Honorlock Accessibility Conformance Report, Student

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

May 2024

Product Description

Online proctoring

Contact Information

If you have questions about the information in this document, please contact us via email at [Honorlock Accessibility](#).

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.

Testing with screen reading software was also conducted by an expert user of screen reading software. The evaluator worked through the sample exam process using JAWS for Windows (version 2024) screen reading software with Chrome Version 124. The evaluator also worked through the sample exam process using VoiceOver screen reading software (version MacOS 14.4.1) with the Chrome Version 124.

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](#)
  - (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.

A response may use "Supports" instead of using "Not Applicable" to mean that if there was no content to which a success criterion applied, the success criterion was satisfied. Additionally, some success criteria were supported by providing alternative solutions while the product is being updated to fully meet all success criteria without the use of alternative solutions. Also, since 4.1.1 Parsing was removed from WCAG 2.2, it was no longer applicable and was considered Supports.

WCAG 2.1 Report

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

The Remarks and Explanations include examples to illustrate the conformance level of each success criterion, not an exhaustive list of accessibility barriers. For information about any additional accessibility barriers impacting the product's accessibility conformance with a success criterion that were noted during the product evaluation, contact Honorlock Accessibility.

WCAG 2.1 Accessibility Conformance with Alternative Solutions

Conformance Level	Number of Criteria	Percent
Supports (labeled in green)	31	62%
Partially Supports (labeled in yellow)	12	24%
Does Not Support (labeled in red)	7	14%

Table Information for ACR Readers

For each of the standards or guidelines, the criteria are listed in a table. The structure of the table rows is as follows:

- The first column contains the success criterion being evaluated. When multiple tests apply to a success criterion, an individual success criterion may be listed in multiple rows with each row labeled as a part, such as Part 1 of 3.
- The second column describes the level of conformance of the Honorlock Student product by individual criterion. When multiple tests apply to a success criterion, the conformance level reported in the second column applies to the entire success criterion.
- The third column contains additional remarks and explanations with examples about the product. When multiple tests apply to a success criterion, the table cells in the Remarks and Explanations column may contain separate paragraphs to document the results for each applicable test.

Table 1: WCAG 2.1 Level A

Success Criterion	Conformance	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	Most meaningful images on the Honorlock Student pages had alt-text descriptions or accessible names that provided equivalent description for the meaningful image and or referred to a description in the page content. On the Honorlock Exams page and other pages, in the Toggle Menu, the accessible names for the Opens in a new window images used duplicate IDs that made the accessible names unclear. In the Chat, the meaningful images presented by the Chat to assist students with identifying problems had accessible names that did not provide equivalent descriptions for the information in the images. On the Data Collection & Use page and other pages, the alt-text for the Honorlock logo was Honorlock standard logo, and the Opens in a new window icons were meaningful images that did not have alt-text. Some decorative images on the Honorlock Student pages had alt-text descriptions or accessible names. In the Chat, some decorative images had alt-text descriptions or accessible names, and the avatar was a decorative image with alt-text, "avatar". On the Data Collection & Use page and other pages, the decorative Honorlock logo icon had alt-text, and the decorative image of a person studying had alt-text. Meaningful information was not provided on the Honorlock Student pages using background images. CAPTCHA images were not used on the Honorlock Student pages.

Success Criterion	Conformance	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	There was no prerecorded audio-only content on the Honorlock Student pages. This success criterion was not applicable. There was no prerecorded video-only content on the Honorlock Student pages. This success criterion was not applicable.
1.2.2 Captions (Prerecorded)	Supports	There was no prerecorded synchronized media on the Honorlock Student pages, or the synchronized media was clearly labeled as a media alternative for text. This success criterion was not applicable.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	There was no prerecorded synchronized media on the Honorlock Student pages. This success criterion was not applicable.
1.3.1 Info and Relationships (Part 1 of 3)	Partially Supports	The combination of some of the accessible names, accessible descriptions, and other programmatic associations (for example, table column and/or row associations, or location in a hierarchical list structure) described each input field on the Honorlock Student pages and included all relevant instructions and cues (textual and graphical). Radio buttons and check boxes on the Honorlock Student pages were programmatically associated with their question and response.

