# Pearson Benefits US Website: Accessibility Conformance Report (WCAG Edition)

(Based on VPAT® Version 2.5)

## Name of Product/Version

[Pearson Benefits US Website](https://pearsonbenefitsus.com/)

## Report Date

October 9, 2024

## Product Description

Website for new or current Pearson US employee’s healthcare plan options and additional benefits

## Contact Information

Email Pearson Benefits at [benefits.answers@pearson.com](mailto:benefits.answers@pearson.com)

## Notes:

### Website

This Accessibility Conformance Report (ACR) document confirms compliance of the audit sample page set with the Web Content Accessibility Guidelines (WCAG) version 2.2, level AA Success Criteria and some (9 out of 31) AAA criteria.

The five pages selected as the final testing sample set were chosen as all repeat components used throughout the site are included within them and are indicative of the site as a whole. The sixth page was chosen at random.

1. [Home](https://pearsonbenefitsus.com/)
2. [For Your Health](https://pearsonbenefitsus.com/for-your-health/)
3. [Medical Plans Overview](https://pearsonbenefitsus.com/for-your-health/medical-plans-overview/)
4. [Claim Forms and Required Notices](https://pearsonbenefitsus.com/claim-forms/)
5. [Tax-Advantaged Accounts](https://pearsonbenefitsus.com/for-your-wealth/tax-advantaged-accounts/)
6. [Discounts](https://pearsonbenefitsus.com/for-your-life/discounts/)

### Downloadable Documents

An audit of all documents available for download via the Pearson Benefits US website was completed (2024). Remediation of first-party documents to meet compliance with WCAG has begun and will continue throughout the end of 2024 and 2025 until all documents are compliant. We are in the process of requesting remediation of all documents created by third parties.

## Evaluation Methods Used:

### Manual Testing

Visual inspection, mouse, keyboard, touch screen, NVDA and Voice-over screen readers

### Automatic Testing

Browser inspectors, bookmarklets, AxeDev Tools Pro, and WAVE and Siteimprove browser extensions

### Devices and Browsers

Mac desktop on Chrome and Safari, iOS on Safari, and Windows desktop on Microsoft Edge

## Applicable Standards/Guidelines:

This report covers the degree of conformance for the following accessibility standard/guidelines:

### Standard/Guideline Version

[Web Content Accessibility Guidelines 2.2](https://www.w3.org/TR/WCAG22/)

### Levels Included in Report

A, AA, and passing-only AAA

## Accessibility Tester

Katie Diduch, KTdid., [www.KTdid.Design](http://www.KTdid.Design)

