

Poll Everywhere Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Poll Everywhere Presenter App
(polleverywhere.com)

Report Date: July 31, 2024

Product Description: Poll Everywhere is a web-based audience response system that allows participants to respond to live polling questions.

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Notes: This VPAT is specifically for polleverywhere.com for Presenters and Administrators, including support material linked from polleverywhere.com. The Participant app is reviewed separately.

Evaluation Methods Used:

- MacOS Sonoma 14.5, Chrome 126, axe DevTools v4.81.3
- MacOS Sonoma 14.5, Chrome 126, WAVE
- MacOS Sonoma 14.5, Safari 17.5, VoiceOver
- MacOS Sonoma 14.5, Chrome 126 , Voice over
- Microsoft Windows 11, Chrome 126, NVDA 2024.2

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 (Yes) Level AA (Yes) 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.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](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p>	<p>Partially Supports</p>	<ul style="list-style-type: none"> - Configure panel and activity review page : Unclear that there are tabs in the review activity aside - Account Admin: Order history: image lacks context and labelled improperly. - Account Roles card information icon lacks context. - Screen reader continues to list out items that are not associated with mobile phone country code. - Info icon or (?) does not provide any context or description of its usage. - Add Alt Text to Title Image and Logos - All icons in the Add Activity view need descriptive text - Icons in buttons should be hidden from screen readers - Alt text for UGC images - Poll results should be accessible by keyboard / screen reader - Singularity only: Presentation Bar Option Disappears - Home: Decorative images must have empty alternative text - Home: Decorative elements must have empty alternative text - Some icons are read as Braille to screen readers - Add "Select all" aria label on /activities - The active or inactive status of activities is not being communicated to screen reader users - Screen reader doesn't match visible text on the activities table "last modified" column - Visualization of currently active activity in media card preview is read out when it doesn't need to be

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - The folder icon for activity list items needs an aria-label description - Icons in the activities list have no context - Lack of Nonvisual Feedback when choosing a Color Theme - Needed use of Tab Panels when creating activities - Profile: Attendance Management: Map Images must have alternate text - Pagination can be accessed by screen readers even when it is hidden in the UI
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	There are no audio components to Poll Everywhere. All videos have text equivalent and/or captions.
1.2.2 Captions (Prerecorded) (Level A)	Supports	All uploaded videos (support tutorials) have captions
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	No time based media or audio exists within the application
1.3.1 Info and Relationships (Level A)	Partially Supports	<ul style="list-style-type: none"> - Create Activity: Close button lacks meaningful description - Create Activity: Formatting instructions aren't read by screen readers - Ranking: Test: missing ARIA roles - Home: Help button element - Home: Edit button lacks meaningful description - Lack of discoverability when moving Activities to different locations - No context for what is a table header - high effort - The table for activities is not in the same group as the heading - Label table cells with the respective header - Activities: Create New Folder label - Participant Table: table headers and descriptions - participants: successful import notification

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Profile: Activity Settings: Certain ARIA roles must be contained by particular parents - Edit Profile: Self-closing dialogue
1.3.2 Meaningful Sequence (Level A)	Partially Supports	When creating an activity, most icons only read out as a set of dots with a screen reader. Many of these icons need descriptions since they are critical elements for using the product.
1.3.3 Sensory Characteristics (Level A)	Supports	All instructions have text based alternatives
1.4.1 Use of Color (Level A)	Partially Supports	<ul style="list-style-type: none"> - Configure: Timer: "Learn More" link needs to be distinguished from surrounding text in a way that does not rely on color - Send: Presentation Instructions: "Support Center" link needs to be distinguished from surrounding text in a way that does not rely on color - Send: Share & Embed: "Edit" link needs to be distinguished from surrounding text in a way that does not rely on color - Participants: Add Participant: Links must be distinguishable without relying on color - Improved Accessibility for Participant Groups - Participant: Hover focus
1.4.2 Audio Control (Level A)	Supports	Poll Everywhere does not use audio in our application outside of some tutorial videos via YouTube and Vimeo.
2.1.1 Keyboard (Level A)	Partially Supports	<ul style="list-style-type: none"> - Activity Create: Hover states must appear for keyboard - Assign activity to group combobox does not implement required keyboard controls - Screen reader cannot access the upload option for activities - Inaccessible 'Add Option' button

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Surveys: Preview Window: Frames with focusable content must not have tabindex=-1 - Scrolling results window can't be accessed by keyboard - Configure panel: "Text messaging" radio options not keyboard accessible - Configure panel : Web response option tooltip not reachable via keyboard navigation - Configure poll : Test/Send options not reachable via keyboard navigation - Configure panel : Edit/Response history/Delete buttons not reachable via keyboard navigation - Configure panel and activity review page : Cannot access the "careful" tooltip with screen readers - Full interaction with image activities is not possible using screen readers - Create activity: Hover states must appear for keyboard - My Activities: Email Responses via keyboard - Remove Add Option shortcut when creating MCPs - Reorder Options button should be keyboard accessible - Edit Profile: Required Field error messages - Visual Settings: All Menu Items: Scrollable region must have keyboard access - Visual Settings should be accessible by keyboard - Visual settings opens a dialog that does not trap focus - Participant: "View Responses" isn't focusable with keyboard
2.1.2 No Keyboard Trap (Level A)	Partially Supports	<ul style="list-style-type: none"> - Configure panel : Number inputs swallow focus - Allow keyboard-only creation of CIP regions