Success Criterion	Conformance	Remarks and Explanations
1.3.1 Info and Relationships (Part 2 of 3)	Partially Support	Each programmatically determinable heading on the Honorlock Student pages was a visual heading on the pages, but some visual headings were not programmatically determinable. The Privacy Policy PDF and Terms of Service PDF documents had visually apparent headings that were not programmatic headings. On the System Compatibility page, the visually apparent headings "System Compatibility", "Your Exam Guidelines*", and "Review Authentication Settings" were not programmatic headings level 2. The visually apparent heading "Need to review how Honorlock proctoring works?" was not a programmatic heading level 3. Some programmatically identified heading levels did not logically match the visual heading structure on the Honorlock Student pages. On the System Compatibility page, the programmatic heading level 4, "Your system is ready!", did not match the visual heading structure on the page. Some content on the Honorlock Student pages that had the visual appearance of a list was not defined programmatically as a list according to the type of list (\ , \ , or \<dl>). On the Data Collection & Use page, the list of two check boxes was not an unordered list. On the System Compatibility page, the content of Allowed items and the content of Not Allowed items had the visual appearance of lists that were not programmatic lists.

Success Criterion	Conformance	Remarks and Explanations
1.3.1 Info and Relationships (Part 3 of 3)	Partially Supports	Data tables were not used on the Honorlock Student pages. This success criterion was not applicable. Layout tables were not used on the Honorlock Student pages. This success criterion was not applicable.
1.3.2 Meaningful Sequence	Supports	The sequence and meaning of the content (in context) on the Honorlock Student pages were understandable without CSS positioning.
1.3.3 Sensory Characteristics	Supports	When instructions on the Honorlock Student pages used shape, size, location, orientation, or sound to convey meaning, another method that did not rely on sensory characteristics was provided.
1.4.1 Use of Color	Partially Supports	When color was used on the Honorlock Student pages to convey information, indicate an action, prompt a response or distinguish a visual element, another visual, onscreen method was used to convey the information which did not use color. Some links on the Honorlock Student pages were only distinguished by color. Links on the Enable Honorlock Extension page were only distinguished by color. In the Privacy Policy PDF and Terms of Service PDF documents, some links in the documents were only distinguished by color.

Success Criterion	Conformance	Remarks and Explanations
1.4.2 Audio Control	Supports	There was no audio content on the Honorlock Student pages that played automatically. This success criterion was not applicable.
2.1.1 Keyboard	Partially Supports	Not all functionality on the Honorlock Student pages could be accessed and executed using only the keyboard, or some essential information could not be accessed via keyboard interaction, and the information was not available elsewhere on the pages. On the Honorlock Exams page and other pages, the Honorlock logo image and the Toggle Menu button used the title attribute to provide content that could not be triggered with the keyboard. On the System Compatibility page and other pages, the Opens in a new window font icon used the title attribute to provide content that could not be triggered with the keyboard. On the Exam Pop-In page, the File upload button was not accessible using the keyboard.

On the Honorlock Student pages, a keyboard method was provided for functionality to be activated without requiring users to perform specific timings for activation. |
| 2.1.2 No Keyboard Trap | Partially Supports | On the Honorlock Student pages, keyboard focus could not be moved away from an element on some pages, and keyboard focus could not be moved away from each section of some pages containing elements (and was trapped in a "loop", preventing access to other elements on the page). In the Exam Pop-In, after the focus moved into the chat area, the focus could not be moved back into the section with the guidelines text. |

Success Criterion	Conformance	Remarks and Explanations
2.1.4 Character Key Shortcuts	Supports	Single key character shortcuts were not used on the Honorlock Student pages. This success criterion was not applicable.
2.2.1 Timing Adjustable	Supports	Content on the Honorlock Student pages did not have time limits. This success criterion was not applicable.
2.2.2 Pause, Stop, Hide	Supports	No content on the Honorlock Student pages continued moving for more than 5 seconds without a mechanism to pause, stop, or hide the content. This success criterion was not applicable. There was no automatically updating content on the Honorlock Student pages. This success criterion was not applicable.
2.3.1 Three Flashes or Below Threshold	Supports	There was no flashing content on the Honorlock Student pages.
2.4.1 Bypass Blocks	Partially Supports	Some Honorlock Student pages contained blocks of content that were repeated on other pages, but there was no keyboard-accessible method provided to bypass repetitive content. The Data Collection & Use page and the System Compatibility page contained blocks of content that were repeated on other pages, but no keyboard-accessible bypass methods were provided.