## 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 2.2 AA Report

**Note:** When reporting on conformance with the WCAG 2.2 AA 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A) | | Supports | * Logo in navigation is hidden and used as the home page link with appropriate accessible text * All illustration images are marked as decorative * All decorative UI images (arrows and icons) are hidden |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) | | Not Applicable | There is no prerecorded audio-only or video-only media |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) | | Not Applicable | There is no prerecorded audio-only or video-only media |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) | | Not Applicable | There is no prerecorded audio-only or video-only media |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) | | Supports | * There is one H1 per page that clearly defines page content and is exactly or close to the page title and link name in navigation or cross-links * Each page is structured with appropriate semantics or ARIA to indicate descriptive nested heading levels, Ols, ULs, tables, landmarks (Banner, Search, Main Navigation, Main, Breadcrumbs, and Content Info), and regions (scrollable regions for tables), and all interactive elements (tables, search, navigation, breadcrumbs, links, buttons, accordions, etcetera) * Buttons trigger actions and links open pages * All “Learn More” links have appropriate accessible text so that link purpose is discernable to AT users |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) | | Supports | * From top to bottom, all page content is presented in logical reading and tab order * Heading levels are nested |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) | | Supports | No visual-only, audio-only, or other sensory characteristics are solely used to instruct users in any way |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) | | Supports | Color alone is never used to visually convey meaningful information |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) | | Not Applicable | There is no audio media |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) | | Supports | * All page content can be navigated to via keyboard (unless content is a decorative image that has purposely been hidden) * All interactive functionalities can be operated via the keyboard |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) | | Supports | There are no keyboard traps |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A) | | Not Applicable | There are no custom keyboard shortcuts |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) | | Not Applicable | Not time limits are set for any user interactions |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) | | Not Applicable | There is no moving, blinking, scrolling, or auto-updating information |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) | | Not Applicable | There are no flashing elements |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) | | Supports | * The first link on the page is a “Skip to Main” link * There are appropriate landmarks for Banner, Search, Main Navigation, Main, Breadcrumbs, and Content Info * Tables are in scrollable regions * Descriptive nested heading levels are applied |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) | | Supports | * All page titles are consistently named per the following nomenclature: “[Page Name] – Pearson Benefits” * All page names match or are close to the page’s H1 |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) | | Supports | All focusable elements receive focus when tabbed to and the focus/tab order is sequential/logical |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) | | Supports | * All links text is either descriptive or made descriptive with accessible text * All “Learn More” links have accessible text * All links to downloadable documents include document type and size |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A) | | Not Applicable | There is no functionality that requires multipoint or path-based gestures |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A) | | Supports | All functionality that can be operated using a single pointer can: “Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion” |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A) | | Supports | All “Learn More” links have accessible text that includes “Learn More” |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A) | | Not Applicable | The is no motion actuation |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) | | Supports | The English language attribute is included on the html element |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) | | Supports | No change of context is initiated when any user interface component receives focus |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) | | Supports | No change of context is caused by changing the setting of a use interface component that has not been advised before using the component |
| [**3.2.6 Consistent Help**](https://www.w3.org/TR/WCAG22/#consistent-help)(Level A) | | Not Applicable | There are no help widgets, chat APIs, etcetera |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) | | Not Applicable | There are no interactive elements, like forms, that would require error identification (there are no incorrect search terms) |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) | | Supports | The searchbox has a “Search” label and “Search site” placeholder text |
| [**3.3.7 Redundant Entry**](https://www.w3.org/TR/WCAG22/#redundant-entry)(Level A) | | Not Applicable | There is no functionality that requires users to input information that would be required to input more than once |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) | | Does Not Apply | Obsolete for 2.2 |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) | | Supports | Names, roles, and values are applied to all interactive elements (links that look like buttons have link roles, The “Submit Search” button is not active until a search term is input onto the searchbox, the last link in a breadcrumb landmark list is disabled and set to current page, main navigation and accordion buttons announce when they are expanded or collapsed, etcetera) |

### Table 2: Success Criteria, Level AA

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA) | | Not Applicable | There is never any live audio content |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) | | Not Applicable | There is no prerecorded video |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA) | | Supports | Display orientation can change, and all content can be viewed unrestricted (tables are an accepted exception which are scrollable regions) |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA) | | Not Applicable | There are no form input fields. There is a searchbox input which is not required to include autocomplete. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) | | Supports | All small and large text have color contrast ratios higher than 4.5:1 on adjacent backgrounds:   * the lowest is 4.6:1 * the highest is 13.3:1 * the main paragraph text is 7.4:1 (#50575A on #FFFFFF) |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) | | Supports | All text can be scaled up in browsers to 200% without loss of content or functionality |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA) | | Not Applicable | No images of text are used |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA) | | Supports | All content is presented without loss of functionality or information when viewport is set to 1280 px wide and scaled up in browser to 400% to simulate 320 px width and also when viewed in dev tools size simulator at 320 px (the accepted exception is for tables) |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA) | | Supports | All default and other states of interactive user interface elements meet color contrast ratios of at least 3.1:1 |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA) | | Supports | Bookmarklets confirm that text spacing can be adjusted to following specs without loss of content or functionality:   * “Line height (line spacing) to at least 1.5 times the font size; * Spacing following paragraphs to at least 2 times the font size; * Letter spacing (tracking) to at least 0.12 times the font size; * Word spacing to at least 0.16 times the font size” |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA) | | Not Applicable | No content become visible or is hidden on hover or focus |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA) | | Supports | There site includes a site search, main navigation, portal page for each main navigation category, breadcrumbs, and main navigation category links in the footer |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) | | Supports | All headings and labels are descriptive |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) | | Supports | The global focus indicator style uses the C40 two-color technique and inline links use the darker color of the two |
| [**2.4.11 Focus Not Obscured (Minimum)**](https://www.w3.org/TR/WCAG22/#focus-not-obscured-minimum) (Level AA) | | Supports | No focusable components are hidden or partially hidden on focus |
| [**2.5.7 Dragging Movements**](https://www.w3.org/TR/WCAG22/#dragging-movements)(Level AA) | |  | No functionality requires dragging movement for operation |
| [**2.5.8 Target Size (Minimum)**](https://www.w3.org/TR/WCAG22/#target-size-minimum)(Level AA) | | Supports | All targets for pointer inputs are at least 24 x 24 px |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA) | | Not Applicable | The English language attribute is included on the html element — content is not presented in any other languages |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) | | Supports | All repeated navigational mechanisms throughout the site are consistently presented in the same relative order (main navigation, search, breadcrumbs, footer) |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) | | Supports | All labels, names, and text alternatives for content that shares the same functionality are identified consistently (for example: all links to downloadable documents include document type and size) |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA) | | Not Applicable | There are no interactive elements, like forms, that would require error identification or suggestion (there are no incorrect search terms) |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) | | Not Applicable | There are no pages that cause legal commitments or financial transactions, manage user data, or require user to submit test results in any way |
| [**3.3.8 Accessible Authentication (Minimum)**](https://www.w3.org/TR/WCAG22/#accessible-authentication-minimum) (Level AA) | | Not Applicable | There are no authentication functionalities |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA) | | Not Applicable | The are not status messages, alerts, or the like |