Criteria	Conformance Level	Remarks and Explanations
		- Participant Upload: Keyboard Trap
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Partially Supports	Not all web presenter keyboard shortcuts work with screen readers
2.2.1 Timing Adjustable (Level A)	Supports	The only in-app timings are notifications which have manual dismissal
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	<ul style="list-style-type: none"> - Survey: Animation that can't be paused or stopped - See More: Animation that can't be paused or stopped
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No web pages ever flash
2.4.1 Bypass Blocks (Level A)	Partially Supports	Skip to main content link and skip to sidebar navigation link do not work as expected (safari only)
2.4.2 Page Titled (Level A)	Supports	All webpages have descriptive titles
2.4.3 Focus Order (Level A)	Partially Supports	<ul style="list-style-type: none"> - Account Admin: Change Plan: Table in change plan is difficult to navigate because of empty cells. - When in full screen presentation mode some non-visible elements are interactive with a screen reader - Home: Notification close - Improve keyboard accessibility of activity/group creation notifications - Save button comes before changes can be made - Improve confusing tab order
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<ul style="list-style-type: none"> - Viz Instructions: link text missing purpose via screenreader - Viz Instructions: "See More" should be associated with something - Expand and collapse triggers are confusing in a screen reader - Participants: "Download a CSV"

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	There are no multipoint or path-based gestures on the site.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	All links use up-event activation.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	#home-welcome-dialog on Home dashboard needs an accessible name
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	The site does not use motion for input.
3.1.1 Language of Page (Level A)	Supports	Human language can be programmatically determined for all pages throughout the app. Electronic Docs: Human language can be programmatically determined for all pages throughout the support docs.
3.2.1 On Focus (Level A)	Supports	Any focusable component in the app can receive focus without initiating a change of context.
3.2.2 On Input (Level A)	Partially Supports	<ul style="list-style-type: none"> - Clicking on a sort option moves focus outside the page - With screen readers, searching for participants submits the form while typing without notifying the user - Manage Participants - With screenreaders, sorting the participants table doesn't notify users of the new sort direction - Manage Participants - With screen readers, searching for participants submits the form while typing without notifying the user - Manage Participants - With screen readers, clicking "edit" for groups breaks focus
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Consistent help can be found via the Support Center link on Settings page accessible from all pages.
3.3.1 Error Identification (Level A)	Partially Supports	Signup form validation errors were not announced

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Partially Supports	<ul style="list-style-type: none"> - Instructions for image related activities are after the input - Activity types are read twice - Labels for the activities are read after the inputs - The numbers in the participants action buttons don't mean anything to screen readers
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The only redundant entry on the site is when users request to change a password, which is identified as essential.
4.1.2 Name, Role, Value (Level A)	Partially Supports	<ul style="list-style-type: none"> - Account Admin: Data Exports: Select element must have an accessible name - Account Admin: Data Retention: Form elements must have labels - Account Admin: Custom Invitation Template: Form elements must have labels - Account Admin: Data Exports: Form elements must have labels - Presenter Settings: Table Accessibility - Create Activity: tablist for activity types - Survey: Responses Per Person Selector: Form elements must have labels - Competitions: Adjust Timer Selector: Form elements must have labels - Survey: Thumbnail slides: Frames must have an accessible name - Competitions: Thumbnail & Preview slides: Frames must have an accessible name - Surveys: Title Slide: Elements must only use supported ARIA attributes - Competitions: Title Slide: Elements must only use supported ARIA attributes - Surveys: Buttons must have discernible text

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Competitions: Buttons must have discernible text - Icons in custom select inputs can be hidden from screen readers - Lack of descriptive feedback for "Responses per Person" feature - Activated Activity & Pinned Activity frames need accessible names - Trash page - Interactive controls must not be nested - Activities page - Interactive controls must not be nested - Activities: Share with me: Interactive controls must not be nested - Activities: Trash: Interactive controls must not be nested - Participant Table: Edit: Form Elements must have labels - Participant: New Group: Form Elements Must have Labels - Participants Search button: missing accessible name - Tooltip link on Invitations page needs discernible text - Profile: Activity Settings: Interactive controls must not be nested - Profile: Branded Response Page: ARIA attributes must conform to valid names - Profile: Activity Settings: Elements must only use permitted ARIA attributes - Profile: Personal Info: Form Elements must have labels - Profile: Branded Response Page: Content: Form Elements must have labels

