

Upswing Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product:

Upswing

Report Date:

2/27/26

Product Description:

Upswing is a holistic student services platform that facilitates student access to services such as tutoring (both online and in-person), assignment reviews, advising, and mental health resources.

Contact Information:

Any questions regarding this VPAT can be directed to support@upswing.io.

Notes:

Upswing meets [Web Content Accessibility Guidelines 2.2 AA](#) requirements with a few exceptions. [WCAG 2.1 AA](#) is the level of web accessibility required of higher education institutions. This report covers the degree of conformance for WCAG 2.1 AA and WCAG 2.2 AA. All exceptions are minor and do not affect any critical user actions.

Evaluation Methods Used:

The Upswing platform is checked for accessibility using a range of automated, manual, and visual checks. Tools used to test accessibility include the following:

- Accessibility Insights for Web v. 2.45.01 (Powered by axe-core 4.10.2)
- Chrome Screen Reader
- Keyboard-access manual testing and assessment
- Color Contrast Analyzer
- Chrome Developer Tools

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.
- **Supports with Exceptions:** 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 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Not applicable	There are no real-time broadcasts within the application. While two-way multimedia meetings occur between individuals through the platform, these are not broadcasts.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Since all of the information in the included videos are already provided in the audio track, no audio description is necessary.
1.2.2 Captions (Prerecorded) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not applicable	No audio plays automatically.
2.1.1 Keyboard (Level A)	Supports	Note that the whiteboard doesn't have keyboard access as the underlying function requires input that depends on the path of the user's movement and not just the endpoints.
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not applicable	No keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Not applicable	Real-time exception since the time limit is a required part of an online session real-time event.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	No auto-scrolling, moving, or blinking content.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	No flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	Users are able to bypass blocks of repeated content such as the main navigation elements via a tab that appears when triggered by keyboard navigation.
2.4.2 Page Titled (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports with exceptions	Messages are keyboard operable, but the focus does not always follow the expected flow.
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	
3.1.1 Language of Page (Level A)	Not applicable	No motion actuation in the application.
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Students have constant access to help in the application.
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	
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 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)	Not applicable	There are no real-time broadcasts within the application. While two-way multimedia meetings occur between individuals through the platform, these are not broadcasts.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	Since all of the information in the included videos are already provided in the audio track, no audio description is necessary.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Not applicable	The only instance of dragging movement occurs on the whiteboard in the VLC where dragging is essential to the functionality of the feature.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports with exceptions	The Writing Lab and Citation Generator display navigation inconsistent with other areas of the platform.
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	