Poll Everywhere Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT[®] Version 2.4Rev)

Name of Product/Version: Poll Everywhere Presenter App (polleverywhere.com)

Report Date: July 31, 2023

Product Description: Poll Everywhere is a web-based audience response system that allows participants to respond to live polling questions.

Contact Information: Alec Nuñez, alec@polleverywhere.com

Notes: This VPAT is specifically for polleverywhere.com for Presenters and Administrators, including support material linked from polleverywhere.com. The Participant app and website are reviewed separately.

Evaluation Methods Used:

- iOS 16.1.1, Safari 16.5.1, VoiceOver
- Mac OS X 13.4.1, Safari 16.5.1, VoiceOver
- Microsoft Windows 10, Chrome 115, NVDA 2023.1

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 (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the <u>WCAG 2.0 Conformance Requirements</u>.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: <u>Remediation plan</u> Electronic Docs: All non-text content in the support docs has text that serves the equivalent purpose, where applicable. Authoring Tool: Uploaded images allow alt-text entered by the author. These are displayed to participants
 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: no audio components to Poll Everywhere. All videos have text equivalent and/or captions Electronic Docs: No audio-only or video-only content. All videos have text equivalent and/or captions. Authoring Tool: video and audio are not available to be uploaded via an Author
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: n/a	Web: all uploaded videos (support tutorials) have captions Electronic Docs: all uploaded videos (support tutorials) have captions Authoring Tool: Authoring tool does not include any prerecorded video or audio.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: n/a	Web: no time based media or audio exists within the application Electronic Docs: all video content include text descriptions or another text based equivalent guide or article. Authoring Tool: Authoring tool does not include any prerecorded video or audio.

Criteria	Conformance Level	Remarks and Explanations
 1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Proper semantic HTML is generally followed. However, we found the visual chart and Reporting features to both lack labels and access. <u>Remediation plan</u> Electronic Docs: Proper semantic HTML is generally followed. Authoring Tool: Proper semantic HTML is generally followed.
 1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: Meaningful sequence is followed in activity management and settings. However, the chart visualization and reporting features are lacking. <u>Remediation plan</u> Electronic Docs: Reading sequence is meaningful and can be programmatically determined. Authoring Tool: Reading sequence is meaningful and can be programmatically determined, with the exception of the activity creator. <u>Remediation plan</u>
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: All instructions have text based alternatives Electronic Docs: All instructions have text-based alternatives. Authoring Tool: Instructions are not dependent upon sensory characteristics of components.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Information is conveyed without relying solely on color. Electronic Docs: Information is conveyed without relying solely on color. Authoring Tool: Note, that authors (content creators and faculty) can customize colors or upload images that may use color in an inaccessible way.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Authoring Tool: n/a	Web: Poll Everywhere does not use audio in our application outside of some tutorial videos via YouTube and Vimeo. Electronic Docs: All support videos maintain audio control.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		Authoring Tool: Authoring tool does not include any audio playback.
 2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does not support Electronic Docs: Supports Authoring Tool: Partially Supports	Web: A significant portion of the presenter application does not have sufficient Keyboard access. Specifically, the chart visualization, reporting features, and certain customization settings. <u>Remediation plan</u> Electronic Docs: All functionality of the support docs is operable without requiring any specific timing for keystrokes. Authoring Tool: Parts of the presenter application without sufficient Keyboard support are skipped (and/or have workarounds) until they can be improved. <u>Remediation plan</u>
 2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: Parts of the presenter application without sufficient Keyboard support are skipped until they can be improved. <u>Remediation plan</u> Electronic Docs: For focusable content within the support docs, focus can be moved away from that content by standard exit methods. Authoring Tool: Parts of the presenter application without sufficient Keyboard support are skipped until they can be improved. <u>Remediation plan</u>
 2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: n/a Authoring Tool: Supports	Web: The only in-app timings are notifications which have manual dismissal Electronic Docs: There are no time limits set by support content. Authoring Tool: Presenter may pause, restart, extend or disable the timer. Poll Everywhere never mandates or includes any timing components by default.
 2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 	Web: Supports Electronic Docs: n/a Authoring Tool: Supports	Web: Note: the presenter/author of the polling content may update content without participants' ability to stop them. This is a manual presentation tool.

Criteria	Conformance Level	Remarks and Explanations
 504.2 (Authoring Tool) 602.3 (Support Docs) 		Electronic Docs: Support docs do not contain any auto-playing or auto-updating content. Authoring Tool: Presenters have the ability to hide all moving poll content, pause, and highlight specific responses.
 2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: No web pages ever flash. Electronic Docs: Support docs do not contain any flashing content. Authoring Tool: Authoring tool does not contain any flashing content.
 2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Users can skip to main and other content is grouped wherever possible to be skipped Electronic Docs: Support docs contain a bypass block to skip to main content. Authoring Tool: Authoring tool contains a bypass block to skip to navigation or main content.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: All webpages have descriptive titles Electronic Docs: All pages within the support docs have descriptive titles. Authoring Tool: Created content like polls and surveys are given titles by the Author.
 2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: The chart visualization and reporting features both lack focus order. Electronic Docs: Focusable components within the support docs receive focus in an order that preserves meaning and operability. Authoring Tool: Focusable components within the authoring tool receive focus in an order that preserves meaning and operability, with the exception that we can improve keyboard accessibility of activity/group creation notifications. <u>Remediation plan</u>

