Handshake – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Handshake Mobile Student 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 automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 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. The following is a list of the assistive technologies (ATs) used: TalkBack.

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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: • There is a "collage logo" decorative image with a textual equivalent on the Sign Up Flow screen.
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. Exceptions include: • The product allows users to upload videos but does not allow a way for users to provide alternative and equivalent information for them. Examples include videos present on the "Home" screen.
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). Exceptions include: • The product allows users to upload videos but does not provide built-in functionality for users to directly add captions for them. Examples include videos present on the "Home" screen.

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Criteria	Conformance Level	Remarks and Explanations
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. Exceptions 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. Examples include videos present on the "Home" screen.
1.3.1 Info and Relationships (Level A)	Software: Partially Supports	Software: In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • There is content that functions as a heading but is not marked up as a heading. • The radio buttons under the *Distance* options on the "Jobs – Filter" screen are not grouped within a Radio Group element.
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: Partially Supports	Software: 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: • The error message for the *What's your school email?* field uses color alone to visually indicate error.

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Criteria	Conformance Level	Remarks and Explanations
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: • There are focusable containers on "Employers Detail Page – Overview", "Employers Detail Page – Reviews", "Inbox - Message Detail" and "Mobile Home Feed" screens. • There are buttons that cannot be navigated to with TalkBack. These buttons appear at bottom but on swiping through entire page the buttons disappear from the screen.
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 does not contain content that moves, blinks, scrolls, or auto-updates.
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 do 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.

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Criteria	Conformance Level	Remarks and Explanations
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: • When the Inbox tab is activated, the focus remains on the tab instead of moving to the top of the screen on "Inbox – List" screen. • When the Jobs Tab is activated, the focus remains on the tab instead of moving to the top of the screen on "Jobs – List" screen. • The focus order on "Jobs – List" screen is not logical. When navigating from the **Internship** button, focus moves to the "Home" page instead of the **Sort** button.
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 does not require multipoint or path-based gestures for operation.
2.5.3 Label in Name (Level A 2.1 only)	Software: Supports	Software: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
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.

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Criteria	Conformance Level	Remarks and Explanations
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: The product ensures 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.
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	Software: Supports	Software: 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: Does not support	Software: Significant portions of the product contain interface components whose name, role, state, and value cannot be programmatically determined. Examples include: • There are controls with improper role and/or state information. Examples include: the **Category**, **Date**, **Medium** and **Employer Info** filter buttons • There are controls that lacks role information. Such as the **Show Participants** button

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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). Exception includes: • The product allows users to upload videos but does not provide built-in functionality for users to add audio descriptions. Examples include videos present on the "Home" screen.
1.3.4 Orientation (Level AA 2.1 only)	Software: Partially Supports	Software: In most instances, the product does not restrict its view and operation to a single display orientation, such as portrait or landscape. Exceptions include: • The "Sign-Up Flow" screen is restricted to portrait orientation. Applicable for overall application.
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.

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Criteria	Conformance Level	Remarks and Explanations
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 4.50:1 against adjacent colors. Exceptions include: • Some texts on the "Apply for Job", "Profile Detail – View", "Profile – Edit", and "Profile - Work Experience" screens do not meet the required minimum color contrast ratio with their backgrounds.
1.4.4 Resize text (Level AA)	Software: Supports	Software: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
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 allows users to navigate through pages in multiple ways.

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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 most instances. Exceptions include: • The **Save** buttons are not programmatically associated with the corresponding Job posts or job titles. Consequently, TalkBack users may find it challenging to understand the context or purpose of the **Save** buttons. • Multiple **More Info** buttons exist on the screen without unique descriptive labels. For instance, there are buttons labelled **More Info** without specifying the context, such as "More Info about Pronouns" or "More Info about Gender."
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: Screens of the product present content in a single language.
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: Partially Supports	Software: In most instances, components with the same functionality are identified consistently across screens of the product. Exceptions include: • The error message "You need a school email to register for Handshake..." is not announced to TalkBack users on the "Login" and "Sign Up Flow" screens.
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 process legal commitments or financial transactions, does not submit test responses, and does not modify user-controllable data.
4.1.3 Status Messages (Level AA 2.1 only)	Software: Supports	Software: The product does not generate status messages that are subject to this criterion.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

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