StarRez Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: StarRez Web 10.9.49

Report Date: 20 April 2023

Product Description:

StarRez Web is designed for staff to manage all aspects of their student accommodation operations. Functions allow staff to quickly manage easy or advanced operations using a variety of tools. StarRez is a modular solution that allows customers to pick and choose the functions that will address their business needs.

Contact Information:

Customer Relations (CommunityRelations@starrez.com)

Notes:

Evaluation Methods Used:

Desktop: Operating Systems & Browsers

Device Operating System

Device	Operating System	Browser
Desktop Windows PC	Windows 10	Google Chrome Latest version Firefox 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 colour blind, low vision or cognitively impaired users.

Applicable Standards/Guidelines

This report covers the degree of conformance with the following accessibility standards/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	The StarRez logo is implemented as a font icon. The font icon does not have alternative text. In addition, the containing div element has a role of **"menubar"**. In the **"New Invoice"** dialog box, the font icons showing documents and folders do not have alternative text. The **Situation Response** icon (implemented via CSS background image) and the **Flag** icon (implemented via a font icon) do not have alternative text. The **"Selection Criteria"** icon is implemented as a **<div>** element with a title; however, screen readers do not consistently announce this. The **"Portal Usage Graph"** diagram does not have a descriptive text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Partially Supports	The headings on the directory page are not marked up as headings. The headings in the **"Account Information"** dialog box are not marked up. The sub-headings on some detail panels are not marked up correctly.

Criteria	Conformance Level	Remarks and Explanations
		The main heading and panel headings are not marked up as heading in the Report Generator Page In the **"Account Information - Web Service Token: New"** dialog box, the time input field does not have an associated label. In the **"Manage Column Options"** dialog box, the checkboxes and drop-down controls do not have labels. In the **"New Entry"** dialog box, the **"Date of Birth"** input field and checkbox do not have labels. In the **"New Invoice"** dialog box, the search input field and the checkboxes do not have associated labels. In the **"Auto Allocate"** dialog box, the search input field does not have a label. In the **"Auto Allocate"** dialog box, the **<select>** elements and the empty text input fields do not have labels. In the **"Manage Column Options"** dialog box, it is clear visually that the content is a data table; however, the data table is not marked up. In **"Report Generator"** the field data table is marked up via ARIA roles; however, the column header cells are implemented as cells rather than column headers. In the **"Security"** screen the data table is not marked up as a data table. In the **"Custom Fields"** dialog box (available via the

Criteria	Conformance Level	Remarks and Explanations
		"Select Fields" button in the **"New Invoice"** dialog box), the entries are implemented as a list of two items. In the **"New Invoice"** dialog box, document and folder items are implemented as separate list items. Visually in **"Report Generator"**, the content in the expanded panel is presented as headings e.g. **"Common Tables"** followed by lists; however, the content is marked up as one list. The current page link in each navigation menu is highlighted via an underline. This is clear visually; however, it is not conveyed to screen reader users. The **"Occupancy Graph"** in **"Summary"** view is displayed via a data table. This is clear visually; however, the data table is not marked up as a table. The **"Occupancy Graph"** in **"Detail"** view is displayed via a data table. This is clear visually; however, the data table is not marked up as a table. In **"Standard Reports"** the list of reports 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)	Partially Supports	In the **"New invoice"** dialog box, the invalid email entries are identified via a red background colour. The colour contrast in the **"Main Navigation"** of the light grey (**#707378**) text against the dark (**#32373D**)

Criteria	Conformance Level	Remarks and Explanations
		background is **2.5:1**. This is lower than the required contrast of **4.5:1.** In **"Standard Reports"** The placeholder text, button text and paragraph text have insufficient contrast. In the **"Auto Allocate"** dialog box, the "**<empty>**" placeholder text in the text input fields has insufficient colour contrast against the background. In the **"Detail Screens"** The grey text in the data table column headers has insufficient colour contrast of **2.8:1**.
[1.4.2 Audio Control](#) (Level A)	Not Applicable	
[2.1.1 Keyboard](#) (Level A)	Partially Supports	Mouse users can click the menu close (**"X"**) button to close the search panel; however, the button is not keyboard focusable. In the recent activity panel, the **"Entries"** and **"Rooms"** buttons are not keyboard focusable. In the **"Managed Saved Lists"** dialog box, the **"+"** and "**-**" buttons are not keyboard focusable. In the **"New Invoice"** dialog box, the **"Expand All"**, **"Collapse All"** and **"-"** buttons are not keyboard focusable. In the **"New Invoice"** dialog box, pressing the **"Sort Order"** button expands a panel. Once the panel is open, keyboard users can use the Arrow keys to navigate between items, for example, **"Address Type ID"** and **"Agent Password"**; however, keyboard users cannot