Criteria	Conformance Level	Remarks and Explanations
 2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: "Expand and collapse triggers are confusing in a screen reader" <u>Remediation plan</u> Electronic Docs: Link purpose within the support docs can be determined via text or programmatically determined content. Authoring Tool: Link purpose within the authoring tool can be determined via its text or programmatically determined content.
 3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Human language can be programmatically determined for all pages throughout the app. Electronic Docs: Human language can be programmatically determined for all pages throughout the support docs. Authoring Tool: Presenters may create polling questions with languages other than English, which may not be detected.
 3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Any focusable component in the app can receive focus without initiating a change of context. Electronic Docs: Any focusable component in the support docs can receive focus without initiating a change of context. Authoring Tool: Any focusable component in the authoring tool can receive focus without initiating a change of context.
 3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Clicking on a sort option moves focus outside the page. We don't notify the user when they click sort headers. Searching for participants with a screen reader submits the form while typing without notifying the user. Clicking "edit" for groups with a screen reader breaks focus. Sorting the participants table with a screen reader doesn't notify users of the new sort direction. <u>Remediation plan</u> Electronic Docs: Typing into the search box does not cause a context change until the user submits their search.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: Changing UI settings in the authoring tool does not cause unexpected automatic changes of context.
 3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Input errors are given via inline text. Electronic Docs: Input errors are given via inline text. Authoring Tool: Input errors are given via inline text.
 3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: All controls have descriptive labels and/or descriptions. Electronic Docs: Labels are provided when content requires user input. Authoring Tool: Labels are provided when content requires user input, with the exception of the radio buttons. Remediation plan
 4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Parsing is fully supported. Electronic Docs: Content implemented via markup languages meets specifications for parsing. Authoring Tool: Note: Presenters may upload content that does not meet specifications - for example, failing to properly close a tag if they choose to manually format a poll title.
 4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: All UI components have programmatically-determinable name and role. Values that can be set by the user can be programmatically set. Notifications of changes are available to assistive technologies. Electronic Docs: All UI components have programmatically-determinable name and role. Values that can be set by the user can be programmatically set. Notifications of changes are available to assistive technologies. Authoring Tool: All UI components have programmatically-determinable name and role.

Criteria	Conformance Level	Remarks and Explanations
		Values that can be set by the user can be
		programmatically set. Notifications of changes are available to assistive technologies. Exception:
		Screen readers are not narrating role and state for
		controls present in the page. Remediation plan

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: n/a	Web: All videos on content and marketing site have captions Electronic Docs: Captions are provided for any live support content. Authoring Tool: The authoring tool does not include any live video.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: n/a	Web: All pre-recorded videos include captioning and a text description. Electronic Docs: All pre-recorded videos include captioning and a text description. Authoring Tool: The authoring tool does not include any prerecorded audio.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: The presenter application meets minimal color contrast requirements. Exception: Luminosity contrast ratio of placeholder text is 1.3:1 which is less than 4.5:1. <u>Remediation plan</u> Electronic Docs: Text throughout the support docs meets 4.5:1 contrast ratio requirements.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: Presenter could upload images or customize the color scheme in a way that lacks contrast.
 <u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially supports Electronic Docs: Supports Authoring Tool: Supports	Web: the majority of the website functionality supports significant resizing. However, some labeling on the right side of the screen can be cut off and the chart visualization if partially covered by controls. At 200%, main section does not work. Electronic Docs: Support docs can be resized up to 200% in supported browsers, with no loss of functionality. At 200%, main section does not work. Authoring Tool: presenter may increase size of content they create up to 200% our defaults. At 200%, main section does not work. <u>Remediation</u> plan
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: There are no images of text within the app. Electronic Docs: The support docs include screenshots of the app, but text equivalents are provided for any essential instructions / information. Authoring Tool: Presenters may add alt-text to images they upload to the website.
 2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: the web application has multiple ways to access all webpages unless part of an explicit, required workflow Electronic Docs: All support docs can be accessed multiple ways - i.e., the search bar, browsing by category, or browsing by most recently updated. Authoring Tool: There are multiple ways to access the authoring tool - i.e., buttons/links that serve as shortcuts to create/edit activities.
 2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: <u>Remediation plan</u> Electronic Docs: Descriptive labels and headings are used throughout the support docs. Authoring Tool: Author can create polling questions and surveys with their own title and answer options.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		This may be read as a label and are manually entered.
 2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially supports Electronic Docs: Supports Authoring Tool: Supports	Web: Chart visualization and reports do not have keyboard support and do not always show focus indicator. <u>Remediation plan</u> Electronic Docs: When navigating support docs by keyboard, focus is consistently visible. Authoring Tool: When navigating authoring tool by keyboard, focus is consistently visible.
 3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Human language can be determined programmatically throughout the app. Electronic Docs: Human language can be determined programmatically throughout the support docs. Authoring Tool: Author can create polling questions and surveys in a different language. Poll Everywhere does not necessarily indicate that user entered text is in a different language.
 3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Consistent navigation for "Skip to main," footer, and main navigation and primary CTAs throughout the app Electronic Docs: Navigational mechanisms that are repeated in the support docs occur in the same relative order when they are repeated. Authoring Tool: Navigational mechanisms that are repeated in the authoring tool occur in the same relative order when they are repeated.
 3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: The application has consistent identification and terminology for repeated actions. Electronic Docs: Components with the same functionality are identified consistently throughout the support docs. Authoring Tool: Components with the same functionality are identified consistently throughout the authoring tool.

Criteria	Conformance Level	Remarks and Explanations
 3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: n/a Authoring Tool: Supports	Web: All error messages within the application have textual descriptions for remediation actions Electronic Docs: Support docs do not require this type of user input, other than a search box for docs. Authoring Tool: All error messages within the application have textual descriptions for remediation actions
 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: n/a Authoring Tool: Supports	Web: Orders and other non-reversible actions all have confirmation screens with more information and a summary of the action Electronic Docs: Support docs do not require this type of user input, other than a search box for docs. Authoring Tool: There is a confirmation mechanism for users to confirm before they irreversibly change or delete saved data via the authoring tool.

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