

# Alchemer Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version: Alchemer 2024.11.13.03**

**Report Date: 12/2/2024**

**Product Description: Online survey software – survey taking experience**

**Contact information: [compliance@Alchemer.com](mailto:compliance@Alchemer.com)**

**Evaluation Methods Used:**

**Manual Accessibility Testing:** Keyboard testing with visual focus

**Screen Magnifier Testing:** OS tools on Windows 10 and MacOS Monterey

### Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (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 only be used in WCAG Level AAA criteria.

# Notes

This version of Alchemer's Accessibility Conformance Report (ACR) dated December 15, 2024 reports conformance with WCAG 2.2, the latest version of Web Content Accessibility Guidelines published by the World Wide Web Consortium (W3C) on October 5, 2023, at levels A, AA, and AAA for Alchemer's survey taking experience only. The administrative survey building tool, the documentation and the website at [www.alchemer.com](http://www.alchemer.com) were not evaluated for this ACR.

# Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	If users are including images, they must ensure that they meet this guideline
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	If users are including video, users must include accompanying text with videos
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	When including videos users must ensure there are captions on those videos
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	When including videos users must ensure there are captions on those videos
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	User must follow this guideline when changing themes, modifying text, or adding other elements
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Not Applicable	A keyboard shortcut feature is not part of the Alchemer platform.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	When using page timers, users must enable the page timer option that allows respondents to extend time limit
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	User must follow this guideline when adding their own content or multimedia
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	User must include a survey title
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	User must follow this guideline when including links
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	Users should select question types that meet this requirement. Some question types may be contrary to this requirement by their nature.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	Users should select question types that meet this requirement. Some question types such as Continuous Sum, Date Picker, Dropdown Menu and Signature may not meet this requirement and may require the user to use the keyboard.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	Users must follow this guideline when selecting question types they choose. Grid questions may not always be labelled with both column and row.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	Users must follow this guideline when selecting question types they choose. Signature relies on motion but this is essential, sliders can be used with keyboard controls.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Users must follow this guideline when writing instructions
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	Users must follow this guideline when writing help documentation. Users should use the question instructions feature to include help, then help is in the same place for each question.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Users must follow this guideline when writing instructions and option labels
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	
<a href="#">4.1.1 Parsing</a> (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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	User must upload media with captions
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	User must add text as necessary

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Partially Supports	Users must follow this guideline when selecting question types. When collecting standard, auto-complete eligible data, users may need to add additional code to identify the input purpose.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	Use Alchemer default theme or ensure their theme meets contrast requirements
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	User must follow guideline if any images are added
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	User must follow guideline if any images or videos are added
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	Users must follow this guideline when selecting question types. For example, Star Rating Grid, Drag and Drop Ranking and Grouping questions feature graphical elements that may not meet this criterion based on the selected theme. Users may need to use alternate question types.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	User must follow guideline when adding text
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not Applicable	All surveys are delivered as a series of steps in a survey
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	User must follow guideline when adding text
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	Focus states add borders, nothing obscures the control
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Supports	Users must follow this guideline when selecting question types. Avoid using any drag and drop question types when building your survey to meet this criterion.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	Nearly all questions by default have elements which are not 24px in one dimension or another, however most of those can be customized in CSS.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	User must follow this guideline when building their survey.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	User must follow guideline by using review actions for any binding agreements

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	None of the login password actions require a cognitive test, avoid using the captcha feature
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Supports	Users must follow this guideline when selecting question types. Avoid using Conjoint Continuous Sum & MaxDiff where screen readers may not automatically read the validation messages

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Supports	Surveys: User must upload a video to accompany any audio
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Supports	User must upload a video to accompany any audio
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Supports	User must add text to accompany any media
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Supports	User must add text to accompany any audio
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)	Partially supports	While certain elements on the page use Aria roles, they are often not descriptive enough for AAA compliance nor are they customizable by the user. Autocomplete tags are absent, even on contact form question type.
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Supports	User must use default Alchemer theme or ensure their custom theme follows these guidelines
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Supports	If using audio in surveys user must upload audio that follows these guidelines
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Supports	Users must ensure text follows these guidelines
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Supports	Users must follow these guidelines when adding images
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Supports	Users must avoid non accessible questions which are listed in the Test tab
<a href="#">2.2.3 No Timing</a> (Level AAA)	Supports	If using the page timer action, users must enable the page timer option that allows respondents to extend time limit
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Supports	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Supports	
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2)	Supports	Alchemer Page Timer is an optional feature that can be configured to warn users, and also slows the timer down when a screen reader is in use. Additionally, no data is lost when pages time out.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Supports	Users must ensure their content follows this guideline when building surveys
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2)	Supports	
<a href="#">2.4.8 Location</a> (Level AAA)	Supports	Users must include page titles and/or a survey progress bar to meet this guideline
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Supports	When using links, users must follow these guidelines
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Supports	User must include page titles
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only)	Supports	
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only)	Supports	Some input fields like dropdowns do not use a border that is sufficiently contrasted with the element, but can be customized with CSS
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2)	Supports	User would need to fully customize the survey with CSS to ensure all controls are 42px X 42px respectively
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2)	Supports	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Supports	Users must follow this guideline when building surveys
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Supports	Users must follow this guideline when building surveys
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Supports	Users must follow this guideline when building surveys
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Supports	Users must follow this guideline when building surveys
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Supports	
<a href="#">3.3.5 Help</a> (Level AAA)	Supports	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Supports	User must include Back buttons and a Review Action to meet this guideline
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only)	Supports	If using the password action, ensure that users are given a way to help find the password they need to use.

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