Handshake – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Handshake Student Site

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.

Contact Information: accessibility@joinhandshake.com

Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of automated, 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:

- JAWS/Chrome

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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)	Web: Partially Supports	Web: Some non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • There are graphs missing descriptions, such as the bar graphs used to represent survey results. • Text equivalents have not been provided for icon fonts such as the "error" icon associated with error messages. • There are images that serve a decorative purpose but are exposed to screen readers, such as the small images associated with the article titles in the "More Resources" section.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Does Not Support	Web: 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 Feed.

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Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)	Web: Does Not Support	Web: 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)	Web: Does Not Support	Web: 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.

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Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	Web: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • Some interactive elements cannot be visually distinguished from non-actionable ones, such as the checkboxes that are indistinguishable from static table cells in "Notification Preferences." • Some error messages are not associated with their form fields, such as in the "Sign Up" and "Survey" forms. • There are dialogs with visible titles that have not been programmatically associated with the accessible name, such as "Adding a New Document."
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web: 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)	Web: Supports	Web: 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)	Web: Partially Supports	Web: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: • Inline links use color alone to visually indicate that they are links, such as those found in the "My Documents" page.
1.4.2 Audio Control (Level A)	Web: Supports	Web: The product does not include audio that plays automatically.

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Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Web: Partially Supports	Web: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: • Some editable comboboxes cannot be operated while a screen reader is running, such as the "Add Industry" and "Add Labels" fields in the filter options for employers. • The clear "x" controls cannot be navigated to or activated via the keyboard. • Tooltips can only be activated using the mouse, such as those found on "Event Details" pages.
2.1.2 No Keyboard Trap (Level A)	Web: Partially Supports	Web: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include: • In the "My Profile" sidebar, focus is trapped in the "Add Skills" field.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: The product allows users to pause, stop, or hide moving, blinking, scrolling, or auto-updating content.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.

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Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Web: Partially Supports	Web: Some pages of the product provide titles that adequately describe their topic or purpose. Exceptions include: • Some pages share the same non-descriptive page title of "Handshake," such as the "Student Dashboard" and "Find Your Next Move" pages.
2.4.3 Focus Order (Level A)	Web: Partially Supports	Web: In some instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • When a dialog appears, focus does not move to the first interactive control of the dialog, such as the "Send message" dialog. • When the user closes a dialog, focus does not return to the element that triggered it. • For some dialogs, the user can navigate outside the dialog while it is open, such as the "Adding a New Document" dialog.
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	Web: In most instances, 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. Exceptions include: • Some links have insufficiently descriptive accessible names, such as the link that indicates the number of new notifications in the user's inbox, which is only announced as a numerical value. • There are links with identical accessible names that navigate to different locations, such as "See All" and "Read More" links on the "Company Detail" pages.

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: 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.
2.5.3 Label in Name (Level A 2.1 only)	Web: Partially Supports	Web: 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 submit an experience, the "Experience template" and "Organization" fields have accessible names that do not include their visible labels. • When starting a video call, the "Blur off" switch has an accessible name of "toggle switch."
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A)	Web: Partially Supports	Web: In most instances, the product ensures that interface components do not initiate a change of context when receiving focus. Exceptions include: • When users advance keyboard focus to the radio buttons for "Pay Schedule", focus is unexpectedly moved to a dialog. This occurs in "Survey" pages.

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Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Web: Supports	Web: 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)	Web: Partially Supports	Web: In most instances, 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. Exceptions include: • Some error messages rely on a generic "Please fill out this field" message, such as in the work experience form. • Some error messages don't properly identify the field in error, such as in the survey forms.
3.3.2 Labels or Instructions (Level A)	Web: Partially Supports	Web: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: • When asterisks are used to indicate required fields, there are no instructions explaining their meaning.
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.

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Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Web: Does Not Support	Web: Significant and/or critical portions of the product contain interface components whose name, role, state, and value cannot be programmatically determined. Examples include: • Page tabs are missing name and role information, and the currently selected tab lacks state information. • Controls that allow users to select multiple answers to survey or rating questions are missing state information, so users are unable to tell which have been selected. • Some radio buttons are missing appropriate role and state information, such as those used in surveys.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: 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)	Web: Does Not Support	Web: 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)	Web: Supports	Web: 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)	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	Web: In some 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: • Labels for selected toggle buttons, such as "Following" and "Registered" for companies and events, have a contrast ratio of 3.6:1. • In survey questions where multiple options can be selected, the options that are not selected use light gray text with a contrast ratio of 2.1:1. • When comboboxes are expanded, the labels for the currently focused option have a 3.2:1 contrast ratio.
1.4.4 Resize text (Level AA)	Web: Partially Supports	Web: 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: • The "Job Preview" section disappears when viewing the page at 200% browser zoom and at a viewport width of 1280 CSS pixels. • For virtual career fairs, users' lists of sessions are cut off. • On the "Events" page, the "Category" filter is cut off.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: Except for logos, the product uses text instead of images of text.

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Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Web: Partially Supports	Web: In some instances, pages of the product allow for resizing 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. Exceptions include: • Cards with details of upcoming career fair events are cut off on the "Student Dashboard." • Parts of the screen are cut off for "Virtual Career Fair" event information and scheduled sessions. • On the "Find your school" page, the school selection combobox text overlaps with the clear "x" control.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	Web: In some instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • Salary range bar charts use light gray and green bars that lack sufficient contrast against the white background. • The focus indicator for tab controls has a contrast of 2.2:1. • A light blue background with low contrast is used to indicate focus for dropdown options associated with combobox controls.

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Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Partially Supports	Web: In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • When searching through job postings with custom text spacing and at a viewport width of 320 CSS pixels, pagination controls disappear and job location information is cut off. • Date information for events is cut off when viewing the page with custom text spacing and at a viewport width of 320 CSS pixels. • For virtual career fair events, content including available sessions and contact information is cut off when viewing the page with custom text spacing and at a viewport width of 320 CSS pixels.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Partially Supports	Web: In most instances, content triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content. Exceptions include: • There are tooltips displayed in the candidate preference section of job postings, but these tooltips obscure other content and cannot be dismissed by the user without moving the pointer.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: The product provides multiple ways to navigate through pages in the product.

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Web: Partially Supports	Web: The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include: • There are buttons that perform different actions but have the same accessible name, such as the follow/favorite buttons on the "Employers," "Company Detail," and "Career Center" pages. • There are buttons without descriptive accessible names, such as the clear/remove "x" buttons used when multiple options may be chosen.
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	Web: In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include: • The "Follow" controls found on the "Student Dashboard" and "Job Detail" pages lack visible focus indicators. • Card controls on the "Events" page and in the saved events sidebar lack visible focus indicators.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: 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)	Web: Supports	Web: 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)	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product.

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Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: 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)	Web: Partially Supports	Web: The product does not consistently provide status messages that can be presented to assistive technologies without receiving focus. Examples include: • When using search functionality, the loading and results found messages are not announced. • After the user saves their search, the "Created Job Alert" message is not announced. • Status messages in the "Adding a New Document" dialog are not announced.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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