

Proficiency Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Paige (AI Learning Assistant), web application (current production release as of July 2026)

Report Date: July 31, 2026

Product Description: Paige is a web-based AI learning assistant used by students and instructors in higher education. Students chat with Paige for course-grounded tutoring, use interactive study tools (flashcards, practice questions, study guides), and manage account settings. Instructors access analytics dashboards and content insights. Paige is built as a React single-page application with a Material UI interface.

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Notes: This Accessibility Conformance Report (ACR) documents Paige's conformance with WCAG 2.1 Level A and Level AA. The evaluation covers the Paige web application UI for student and instructor workflows, including authentication, chat, study tools, settings, and instructor analytics pages.

Out of scope / third-party components: The embedded Zendesk support widget is a third-party component; its accessibility conformance is governed by Zendesk. Browser, OS, and assistive-technology capabilities affect outcomes.

Known considerations: Paige renders AI-generated chat and study content as HTML/Markdown. Structure and labeling of that dynamic content can vary by response. Accessibility is treated as an ongoing

engineering practice; automated WCAG 2.1 AA axe-core scans run in CI, and findings are remediated as part of product development.

This report does not claim WCAG 2.2 conformance. WCAG Level AAA criteria were not evaluated.

Per ITI VPAT guidance for WCAG 2.1-only reports, WCAG 2.2-only success criteria rows have been removed from the Level A and Level AA tables.

Evaluation Methods Used: Evaluation was performed by engineers familiar with Paige product workflows using a combination of:

- (1) Automated testing with axe-core (@axe-core/playwright) against WCAG 2.1 Level A and AA rules across key pages in light and dark themes (login, register, chat, settings, instructor dashboard, content insights);
- (2) Component-level automated axe checks (vitest-axe) for core interactive components (chat message list, mode selector, chat input, flashcard viewer);
- (3) Manual keyboard navigation audits (Tab, Shift+Tab, Enter, Escape, Arrow keys) across primary flows, including modal focus trapping and menu navigation;
- (4) Code review of semantic HTML, ARIA patterns, labels, focus management, skip links, page titles, live regions, and color-contrast theme tokens;
- (5) Targeted remediation cycles documented in Epic 4 accessibility stories (keyboard, screen reader labeling, contrast, ARIA/semantics, touch targets, and full-page axe scans).

Formal end-to-end testing with every major screen reader/browser combination was not completed as a separate third-party audit; NVDA/VoiceOver considerations informed implementation and acceptance

criteria. Institutions may request follow-up details at paige@perceivant.com.

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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 (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 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

Notes: Level A responses reflect WCAG 2.1 Level A. WCAG 2.2-only criteria were removed from this table because WCAG 2.2 is not included in this report.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Decorative and UI images include appropriate alt text or are hidden from assistive technology (e.g., logo alt text). Interactive controls expose accessible names. Limitations: AI-generated Markdown content may include images or complex non-text content without consistently authored alternatives; third-party Zendesk UI is outside Paige control.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Paige does not provide prerecorded audio-only or video-only media as product content. Success criterion is satisfied because there is no applicable content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Paige does not provide prerecorded synchronized media requiring captions.
1.2.3 Audio Description or Media	Supports	Paige does not provide

Criteria	Conformance Level	Remarks and Explanations
Alternative (Prerecorded) (Level A)		prerecorded video content requiring audio description or a media alternative.
1.3.1 Info and Relationships (Level A)	Partially Supports	Semantic HTML landmarks (header/nav/main/footer), form labels, headings, lists, dialogs, and ARIA relationships are used throughout the application chrome and primary workflows. Limitations: structure of AI-generated chat/study Markdown can vary; some dense instructor data tables may present complex relationships that benefit from further AT validation.
1.3.2 Meaningful Sequence (Level A)	Supports	Reading and navigation order follows meaningful DOM/visual sequence in primary flows. Tab order aligns with visual layout.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions and feedback do not rely solely on shape, size, visual location, orientation, or sound. Controls include text labels and/or accessible names.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only means of conveying information for primary UI. Links are distinguished by underline/weight in addition to color; status and feedback controls include icons/labels. Automated axe checks include related rules on key pages.
1.4.2 Audio Control (Level A)	Supports	Paige does not auto-play audio

Criteria	Conformance Level	Remarks and Explanations
		lasting more than three seconds.
2.1.1 Keyboard (Level A)	Supports	Primary interactive functionality is operable via keyboard (Tab/Shift+Tab, Enter, Escape, Arrow keys where menus apply). Material UI dialogs and menus provide keyboard support; skip link and focus management were verified in accessibility remediation work.
2.1.2 No Keyboard Trap (Level A)	Supports	Modals trap focus while open and return focus on close. Keyboard users can move to and from components using standard keys; Escape dismisses dialogs/menus.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	Paige does not implement single-character key shortcuts that conflict with assistive technology. Keyboard interaction uses standard modifier/activation patterns.
2.2.1 Timing Adjustable (Level A)	Supports	Core learning workflows do not impose short time limits that cannot be adjusted. Session/auth timeouts, where present, follow standard web application authentication patterns.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Paige does not present moving, blinking, scrolling, or auto-updating information that lasts more than five seconds without a mechanism to pause/stop/hide, beyond standard transient loading indicators.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Paige UI does not include flashing content that exceeds the general flash or red flash thresholds.
2.4.1 Bypass Blocks (Level A)	Supports	A Skip to main content link is provided as the first focusable element and targets the main content landmark.
2.4.2 Page Titled (Level A)	Supports	Each route sets a descriptive document title (e.g., Chat PAIGE, Settings PAIGE, Dashboard PAIGE).
2.4.3 Focus Order (Level A)	Supports	Focus order follows a logical sequence consistent with visual layout for primary pages and dialogs.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links and buttons expose purpose via visible text and/or accessible names (aria-label) in context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Paige does not require multipoint or path-based gestures for operation; interactions use standard pointer clicks/taps and keyboard equivalents.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Primary actions use standard up-event activation patterns provided by the browser/UI framework; users can abort by moving pointer away before release in typical controls.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Accessible names of labeled controls include or match their visible text labels for primary form and action controls.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Paige does not require device motion or user motion for operation.
3.1.1 Language of Page (Level A)	Supports	The application root document language is set to English (html lang="en").
3.2.1 On Focus (Level A)	Supports	Focus alone does not initiate unexpected context changes.
3.2.2 On Input (Level A)	Supports	Changing settings of UI components does not automatically cause unexpected context changes; form submission and navigation are user-initiated.
3.3.1 Error Identification (Level A)	Supports	Form validation errors are identified in text and associated with fields (including aria-describedby / alert patterns on authentication and settings flows).
3.3.2 Labels or Instructions (Level A)	Supports	Inputs have visible labels/instructions; required fields and password guidance are provided where applicable.
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. Paige is evaluated under WCAG 2.1.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Custom and Material UI components expose name, role, and value/state (e.g., menus, dialogs, progress indicators, chat log live regions). Remediation addressed unnamed progressbars and invalid ARIA attribute

