

Based on VPAT® Version 2.5

Sofia™

Accessibility Conformance Report

January 2025



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Product Information

Name of Product: Sofia

Product Description: Online assessment tool

Report Date: January 2025

Contact information: accessibility@link-systems.com

Notes: Sofia is designed to work with all major screen readers, and our testing process involves thoroughly checking any new features using JAWS, NVDA, and VoiceOver. Sofia is also designed to work with screen magnifiers (e.g. Freedom Scientific MAGic), speech recognition programs (e.g., Dragon NaturallySpeaking), and text-to-speech programs (e.g., NaturalReader).

Evaluation Methods Used

Before new features are released to our testing environment, they have gone through accessibility testing. Our developers have integrated the aXe accessibility tool into their local coding environments, and they check for accessibility before pushing a new feature. After a new feature is released, it goes through two additional rounds of testing: testing by our product development team and our QA team. Both rounds of testing involve checking the feature using aXe and the WAVE accessibility tool, as well as assistive technology software.

Because they are the most common, these are the combinations of browsers and assistive technologies that we use during development and quality assurance:

JAWS with Chrome and NaturalReader

NVDA with Firefox

VoiceOver with Safari

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 | Level A Yes Level AA Yes Level AAA No |
| Web Content Accessibility Guidelines 2.1 | 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.
- **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.x Report

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

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 1.1.1 Non-text Content (Level A) | Supports | All images in Sofia have appropriate alternative text, and all form controls have descriptive labels. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | Not Applicable | Sofia does not use prerecorded audio-only content or prerecorded video-only content. |
| 1.2.2 Captions (Prerecorded) (Level A) | Not Applicable | Sofia does not use prerecorded audio content. Any additional support videos we provide will have captions for prerecorded audio. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | Not Applicable | Sofia does not use prerecorded video content. |
| 1.3.1 Info and Relationships (Level A) | Supports | Semantic markup is used to designate headings, landmarked regions, tables, lists, and other elements. All form fields have an appropriate label. |
| 1.3.2 Meaningful Sequence (Level A) | Supports | When the order in which Sofia content is presented affects the meaning of the content, the content is placed in a position in the DOM to convey that meaning or lists and tables are used to ensure that the meaning is conveyed. |
| 1.3.3 Sensory Characteristics (Level A) | Supports | Instructions in Sofia do not rely on shape, size, location, orientation, or sound. |
| 1.4.1 Use of Color (Level A) | Supports | Color is not used as the only visual means of conveying information in Sofia. |
| 1.4.2 Audio Control (Level A) | Not Applicable | No audio on any Sofia page automatically plays for 3 or more seconds. |
| 2.1.1 Keyboard (Level A) | Supports | All functionality for having an interactive live tutoring session in Sofia can be operated through a keyboard interface. |

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| 2.1.2 No Keyboard Trap (Level A) | Supports | All Sofia content that can be reached via keyboard navigation can be navigated away from via keyboard navigation. |
| 2.2.1 Timing Adjustable (Level A) | Not Applicable | Sofia does not have time limits. |
| 2.2.2 Pause, Stop, Hide (Level A) | Not Applicable | Sofia does not have moving, blinking, scrolling, or auto-updating information. |
| 2.3.1 Three Flashes or Below Threshold (Level A) | Supports | No page in Sofia contains any content that flashes more than three times in any one second period. |
| 2.4.1 Bypass Blocks (Level A) | Not Applicable | Sofia does not contain content that is repeated on multiple web pages. |
| 2.4.2 Page Titled (Level A) | Supports | All Sofia pages have a title that describe their purpose. |
| 2.4.3 Focus Order (Level A) | Supports | All focusable content in Sofia can be navigated in an order that preserves any sequential meaning of that content. |
| 2.4.4 Link Purpose (In Context) (Level A) | Supports | The purpose of links in Sofia can be determined without visual context. |
| 3.1.1 Language of Page (Level A) | Supports | All Sofia pages have a defined language. |
| 3.2.1 On Focus (Level A) | Supports | Sofia pages do not undergo a change in context when user components receive focus. |
| 3.2.2 On Input (Level A) | Supports | Sofia pages do not undergo a change in context when the settings of user interface components change. |
| 3.3.1 Error Identification (Level A) | Supports | For fields where errors are automatically detected, detected errors are shown to students when they navigate away from the field. |

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| 3.3.2 Labels or Instructions (Level A) | Supports | Descriptive labels are provided for all user input fields. |
| 4.1.1 Parsing (Level A) | Supports | Sofia is built using syntactically correct HTML. Elements have start and end tags, are nested according to specifications, and do not contain duplicate attributes. |
| 4.1.2 Name, Role, Value (Level A) 9.2.38 (Web) | Supports | Custom user interface components in Sofia are given roles and use ARIA markup to make their names, roles, and values available to assistive technologies. |

Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| 1.2.4 Captions (Live) (Level AA) | Not Applicable | Sofia does not have live audio content. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | Not Applicable | Sofia does not use prerecorded video content. |
| 1.4.3 Contrast (Minimum) (Level AA) | Supports with Exceptions | Button color contrast between blue (#0094cb) and white. |
| 1.4.4 Resize text (Level AA) | Supports | All content in Sofia can be resized up to 200% without loss of content or functionality. |
| 1.4.5 Images of Text (Level AA) | Supports | The only image of text that is used in Sofia is the Sofia logo, and the guideline exempts text in logos. |
| 2.4.5 Multiple Ways (Level AA) | Supports | Sofia pages contain links to continue in a process. |

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|--|----------------|--|
| 2.4.6 Headings and Labels (Level AA) | Supports | Headings and labels used in Sofia describe the topic or purpose of their associated content. |
| 2.4.7 Focus Visible (Level AA) | Not Applicable | Elements in Sofia that can receive focus have a visible indication of that focus. |
| 3.1.2 Language of Parts (Level AA) | Not Applicable | Multiple languages are not used on Sofia pages. |

For Additional Assistance

If you have an issue viewing any material on link-systems.com, sofiasuccess.com, or another LSI website because of difficulties with assistive technologies or to request an accommodation, please contact LSI Customer Support for assistance:

- Submit an electronic ticket: <https://linksystems.atlassian.net/servicedesk/customer/portal/6>
- Send an email to accessibility@link-systems.com
- Call 813-674-0660 x204 to speak with a friendly agent M-F 9a-5p ET

Please indicate the nature of your accessibility problem, the preferred format in which you want to receive any materials, and your contact information.

Students, faculty, and staff at our partner campuses may also contact the Disability Services department on their campus. Disability Services department representatives may escalate their request by speaking with an LSI Product Manager, who will be assigned at the beginning of our partnership in an escalation protocol.

Accommodation requests will be responded to by the next business day.

Legal Disclaimer

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