Success Criterion	Conformance	Remarks and Explanations
[2.4.2 Page Titled](#)	Partially Supports	A page title element was defined for each Honorlock Student web page and document. The title element of some Honorlock Student web pages and documents did not identify its contents or purpose, including in the Privacy Policy PDF and Terms of Service PDF documents, and on the Data Collection & Use page.
[2.4.3 Focus Order](#) (Part 1 of 2)	Partially Supports	The focus order did not preserve the meaning and operability of some Honorlock Student pages (for example, focus order did not follow the logical order of operation, normally top to bottom, and left to right). When the System Compatibility page loaded, the focus was on the Begin Authentication button at the bottom of the page instead of the top of the page, or at the beginning of the Honorlock content on the page. When a modal dialog box was open on some Honorlock Student pages, the visual focus did not remain within the modal dialog box until it was closed. On the Honorlock Exams page and other pages, when the Need Help button was used to open the Chat and the Minimize window button was activated, the focus stayed at the bottom of the page tab order and did not return to the Need Help button. On the Face Detection page and other pages, when the Choose Camera modal dialog box was open, the visual focus did not remain within the modal dialog box until it was closed, and typing ESC did not close the Choose Camera modal dialog box.

Success Criterion	Conformance	Remarks and Explanations
2.4.3 Focus Order (Part 2 of 2)	Partially Supports	When the keyboard was used to trigger controls on Honorlock Student pages to reveal hidden content, either: 1. Keyboard focus moved directly to revealed content; or 2. One additional keystroke moved the focus to revealed content. When content on Honorlock Student pages was hidden or dismissed, either: 1. Keyboard focus automatically returned to the logical sequence of focus order before the content was revealed; or 2. One additional keystroke or keystroke combination returned focus to the logical sequence of focus order before the content was revealed.
2.4.4 Link Purpose (In Context)	Does Not Support	The combination of the programmatically determined link or button context (text that was in the same paragraph, list, or table cell as the link or button or in a table header cell that was associated with the table cell that contained the link or button) and the accessible name or accessible description for some links or buttons on the Honorlock Student pages did not provide adequate description of the link's or button's purpose. On the Honorlock Exams page, in the Toggle Menu, the accessible names for the Knowledge Base and Honorprep Guided Tour links used duplicate IDs that made the purpose of the links unclear. On the Data Collection & Use page and other pages, the accessible name for the Accessibility button on the page did not provide adequate description of the button's purpose because it did not identify that the button was related to the accessibility code for the proctored exam. The accessible names for the Exam Taker Privacy Notice and Terms of Service links did not include Opens in a new window.

Success Criterion	Conformance	Remarks and Explanations
2.5.1 Pointer Gestures	Supports	All functionality on the Honorlock Student pages that could be operated with a pointer could be operated with single-pointer actions. Path-based or multi-point gestures were not required to operate any functionality.
2.5.2 Pointer Cancellation	Supports	For functionality on the Honorlock Student pages that could be operated using a single-pointer, the action was not triggered on the down event.
2.5.3 Label in Name	Does Not Support	Some links and buttons on the Honorlock Student pages that included a visible text label or an image of text as a label did not have accessible names that matched (or included) the visible text in the label, or the text of the label was not at the start of the name. On the Enable Honorlock Extension page, the accessible names of the Terms of Service link and of the Privacy Policy link did not include the visible text label on the page. On the Data Collection & Use page, the accessible name for the "I authorize the collection of this data" check box did not include the visible text label.
2.5.4 Motion Actuation	Supports	The Honorlock Student product only ran on the desktop version of browsers, not as a mobile application, and no functionality was implemented that could be triggered by motion actuation. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
3.1.1 Language of Page	Supports	The default primary language on the Honorlock Student pages was correctly specified and matched the default human language on most of the pages. The Privacy Policy PDF and Terms of Service PDF documents did not have a default primary language correctly specified that matched the default human language of the documents.
3.2.1 On Focus	Supports	When an interface component received focus on the Honorlock Student pages, there were no unexpected changes of context that occurred (for example, a new window was not launched, or focus was not moved to another interface component).
3.2.2 On Input	Supports	Changing the value of form elements on the Honorlock Student pages did not initiate an unexpected change in context.
3.3.1 Error Identification	Supports	The items in error on the Honorlock Student pages were identified in text and sufficiently described to the user in text.
3.3.2 Labels or Instructions	Supports	Labels or instructions were provided for most form elements on the Honorlock Student pages (the label or instruction was visible when the form field had focus and at all times).
4.1.1 Parsing	Supports	4.1.1 Parsing was removed from WCAG 2.2. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
4.1.2 Name, Role, Value	Partially Supports	The Honorlock Student pages content did not update or change automatically. This success criterion was not applicable. The accessible name of some input fields on the Honorlock Student pages did not describe its state. On the ID Verification page, the accessible name for the Rotate button did not include the state. On the Launch Screen Recording page, in the Share your entire screen dialog box, the accessible name for the Entire screen button did not include the state (selected). The Honorlock Student pages did not provide notification of some form-related change in content on the page, or for some changes in content on the page that were the result of user interaction with a link or button on the page, by either: 1. The user's action directly resulted in the change in content, and the interface component that triggered the change provided sufficient description about the change event; or 2. The page notified the user about a change via a keyboard-accessible dialog; or 3. The page moved focus to the content that changed, and the content that changed provided sufficient description about the change; or 4. The content that changed was contained in an ARIA Live Region. On the ID Verification page, no programmatic notification was provided for the tip text that was removed and added to the page when the Rotate button was triggered. Frames were not used on the Honorlock Student pages. This success criterion was not applicable. When an iFrame was used on the Honorlock Student pages and the iFrame was in the page tab order, the combination of the accessible name and description for some iFrames described its content.

