

Lumen Learning Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.5Rev)

Name of Product/Version: Online Homework Manager (OHM)

Report Date: June 30, 2025

Product Description: Digital homework system for reading, homework, and practice primarily in the math general education courses of Higher Education.

Contact Information: info@lumenlearning.com

Notes: Updated documentation on 6/30/2025 from previous evaluations conducted in May 2020 and February 2021. WCAG 2.1 criteria for level A and AA conducted by Perkins Access, a division of Perkins School for the Blind.

Evaluation Methods Used: The following applications and technologies were used as part of the audit of representative content to identify potential accessibility issues:

- Desktop browsers: Chrome Version 85.0.4183.83 (64-bit) and Firefox Browser Version 84.0.2 (64-bit).
- Assistive technologies: JAWS v2020.1910.54 ILM and NVDA v2020.3.
- Accessibility testing tools: browser developer tools, colour contrast analyser, and the W3C Nu HTML Checker

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (No) Level AA (No) 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 only be used in WCAG Level AAA criteria.

WCAG 2.1 Report

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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Online Homework Management (OHM) web application provides alternative text for images, and captions for complex graphics. OHM allows users to upload documents to the course interface. These documents must be made accessible by the user. There are currently some icons in the header which are missing alt text and which will be remediated in summer of 2025
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	OHM supports upload or link of prerecorded media but does not have any internal media capabilities. Transcripts or electronic files can be included to support audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	OHM does not offer prerecorded closed caption services or support of .srt files. Users can upload a .doc or .pdf file attachment to support prerecorded media. Where applicable in courses that contain audio or video provided by Lumen, captions are available.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	OHM does not offer audio description or any audio recording overdub. Users can upload a .doc or .pdf file attachment to support prerecorded media.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Supports	Reading order is correct and code order matches visual experience.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	Understanding and operation of OHM content is not solely reliant on sensory characteristics of components
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information.
1.4.2 Audio Control (Level A)	Supports	OHM does not have built in audio interface but supports linked web audio content.
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	Attachments of .doc format are downloaded automatically by user when opened. Attachments of .pdf format are viewed on the web and available for download.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The product itself does not provide any keyboard shortcuts. Third-party tools were not evaluated for this success criterion.
2.2.1 Timing Adjustable (Level A)	Supports	OHM allows users to adjust due dates and time limits manually.
2.2.2 Pause, Stop, Hide (Level A)	Supports	OHM does not have a native audio interface but supports linked web audio content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	<p>The product does not require any multi-point gestures in order to operate content. When drawing on graphs, mouse users have the option of drawing gestures by clicking on the graph and dragging their pointer to another area and releasing it. Users also have the option of clicking and releasing at the starting point and moving the pointer to another area and clicking again to accomplish the same task.</p>
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	<p>The product does not use the down-event of the pointer to execute functions. When drawing on graphs using a mouse, a dot may appear on the down-event, however, dragging the pointer outside of the graph region will remove / cancel the dot or shape</p>
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	<p>Some programmatic names within the product vary from the visible text label in order to provide additional context or clues to screen reader users. These names always include the exact string of the visible label and therefore meet the requirements of this success criterion. There are exceptions where the visible label is not included in the programmatic name. Exceptions include: Text inputs throughout various course assessments often have programmatic names defined by the number of the</p>

Criteria	Conformance Level	Remarks and Explanations
		current question and the part of that question. This naming convention does not align with any of the visual text on the screen.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	The product does not include any functionality that is triggered by device motion or user motion. Per WCAG 2.0 Understanding Conformance guidelines: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance : This means that if there is no content to which a success criterion applies, the success criterion is satisfied.
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Not Applicable	This ACR covers 2.1 criteria
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	This ACR covers 2.1 criteria
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially Supports	Module drop downs and headings have some supported ARIA attributes.

Criteria	Conformance Level	Remarks and Explanations
		Remediation is planned for summer 2025.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	There is no live audio content in OHM. Per WCAG 2.0 Understanding Conformance guidelines: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance : This means that if there is no content to which a success criterion applies, the success criterion is satisfied.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	OHM does not offer native audio description services or native synchronized audio files. Per WCAG 2.0 Understanding Conformance guidelines: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance : This means that if there is no content to

Criteria	Conformance Level	Remarks and Explanations
		which a success criterion applies, the success criterion is satisfied.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The product does not restrict its view to a single display orientation. Content can be viewed in both portrait and landscape display orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	There are currently some color contrast issues which are addressable and will be remediated by end of 2025.
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 and 2.2)	Supports	When the product is resized to a width of 320 CSS pixels and a height of 256 CSS pixels, most content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Most graphical objects and user interface elements in the product have a contrast ratio that meets or exceeds the 3:1 minimum requirement. Some exceptions include: The forum settings icon present on the home page Close buttons presented as "X" icons included in certain Page 19 of 21 third-party tools (e.g., rich text editor, Desmos calculator)
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	When applied to the product, the following changes to the style properties

Criteria	Conformance Level	Remarks and Explanations
		<p>did not result in a loss of content or functionality.</p> <p>Line height (line spacing) to 1.5 times the font size Spacing following paragraphs to 2 times the font size Letter spacing (tracking) to 0.12 times the font size Word spacing to 0.16 times the font size</p> <p>Note 1: Content rendered with MathJax does not respond well to text spacing changes. Additional Math Display settings are available in the Accessibility and Display Preferences which respond well to text-spacing.</p> <p>Note 2: Some pages of the product contain iframes (e.g., course chapters with practice questions); this may hinder a user's ability to apply custom styling to the content within the iframes depending on the tool that is used.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p>	<p>Supports</p>	<p>Content on focus does not obscure or replace other content.</p> <p>On hover the pointer can be moved over the additional content without the content disappearing.</p> <p>The additional content remains visible until the hover or focus trigger is removed.</p>
<p>2.4.5 Multiple Ways (Level AA)</p>	<p>Supports</p>	
<p>2.4.6 Headings and Labels (Level AA)</p>	<p>Supports</p>	
<p>2.4.7 Focus Visible (Level AA)</p>	<p>Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Not Applicable	This ACR covers 2.1 criteria
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	This ACR covers 2.1 criteria
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Not Applicable	This ACR covers 2.1 criteria. Currently OHM does partially support this criteria and remediation is planned for end of 2025 for full support (despite this criteria being 2.2 dependent vs, 2.1)
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	This ACR covers 2.1 criteria
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	<p>Status messages and inline alerts in the product either receive focus or are presented to the user by assistive technologies without receiving focus, with some exceptions. Exceptions include:</p> <p>In the sample messages in the chapter pages, inline error messages are presented without being presented to assistive technologies.</p> <p>In the sample messages in the chapter pages, errors are revealed after submission that do not receive focus and are not presented to assistive technologies.</p>

Criteria	Conformance Level	Remarks and Explanations
		Throughout the product certain interactions reveal new content (e.g., showing question solutions) without presenting any feedback to assistive technologies.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Evaluated	
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Not Evaluated	
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Not Evaluated	

Legal Disclaimer (Lumen Learning)

The information provided in this document is in good faith based on OHM at the time of the review and does not represent a legally-binding claim. Please contact us to report any accessibility errors or for re-evaluation and correction.