Criteria	Conformance Level	Remarks and Explanations
		navigate to the Search input field or to the **"Expand All"**, **"Collapse All"** or **"-"** buttons. In the **"New Invoice"** dialog box on the **"Output To"** screen, the **"Next"** button is not keyboard focusable. In the **"Custom Fields"** dialog box (available via the **"Select Fields"** button in the **"New Invoice"** dialog box), the entries are not keyboard focusable. In the **"Custom Fields"** dialog box (available via the **"Select Fields"** button in the **"New Invoice"** dialog box), the entries are not keyboard focusable. In the **"Custom Fields"** dialog box (available via the **"Select Fields"** button in the **"New Invoice"** dialog box), the **"Field/Formula"** column header is not keyboard focusable. In the **"Manage Report Panel"** dialog box, the colour options are not keyboard focusable. In the **"New Invoice"** dialog box, folders and documents can be selected via mouse click; however, the folders and documents are not keyboard focusable. In the **"New Invoice"** dialog box, the delete (**"X"**) buttons, for each email, are not keyboard focusable. The button that opens the date selection drop-down is not keyboard focusable. In the "Report Generator" the control that moves the divider between the fields and preview panels is not

Criteria	Conformance Level	Remarks and Explanations
		keyboard focusable. In the **"Report Generator"** a number of buttons in the fields data table become visible on mouse hover; however, the buttons are not available on keyboard focus. Focus can be moved to the **"Entry Actions"** and **"New"** buttons; however, it is not possible to move focus to the links and buttons in the panel below, for example, focus cannot be moved to the **edit** button. In the **"Upload Photo"** dialog box, the **"Upload from your computer"** form control cannot receive keyboard focus. In the **"Select Term Session"** dialog box mouse users can select a row in the data table; however, it is not possible to move focus to the data table. The column header cells in the data table can be clicked via mouse to sort the content; however, the header cells are not focusable. The **"Entry Application"** button can be activated via keyboard and this expands a panel below the button; however, it is not possible to access the panel content via keyboard. Keyboard focus can be moved to the **"Download" <div>** element button; however, it is not possible to expand the button via keyboard. In the **"Web Service Token: New"** dialog box, the date

Criteria	Conformance Level	Remarks and Explanations
		picker is displayed when the date input field gets keyboard focus; however, it is not possible to interact with the date picker via the keyboard. The date picker is inserted in the source code at the bottom of the page. In the **"Web Service Token: New"** dialog box, keyboard focus can be moved to the **"Save Token"** button; however, pressing the Enter or Spacebar keys does not trigger the functionality. The column options button is keyboard focusable; however, it cannot be triggered via keyboard. In the **"Custom Fields"** dialog box (available via the **"Select Fields"** button in the **"New Invoice"** dialog box), the **delete** button for each field cannot be triggered via a keyboard. In the **"New Invoice"** dialog box, keyboard users and screen reader users can navigate through items by pressing the Up and Down Arrow keys; however, the users cannot trigger an item. The "**Filter**" button cannot be triggered via keyboard. In the **"Auto Allocate"** dialog box, the radio buttons are keyboard focusable; however, it is not possible to check a radio button via keyboard. In the **"Manage Column Options"** dialog box, mouse users can drag-and-drop data table rows to rearrange the sequence of the rows. However, this functionality is not available via keyboard as the drag handle is not keyboard focusable.