Table 2: WCAG 2.1 Level AA

Success Criterion	Conformance	Remarks and Explanations
1.2.4 Captions (Live)	Supports	There was no live synchronized media on the Honorlock Student pages. This success criterion was not applicable.
1.2.5 Audio Description (Prerecorded)	Supports	There was no prerecorded synchronized media on the Honorlock Student pages. This success criterion was not applicable.
1.3.4 Orientation	Supports	The Honorlock Student product only ran on the desktop version of browsers, not as a mobile application. This success criterion was not applicable.
1.3.5 Identify Input Purpose	Supports	When form elements that accepted an individual's personal data were used on the Honorlock Student pages, then the purpose of each input field which collected information about the user could be programmatically determined when the input field served a purpose identified by one of the 53 autocomplete attributes. In the Live Chat, only one form element accepted an individual's personal data, and the autocomplete attribute was set with the appropriate value to identify the purpose of that UI component (name).

Success Criterion	Conformance	Remarks and Explanations
1.4.3 Contrast (Minimum)	Partially Supports	On the Honorlock Student pages, some text and images of text on the pages did not have sufficient color contrast, meaning a contrast ratio of: 4.5:1 for regular text; 3.0:1 for large text (18pt and larger, or 14pt and larger if it was bold); 3.0:1 for links and body text when color was used as the only way of distinguishing links from body text on the page. On the Honorlock Extension page, links on the page had a color contrast ratio of 1.3:1 with body text color. On the ID Verification page, the tip text had color contrast less than 4.5:1.
1.4.4 Resize text	Does Not Support	For some Honorlock Student pages, there was no mechanism not relying on assistive technology that allowed the user to resize text on the page, excluding captions and images of text, to at least 200% of its original size so that text was not clipped, truncated or obscured; and all functionality was available; and all content was available. On the Data Collection & Use page and other pages, the Honorlock logo partially obscured the Need Help? button. On the Launch Screen Recording page, text in the Share your entire screen dialog box did not resize.
1.4.5 Images of Text	Supports	Images of text were not used on the Honorlock Student pages. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
1.4.10 Reflow	Does Not Support	When the viewport was set to 320 CSS pixels wide (or when page content at 1280 CSS pixels wide was magnified to 400% with browser settings), there was some loss of information or functionality on the Honorlock Student pages, except for parts of the content which required two-dimensional layout for usage or meaning. On the Data Collection & Use page and other pages: the Honorlock logo obscured the Need Help? button and the Toggle menu button; most text on the page did not reflow and some text on the page was not visible, including the How to Use Honorlock link text and the Accessibility button text. On the Honorlock Toolbar, the toolbar buttons did not reflow and only the Calculator button and part of the Guidelines button were visible.
1.4.11 Non-text Contrast (Part 1 of 2)	Partially Supports	When visual boundaries were used as the only means of indicating an active user component's hit area on the Honorlock Student pages, some visual boundaries did not have color contrast of at least 3.0:1 with the adjacent background. On the Data Collection & Use page and on the System Compatibility page, the text entry field for the Accessibility code had a color contrast ratio of 1.6:1 with the adjacent background.