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Profile: Personal Info: Elements must only use supported ARIA attributes - Teams: Pagination: Elements must only use supported ARIA attributes - Teams: Search: ARIA attributed must conform to valid names - Teams: Search: Buttons must have discernable text - Visual Settings: Voting Instructions & Title: Interactive controls must not be nested - Teams: Search role

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	All videos on content and marketing site have captions
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	All pre-recorded videos include captioning and a text description.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content is not restricted in its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 & 2.2)	Partially Supports	<ul style="list-style-type: none"> - Accessibility - Allow for autocompletion of signup/login/settings forms - Profile: Personal Info: Update Phone Number: autocomplete attribute must be used correctly
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<ul style="list-style-type: none"> - Account Admin: Custom Invitation Template: Nav color contrast - Account Admin: Custom Invitation Template: Email preview color contrast - Configure: Schedule: "Not set" contrast - Configure: Schedule: Custom calendar contrast

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Bright Theme: Powered By PE Contrast too low - Dark Theme: responses Contrast too low - Presentation control button contrast drops when toggling responses/instructions in Google Slides - MCP: Response Recorded text doesn't meet color contrast minimums - Singularity: LaTeX preview is too low-contrast to read - "Help" Contrast is too low - NPS pop-up: contrast minimums - Participant Table: Contrast too low for Email Address on darker bg - Participant: Contrast Ratio of email addresses - Profile: Personal Info: Username Tool Tip contrast - Profile: Personal Info: Contrast Ratios on Profile page - Profile: Branded Response Page: Contrast Ratios on inactive fields - Profile: Features Lab: Contrast Ratios on "on" toggles - Visual Settings: Contrast too low in Drop Down arrows
1.4.4 Resize text (Level AA)	Partially Supports	Activities and Participants pages can't be viewed properly at 200%
1.4.5 Images of Text (Level AA)	Supports	There are no images of text within the app
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	All important visual information meets the same minimum contrast required for larger text.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	No loss of content or functionality occurs by making changes to text spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	There are no instances of content on hover.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Partially Supports	Configure panel and activity review page : No heading for the review activity aside
2.4.6 Headings and Labels (Level AA)	Partially Supports	<ul style="list-style-type: none"> - No label for the add activity view - Configure panel - Label the activity that is being reviewed - There's no labels for the group names in the edit panel
2.4.7 Focus Visible (Level AA)	Partially Supports	<ul style="list-style-type: none"> - Registration: Focus indicator is not complete - Surveys: Focus indicator missing - Configure panel: Review activity main dialog accordion does not show focus when tabbed to - Configure panel : Keyboard visual focus is lost after "Text message" option in "How people can respond" dialog controls - Configure panel : "Completely anonymous" option modal doesn't receive focus in order to select an option - Configure panel and activity review page - Clicking the edit button should move focus to the inputs that now display for editing - My Activities: Missing focus indicator - Closing the action sheet does not return focus to the trigger - Participants: "Add Participants" button focus
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Focus of the site is never obscured.
2.5.7 Dragging Movements (Level AA 2.2 only)	Partially Supports	<ul style="list-style-type: none"> - Create Activity: Keyboard for ordering - My Activities: Keyboard for ordering
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	<ul style="list-style-type: none"> - My Activities Checkboxes: tap area - Activities: Shared with Me: Checkboxes: tap area - Participant Table: Group icon

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Profile: Attendance Management: All touch targets must be 24px large, or leave sufficient space - Visual Settings: Voting Instructions (and other) checkboxes: All touch targets must be 24px large, or leave sufficient space
3.1.2 Language of Parts (Level AA)	Supports	Human language can be determined programmatically throughout the app.
3.2.3 Consistent Navigation (Level AA)	Supports	Consistent navigation for “Skip to main,” footer, and main navigation and primary CTAs throughout the app
3.2.4 Consistent Identification (Level AA)	Supports	The application has consistent identification and terminology for repeated actions.
3.3.3 Error Suggestion (Level AA)	Supports	All error messages within the application have textual descriptions for remediation actions
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Orders and other non-reversible actions all have confirmation screens with more information and a summary of the action
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Poll Everywhere offers authentication methods that do not rely on a cognitive function test.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> - Configure panel and activity review page : Pressing the activate button should let users know they can click again to deactivate - Status changes should have advisory messages with appropriate aria labels - When checking an activity in a table, the actions that display in the table header are not announced - Confirm when an activity is deactivated - Actions like copying the response link, duplicating an activity, or deleting activity trigger an alert that confirms the action but this is not read with screen readers - The help tutorial component isn't called out by screen readers

Legal Disclaimer (Company)

Poll Everywhere, Inc. is committed to making its website and products accessible through constant review and redesign as necessary, to ensure that they meet or exceed accessibility standards and guidelines. We appreciate your patience through this ongoing process.