### Table 3: Success Criteria, Level AAA

Notes: Only Success Criteria that support or partially support level AAA conformance are included in the table. All Success Criteria that was not applicable, does not support were removed.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| **1.4.6** [**Contrast (Enhanced**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7)) (Level AAA) | | Partially Supports | Some small and large text has color contrast ratios higher than 7:1 on adjacent backgrounds: the highest is 13.3:1 |
| [**1.4.9 Images of Text (No Exception)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-images) (Level AAA) | | Supports | No images of text with alt text are used in place of real text |
| [**2.1.3 Keyboard (No Exception)**](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA) | | Supports | All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes" |
| [**2.3.2 Three Flashes**](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA) | | Supports | There are no flashing elements |
| [**2.3.3 Animation from Interactions**](https://www.w3.org/TR/WCAG21/#animation-from-interactions) (Level AAA 2.1 and 2.2) | | Supports | Animation from interactions was intentionally not added |
| [**2.4.8 Location**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA) | | Supports | All internal pages include breadcrumbs |
| [**2.4.9 Link Purpose (Link Only)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA) | | Supports | * All links text is either descriptive or made descriptive with accessible text * All “Learn More” links have accessible text * All links that open in new windows have accessible text and include hidden icons for sighted users   All links to downloadable documents include document type and size |
| [**2.4.10 Section Headings**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA) | | Partially Supports | * Section headings are used to organize the main content in the home page * All internation pages have an H1 that describe the main category of the contents and appropriate heading levels to organize rich text into sections * Accordions with H2 button titles are used abundantly |
| [**2.4.13 Focus Appearance**](https://www.w3.org/TR/WCAG22/#focus-appearance)(Level AAA) | | Partially Supports | The focus indicator styles site-wide are all at least 3.1:1 color contrast ratio to the interactive elements and the background on focus.  The two-color focus indicator and is comprised of a two-stroke perimeter, each stroke 2 px. The first stroke is white #FFFFFF. The second stroke is Royal Purple Dark #8A006E. Single-color inline focus indicators are all Royal Dark Purple on White.   * White #FFFFFF on Royal Dark Purple and reverse is 9.1:1 * White #FFFFFF on Midnight Blue #003057 is 13.4:1 * White #FFFFFF on Pearson Blue Dark #007799 is 5.1:1 * White #FFFFFF on Pearson Blue Darker #025A73 is 7.7:1 * Royal Purple Dark #8A006E on Super Light Blue is 8.6:1 * Focus indicator styles not only include the focus indicators but also inherit the interactive element’s hover state colors. Some focus indicators do not have a 3.1 color contrast ratio between the default unfocused state color. |