Honorlock Accessibility Conformance Report

The purpose of this Accessibility Conformance Report (ACR) is to assist Honorlock customers and buyers in making preliminary assessments regarding the accessibility support provided by the Honorlock product.

Name of Product and Version

Honorlock web application and extension

Report Date

Jan 2024

Product Description

Online proctoring

Contact Information

If you have questions about the information in this document, please contact us via accessibility@honorlock.com.

Notes

This report is based on a sample exam process, as of the date of this report, that students would use to:
- Navigate to the exam with Honorlock enabled
- Install the Honorlock extension in the Chrome browser
- Use the Live Chat to contact Honorlock Support
- Complete the Launch Proctoring Steps before taking the exam, including taking a photo of the student's face and ID, scanning the room where the student plans to take the exam, and sharing the computer screen
- Launch the exam
- Respond to messages from an Honorlock Proctor during the exam.

Evaluation Methods Used

Honorlock web content and user pages were evaluated using automated and manual testing procedures by a certified [Trusted Tester Version 5](#) with the Chrome browser in the Canvas learning management system.

Additionally, testing with screen reading software was conducted by an expert user of screen reading software. The evaluator worked through the sample exam process using JAWS for Windows (version 2021) screen reading software with Chrome Version 92. The evaluator also worked through the sample exam process using VoiceOver screen reading software (version MacOS 11.5.2) with the Chrome Version 92.

Applicable Standards and Guidelines

This report covers the degree of conformance for the following accessibility standard or guidelines:
- [Web Content Accessibility Guidelines 2.1](#)
  - Level A (Yes)
  - Level AA (Yes)
  - Level AAA (No)
- [Revised 508 Standards](#)
  - (Yes)

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.

A response may use "Supports" instead of using "Not Applicable" to mean that if there is no content to which a success criterion applies, the success criterion is satisfied. Additionally, some success criteria are supported by providing alternative solutions available in the Student Accessibility Guide while the product is being updated to fully meet all success criteria without the use of alternative solutions.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with Revised 508 Standards:
- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing

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.

WCAG 2.1 Accessibility Conformance with Alternative Solutions

Conformance Level	Number of Criteria	Percent
Supports (labeled in green)	54	100%
Partially Supports (labeled in yellow)	0	0%
Does Not Support (labeled in red)	0	0%

Table Information for ACR Readers

For each of the standards or guidelines, the criteria are listed in a table. The structures of the tables are as follows: the first column contains the criteria being evaluated, the second column identifies the applicable standard or guideline, the third column describes the level of conformance of the product regarding the criteria, and the fourth column contains additional remarks and explanations regarding the product, including whether known workarounds are available in the Student Accessibility Guide.

Table 1: WCAG 2.1 Level A

Success Criterion	Standard or Guideline	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	WCAG 2.0 Level A	Supports	Most meaningful images have alternative text descriptions. Most decorative images do not have alternative text descriptions. On the "Launch Proctoring Steps" pages, on the "Take Photo" page, the image labeled "hl_logo" is the Honorlock logo and the image labeled "camera-permissions" is decorative. Meaningful information is not provided using background images. CAPTCHA images are not used. Additional information to fully support this success criterion is provided in the student accessibility guide.
1.2.1 Audio-only and Video-only (Prerecorded)	WCAG 2.0 Level A	Supports	There is no audio-only content, there is no video-only content, this success criterion is not applicable
1.2.2 Captions (Prerecorded)	WCAG 2.0 Level A	Supports	There is no prerecorded synchronized media, i.e., this success criterion is not applicable.
1.2.3 Audio Description or Media Alternative (Prerecorded)	WCAG 2.0 Level A	Supports	There is no prerecorded synchronized media, i.e., this success criterion is not applicable.

1.3.1 Info and Relationships	WCAG 2.0 Level A	Supports	Data tables are not used. Layout tables are not used. Each programmatically determinable heading is a visual heading and each visual heading is programmatically determinable. Programmatic heading levels logically match the visual heading presentation within the heading structure. There are no visually apparent lists that are part of the page content. Meaningful information is not provided by the CSS pseudo-elements ::before or ::after without an accessible alternative. The combination of the accessible name, accessible description, and other programmatic associations describe each input field and include all relevant instructions and cues (textual and graphical).
1.3.2 Meaningful Sequence	WCAG 2.0 Level A	Supports	The reading order of most of the content is correct and the meaning of the content is preserved without CSS positioning. The reading order of the content is not correct in the "Live Chat" modal dialog box. Additional information to fully support this success criterion for reading order is provided in the student accessibility guide.
1.3.3 Sensory Characteristics	WCAG 2.0 Level A	Supports	Instructions for understanding and operating content do not use sensory information to convey information, e.g., references to shape, size, visual location, orientation, or sound.
1.4.1 Use of Color	WCAG 2.0 Level A	Supports	Color is not used as the only method of conveying content or distinguishing visual elements.

