

# Tutor.com Accessibility Conformance Report

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** Tutor.com Learning Engagements Online Platform (LEO)

**Report Date:** 11/25/22

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

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

**Notes:** NB that this documentation applies to the Tutor.com Learning Engagements Online platform and Online Classroom, i.e., the student-facing elements of the Tutor.com LEO platform as well as the components where Tutors and Admins access the LEO platform. Tutor.com LEO and the Online Classroom are fully web-based, so conformance levels, remarks and explanations, etc., are provided for “Web” only.

**Evaluation Methods Used:** Manual testing with WAVE 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes)

Standard/Guideline	Included In Report
	Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(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

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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.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
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Site images on Tutor.com LEO provide alt text.</p> <p>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 VOIP).</p>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Most configurations of Tutor.com LEO do not contain prerecorded video and audio content. In the case where these features are enabled, they contain playback control options and audio narration. More widely applicable is the ability for students to 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.</p>
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p>	Supports	<p>As noted above, most configurations of Tutor.com LEO</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p>do not contain any traditional video or audio recordings. However, in the case these are enabled, all notable content is represented both verbally on on-screen in a slide-show presentation. Otherwise, students are able to review the instant-messaging component or audio recordings from their tutoring sessions via the transcript function. These components can be verbalized by JAWS or other screen-readers.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>An alternative to time-based tutoring session media is available in the form of text transcripts of each session.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> </ul>	<p>Supports</p>	<p>All functional elements whose information, structure and relationships are present are also included in the tab order and available as text or non-text equivalents, e.g., via “alt” or “longdesc” tags.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Functional elements (e.g., Drop-down selectors to initiate a tutoring session or submit a paper for review) are included in the tab order to allow screen readers and other assistive technology to programmatically determine the proper reading sequence.
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	Instructions for understanding and operating content do not rely solely on sensory characteristics and may be consumed as pure text.

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<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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.
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	No audio plays automatically for more than 3 seconds.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p>	Supports	Tutor.com’s LEO user interface and html5-based online classroom support all standard keyboard operation. All

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p>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.</p>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>Area of focus may be shifted via the tab key.</p>
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> </ul>	<p>Not applicable</p>	<p>Tutor.com LEO does not contain any embedded character key shortcuts but is responsive to browser based shortcuts as a web tool.</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	There are no time limits.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	Tutor.com LEO includes no moving, blinking, scrolling or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Tutor.com LEO includes no blinking or flashing content.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <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>	Not applicable	Tutor.com LEO 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.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> </ul>	Supports	Pages have descriptive titles, e.g., “LEO   Home Page”, “LEO   Writing Review”, etc.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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.
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	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
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>		
<b>2.5.1 Pointer Gestures</b> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	All Tutor.com LEO functionality supports single-point gestures and there are no functions that require multiple points.
<b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	Pointer functionality concludes or terminates upon an up action.
<b>2.5.3 Label in Name</b> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> </ul>	Supports	Page labels are tagged or otherwise named in a way indicative of their purpose according to these standards.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not applicable	Tutor.com LEO does not contain any motion actuation functionality.
<p><b>3.1.1 Language of Page</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	All content is in English only for most Tutor.com LEO programs. However, when non-English language content is included in Tutor.com LEO, it is only accessible via a "Language" picklist that contains any enabled languages. These values are exposed to assistive technology.
<p><b>3.2.1 On Focus</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> </ul>	Supports	The action of receiving focus does not initiate change of context.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b>3.2.2 On Input</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	No user interface components cause a change of content except when the user is advised of this behavior, e.g., when selecting a different language from a “Language” picklist to access translated content.
<p><b>3.3.1 Error Identification</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	Free form text entry fields contain some format checking. The most common case is free-form text entry that will inform the user that a non-null text value must be entered to proceed. Otherwise, certain configurations where self-registration is enabled may require specific types of values to be entered (email, phone, library card) and will inform the user if the entered text does not match the syntax needed.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	All user input elements are properly labeled.
<p><b>4.1.1 Parsing</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	All elements include complete start and end tags, proper nesting, and unique attributes and ID values.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All form and other page elements expose their current states to assistive technology.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Does not support	Captions are not provided for live audio broadcast during real-time tutoring sessions.



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>		
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Students may review or replay their previous tutoring sessions, and previous sessions including audio conferencing can be played back as time-based audio-only media or read as a text transcript.
<p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Tutor.com LEO is responsive to changes in orientation and display resolution.
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> </ul>	Supports	User-entered identity data is collected upon self-registration. The registration form clarifies that email will be used for communication and as their sign-in username. Additionally, in certain configurations, the user can enter a phone number for SMS notifications. The form to enter or change their phone number is

