Handshake – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Handshake Mobile Student iOS App

Report Date: June 2024

Product Description: Handshake is the #1 way college students get hired. Receive personalized job recommendations based on your major, interest, skills. Apply to the latest jobs and internships from employers that want to hire students like you at your school. Skip the lines and connect with employers at exclusive virtual career fairs and events. Get an inside look at jobs, employers, and more with thousands of student reviews.

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Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of manual and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- VoiceOver
- Platform specific accessibility features

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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
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

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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 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 2.0 Conformance Requirements](#).

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Software: Partially Supports	Software: Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • Company logos have insufficiently descriptive textual equivalents. • Decorative arrow images are exposed to screen reader users. • The full description for job postings is initially hidden until users activate "View full description." However, screen reader users can access full descriptions when they are intended to be hidden from all users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Software: Does Not Support	Software: In most instances, the product does not provide alternatives that present equivalent information for prerecorded audio-only or video-only media. Examples include: • The product allows users to upload videos but does not allow a way for users to provide alternative and equivalent information for them, such as those present on the Home screen.

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Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)	Software: Does Not Support	Software: The product does not provide a mechanism for authors to supply captions for prerecorded synchronized media (video with audio). Examples include: • The product allows users to upload videos but does not provide built-in functionality for users to directly add captions for them, such as those uploaded to the Home Feed.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Software: Does Not Support	Software: The product does not allow authors to provide appropriate audio descriptions or a media alternative for prerecorded video media. Examples include: • The product allows users to upload videos but does not provide built-in functionality for users to add audio descriptions or a textual equivalent, such as those uploaded to the Home Feed.
1.3.1 Info and Relationships (Level A)	Software: Partially supports	Software: In most instances, the product provides a mechanism for authors to ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically. Exceptions include: • Some headings are not marked as such, including on employer detail screens and on the "Job Preferences" screen. • When filtering jobs, the radio buttons for different distances are not programmatically associated with their legend ("Distance").

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Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Software: Supports	Software: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A)	Software: Supports	Software: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
1.4.1 Use of Color (Level A)	Software: Supports	Software: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	Software: Supports	Software: The product does not include audio that plays automatically.
2.1.1 Keyboard (Level A)	Software: Partially Supports	Software: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: • Containers for company reviews and saved jobs and events are focusable, preventing controls within the containers from receiving focus.
2.1.2 No Keyboard Trap (Level A)	Software: Supports	Software: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard and/or advises users of any non-standard methods required to do so.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Software: Supports	Software: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Software: Supports	Software: The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Software: Supports	Software: The product allows users to pause, stop, or hide moving, blinking, scrolling, or auto-updating content.

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Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Software: Supports	Software: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Software: Supports	Software: This success criteria does not apply to non-web software.
2.4.2 Page Titled (Level A)	Software: Supports	Software: Screens of the product provide titles that adequately describe their topic or purpose.
2.4.3 Focus Order (Level A)	Software: Partially Supports	Software: In most instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • On the home screen, elements receive focus in an illogical order. There are cards for jobs and events associated with specific employers, but all these cards receive focus before the associated employers, so screen reader users may not be able to identify which employers these cards are associated with. • After activating tabs (such as "Jobs" and "Saved") in the primary navigation tab bar, focus remains on the tab control and does not shift to the top of the new screen.
2.4.4 Link Purpose (In Context) (Level A)	Software: Supports	Software: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Software: Supports	Software: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Software: Supports	Software: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

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Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Software: Partially Supports	Software: In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: • When users view their profile, there are buttons to "Add Missing Information" to organizations they are members of. These buttons include the relevant organization within their accessible names, but do not include "Add Missing Information" within their accessible names.
2.5.4 Motion Actuation (Level A 2.1 only)	Software: Supports	Software: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Software: Supports	Software: The product ensures that the default human language used on each screen can be programmatically determined.
3.2.1 On Focus (Level A)	Software: Supports	Software: The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	Software: Supports	Software: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
3.3.1 Error Identification (Level A)	Software: Supports	Software: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Software: Supports	Software: Where user input is required, the product presents adequate labels or instructions for successfully providing that input.

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, 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)	Software: Partially Supports	Software: In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include: • On the "Jobs" screen, the "Sort" button lacks a role of button. • When sending messaging via the inbox, the "Send" button lacks a role of button. • On the "Saved" screen, the "Jobs" and "Events" controls do not communicate their state (selected or not selected). • In the sign-up flow, there are actionable controls that improperly communicate a state of "dimmed" (disabled) to VoiceOver users.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Software: Supports	Software: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Software: Does Not Support	Software: The product does not provide sufficient audio descriptions for synchronized media (video with audio). Examples include: • The product allows users to upload videos but does not provide built-in functionality for users to add audio descriptions, such as those uploaded to the Home Feed.
1.3.4 Orientation (Level AA 2.1 only)	Software: Supports	Software: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Software: Supports	Software: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Software: Partially Supports	Software: In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • There is blue text with a 3.7:1 contrast ratio against a white background used throughout the app, including for employer website links and the "Filters" button on career fair screens.

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Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Software: Partially Supports	Software: In some instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • At 200% zoom, text is cut off throughout the app, including job titles on the "Jobs" screen. • When users increase font size, some text throughout the app does not increase, including event date and time information on the "Events" screen.
1.4.5 Images of Text (Level AA)	Software: Supports	Software: Except for logos, the product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only)	Software: Supports	Software: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Software: Supports	Software: Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).
1.4.12 Text Spacing (Level AA 2.1 only)	Software: Supports	Software: The product is not implemented using markup languages subject to this criterion.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Software: Supports	Software: The product does not contain content that appears on pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA)	Software: Supports	Software: The product does not provide a set of pages or apps, and is not otherwise implemented in a way that make it subject to this criterion.

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Software: Partially Supports	Software: The product uses headings and labels that describe their topic or purpose in some instances. Exceptions include: • There are buttons with identical names but which perform different actions, such as "Follow" buttons for different employers and "Save job" buttons for different jobs. • The bookmark button for events is announced by screen readers as "save empty," which is insufficiently descriptive. • When users view their profile, the buttons to "Add missing information" to organizations they are members of have insufficiently descriptive accessible names.
2.4.7 Focus Visible (Level AA)	Software: Supports	Software: The product provides a visible indication of keyboard focus for elements on each screen.
3.1.2 Language of Parts (Level AA)	Software: Supports	Software: Where pages of the product contain text in multiple languages, the language used for each passage can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Software: Supports	Software: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Software: Supports	Software: The product ensures that components with the same functionality are identified consistently across screens of the product.
3.3.3 Error Suggestion (Level AA)	Software: Supports	Software: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

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Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Software: Supports	Software: The product does not cause financial transactions or legal commitments to occur. User controllable data is checked before submission and the user is provided the opportunity to correct them.
4.1.3 Status Messages (Level AA 2.1 only)	Software: Supports	Software: The product is not implemented using a markup language subject to this criterion.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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