StarRez Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: StarRez PortalX (Client Side): Release 10.9

Report Date: 28/September/2023

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)	Supports	
[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	In the Room Details screen using a mobile browser the top row of the table uses CSS for styling the header creating invalid HTML In the Room Details page, the header for each \Room is not marked up correctly. In the View Profile screen, the profile information is not marked up as a list.
[1.3.2 Meaningful Sequence](#) (Level A)	Supports	
[1.3.3 Sensory Characteristics](#) (Level A)	Supports	
[1.4.1 Use of Color](#) (Level A)	Supports	
[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	
[2.2.1 Timing Adjustable](#) (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	
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	When the "Roommate Search by Profiles" form is submitted with errors, an error message is placed at top of the form and the page scrolls to the message. This is clear visually; however, it is not communicated to screen reader users, as the focus remains on the submit button.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Supports	
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Partially Supports	The sorting button In Data-Tables is not marked up correctly and are not announced by screen readers. In the Term Picker each option is implemented as a listbox option. Each of these options incorrectly contains a button.

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.