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		explicit in the terms for this data point and SMS.
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	Tutor.com LEO uses a variety of color swatches that pair high contrast colors against each-other (white against dark blue, black against yellow, black against white).
<p><b>1.4.4 Resize text</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	Users may resize text through native web browser functions as needed, with no loss in functionality.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Except for logotypes, text is used to convey information rather than images of text.
<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Tutor.com LEO is responsive to resizing and contains improved page layouts and components tailored towards mobile (or narrow browser) sized windows.
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Supports	Proper contrast is applied to user interface elements to denote state during navigation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	Though the default text spacing for Tutor.com LEO should adhere to spacing guidelines, the page can operate without loss of context if the spacing is adjusted within reasonable bounds using assistive technologies.
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	Modal windows that are surfaces can be dismissed using a cancel or ‘x’ button. In the instance where a component is displayed as a result of a hover, it is dismissed is the pointer is moved away from the hover location.
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Supports	All features and functionality of Tutor.com LEO are available through the navigation menu displayed on <a href="https://leo.tutor.com/">https://leo.tutor.com/</a> page 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.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	The topic or purpose of all headings in the Tutor.com Learning Suite are clearly determinable through their text alone, e.g., "You have 4 hours remaining," "What do you need help with today?" or "Previous Sessions."
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	All keyboard-operable interfaces include dynamic thick border with a color with appropriate contrast depending on the element that is being highlighted.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports with exceptions	<p>All content is in English only for most Tutor.com LEO programs. However, when non-English content is included in Tutor.com LEO, it is only accessible via a "Language" picklist. These values are exposed to assistive technology.</p> <p>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.</p>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <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>	Supports	<p>Within Tutor.com LEO, 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.</p>
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>The only consistent element across Tutor.com LEO 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</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		order of navigation nodes does not change from page to page.
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Supports	In areas where errors can be encountered, a succinct description of the error and suggestion for what needs to be adjusted is provided on screen.
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Supports	The Tutor.com LEO does not include any pages that cause legal commitments or financial transactions for the user to occur. There are also no portions of Tutor.com LEO that submit user test responses. The only pages that are relevant under the success criterion are the Locker page (where users can upload and download files from their Tutor.com

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>		Student Lockers) and the Favorites page (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.
<b>4.1.3 Status Messages</b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports with Exceptions	Most pages of Tutor.com LEO either change the context of the page upon completion or provide a message (such as “Your paper has been submitted”) upon completion. Currently, searching for a tutor does not display a results status message and simply lists the tutors that match the criteria.

### Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.6 Sign Language (Prerecorded)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>1.2.7 Extended Audio Description (Prerecorded)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	



Criteria	Conformance Level	Remarks and Explanations
<b><u>1.2.8 Media Alternative (Prerecorded)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>1.2.9 Audio-only (Live)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>1.3.6 Identify Purpose</u></b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>1.4.6 Contrast (Enhanced)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>1.4.8 Visual Presentation</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>1.4.9 Images of Text (No Exception)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>2.2.3 No Timing</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>2.2.4 Interruptions</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>2.2.5 Re-authenticating</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<b>2.2.6 Timeouts</b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>2.3.2 Three Flashes</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>2.3.3 Animation from Interactions</b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>2.4.8 Location</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>2.4.9 Link Purpose (Link Only)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>2.4.10 Section Headings</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>2.5.5 Target Size</b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>2.5.6 Concurrent Input Mechanisms</b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>3.1.3 Unusual Words</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>3.1.4 Abbreviations</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>3.1.5 Reading Level</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<b>3.1.6 Pronunciation</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>3.2.5 Change on Request</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>3.3.5 Help</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b>3.3.6 Error Prevention (All)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

# Revised 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 Tutor.com LEO 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 Tutor.com LEO 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

Criteria	Conformance Level	Remarks and Explanations
		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 LEO platform.
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 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
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not applicable	Tutor.com LEO is not a hardware product
402.2.2 Transactional Outputs	Not applicable	Tutor.com LEO is not a hardware product
402.2.3 Speech Delivery Type and Coordination	Not applicable	Tutor.com LEO is not a hardware product
402.2.4 User Control	Not applicable	Tutor.com LEO is not a hardware product
402.2.5 Braille Instructions	Not applicable	Tutor.com LEO is not a hardware product
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not applicable	Tutor.com LEO is not a hardware product
402.3.2 Non-private Listening	Not applicable	Tutor.com LEO is not a hardware product
402.4 Characters on Display Screens	Not applicable	Tutor.com LEO is not a hardware product
402.5 Characters on Variable Message Signs	Not applicable	Tutor.com LEO is not a hardware product

Criteria	Conformance Level	Remarks and Explanations
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not applicable	Tutor.com LEO is not a hardware product
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not applicable	Tutor.com LEO is not a hardware product
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not applicable	Tutor.com LEO is not a hardware product
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not applicable	Tutor.com LEO is not a hardware product
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not applicable	Tutor.com LEO is not a hardware product
<b><u>407.3 Input Controls</u></b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not applicable	Tutor.com LEO is not a hardware product
407.3.2 Alphabetic Keys	Not applicable	Tutor.com LEO is not a hardware product
407.3.3 Numeric Keys	Not applicable	Tutor.com LEO is not a hardware product
407.4 Key Repeat	Not applicable	Tutor.com LEO is not a hardware product
407.5 Timed Response	Not applicable	Tutor.com LEO is not a hardware product
407.6 Operation	Not applicable	Tutor.com LEO is not a hardware product
407.7 Tickets, Fare Cards, and Keycards	Not applicable	Tutor.com LEO is not a hardware product
<b><u>407.8 Reach Height and Depth</u></b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not applicable	Tutor.com LEO is not a hardware product
407.8.1.1 Vertical Plane for Side Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.2 Side Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.2.1 Unobstructed Side Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.2.2 Obstructed Side Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.3 Forward Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.3.1 Unobstructed Forward Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.3.2 Obstructed Forward Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	Tutor.com LEO is not a hardware product
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward	Not applicable	Tutor.com LEO is not a hardware product