Criteria	Conformance Level	Remarks and Explanations
		In the **"Managed Saved Lists"** dialog box, the drag-and-drop functionality is not keyboard focusable. In the **"Sidebar Options"** panel, the drag-and-drop functionality is not keyboard focusable.
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)	Partially Supports	In the **"Manage Entry Saved Lists"** dialog box, when a list has been successfully updated (via the **"Edit Saved List / Edit (1 Record)"** dialog box), a confirmation message is displayed. However, the message remains visible for a few seconds before fading away.
2.2.2 Pause, Stop, Hide (Level A)	No Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	No Applicable	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Partially Supports	In the **"Directory"** keyboard focus is not in a logical order
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)	Partially Supports	For the button in the search results panel, the name that is presented visually is **"Show Entry"**; however, the name that is exposed to assistive technology (via the **'aria-label'** attribute) is **"Open Record"**.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Partially Supports	3rd Party Plugins can cause issues in some browsers
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Partially Supports	3rd Party Plugins can cause issues in some browsers
3.3.2 Labels or Instructions (Level A)	Partially Supports	On the **"New Entry"** dialog box, the **"Last name"** input field is required. This is communicated visually via a red marker; however, the **'aria-required'** attribute on the field is set to **"false"**. The required data format for the date range input field is not specified in text.
4.1.1 Parsing (Level A)	Partially Supports	Duplicated IDs can be created
4.1.2 Name, Role, Value (Level A)	Partially Supports	Submitting a search displays the search results in a panel below the search field. This is clear visually; however, the panel is not announced automatically by screen readers. Visually, it is clear the content selectors in the left side of the search panel work as tabs and which tab is currently selected; however, the selectors are not marked up as tabs. In the **"Manage Report Panel"** dialog box, the tabs are not marked up as tabs. In the **"Manage Entry Saved Lists"** dialog box, the functionality of the tabbed content in the left side of the dialog box is not clear. Several dialog boxes do not contain the **'role'** and **'aria-modal'** attributes.

Criteria	Conformance Level	Remarks and Explanations
		Some dropdowns do not have the correct aria labels. In the **"Account Information"** dialog box, the button that adds a token does not have a name (or label). In the **"Manage Entry Saved Lists"** dialog box, pressing **"Edit Saved List"** in the options menu opens a second level dialog box **"Edit Saved List / Edit (1 Record)"**. Closing this box does not reset the focus. When a profile photo dialog box is opened, the focus is correctly placed on the dialog box; however, when pressing the Tab or Shift + Tab keys, the focus moves from the dialog box to the underlying page content. For the **"Show Only Selected"** button, the state (pressed or not pressed) is communicated visually; however, it is not communicated via markup to screen reader users.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
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)	Partially Supports	The colour contrast of the light grey (**#707378**) text

Criteria	Conformance Level	Remarks and Explanations
		against the dark (**#32373D**) background is **2.5:1**. This is lower than the required contrast of **4.5:1.**
[1.4.4 Resize text](#) (Level AA)	Supports	
[1.4.5 Images of Text](#) (Level AA)	Supports	
[1.4.10 Reflow](#) (Level AA 2.1 only)	Partially Supports	When the page is zoomed to 400% using browser zoom, only a narrow band of the main content is visible:
[1.4.11 Non-text Contrast](#) (Level AA 2.1 only)	Partially Supports	In the **"Directory"** the **"Show Only Selected"** button, the circle component has sufficient contrast against the background; however, the rail component has insufficient contrast against the background.

In the **"Saved Reports Manager"** dialog box, the dot icons (showing draggability) and the folder icons have insufficient colour contrast against the grey background. In the **"Dashboard"** colour contrast between the orange (**#FF9900**) graph line and the white (**#FFFFFF**) background is **2.1:1**.

The grey (**#EEEEEE**) circumference of each checkbox has a colour contrast of **1.2:1** against the white background (**#FFFFFF**)**.** This is lower than the required contrast ratio of **3:1.**

Keyboard focus indicator has insufficient contrast

Selected state has insufficient colour contrast |
| [1.4.12 Text Spacing](#) (Level AA 2.1 only) | Supports | |
| [1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only) | Partially Supports | The pop-ups in the data table in the main content area collapse when the cursor is moved towards them. |

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Supports	In the Entry Directory, there are a number of invisible email links are part of the keyboard focus order. When pressing the Tab key to navigate past the **"More"** menu item, the keyboard focus goes through several hidden links and buttons.
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)	Not Applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	The **"Actions"** status at the bottom of the page is not announced by screen readers. Changing the filter settings updates the status at the top of the page. This is clear visually; however, the update is not announced automatically by screen readers.

Legal Disclaimer (Company)

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