

StarRez Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: StarRez PortalX (Client Side): Release 10.9.34

Report Date: 16/Aug/2022

Product Description:

StarRez PortalX is a student facing component of StarRez. It allows for students to perform housing related functions such as applying for accommodations, choosing a roommate or room, logging a maintenance request, checking their account balance and paying fees.

Contact Information: Community Relations (CommunityRelations@starrez.com)

Evaluation Methods Used:

Desktop: Operating Systems and Browsers

| Device | Operating system | Browser |
|--------------------|------------------|---|
| Desktop Windows PC | Windows 10 | Google Chrome (primarily) Latest version Firefox (for specific tests) Latest version |

Desktop: Assistive Technology

| Technology | Description |
|---------------------------|--|
| NVDA (latest version) | A screen reader that are used by people who are blind or have low vision in a Windows environment. |
| JAWS 2022 | A commercial screen reader that is used by people who are blind or have low vision in a Windows environment. |
| ZoomText V10 Browser Zoom | Software, or techniques, used by people with low vision to magnify the screen. |
| Keyboard Access | To simulate the experience of a user with a mobility impairment, or who is blind (blind users do not use a mouse). |
| Color Inversion | Technique used to identify issues for color blind, low vision or cognitively impaired users. |

Mobile: Operating Systems & Browsers

| Device | Operating system | Browser |
|---------------|------------------|--------------------|
| iPhone | iOS 15 | Safari |
| Galaxy Tab S7 | Android 12 | 15 Chrome (latest) |

Testing Website

The site was tested using an internal instance of the PortalX solution with a default Registration, Booking and Application processes along with some static pages using the theme “StarShine”.

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.
- **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.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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 1.1.1 Non-text Content (Level A) | Partially Supports | Feedback Issue <ul style="list-style-type: none"> • Feedback 160472 |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | Supports | |
| 1.2.2 Captions (Prerecorded) (Level A) | Supports | |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | Supports | |
| 1.3.1 Info and Relationships (Level A) | Partially Supports | Feedback Issue <ul style="list-style-type: none"> • Feedback 160473 • Feedback 160474 • Feedback 160475 |
| 1.3.2 Meaningful Sequence (Level A) | Supports | |
| 1.3.3 Sensory Characteristics (Level A) | Supports | |
| 1.4.1 Use of Color (Level A) | Partially Supports | Feedback Issue <ul style="list-style-type: none"> • Feedback 160476 |
| 1.4.2 Audio Control (Level A) | Supports | |
| 2.1.1 Keyboard (Level A) | Supports | |
| 2.1.2 No Keyboard Trap (Level A) | Supports | |
| 2.1.4 Character Key Shortcuts (Level A 2.1 only) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 2.2.1 Timing Adjustable (Level A) | Supports | |
| 2.2.2 Pause, Stop, Hide (Level A) | Partially Supports | <p>It is recommended that the Cart Timer is not activated to meet accessibility recommendations, this can be achieved by setting the timeout to "0"</p> <p>Feedback Issue</p> <ul style="list-style-type: none"> • Feedback 160567 |
| 2.3.1 Three Flashes or Below Threshold (Level A) | Supports | |
| 2.4.1 Bypass Blocks (Level A) | Supports | |
| 2.4.2 Page Titled (Level A) | Supports | |
| 2.4.3 Focus Order (Level A) | Supports | |
| 2.4.4 Link Purpose (In Context) (Level A) | Supports | |
| 2.5.1 Pointer Gestures (Level A 2.1 only) | Supports | |
| 2.5.2 Pointer Cancellation (Level A 2.1 only) | Supports | |
| 2.5.3 Label in Name (Level A 2.1 only) | Supports | |
| 2.5.4 Motion Actuation (Level A 2.1 only) | Supports | |
| 3.1.1 Language of Page (Level A) | Supports | |
| 3.2.1 On Focus (Level A) | Supports | |
| 3.2.2 On Input (Level A) | Supports | |
| 3.3.1 Error Identification (Level A) | Partially Supports | <p>Feedback Issue</p> <ul style="list-style-type: none"> • Feedback 160477 |
| 3.3.2 Labels or Instructions (Level A) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 4.1.1 Parsing (Level A) | Partially Supports | Feedback Issue <ul style="list-style-type: none"> • Feedback 160478 • Feedback 160479 |
| 4.1.2 Name, Role, Value (Level A) | Partially Supports | Feedback Issue <ul style="list-style-type: none"> • Feedback 160480 • Feedback 160483 |
| | | |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 1.2.4 Captions (Live) (Level AA) | Supports | |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | Supports | |
| 1.3.4 Orientation (Level AA 2.1 only) | Supports | |
| 1.3.5 Identify Input Purpose (Level AA 2.1 only) | Supports | |
| 1.4.3 Contrast (Minimum) (Level AA) | Supports | |
| 1.4.4 Resize text (Level AA) | Supports | |
| 1.4.5 Images of Text (Level AA) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 1.4.10 Reflow (Level AA 2.1 only) | Supports | |
| 1.4.11 Non-text Contrast (Level AA 2.1 only) | Supports | |
| 1.4.12 Text Spacing (Level AA 2.1 only) | Supports | |
| 1.4.13 Content on Hover or Focus (Level AA 2.1 only) | Supports | |
| 2.4.5 Multiple Ways (Level AA) | Supports | |
| 2.4.6 Headings and Labels (Level AA) | Supports | |
| 2.4.7 Focus Visible (Level AA) | Supports | |
| 3.1.2 Language of Parts (Level AA) | Supports | |
| 3.2.3 Consistent Navigation (Level AA) | Supports | |
| 3.2.4 Consistent Identification (Level AA) | Supports | |
| 3.3.3 Error Suggestion (Level AA) | Supports | |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | Supports | |
| 4.1.3 Status Messages (Level AA 2.1 only) | Supports | |

Legal Disclaimer (Company)

StarRez uses commercially reasonable efforts to comply with the Voluntary Product Accessibility Template (VPAT) terms.