Success Criterion	Conformance	Remarks and Explanations
1.4.11 Non-text Contrast (Part 2 of 2)	Partially Supports	The color contrast of some possible visual states of some active user interface components on the Honorlock Student pages, including but not limited to focused, hovered, checked, selected, unselected, and pressed, and the contrast of images or icons used for the component that were required to understand the purpose of the component, did not maintain a contrast of at least 3.0:1 in all states, except if the contrast of the state was the default color set by the browser. On the Honorlock Exams page, the hovered state of the Toggle Menu button had a color contrast ratio of 1.4:1 with the background color, and the focused state of the Toggle Menu button had a color contrast ratio of 1.5:1 with the background color. On the Honorlock Toolbar, the hovered state of the toolbar buttons had color contrast ratios of between 1.3:1 and 1.8:1 with adjacent colors, and in the Guidelines sidebar, the hovered state of the pin icon had a color contrast ratio of 2.2:1 with background colors. Parts of some graphics required to understand the content on the Honorlock Student pages did not have a contrast ratio of 3.0:1 against adjacent colors, except for graphics which had visible text for the same information or that were decorative. In the Chat, the Sounds unmute icon had a color contrast ratio of 1.8:1 against adjacent colors. On the Honorlock Toolbar, in the Guidelines sidebar, the pin icon had a color contrast ratio of 2.8:1.

Success Criterion	Conformance	Remarks and Explanations
1.4.12 Text Spacing	Does Not Support	On the Honorlock Student pages, the spacing between letters, words, lines of text and/or paragraphs on the Launch Proctoring Steps pages could not be adjusted to: 1. Line height (1.5 times the font size); and 2. Spacing following paragraph (at least 2 times the font size); and 3. Letter spacing (at least .12 times the font size); and 4. Word spacing (at least .16 times the font size).
1.4.13 Content on Hover or Focus	Does Not Support	Some additional content triggered on the Honorlock Student pages by the pointer hover or keyboard focus that became visible and then hidden was not dismissible, hoverable, and persistent. For links and images on several pages, the title attribute was used to provide content that was not hoverable when visible.
2.4.5 Multiple Ways	Supports	The Honorlock Student web pages were not within a set of related web pages, or the web pages were a result of, or a step in, a process. This success criterion was not applicable.

Success Criterion	Conformance	Remarks and Explanations
2.4.6 Headings and Labels	Partially Supports	Each heading on the Honorlock Student pages described the topic or purpose of its content. Some form labels on the Honorlock Student pages were not sufficiently clear and descriptive so users knew the purpose of the form element and what input data was expected (the label included applicable data requirements). In the Chat, the text label "Collapse" was not sufficiently clear and descriptive so that users would know the purpose of the button. On the Data Collection & Use page and other pages, the label for the Accessibility button was unclear because it did not identify that the button was related to the accessibility code for the proctored exam. On the ID Verification page, the icon labeling the countdown timer was not sufficiently clear so users would know the purpose of the 0s, 3s, and 5s buttons.
2.4.7 Focus Visible	Partially Supports	There was a visible indication of focus when each interface element on the Honorlock Student pages received focus.
3.1.2 Language of Parts	Supports	All the content on the Honorlock Student pages was the same human language, English, as the default human language on the page. This success criterion was not applicable.
3.2.3 Consistent Navigation	Supports	Each repeated component on the Honorlock Student pages occurred in the same relative order with regard to other repeated components on each web page where it appeared.

Success Criterion	Conformance	Remarks and Explanations
3.2.4 Consistent Identification	Supports	The accessible name and description were consistent for components on the Honorlock Student pages that performed the same function within a set of web pages.
3.3.3 Error Suggestion	Supports	When there was automatic error detection on the Honorlock Student pages, either: 1. Suggestions for corrected input were provided; or 2. The description contained adequate information for the user to know what was required to correct errors in form fields.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	When users were required to submit user form entries on the Honorlock Student pages that resulted in or caused legal commitments or financial transactions, to submit entries that modified or delete user-controllable data in a data storage system, or to submit test responses, either: 1. The user could reverse the submission; or 2. The user was presented with an option to review, confirm, and correct information before finalizing the submission; or 3. The page checked data for input errors and allowed the user an opportunity to correct any errors.

Success Criterion	Conformance	Remarks and Explanations
4.1.3 Status Messages	Does Not Support	When status messages were used on the Honorlock Student pages, some status messages could not be programmatically determined through role or properties such that they could be presented to the user by assistive technologies without receiving focus: while a Chat was active and when the Chat window was minimized, the New Message Indicator status message; on the System Compatibility page, the "Checking system settings" status message, and the status message, "Your system is ready!"; when the Screen Sharing was paused, the Exam Paused status message; when the screen sharing was restarted after having been paused, the Proctoring in Progress status message; in the Exam Pop-In, the Hotkeys Detected status message.

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