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Applies to the following products:

Questionmark OnDemand

Questionmark OnPremise

## Questionmark VPAT <sup>[1]</sup>

For more information about Questionmark's dedication to accessibility, see [Accessibility statement for Questionmark](#) <sup>[2]</sup>.

# Questionmark Corporation Accessibility Conformance Report

## WCAG Edition

Based on VPAT<sup>®</sup> version 2.4 - February 2020

Name of product/version: Questionmark OnPremise,  
OnDemand, and OnDemand for Government

Product description: Web-based assessment management  
system (SaaS)

Date: 19 January 2021

Contact information: [accessibility@questionmark.com](mailto:accessibility@questionmark.com) <sup>[3]</sup>

Notes: Where content is entered or user-generated, the  
criteria may not apply.

Evaluation methods used: Testing is based on general product  
knowledge

# 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 [4]	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1 [5]	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 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 2.0 Conformance Requirements](#) [6].

### Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content [7] (Level A)	Partially supports	Not supported in 'Taking Assessment' and 'Reports' screens, but supported in others. Some images are missing HTML 'ALT' tags.
1.2.1 Audio-only and Video-only (Prerecorded) [8](Level A)	Not applicable	None of the features have pre-recorded video and audio.
1.2.2 Captions (Prerecorded) [8] (Level A) [9]	Not applicable	None of the features have live video and audio.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) [10] (Level A) [9]	Not applicable	None of the features have pre-recorded video and audio.
1.3.1 Info and Relationships [11] (Level A) [9]	Partially supports	Not supported in 'User Profile Edit' and 'Assessment List' screens, but supported in others. Semantic markup is missing for some elements in HTML markup.
1.3.2 Meaningful Sequence [12] (Level A) [9]	Supports	
1.3.3 Sensory Characteristics [13] (Level A)	Supports	
1.4.1 Use of Color [14] (Level A)	Supports	
1.4.2 Audio Control [15] (Level A)	Not applicable	None of the features have pre-recorded or live video and audio.
2.1.1 Keyboard [16] (Level A)	Supports	
2.1.2 No Keyboard Trap [17] (Level A)	Supports	
2.1.4 Character Key Shortcuts [18](Level A)	Not applicable	None of the features have or depend on keyboard shortcuts.
2.2.1 Timing Adjustable [19] (Level A)	Supports	
2.2.2 Pause, Stop, Hide [20] (Level A)	Not applicable	None of the features have automatically moving, blinking, or scrolling content.
2.3.1 Three Flashes or Below Threshold [21] (Level A)	Not applicable	None of the features have or depend on flashing content.
2.4.1 Bypass Blocks [22] (Level A)	Not applicable	None of the features have or depend on repeatable content that requires the need to bypass blocks of content.
2.4.2 Page Titled [23] (Level A)	Supports	
2.4.3 Focus Order [24] (Level A)	Supports	
2.4.4 Link Purpose (In Context) [25] (Level A)	Supports	
2.5.1 Pointer Gestures [26] (Level A)	Not applicable	None of the features have or depend on multipoint or path-based gestures for operation.
2.5.2. Pointer Cancellation [27] (Level A) [28]	Supports	
2.5.3. Label in Name [29] (Level A)	Supports	
2.5.4. Motion Actuation [30] (Level A)	Not applicable	None of the features have or depend on device motion or user motion.
3.1.1 Language of Page [31] (Level A)	Partially supports	Not supported in 'Reports' screen, but supported in others. 'Lang' attribute is missing in HTML markup.
3.2.1 On Focus [32] (Level A)	Supports	
3.2.2 On Input [33] (Level A)	Supports	
