identification (Level A)	Supports	Activities indicate clearly which inputs are in error using a text description when errors are detected.
3.3.2 Labels or Instructions (Level A)	Supports	Activities provide persistent visual labels and instructions when content requires user input.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Activities do not request repeatable information.

4.1.1 Parsing (Level A)
    WCAG 2.0 and 2.1 – Always answer 'Supports'
    WCAG 2.2 (obsolete and removed) - Does not apply
	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

4.1.2 Name, Role, Value (Level A)	Supports	Activities provide controls that communicate a programmatic name, role, and value.

Table 2: Success Criteria, Level AA

Notes: None

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	Activities do not have live audio content in synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Activities provide audio descriptions for prerecorded video content when all of the information in the video track is not provided in the audio track.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Activities do not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Activities identify the purpose of each input field collecting information about the user programmatically.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Activities provide sufficient contrast between text and background most of the time. A rating of Partially Supports has been given for the following reason: • The frame embedded videos contain links that have insufficient contrast, including the video title, "Watch Now", and "Share" links.
1.4.4 Resize text (Level AA)	Supports	Activities allow text to be resized without assistive technology to up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	Activities use text instead of images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Activities content can be presented without loss of information or functionality, and without scrolling in two dimensions. A rating of Partially Supports has been given for the following reason: • When some SmartChat pages are viewed at 320px wide, no content is lost and horizontal scrolling is not required; however, significant text wrapping occurs and single words often span multiple lines making the content difficult to read and understand.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Activities provide a sufficient contrast ratio of 3:1 against adjacent colors for interactive components.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Activities ensure that no content or functionality is lost when text spacing properties are overridden.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	When point hover or keyboard focus triggers additional content to become visible and then hidden in Application-Based Activities, the content is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	Activities provide more than one way to locate a web page within a set of web pages.
2.4.6 Headings and Labels (Level AA)	Supports	Activities provide headings and labels that describe the topic or purpose.
2.4.7 Focus Visible (Level AA)	Supports	Activities interface controls provide a visual focus indicator when receiving keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Activities do not have elements that receive focus that obscure necessary content, nor can the user create any content in a movable UI element.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Activities do not contain any mandatory dragging elements that can't be operated with keyboard navigation.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Activities do not contain any undersized targets, nor are controls in close proximity to each other.
3.1.2 Language of Parts (Level AA)	Supports	Activities have content in multiple languages that be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Supports	Activities contain navigational mechanisms that are repeated on multiple webpages within a set of webpages which occur in the same relative order each time they are repeated, unless a change is initiated by the user.
3.2.4 Consistent Identification (Level AA)	Supports	Activities components that have the same functionality within a set of webpages are identified consistently.

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3.3.3 Error Suggestion (Level AA)	Supports	In Activities, if an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Activities do not cause legal commitments or financial transactions for the user to occur, does not modify or delete user- controllable data in data storage systems, and does not submit users test responses.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Activities do not require any security information or cognitive tasks from users when using LTI Integrated activities.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Activities messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: **Not evaluated.**