1.4.2 Audio Control	WCAG 2.0 Level A	Supports	There is no audio content that plays automatically, i.e., this success criterion is not applicable.
2.1.1 Keyboard	WCAG 2.0 Level A	Supports	Not all functionality can be accessed and executed using only the keyboard. On Windows: The "I have my ID!" button on the "Launch Proctoring Steps" pages is not keyboard accessible. On the "Launch Proctoring Steps" pages, the "Settings" button cannot be activated with standard keyboard commands. On the "Honorlock Exams" page, the "Need help?" button includes additional information "Honorlock Support" that is only available using the mouse and not available when the button receives keyboard focus. On the "Launch Proctoring Steps" pages, the icon with the three vertical dots has the text label "Settings" that is only available using the mouse and not available when the button receives keyboard focus. Some functions in the "Calculator" are not keyboard accessible, including the memory related functions and the plus minus button. On Mac: The "Live Chat" is not accessible with VoiceOver screen reading software. On the "Launch Proctoring Steps" pages, most functionality is not accessible using the keyboard without using assistive technology, such as VoiceOver screen reading software. The "Calculator" is not keyboard accessible. The "Exam Pop-In" is not keyboard accessible without using assistive technology, such as VoiceOver screen reading software. Overall: A keyboard method is provided for functionality to be activated without requiring users to perform specific timings for activation. The timing of the keystrokes is not required to activate the element, e.g., the speed at which a button that is part of a proctoring verification step is activated, and there is no timing dependent functionality. Additional information to fully support this success criterion is provided in the student accessibility guide.

2.1.2 No Keyboard Trap	WCAG 2.0 Level A	Supports	Keyboard users are able to move away from an element, e.g., using a TAB or arrow key, and keyboard access is not restricted to a small section of the page with no way to navigate out of the "loop" to the rest of the page.
2.1.4 Character Key Shortcuts	WCAG 2.1 Level A	Supports	Single key character shortcuts are not used, i.e., this success criterion is not applicable.
2.2.1 Timing Adjustable	WCAG 2.0 Level A	Supports	Content on the pages do not have time limits. Any time limit during the quiz or exam is controlled by the instructor and is not part of the Honorlock product.
2.2.2 Pause, Stop, Hide	WCAG 2.0 Level A	Supports	Content does not automatically move, blink, or scroll.
2.3.1 Three Flashes or Below Threshold	WCAG 2.0 Level A	Supports	There is no flashing content, i.e., this success criterion is not applicable.
2.4.1 Bypass Blocks	WCAG 2.0 Level A	Supports	A keyboard-accessible method to bypass repetitive content is provided. Small sections of content are exempt from this success criterion.
2.4.2 Page Titled	WCAG 2.0 Level A	Supports	A page title element is defined for each web page. The title element of each web page identifies its contents or purpose.

| 2.4.3 Focus Order | WCAG 2.0 Level A | Supports | Most focusable components receive focus in an order that preserves meaning and operability. The visual focus does not remain within the "Live Chat" modal dialog box until it is closed. The focus order within the "Live Chat" modal dialog box is not logical; the focus order skips some of the focusable elements in the "Live Chat" modal dialog box. On the "Launch Proctoring Steps" pages, the "FAQ Guide" link appears twice in the page content and tab order. The focus order is not logical on the "Honorlock Toolbar." The "Exam Guidelines" and the "Dropdown Menu" items are in the page tab order even when not opened by the student. Focus does not stay in the "Calculator." The visual focus does not remain within the "Exam Pop-In" modal dialog box until it is closed. Focus is moved to content that is revealed using the keyboard to activate trigger controls that reveal hidden content (e.g., menus, dialogs, modal dialog boxes, expandable tree lists). On pages with the "Live Chat", when the "Live Chat" modal dialog box is closed after being revealed using the "Live Chat" link, the focus is not returned to the "Live Chat" link. Additional information to fully support this success criterion is provided in the student accessibility guide. |