3.3.1 Error Identification [34] (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions <sup>[35]</sup> (Level A)	Partially supports	Not supported in 'Assessment' and 'Reports' screen, but supported in others. Some interactive elements are missing with labels/cues and instructions.
4.1.1 Parsing <sup>[36]</sup> (Level A)	Partially supports	Not supported in 'Login', 'User Profile' and 'Reports' screen, but supported in others. HTML/XHTML validation/parsing errors are observed.
4.1.2 Name, Role, Value <sup>[37]</sup> (Level A) <sup>[9]</sup>	Partially supports	Not supported in 'Taking Assessment' screen, but supported in others. Form labels are missing for some HTML elements.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4. Captions (Live) <sup>[38]</sup> (Level AA)	Not applicable	None of the features have or depend on live multimedia content.
1.2.5. Audio Description (Prerecorded) <sup>[39]</sup> (Level AA)	Not applicable	None of the features have pre-recorded video and audio.
1.3.4. Orientation <sup>[40]</sup> (Level AA) <sup>[9]</sup>	Not applicable	None of the features have or depend on a particular display orientation.
1.3.5. Identify Input Purpose <sup>[41]</sup> (Level AA) <sup>[9]</sup>	Supports	
1.4.3. Contrast (Minimum) <sup>[42]</sup> (Level AA) <sup>[9]</sup>	Partially supports	Not supported in 'User Profile' and 'Assessment' screens, but supported in others. Text and images of text have a contrast ratio of less than 4.5:1.
1.4.4. Resize text <sup>[43]</sup> (Level AA) <sup>[9]</sup>	Supports	
1.4.5. Images of Text <sup>[44]</sup> (Level AA)	Supports	
1.4.10. Reflow <sup>[45]</sup> (Level AA)	Supports	
1.4.11. Non-text Contrast <sup>[46]</sup> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.4.12. Text Spacing <sup>[47]</sup> (Level AA)	Partially supports	<ul style="list-style-type: none"> <li>• <i>Line height</i> (line spacing) to at least 1.5 times the font size (Supports)</li> <li>• <i>Paragraph spacing</i> to at least 2 times the font size (Supports)</li> <li>• <i>Letter spacing</i> (tracking) to at least 0.12 times the font size (Does not support)</li> <li>• <i>Word spacing</i> to at least 0.16 times the font size (Does not support)</li> </ul>
1.4.13. Content on Hover or Focus <sup>[48]</sup> (Level AA)	Supports	
2.4.5. Multiple Ways <sup>[49]</sup> (Level AA)	Supports	
2.4.6. Headings and Labels <sup>[50]</sup> (Level AA)	Supports	
2.4.7. Focus Visible <sup>[51]</sup> (Level AA)	Partially supports	Not supported in 'Taking Assessment' screen, but supported in others. Clicking tabs on keyboard, does not clearly indicate focus on the page.
3.1.2. Language of Parts <sup>[52]</sup> (Level AA)	Not applicable	None of the features allow only partial section of the page to have a different language than the container page. Entire page and its content will support a single language at any point of time.
3.2.3. Consistent Navigation <sup>[53]</sup> (Level AA)	Supports	
3.2.4. Consistent Identification <sup>[54]</sup> (Level AA)	Supports	
3.3.3. Error Suggestion <sup>[55]</sup> (Level AA)	Supports	
3.3.4. Error Prevention (Legal, Financial, Data) <sup>[56]</sup> (Level AA)	Supports	
4.1.3. Status Messages <sup>[57]</sup> (Level AA)	Supports	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6. Sign Language (Prerecorded) <sup>[58]</sup> (Level AAA)	Not applicable	None of the features have pre-recorded video and audio.
1.2.7. Extended Audio Description (Prerecorded) <sup>[59]</sup> (Level AAA)	Not applicable	None of the features have pre-recorded video and audio.
1.2.8. Media Alternative (Prerecorded) <sup>[60]</sup> (Level AAA) <sup>[9]</sup>	Not applicable	None of the features have pre-recorded video and audio.

