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

December 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)	45	90%
Partially Supports (labeled in yellow)	4	8%
Does Not Support (labeled in red)	1	2%

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	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.
		Decorative images on the Honorlock Student pages had alt-text descriptions or accessible names. 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 provided on the Honorlock Student pages using background images.
		CAPTCHA images were not used on the Honorlock Student pages.
		Chat Provider: 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.
		In the Chat, some decorative images had alt-text descriptions or accessible names, and the avatar was a decorative image with alt-text, "avatar".

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	In Testing 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	**In Testing** 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	<u>In Testing</u> 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	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. When color was used for links on the Honolock Student pages, Enable Honorlock Extension page and in the Privacy Policy PDF and Terms of Service PDF documents another visual, onscreen method was used to convey the information which did not use 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	Supports	All functionality and essential information on the Honorlock Student pages could be accessed and executed using only 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	Supports	On the Honorlock Student pages, keyboard focus can be moved to a component of the page using a keyboard interface, focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.
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.

Success Criterion	Conformance	Remarks and Explanations
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	Supports	Honorlock Student pages contained blocks of content that were repeated on other pages and there was a keyboard-accessible method provided to bypass repetitive content.
2.4.2 Page Titled	Supports	A page title element was defined for each Honorlock Student web page and document. The title element of all Honorlock Student web pages and documents did identify its contents or purpose, including in the Privacy Policy PDF and Terms of Service PDF documents, and on the Data Collection & Use page.

Success Criterion	Conformance	Remarks and Explanations
2.4.3 Focus Order	Supports	The focus order does preserve the meaning and operability of Honorlock Student pages.
2.4.4 Link Purpose (In Context)	Supports	On the Honorlock Student pages, the purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.
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	Supports	Links and buttons on the Honorlock Student pages that included a visible text label or an image of text as a label have accessible names that matched (or included) the visible text in the label, or the text of the label was at the start of the name.

Success Criterion	Conformance	Remarks and Explanations
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.
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.

Success Criterion	Conformance	Remarks and Explanations
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.
4.1.2 Name, Role, Value	Supports	The Honorlock Student pages content did not update or change automatically. This success criterion was not applicable. The accessible name of input fields on the Honorlock Student pages did describe their states. The Honorlock Student pages did provide notification of form-related change in content on the page, or for changes in content on the page that were the result of user interaction with a link or button on the page. 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)	Supports	On the Honorlock Student pages, text and images of text on the pages did 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.
1.4.4 Resize text	Supports	For Honorlock Student pages, the user can 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.
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	Plan to remediate in Q4 2024 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	Supports	The visual presentation of user interface components and graphic objects on the Honorlock Student Pages have a contrast ratio of at least 3:1 against adjacent colors.
1.4.12 Text Spacing	Supports	On the Honorlock Student pages, the spacing between letters, words, lines of text and/or paragraphs on the Launch Proctoring Steps pages could be adjusted with an external tool.

Success Criterion	Conformance	Remarks and Explanations
1.4.13 Content on Hover or Focus	Supports	Content triggered on the Honorlock Student pages by the pointer hover or keyboard focus that became visible and then hidden was dismissible, hoverable, and persistent. For links and images on several pages, the title attribute was used to provide content that was 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.
2.4.6 Headings and Labels	Partially Supports	Each heading on the Honorlock Student pages described the topic or purpose of its content. Form labels on the Honorlock Student pages were 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). Chat Provider: In the Chat, the text label "Collapse" was not sufficiently clear and descriptive so that users would know the purpose of the button.
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.

Success Criterion	Conformance	Remarks and Explanations
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.
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.

Success Criterion	Conformance	Remarks and Explanations
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.
4.1.3 Status Messages	Partially Supports	In Testing When status messages were used on the Honorlock Student pages, the following status message 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. This issue is controlled by LiveChat and has been reported to them.

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