[2.4.4 Link Purpose (In Context)](#)	WCAG 2.0 Level A	Supports	The purpose of most links or buttons can be programmatically determined. On the "Launch Proctoring Steps" pages, the purpose of the "Settings" button cannot be determined programmatically. On Canvas pages with the "Guide" link, the accessible name of the "Guide" link does not indicate the document format is PDF. On the "Waiting for Honorlock Authentication" page, the purpose of the link "click here" may not be clear to all users. Additional information to provide better support for this success criterion is provided in the student accessibility guide.
[2.5.1 Pointer Gestures](#)	WCAG 2.1 Level A	Supports	All functionality that can be operated with a pointer can be operated with single-pointer actions. Path-based or multi-point gestures are not required to operate any functionality.
[2.5.2 Pointer Cancellation](#)	WCAG 2.1 Level A	Supports	For functionality that can be operated using a single-pointer, the action is not triggered on the down event.
[2.5.3 Label in Name](#)	WCAG 2.1 Level A	Supports	For each user interface component that includes a visible text label, the accessible name matches (or includes) the visible text in the label.
[2.5.4 Motion Actuation](#)	WCAG 2.1 Level A	Supports	The product only runs on the desktop version of the Chrome browser and no functionality has been implemented that can be triggered by motion actuation, i.e., this success criterion is not applicable.
[3.1.1 Language of Page](#)	WCAG 2.0 Level A	Supports	The default primary language is correctly specified as "en" (English) and matches the default human language of the page.
[3.1.2 Language of Parts](#)	WCAG 2.0 Level A	Supports	All of the content on the pages is the same language, English.

3.2.1 On Focus	WCAG 2.0 Level A	Supports	When interface components receive focus, there are no unexpected changes of context that occur, e.g., a new window is launched or focus is moved to another interface component.
3.2.2 On Input	WCAG 2.0 Level A	Supports	Changing the value of a form element does not initiate an unexpected context change.
3.3.1 Error Identification	WCAG 2.0 Level A	Supports	Each form-related item that is in error is identified in text and sufficiently described to the user in text.
3.3.2 Labels or Instructions	WCAG 2.0 Level A	Supports	Labels or instructions are provided for each form element and for all form elements, the label or instruction is visible when the form field has focus.
4.1.1 Parsing	WCAG 2.0 Level A	Supports	The Honorlock student product passes applicable validation rules to ensure browsers and assistive technologies can render the content reliably. The Honorlock student product includes a document type declaration (doctype) to facilitate document validation. It generally uses HTML elements in accordance with specifications so their intended semantics are exposed to browsers and assistive technology, avoids features not defined in HTML and XHTML to prevent unexpected accessibility barriers, and does not use deprecated HTML tags and attributes. Additionally, in most cases, Web documents are nested according to specification, elements do not contain duplicate attributes, ID attribute values are unique on any given page, and opening and closing tags are used according to specification. Identified parsing issues do not prevent user agents, including assistive technologies, from accurately interpreting and parsing content.

Success Criterion	Standard or Guideline	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value	WCAG 2.0 Level A	Supports	Page content does not updated or change automatically. Frames are not used. The "Live Chat" iframe has the accessible name "Live Chat widget" which sufficiently describes its content. There are changes in content that occur after activating each button that are part of the "Launch Proctoring Steps" pages that do not have programmatic notifications. On the "Launch Proctoring Steps" pages, after activating the "Take Photo" button, the "Face recognition in progress" and "Face detected successfully" messages do not include a programmatic notification of the change in content. For each form-related change in content, the page moves focus to the content that has changed, and the content that has changed provides sufficient description about the change. Additional information to fully support this success criterion is provided in the student accessibility guide.

Table 2: WCAG 2.1 Level AA

Success Criterion	Standard or Guideline	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	WCAG 2.0 Level AA	Supports	There is no live synchronized media, i.e., this success criterion is not applicable.
1.2.5 Audio Description (Prerecorded)	WCAG 2.0 Level AA	Supports	There is no prerecorded synchronized media, i.e., this success criterion is not applicable.
1.3.4 Orientation	WCAG 2.1 Level AA	Supports	The product only runs on the desktop version of the Chrome browser, not as a mobile application, i.e., this success criterion is not applicable.

1.3.5 Identify Input Purpose	WCAG 2.1 Level AA	Supports	In the "Live Chat," only one form element accepts an individual's personal data. The autocomplete attribute is set with the appropriate value to identify the purpose of that UI component, i.e., name - Full name.
1.4.10 Reflow	WCAG 2.1 Level AA	Supports	Some content does not reflow to fit horizontally within the viewpoint when the page width is adjusted to 320px, i.e., the page content and functionality are not viewable at 320px: on the "This test is proctored by Honorlock" page, part of the page text and "Accessibility Code" edit field and the "Live Chat" icon button; on the "Launch Proctoring Steps" pages, content on the "Launch Screen Recording" modal dialog box step; on the "Waiting for Honorlock Authentication" page, part of the page text and the "Live Chat" icon button; and content on the "Exam Pop-In" page. Additional information to fully support this success criterion is provided in the student accessibility guide.
1.4.11 Non-text Contrast	WCAG 2.1 Level AA	Supports	The visual boundary of active user interface components have at least a 3 to 1 luminosity contrast ratio with either the inner or outer adjacent background.
1.4.12 Text Spacing	WCAG 2.1 Level AA	Supports	The spacing between letters, words, lines of text and/or paragraphs can be adjusted.