Criteria	Conformance Level	Remarks and Explanations
1.2.9. Audio-only (Live) <sup>[61]</sup> (Level AAA) <sup>[9]</sup>	Not applicable	None of the features have live video and audio.
1.3.6. Identify Purpose <sup>[62]</sup> (Level AAA) <sup>[9]</sup>	Does not support	Not supported in 'Login', 'User Profile', 'Assessment', and Reports' screens. Does not allow indicating programmatically the purpose of icons, regions and user interface components.
1.4.6. Contrast (Enhanced) <sup>[63]</sup> (Level AAA) <sup>[9]</sup>	Partially supports	Not supported in 'My Assessment' screen, but supported in others. Large-scale text contrast ratio is less than 4.5:1.
1.4.7. Low or No Background Audio <sup>[64]</sup> (Level AAA)	Not applicable	None of the features have live or pre-recorded video and audio.
1.4.8. Visual Presentation <sup>[65]</sup> (Level AAA)	Supports	
1.4.9. Images of Text (No Exception) <sup>[66]</sup> (Level AAA)	Supports	
2.1.3. Keyboard (No Exception) <sup>[67]</sup> (Level AAA)	Supports	
2.2.3. No Timing <sup>[68]</sup> (Level AAA)	Supports	
2.2.4. Interruptions <sup>[69]</sup> (Level AAA)	Supports	
2.2.5. Re-authenticating <sup>[70]</sup> (Level AAA)	Supports	
2.2.6. Timeouts <sup>[71]</sup> (Level AAA)	Supports	
2.3.2. Three Flashes <sup>[72]</sup> (Level AAA)	Not applicable	None of the features have or depend on flashing content.
2.3.3. Animation from Interactions <sup>[73]</sup> (Level AAA)	Not applicable	None of the features have or depend on animated interactions.
2.4.8. Location <sup>[74]</sup> (Level AAA)	Supports	
2.4.9. Link Purpose (Link Only) <sup>[75]</sup> (Level AAA)	Partially supports	Not supported in 'My Assessment' screen, but supported in others. Some icons and their text are not included in the same link.
2.4.10. Section Headings <sup>[76]</sup> (Level AAA)	Supports	
2.5.5. Target Size <sup>[77]</sup> (Level AAA)	Supports	
2.5.6. Concurrent Input Mechanisms <sup>[78]</sup> (Level AAA)	Supports	
3.1.3. Unusual Words <sup>[79]</sup> (Level AAA)	Not applicable	None of the features have words that may be ambiguous, unknown, or used in a very specific way.
3.1.4. Abbreviations <sup>[80]</sup> (Level AAA)	Not applicable	None of the features have abbreviated words.
3.1.5. Reading Level <sup>[81]</sup> (Level AAA)	Not applicable	None of the features have text which requires reading ability more advanced than the lower secondary education level.

Criteria	Conformance Level	Remarks and Explanations
3.1.6. Pronunciation [82] (Level AAA) [9]	Not applicable	None of the features have or depend on ambiguous text without knowing the pronunciation.
3.2.5. Change on Request [83] (Level AAA)	Supports	
3.3.5. Help [84] (Level AAA)	Does not support	Not supported in 'Login', 'User Profile', 'Assessment' and Reports' screens. Context sensitive help is missing for all the components.
3.3.6. Error Prevention (All) [85] (Level AAA)	Supports	

## Links

- [1] <https://support.questionmark.com/content/vpat-questionmark-version-5>
- [2] <https://support.questionmark.com/content/accessibility-statement>
- [3] <mailto:accessibility@questionmark.com>
- [4] <https://www.w3.org/TR/2008/REC-WCAG20-20081211/>
- [5] <https://www.w3.org/TR/WCAG21>
- [6] <https://www.w3.org/TR/WCAG20/#conformance-reqs>
- [7] <https://www.w3.org/TR/WCAG21/#non-text-content>
- [8] <https://www.w3.org/TR/WCAG21/#captions-prerecorded>
- [9] <http://www.w3.org/TR/WCAG20/#text-equiv-all>
- [10] <https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded>
- [11] <https://www.w3.org/TR/WCAG21/#info-and-relationships>
- [12] <https://www.w3.org/TR/WCAG21/#meaningful-sequence>
- [13] <https://www.w3.org/TR/WCAG21/#sensory-characteristics>
- [14] <https://www.w3.org/TR/WCAG21/#use-of-color>
- [15] <https://www.w3.org/TR/WCAG21/#audio-control>
- [16] <https://www.w3.org/TR/WCAG21/#keyboard>
- [17] <https://www.w3.org/TR/WCAG21/#no-keyboard-trap>
- [18] <https://www.w3.org/TR/WCAG21/#character-key-shortcuts>
- [19] <https://www.w3.org/TR/WCAG21/#timing-adjustable>
- [20] <https://www.w3.org/TR/WCAG21/#pause-stop-hide>
- [21] <https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold>
- [22] <https://www.w3.org/TR/WCAG21/#bypass-blocks>
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- [25] <https://www.w3.org/TR/WCAG21/#link-purpose-in-context>
- [26] <https://www.w3.org/TR/WCAG21/#pointer-gestures>
- [27] <https://www.w3.org/TR/WCAG21/#pointer-cancellation>
- [28] <http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs>
- [29] <https://www.w3.org/TR/WCAG21/#label-in-name>
- [30] <https://www.w3.org/TR/WCAG21/#motion-actuation>
- [31] <https://www.w3.org/TR/WCAG21/#language-of-page>
- [32] <https://www.w3.org/TR/WCAG21/#on-focus>
- [33] <https://www.w3.org/TR/WCAG21/#on-input>
- [34] <https://www.w3.org/TR/WCAG21/#error-identification>
- [35] <https://www.w3.org/TR/WCAG21/#labels-or-instructions>
- [36] <https://www.w3.org/TR/WCAG21/#parsing>
- [37] <https://www.w3.org/TR/WCAG21/#name-role-value>
- [38] <https://www.w3.org/TR/WCAG21/#captions-live>
- [39] <https://www.w3.org/TR/WCAG21/#audio-description-prerecorded>
- [40] <https://www.w3.org/TR/WCAG21/#orientation>

