

SmartPAL Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: SmartPAL

Report Date: February 2026

Product Description: SmartPAL is an AI-powered learning assistant designed to support student engagement and self-regulated learning within higher education courses. SmartPAL integrates with learning management systems (such as Canvas) and provides features including AI-assisted reflection, guidance, reminders, and instructor-facing insights. The product is accessed through modern web browsers by students, instructors, and administrators.

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Notes: This Accessibility Conformance Report is based on an internal evaluation of SmartPAL at the time of publication. Accessibility is an ongoing effort, and SmartPAL continues to monitor, improve, and remediate accessibility issues as part of its product development lifecycle. Third-party platforms or services integrated with SmartPAL are evaluated only to the extent that SmartPAL controls their configuration or presentation.

Evaluation Methods Used: The accessibility evaluation was conducted by team members with knowledge of SmartPAL’s general product functionality and common user workflows. The evaluation included a combination of manual and automated testing methods. Manual testing focused on keyboard-only navigation, focus management, form interactions, dialogs, and error handling across core user flows. Screen reader testing was performed to assess compatibility with assistive technologies and the programmatic exposure of labels, roles, states, and status messages. Automated accessibility testing tools were used to identify common WCAG-related issues, with results reviewed and validated through manual inspection. Testing was conducted against WCAG 2.1 Level A and AA success criteria for SmartPAL-controlled web interfaces. The conformance statements in this report apply to SmartPAL-controlled web interfaces, including the core SmartPAL product application.

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 (No) Level AA (No) 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)

Standard/Guideline	Included In Report
	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 only be used in WCAG Level AAA criteria.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All relevant non-text content includes appropriate text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The product does not include pre-recorded video or audio
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Supports	Information and relationships are conveyed through semantic HTML markup and programmatic structure.
1.3.2 Meaningful Sequence (Level A)	Supports	Reading and focus order follow a logical sequence that preserves meaning and operability.
1.3.3 Sensory Characteristics (Level A)	Supports	Sensory info is never used alone to convey info
1.4.1 Use of Color (Level A)	Supports	Information is not conveyed by color alone; additional text or visual cues are provided.
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Supports	Core functionality is operable using a keyboard without requiring mouse input.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is not trapped within any component and can be moved away using standard keyboard navigation.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	The product does not implement single-character keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not impose time limits on user interactions that would require adjustment or extension mechanisms.
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No content flashes more than three times per second

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Supports	Mechanisms are provided to allow keyboard and screen reader users to bypass repeated navigation and access main content.
2.4.2 Page Titled (Level A)	Supports	Dynamic titles include course names where applicable
2.4.3 Focus Order (Level A)	Supports	Focusable components receive focus in an order that preserves meaning and operability
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text describes link content
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	The product does not require complex, multi-point, or path-based gestures; all functionality can be operated using simple pointer inputs.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Pointer interactions do not trigger functionality on the down event; actions can be canceled before completion.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	controls have accessible labels
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	
3.1.1 Language of Page (Level A)	Supports	primary default language “en” is specified
3.2.1 On Focus (Level A)	Supports	No unexpected changes of context when elements receive focus
3.2.2 On Input (Level A)	Supports	Changes on input controls happen only after the user commits (no auto submit or selection change without confirm)
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms, where provided, are presented consistently across the application.
3.3.1 Error Identification (Level A)	Supports	Input errors are clearly identified and communicated to users through text-based error messages.
3.3.2 Labels or Instructions (Level A)	Supports	Input linked to error message for association
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable (Exception)	The requirement to re-enter a new password during password reset falls under the security exception defined by this success criterion.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See

Criteria	Conformance Level	Remarks and Explanations
		the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	NA	The product does not include live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	NA	The product does not include prerecorded audio or video content.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	SmartPAL interfaces support both portrait and landscape orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Input fields that collect user information include appropriate programmatic identification of their purpose.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text and interactive elements meet minimum foreground and background contrast requirements.
1.4.4 Resize text (Level AA)	Supports	Text can scale up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	Images of text are avoided except where essential, such as logos.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	SmartPAL supports responsive reflow at 400% zoom (320 CSS pixels) without loss of content or functionality. Standard content reflows vertically without horizontal scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Visual indicators such as buttons, form fields, focus states, and icons are designed with sufficient contrast to support accessibility.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Content remains readable and functional when text spacing is adjusted per WCAG requirements.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content displayed on hover or focus is dismissible, hoverable, and persistent where applicable.
2.4.5 Multiple Ways (Level AA)	Supports	Users can locate content through multiple mechanisms, such as navigation menus and contextual links.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels describe topic or purpose and are used consistently.
2.4.7 Focus Visible (Level AA)	Supports	Keyboard focus indicators are visible for all interactive components.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	NA	This success criterion was introduced in WCAG 2.2. SmartPAL testing was conducted against WCAG 2.1 Level A and AA only.
2.5.7 Dragging Movements (Level AA 2.2 only)	NA	The product does not require dragging interactions for operation.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	NA	This success criterion was introduced in WCAG 2.2. SmartPAL testing was conducted against WCAG 2.1 Level A and AA only.
3.1.2 Language of Parts (Level AA)	Supports	Language changes within content are programmatically identified where applicable.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation mechanisms are consistent across pages.
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same functionality are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages provide guidance to help users correct input where appropriate.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	NA	The product does not process legal, financial, or sensitive data requiring error prevention under this criterion.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	NA	This success criterion was introduced in WCAG 2.2. SmartPAL testing was conducted against WCAG 2.1 Level A and AA only.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	

Legal Disclaimer (Company)

This Accessibility Conformance Report is provided for informational purposes only and reflects SmartPAL's assessment of the product at the time of publication. While SmartPAL makes reasonable efforts to ensure accessibility and to improve accessibility over time, this report does not constitute a contractual commitment, warranty, or guarantee of compliance. Accessibility may vary depending on user configuration, assistive technologies, browser, operating system, and third-party integrations. SmartPAL reserves the right to modify the product and update this report as needed.