

# Handshake Mobile App - iOS Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Handshake Mobile App - iOS

**Report Date:** 3/22/21

**Product Description:** Handshake was created to ensure that all college students have equal access to meaningful careers. Since our 2013 founding in Michigan, our network of university and employer partners—and the impact for students— has grown exponentially. Within a few years, Handshake has become the leading early career community in the US.

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**Evaluation Methods Used:** Testing involved extensive use of leading assistive technology, such as screen reader, screen magnifier and speech recognition software, as well as exclusive use of the keyboard. Native platform accessibility features were also used to assist with testing. These were supplemented with techniques, such as manual inspection of Accessibility API output.

## 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 2.0</a>	Level A Yes Level AA Yes Level AAA No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A Yes Level AA Yes 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 be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.x Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Software: Partially Supports	<p>Software: Handshake Mobile provides text alternatives for some instances of non-text content. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Magnifying glass icon on Profile page does not have alternative text.</li> <li>• Logo images on Interview, Apply for a Job, and Event Detail pages do not have alternative text.</li> <li>• “Hello [User name]” text on the Homepage is visually hidden, but can be navigated to with VoiceOver active.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Software: Supports	Software: Handshake Mobile does not contain prerecorded audio-only or video-only media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Software: Supports	Software: Handshake Mobile does not contain prerecorded synchronized multimedia.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Software: Supports	Software: Handshake Mobile does not contain prerecorded synchronized multimedia.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Software: Partially Supports	<p>Software: Structure and relationship information in the product is provided through element semantics. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Last Name Please input field on Sign Up flow page does not have an accessible label associated with it.</li> <li>• Many buttons throughout the application do not have an accessible name or label, such as Back buttons, Down arrow button, Delete course button, Close buttons, Save button, and others.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Text throughout the application is styled to look like headings but lacks heading structure, such as “Enter your Major”, “Enter your school’s email”, “Popular in your Major”, and others.</li> <li>Updated content, such as filtering jobs by “Location” or “Internship” and adding or removing comments, is not exposed to assistive technology.</li> <li>Various elements, including messages on the Inbox Message Detail page and certain buttons, function as a single element but are not grouped.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Software: Partially Supports	Software: Handshake Mobile presents most content in a meaningful sequence. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>On the Homepage, only the first two “Recommended” jobs receive focus with VoiceOver.</li> <li>On the Employer Detail Page, after navigating through the Overview section focus moves to the Jobs section which is not logical.</li> </ul>
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Software: Supports	Software: Handshake Mobile does not include instructions that rely on specific sensory characteristics.
<a href="#">1.4.1 Use of Color</a> (Level A)	Software: Supports	Software: Handshake Mobile does not convey information through color alone.
<a href="#">1.4.2 Audio Control</a> (Level A)	Software: Supports	Software: Handshake Mobile does not have audio that plays automatically.
<a href="#">2.1.1 Keyboard</a> (Level A)	Software: Supports	Software: Handshake Mobile can be operated through a keyboard interface.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Software: Partially Supports	Software: Handshake Mobile does not include keyboard traps in most of its content. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>When navigating with VoiceOver on the Homepage, focus only moves to the visually</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		present content under “New Jobs Recommendation for You” and “Popular in Major”. All recommended jobs and popular majors listed do not receive focus.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Software: Supports	Software: Handshake Mobile does not include keyboard shortcuts in its content.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Software: Supports	Software: Handshake Mobile does not have time limits.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Software: Supports	Software: Handshake Mobile does not contain moving, blinking, scrolling, or auto-updating information.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Software: Supports	Software: Handshake Mobile does not include flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Software: Supports	Software: Handshake Mobile provides a mechanism to bypass repetitive navigation links.
<a href="#">2.4.2 Page Titled</a> (Level A)	Software: Supports	Software: Handshake Mobile provides descriptive titles of its pages that describe their purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Software: Partially Supports	Software: Most Handshake Mobile components receive focus in a meaningful order. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>• Activating the “See More” button and the Sort button does not send focus appropriately to the new content.</li> <li>• Activating the “Info” button on the Profile edit page sends focus to the top of the page.</li> <li>• Focus order on the Log In page does not follow a logical order.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Software: Supports	Software: The purpose of links in the product can be determined from the link text alone or from the programmatic context of the link.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Software: Supports	Software: Handshake Mobile does not require the use of pointer gestures to performs actions.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Software: Supports	Software: Handshake Mobile does not require the use of pointer cancellation.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Software: Supports	Software: The accessible names of controls include the text of their visible labels.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Software: Supports	Software: Handshake Mobile does not require the use of motion to perform actions.
<a href="#">3.1.1 Language of Page</a> (Level A)	Software: Supports	Software: Handshake Mobile programmatically indicates the default language used on all pages.
<a href="#">3.2.1 On Focus</a> (Level A)	Software: Supports	Software: Handshake Mobile does not initiate any changes of context when a component receives focus.
<a href="#">3.2.2 On Input</a> (Level A)	Software: Supports	Software: Changes of context do not occur automatically on user input.
<a href="#">3.3.1 Error Identification</a> (Level A)	Software: Supports	Software: Handshake Mobile indicates specifically which input is in error, using a text description, when such errors are detected.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Software: Partially Supports	Software: Handshake Mobile utilizes labels and instructions for most inputs. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>On the Profile Edit page, the meaning of the asterisk (*) is not mentioned at the start of the forms.</li> <li>Form elements, such as “Given Name” and “Surname”, do not indicate that they are required fields.</li> </ul>
<a href="#">4.1.1 Parsing</a> (Level A)	Software: Supports	Software: All elements have complete start and end tags, elements are nested according to their specifications, and most elements do not contain duplicate attributes.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Software: Partially Supports	Software: Handshake Mobile includes many user interface components whose name, roles and value (as well as states and properties) can be determined and set programmatically. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>Many buttons throughout the application do not have an accessible name or label, such as Back</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>buttons, Down arrow button, Delete course button, Close buttons, Save button, and others.</p> <ul style="list-style-type: none"> <li>• Many elements throughout the application do not provide role information, such as “Add Another Course”, “More”, “Sort”, and others.</li> <li>• Changes of content, such as “Search Institutions”, Searching for company by name, and filtering jobs by “Full-time” or “Internship” are not communicated to assistive technology.</li> </ul>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Software: Supports	Software: Handshake Mobile does not contain live synchronized media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Software: Supports	Software: Handshake Mobile does not contain pre-recorded synchronized media.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Software: Supports	Software: Content does not restrict its view and operation to a single display orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Software: Supports	Software: The product’s technology does not have support for programmatic identification of input purpose.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Software: Partially Supports	<p>Software: Handshake Mobile’s visual presentation of text has a sufficient contrast ratio in some places. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Placeholder text on blue background throughout the application does not meet contrast requirements of 4.5:1.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>White text on green background throughout the application does not meet contrast requirements of 4.5:1.</li> <li>Light grey placeholder text throughout the application does not meet contrast requirements of 4.5:1.</li> </ul>
<a href="#">1.4.4 Resize text</a> (Level AA)	Software: Does Not Support	Software: Handshake Mobile does not respond to OS settings for increased font sizes, pinch-to-zoom gesture, or provide its own functionality to resize text.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Software: Supports	Software: Handshake Mobile uses text instead of images of text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Software: Supports	Software: Content is presented at the required width without loss of content or functionality.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Software: Partially Supports	<p>Software: Handshake Mobile controls pass minimum contrast requirements for active interface components on some pages. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Input field borders throughout the application, such as “Search”, “Enter a keyword...”, “Add Application Type”, and others do not meet contrast requires of 3:1.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Software: Supports	Software: The product is not implemented using markup languages.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Software: Supports	Software: The product does not contain elements triggered by hover or focus.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Software: Supports	Software: This criterion does not apply to non-web software.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Software: Partially Supports	Software: Most headings and labels I the product describe their purpose. However, a rating of Partially Supports has been given for the following reason:



Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>“See More” button text is not meaningful to the context.</li> </ul>
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Software: Supports	Software: Focusable elements have a visible keyboard focus indicator.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Software: Supports	Software: Handshake Mobile does not change languages in its pages.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Software: Supports	Software: Handshake Mobile navigational mechanisms are repeated in a consistent order.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Software: Supports	Software: Handshake Mobile components that have the same functionality within a set of pages are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Software: Supports	Software: Handshake Mobile provides suggestions for errors that are automatically detected.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Software: Supports	Software: Handshake Mobile does not process legal commitments, where users-controllable data is modified or financial transactions are processed, user input is checked for input errors, and the user is provided an opportunity to correct them.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Software: Supports	Software: Handshake Mobile utilizes status messages in an accessible manner.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: This product is supported without Claim of Equivalent Facilitation and other standards in this document cover the product.

## Chapter 4: [Hardware](#)

Notes: Not Applicable

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.x</a> section	See information in <a href="#">WCAG 2.x</a> section.
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt platform accessibility features.
<b><a href="#">502.3 Accessibility Services</a></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Most objects in the product expose name, role, state, boundary, and/or description information to assistive technology. As noted in <b>4.1.2 Name, Role, Value</b> , some buttons lack accessible names and many custom controls lack role information.
502.3.2 Modification of Object Information	Supports	The product allows assistive technology to modify object information.
502.3.3 Row, Column, and Headers	Supports	The product exposes the row, column, and headers of table cells to assistive technology.
502.3.4 Values	Supports	The values of controls are exposed to assistive technology.

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Supports	The product allows assistive technology to modify values.
502.3.6 Label Relationships	Partially Supports	Most label relationships are exposed to assistive technology.
502.3.7 Hierarchical Relationships	Partially Supports	The product exposes most hierarchical relationships to assistive technology. However, as noted in <b>1.3.1 Info and Relationships</b> , some elements styled as headings lack heading structure.
502.3.8 Text	Supports	The product exposes text to assistive technology.
502.3.9 Modification of Text	Supports	The product allows assistive technology to modify text.
502.3.10 List of Actions	Partially Supports	Most controls in the product expose role information and actions which can be taken on objects to assistive technology. As noted in <b>4.1.2 Name, Role, Value</b> , some controls lack this role information.
502.3.11 Actions on Objects	Supports	The product allows assistive technology to perform available actions on objects.
502.3.12 Focus Cursor	Supports	The product exposes focus, text insertion point, and text selection to assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Where components receive focus, the product allows assistive technology to move focus and modify text selection ranges.
502.3.14 Event Notification	Supports	The product notifies assistive technology about attribute changes in user interface elements.
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.
<a href="#"><u>503 Applications</u></a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	The product adapts to most platform settings; as noted in <b>1.4.4 Resize text</b> , the product does not respond to platform settings for font size.
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as assistive technology.

Criteria	Conformance Level	Remarks and Explanations
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product does not contain prerecorded synchronized media.
503.4.2 Audio Description Controls	Not Applicable	The product does not contain prerecorded synchronized media.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Not Applicable	The product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The product is not an authoring tool.
504.3 Prompts	Not Applicable	The product is not an authoring tool.
504.4 Templates	Not Applicable	The product is not an authoring tool.

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in <a href="#">WCAG 2.x</a> section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	
603.3 Accommodation of Communication Needs	Applicable – Not Tested	