- [41] <https://www.w3.org/TR/WCAG21/#identify-input-purpose>
- [42] <https://www.w3.org/TR/WCAG21/#contrast-minimum>
- [43] <https://www.w3.org/TR/WCAG21/#resize-text>
- [44] <https://www.w3.org/TR/WCAG21/#images-of-text>
- [45] <https://www.w3.org/TR/WCAG21/#reflow>
- [46] <https://www.w3.org/TR/WCAG21/#non-text-contrast>
- [47] <https://www.w3.org/TR/WCAG21/#text-spacing>
- [48] <https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus>
- [49] <https://www.w3.org/TR/WCAG21/#multiple-ways>
- [50] <https://www.w3.org/TR/WCAG21/#headings-and-labels>
- [51] <https://www.w3.org/TR/WCAG21/#focus-visible>
- [52] <https://www.w3.org/TR/WCAG21/#language-of-parts>
- [53] <https://www.w3.org/TR/WCAG21/#consistent-navigation>
- [54] <https://www.w3.org/TR/WCAG21/#consistent-identification>
- [55] <https://www.w3.org/TR/WCAG21/#error-suggestion>
- [56] <https://www.w3.org/TR/WCAG21/#error-prevention-legal-financial-data>
- [57] <https://www.w3.org/TR/WCAG21/#status-messages>
- [58] <https://www.w3.org/TR/WCAG21/#sign-language-prerecorded>
- [59] <https://www.w3.org/TR/WCAG21/#extended-audio-description-prerecorded>
- [60] <https://www.w3.org/TR/WCAG21/#media-alternative-prerecorded>
- [61] <https://www.w3.org/TR/WCAG21/#audio-only-live>
- [62] <https://www.w3.org/TR/WCAG21/#identify-purpose>
- [63] <https://www.w3.org/TR/WCAG21/#contrast-enhanced>
- [64] <https://www.w3.org/TR/WCAG21/#low-or-no-background-audio>
- [65] <https://www.w3.org/TR/WCAG21/#visual-presentation>
- [66] <https://www.w3.org/TR/WCAG21/#images-of-text-no-exception>
- [67] <https://www.w3.org/TR/WCAG21/#keyboard-no-exception>
- [68] <https://www.w3.org/TR/WCAG21/#no-timing>
- [69] <https://www.w3.org/TR/WCAG21/#interruptions>
- [70] <https://www.w3.org/TR/WCAG21/#re-authenticating>
- [71] <https://www.w3.org/TR/WCAG21/#timeouts>
- [72] <https://www.w3.org/TR/WCAG21/#three-flashes>
- [73] <https://www.w3.org/TR/WCAG21/#animation-from-interactions>
- [74] <https://www.w3.org/TR/WCAG21/#location>
- [75] <https://www.w3.org/TR/WCAG21/#link-purpose-link-only>
- [76] <https://www.w3.org/TR/WCAG21/#section-headings>
- [77] <https://www.w3.org/TR/WCAG21/#target-size>
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- [83] <https://www.w3.org/TR/WCAG21/#change-on-request>
- [84] <https://www.w3.org/TR/WCAG21/#help>
- [85] <https://www.w3.org/TR/WCAG21/#error-prevention-all>