

# NurseTim Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4)

**Name of Product/Version:** NurseTim at <http://nursetim.com>. This VPAT covers the logged-in areas of the application.

**Report Date:** January 23, 2023

**Product Description:** NurseTim's mission is to provide hands-on interactive training for educators and learners through customized onsite and online conferences and consultations. The company's vision is to empower educators and learners for success in life and leadership.

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**Notes:** BoIA performed manual testing of the WCAG 2.1 A/AA checkpoints on pages in scope as well as conducted use case testing to check how usability is affected by accessibility.

**Evaluation Methods Used:** Manual WCAG 2.1 testing performed by two subject matter experts using best practices, screen reader software and various tools including color contrast checker.

# 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 ) Level AAA ( No )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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 2.1 Report

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Does Not Support	File names are used as alt text for decorative icons. Informative photos inside each chapter accordion have an empty alt attribute which hides the image from assistive technology.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Partially Supports	Multimedia presentation on the page does not have captions.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Partially Supports	Multimedia presentation on the page does not have captions.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Partially Supports	Transcripts are provided for most, but not all, of the prerecorded video content in synchronized media presentations provided in the application.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	Most of the information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. However, some pages in the application have headings and subheadings that are not nested properly using markup. There are also a few data tables that do not have proper markup and some form fields do not have programmatic association with their visible labels.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Does Not Support	Links in the footer do not show a color change or another indication on hover. Links in the navigation only show a slight color change on hover.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Links inside the primary navigation and flyout menus do not gain focus with the Tab or Arrow keys when the

Criteria	Conformance Level	Remarks and Explanations
		menus are opened.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Partially Supports	The Nurse Think homepage has a background video that plays automatically but does not provide a way to pause, stop or hide the video content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Partially Supports	The header of the Nursethink domain does not have a skip link that bypasses the main navigation and sets focus to the main content area.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Does Not Support	Links with icons have confusing link text, Linked logo does not have alt text, which results in a link titled "unlabelled image".
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Does Not Support	The phone number link in the footer on the nursethink pages, has an aria-label that overrides the visible link text as the accessible name. NurseThink Portal logo link does not have the visible text as part of the accessible name of the link.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A)	Partially Supports	There are instances of content in the application that

Criteria	Conformance Level	Remarks and Explanations
		use duplicate ID attributes, which may have minimal impact when assistive technologies attempt to parse the content.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	The name, role and value of most of the user interface components in the application can be programmatically determined. However, the application has a few linked images that do not have accessible names (for example, the cart link in the header). There are also some instances where content does not communicate its true role to assistive technologies (for example, some links in the Nurse Think navigation are identified by screen readers as pop-up buttons).

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Does Not Support	Audio descriptions are not provided for prerecorded video content in synchronized media.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Not Applicable	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Does Not Support	There are several areas where the color and size of the text does not meet minimum contrast ratio with the background it's on.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Partially Supports	On the Nursethink pages, prior to the learning section, when zooming to 400% with a 1280 px width, the sticky header takes up approximately half of the viewport.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially Supports	Color of hamburger menu icon has insufficient contrast with background color.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Partially Supports	Primary navigation, menus and tooltips that appear on hover and on focus cannot be closed with key commands.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Does Not Support	The Nurse Think application does not have more than one way to locate a Web page within a set of Web pages (for example, there is no search function or site map).
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	The headings are accessible on the learning.nursethink pages, but on the nursethink.com sections (such as the account area), Headings are not nested in a hierarchical order.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Does Not Support	Links and buttons on the page do not have a clearly visible focus indicator; Content in the message panel gains focus when the panel is not open and visible.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Partially Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, except for the NurseThink Contact Form, which does not provide error suggestions.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Partially Supports	In some areas, content that appears to be a status message that would appear on submit of a form does not have the appropriate ARIA role that would enable it to be announced by screen readers without bringing focus to the content.

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Evaluated	
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.3 No Timing</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not Evaluated	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">2.4.8 Location</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Not Evaluated	
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not Evaluated	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.5 Help</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not Evaluated	