1.4.13 Content on Hover or Focus	WCAG 2.1 Level AA	Supports	On the "Honorlock Exams" page, the "Honorlock Support" tooltip for the "Need help?" button cannot be dismissed without moving the mouse pointer, i.e., the tooltip associated with the button is not dismissible. Some tooltips that become available on hover do not allow the user to move the pointer over that same additional content without the additional content disappearing, i.e., the tooltips are not hoverable. On the "Launch Proctoring Steps" pages, the "Settings" button's tooltip is not hoverable. Additional information to fully support this success criterion is provided in the student accessibility guide.
1.4.3 Contrast (Minimum)	WCAG 2.0 Level AA	Supports	Most text on pages has sufficient color contrast. Exceptions: the "FAQ" link text; on the "Exam Pop-In," the chat prompt text and the chat text. Additional information to fully support this success criterion is provided in the student accessibility guide.
1.4.4 Resize text	WCAG 2.0 Level AA	Supports	When page content is resized to at least 200% using the browser magnification, some content and functionality is lost: on Windows, on the "Launch Proctoring Steps" pages, the guides to take a pictures are not completely visible, the videos captured are not completely visible, and the "Share your entire screen" modal dialog box does not resize; on Windows some "Calculator" buttons are obscured. Additional information is provided to fully support this success criterion in the student accessibility guide.
1.4.5 Images of Text	WCAG 2.0 Level AA	Supports	Images of text are not used on the pages, i.e., this success criterion is not applicable.

2.4.5 Multiple Ways	WCAG 2.0 Level AA	Supports	Two or more ways are provided to locate a web page within a set of web pages.
2.4.6 Headings and Labels	WCAG 2.0 Level AA	Supports	Each heading on the pages describes the topic or purpose of its content. The form labels and instructions in the "Live Chat" modal dialog box do not identify the meaning of the red asterisk (*) in the form field labels. Additional information to fully support this success criterion is provided in the student accessibility guide.
2.4.7 Focus Visible	WCAG 2.0 Level AA	Supports	A visible indication of focus is provided for all components when focus is on the interface component.
3.2.3 Consistent Navigation	WCAG 2.0 Level AA	Supports	Navigational elements that occur across multiple pages are presented in the same relative order.
3.2.4 Consistent Identification	WCAG 2.0 Level AA	Supports	Components with identical functionality are identified consistently.
3.3.3 Error Suggestion	WCAG 2.0 Level AA	Supports	The description contains adequate information for the user to know what is required to correct errors in form fields.
3.3.4 Error Prevention (Legal, Financial, Data)	WCAG 2.0 Level AA	Supports	Users are not required to submit user form entries that result in or cause legal commitments or financial transactions, submit entries that modify or delete user-controllable data in a data storage system, or to submit test responses. Test responses that are part of a Canvas quiz are not within the scope of this report.
4.1.3 Status Messages	WCAG 2.1 Level AA	Supports	Most status messages can be programmatically determined by assistive technology, i.e., status messages are announced by screen reading software. On the "Launch Proctoring Steps" pages, after activating the "Take Photo" button, the "Face recognition in progress" and "Face detected successfully" status messages are not

			programmatic notifications. Additional information to fully support this success criterion is provided in the student accessibility guide.

Table 3: Revised 508 Standards

Success Criterion	Standard or Guideline	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Section 508	Supports	There is no media player, i.e., this success criterion is not applicable.
503.4.1 Caption Controls	Section 508	Supports	There is no media player, i.e., this success criterion is not applicable.
503.4.2 Audio Description Controls	Section 508	Supports	There is no media player, i.e., this success criterion is not applicable.
Conforming Alternate Version	Section 508	Supports	There is an alternate version of the "Launch Proctoring Steps" that is in the process of being updated to be fully conforming. There is only one version of the rest of the pages, i.e., this success criterion is not applicable.

Legal Disclaimer Honorlock

This document is for informational purposes only. Honorlock makes no warranties, expressed or implied, in this document. The information contained in this document represents the current view of Honorlock on the issues discussed as of the date of publication. Because Honorlock must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Honorlock, and Honorlock cannot guarantee the accuracy of any information presented after the date of publication.