Criteria	Conformance Level	Remarks and Explanations
Reach		
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not applicable	Tutor.com LEO is not a hardware product
408.3 Flashing	Not applicable	Tutor.com LEO is not a hardware product
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not applicable	Tutor.com LEO is not a hardware product
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not applicable	Tutor.com LEO is not a hardware product
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not applicable	Tutor.com LEO is not a hardware product
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b><u>412.2 Volume Gain</u></b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not applicable	Tutor.com LEO is not a hardware product
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	Tutor.com LEO is not a hardware product
<b><u>412.3 Interference Reduction and Magnetic Coupling</u></b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not applicable	Tutor.com LEO is not a hardware product
412.3.2 Wireline Handsets	Not applicable	Tutor.com LEO is not a hardware product
412.4 Digital Encoding of Speech	Not applicable	Tutor.com LEO is not a hardware product
412.5 Real-Time Text Functionality	Not applicable	Tutor.com LEO is not a hardware product
412.6 Caller ID	Not applicable	Tutor.com LEO is not a hardware product
412.7 Video Communication	Not applicable	Tutor.com LEO is not a hardware product
<b><u>412.8 Legacy TTY Support</u></b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not applicable	Tutor.com LEO is not a hardware product
412.8.2 Voice and Hearing Carry Over	Not applicable	Tutor.com LEO is not a hardware product
412.8.3 Signal Compatibility	Not applicable	Tutor.com LEO is not a hardware product
412.8.4 Voice Mail and Other Messaging Systems	Not applicable	Tutor.com LEO is not a hardware product
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not applicable	Tutor.com LEO is not a hardware product
413.1.2 Pass-Through of Closed Caption Data	Not applicable	Tutor.com LEO is not a hardware product
<b><u>414 Audio Description Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not applicable	Tutor.com LEO is not a hardware product

Criteria	Conformance Level	Remarks and Explanations
414.1.2 Other ICT	Not applicable	Tutor.com LEO is not a hardware product
<b><a href="#">415 User Controls for Captions and Audio Descriptions</a></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not applicable	Tutor.com LEO is not a hardware product
415.1.2 Audio Description Controls	Not applicable	Tutor.com LEO 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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	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.
502.2.2 No Disruption of Accessibility Features	Supports	Accessibility features are not disrupted.
<b><a href="#">502.3 Accessibility Services</a></b>	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"



Criteria	Conformance Level	Remarks and Explanations
		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 LEO 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 technology to infer parent-child relationships in site markup.
502.3.8 Text	Supports	When text is editable, Tutor.com LEO programmatically exposes the caret focus, text selection, and text boundaries.
502.3.9 Modification of Text	Supports	When text is editable, Tutor.com LEO programmatically exposes the ability to cut, copy, paste, insert and set the attributes of the text.
502.3.10 List of Actions	Supports	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

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	<p>to assistive technology.</p> <p>Users' focus location, selection state and text insertion point information is exposed to assistive technology.</p>
502.3.14 Event Notification	Supports	<p>Events (e.g., changes of focus, changes of selection, etc.) are exposed to assistive technology.</p>
502.4 Platform Accessibility Features	Supports with Exceptions	<p>Section 9.3.3: Not applicable; Tutor.com LEO requires no multiple/chorded keystrokes for full functionality.</p> <p>Section 9.3.4: Does not support; all keystrokes are accepted immediately.</p> <p>Section 9.3.5: Not applicable; Tutor.com LEO requires no same-key double-strike keystrokes for full functionality.</p> <p>Section 10.6.7: Supported; users may choose to communicate via instant messaging as an alternative to live audio conferencing, or may review text transcripts of previous sessions as an alternative to prerecorded audio playbacks.</p> <p>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.</p> <p>Section 10.6.9: Supported; students may use Dragon or other third-party speech-to-</p>

Criteria	Conformance Level	Remarks and Explanations
		text solutions. Section 10.7.1: Not applicable; no captions provided.
<b><u>503 Applications</u></b>	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.
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	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	Supports	As noted above, students reviewing records of previous sessions may choose to listen to recorded session audio or read a text transcription.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Tutor.com LEO does not include authoring tools
504.2.2 PDF Export	Not applicable	Tutor.com LEO does not include authoring tools
504.3 Prompts	Not applicable	Tutor.com LEO does not include authoring tools
504.4 Templates	Not applicable	Tutor.com LEO does not include authoring

Criteria	Conformance Level	Remarks and Explanations
		tools

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All documentation is provided in electronic formats.
<b><a href="#">603 Support Services</a></b>	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 communication needs of users with disabilities.