

# GradGuard Enrollment Flows – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** GradGuard College Renters and Tuition Insurance

**Report Date:** December 2023

**Product Description:** GradGuard offers renters and tuition insurance to college students to help safeguard their college experience. Renters insurance can cover accidental losses due to things such as theft, fire, and vandalism. Tuition insurance can provide reimbursement should a student need to completely withdraw due to a covered reason.

**Contact Information:** Stephanie Baker or GradGuard Compliance Team ([compliance@gradguard.com](mailto:compliance@gradguard.com))

**Notes:** N/A

**Evaluation Methods Used:** Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 10, JAWS 2022/Chrome, manual accessibility testing, and keyboard testing with visual focus.

## 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
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A - No Level AA - No 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 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="#"><u>1.1.1 Non-text Content</u></a> (Level A)	Web: Partially Supports	Web: Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: <ul style="list-style-type: none"> <li>Header &amp; Footer, Homepage, What's Covered modal and Carousel page.</li> </ul>
<a href="#"><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></a> (Level A)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
<a href="#"><u>1.2.2 Captions (Prerecorded)</u></a> (Level A)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
<a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A)	Web: Supports	Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p>	<p>Web: Partially Supports</p>	<p>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:</p> <ul style="list-style-type: none"> <li>Review Details, Welcome Post-Purchase, Support Page, Edit Policy Modal, Quote Page – Tuition, What's Covered Modal and Carousel, Where Living and More Info.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning. Exception includes:</p> <ul style="list-style-type: none"> <li>Homepage.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Web: Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
<a href="#">1.4.1 Use of Color</a> (Level A)	Web: Supports	Web: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
<a href="#">1.4.2 Audio Control</a> (Level A)	Web: Supports	Web: The product does not include audio that plays automatically for more than 3 seconds.
<a href="#">2.1.1 Keyboard</a> (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: <ul style="list-style-type: none"> <li>Edit Policy Modal.</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Web: Supports	Web: The product does not include keyboard traps.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Web: Supports	Web: The product does not use character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Web: Supports	Web: The product does not include time limits.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Web: Supports	Web: The product does not include content which moves, blinks, scrolls or auto-updates.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Web: Supports	Web: The product does not include flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Web: Supports	Web: In the product, there is repetitive content in navigation without a mechanism to skip past it.
<a href="#">2.4.2 Page Titled</a> (Level A)	Web: Supports	Web: Pages of the product provide titles that adequately describe their topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Web: Partially Supports	Web: In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: <ul style="list-style-type: none"> <li>Edit Policy Modal.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Web: Partially Supports	Web: Most pages of the product provide titles that adequately describe their topic or purpose. Exceptions include: <ul style="list-style-type: none"> <li>Support Page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Web: Supports	Web: The product does not use a pointer to execute any part of the function.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Web: Supports	Web: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Web: Supports	Web: The product does not have functionality that requires device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	Web: Supports	Web: The product does not initiate a change in context as a result of any component receiving focus.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.2 On Input</a> (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.
<a href="#">3.3.1 Error Identification</a> (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: <ul style="list-style-type: none"> <li>• Edit Policy Modal</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include:</p> <ul style="list-style-type: none"> <li>• Where Living, Edit Policy Modal, Support Page, Welcome Post-Purchase, More Info, On Campus Residence and Interested Party</li> </ul>
<p><a href="#">4.1.1 Parsing</a> (Level A)            WCAG 2.0 and 2.1 – Always answer ‘Supports’            WCAG 2.2 (obsolete and removed) - Does not apply</p>	<p>Web: Supports</p>	<p>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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• There are error messages that are not programmatically associated with their corresponding fields on pages like: Edit Policy Modal.</li> <li>• There are dialogs without appropriate name and role information on: What's Covered Modal and Carousel.</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)	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined. Exceptions include:</p> <ul style="list-style-type: none"> <li>• On Campus Residence and Interested Party, Welcome Post-Purchase, Support page there are common form controls that lack a programmatic way to communicate purpose, such as an enabled autocomplete attribute.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: The product provides sufficient contrast between most text and backgrounds. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Some text against its background color does not provide sufficient contrast. This occurs on the following pages: Quote Page – Renters, Homepage, Select School Search Field, Side Menu and Welcome, Where Living, On Campus Residence and Interested Party, What's Covered Modal and Carousel, More Info, Welcome Post-Purchase, Support Page, Edit Policy Modal, Quote Page – Tuition.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.4 Resize text</a> (Level AA)	Web: Support	Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Web: Support	Web: The images of text contained in the product are essential and can be visually customized to user viewing requirements.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Web: Partially Supports	<p>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. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• There is content that cannot be navigated with the keyboard when the page has a viewport width of 320 CSS pixels on: Edit Policy Modal and Support Page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: The visual presentation of non-text content has a contrast ratio of at least 3:1 in most instances. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• There are user interface components with a contrast ratio that is below 3:1. Additionally some graphical objects do not have sufficient contrast. This occurs on: Edit Policy Modal, Support Page, Welcome Post-Purchase and More Info.</li> </ul>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>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:</p> <ul style="list-style-type: none"> <li>• Review Details.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p>	<p>Web: Supports</p>	<p>Web: The product ensures that content triggered by hover or focus becomes and remains visible while triggered, and is dismissed when hover or focus is removed, or can otherwise be dismissed by the user.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: The product provides multiple ways to navigate through pages in the product, except where pages are sequential steps in a process. Exception occurs: Welcome Post-Purchase page.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include:</p> <ul style="list-style-type: none"> <li>• There are buttons that have insufficiently descriptive accessible name on Select School Search Field, Side Menu and Welcome, On Campus Residence and Interested Party, Quote Page – Renters, More Info, Review Details, Edit Policy Modal and Quote Page - Tuition.</li> </ul>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product provides a visible indication of keyboard focus for elements on each page.</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p>	<p>Web: Supports</p>	<p>Web: Pages of the product present content in a single language.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product
<a href="#">3.3.3 Error Suggestion</a> (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.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (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 can be reversed or revised after submission.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: In some instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include:</p> <ul style="list-style-type: none"> <li>Select School Search Field, Select School Search Field, More Info, Welcome Post-Purchase, Support Page and Edit Policy Modal.</li> </ul>

**Table 3: Success Criteria, Level AAA**

Notes: Not Evaluated