Criteria	Conformance Level	Remarks and Explanations
		placement. Limitations: third-party Zendesk widget; some dynamically generated content states may require continued AT validation as features evolve.

Table 2: Success Criteria, Level AA

Notes: Level AA responses reflect WCAG 2.1 Level AA. WCAG 2.2-only criteria were removed from this table because WCAG 2.2 is not included in this report.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	Paige does not provide live synchronized media requiring captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Paige does not provide prerecorded video requiring audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content is designed to work in portrait and landscape orientations; no essential orientation lock is imposed by Paige.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	Common authentication and profile fields use appropriate input types/autocomplete attributes in primary forms. Coverage may be incomplete for every field across all administrative surfaces.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Theme tokens were audited and adjusted for WCAG 2.1 AA contrast. Automated color-contrast axe scans pass on key pages in light and dark modes after remediation.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Supports	Text can be resized using browser zoom/OS settings without loss of essential functionality for primary workflows; responsive layout is used.
1.4.5 Images of Text (Level AA)	Supports	Paige does not use images of text as essential content, aside from branding/logo graphics.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Primary pages reflow with responsive layouts at common viewport widths. Some instructor data tables and study-tool canvases may require horizontal scrolling at very small widths or high zoom levels.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Interactive component and focus indicator contrast was addressed as part of visual accessibility remediation using Material UI theme tokens and focus styles.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Content remains usable when user-agent text spacing is adjusted within WCAG-specified ranges for primary flows (standard HTML/CSS text; no fixed clipped text containers identified as blockers in remediation).
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Hover/focus content (e.g., tooltips/menus) can be dismissed and does not obscure pointer operation in standard Material UI patterns used by Paige.
2.4.5 Multiple Ways (Level AA)	Partially Supports	Authenticated users can reach primary areas via navigation

Criteria	Conformance Level	Remarks and Explanations
		(sidebar/header) and direct routes. As a task-oriented authenticated SPA, site-map/search alternatives are limited; multiple ways exist mainly through navigation menus and page links rather than a full site search.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels describe topic or purpose for primary screens and controls.
2.4.7 Focus Visible (Level AA)	Supports	A visible focus indicator is provided for focusable controls via Material UI focus-visible styles; verified during keyboard accessibility work.
3.1.2 Language of Parts (Level AA)	Supports	Paige content is presented in English; passages in other languages are not a product feature. Criterion is satisfied for the product language model.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated navigational mechanisms (header, chat sidebar, mode controls) are presented consistently across pages within each user role experience.
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same functionality are identified consistently (e.g., mode selector, logout, navigation controls).
3.3.3 Error Suggestion (Level AA)	Supports	Where input errors are detected, suggestions are provided in text (validation messages on auth/settings forms).
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Paige does not process legal commitments or financial

Criteria	Conformance Level	Remarks and Explanations
		transactions. For data-changing actions that can cause loss (e.g., deleting chats), confirmation dialogs are used.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages (loading, errors, chat updates) are exposed via ARIA live regions / alert / status patterns so assistive technologies can present them without a focus change.

Table 3: Success Criteria, Level AAA

Notes: Level AAA criteria were not evaluated.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.

Criteria	Conformance Level	Remarks and Explanations
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.2.3 No Timing (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.2.4 Interruptions (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.3.2 Three Flashes (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.4.8 Location (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG

Criteria	Conformance Level	Remarks and Explanations
		2.1 Level AA.
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.4.10 Section Headings (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
3.1.3 Unusual Words (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
3.1.4 Abbreviations (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
3.1.5 Reading Level (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
3.1.6 Pronunciation (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.

Criteria	Conformance Level	Remarks and Explanations
3.2.5 Change on Request (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
3.3.5 Help (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Level AAA is outside the scope of this report. Paige targets WCAG 2.1 Level AA.

Legal Disclaimer (Company)

Legal Disclaimer (Proficiency, Inc.):

This Accessibility Conformance Report is provided for informational purposes to help institutions make preliminary assessments of Paige accessibility. Conformance statements are based on evaluation methods described herein and known product behavior as of the report date. Accessibility of third-party components (including Zendesk) and of user-generated or AI-generated content may vary. Proficiency does not warrant that Paige will be error-free or meet the specific needs of every user or assistive technology combination. Proficiency continues to remediate accessibility issues as they are identified. For questions or to report barriers, contact paige@perceivant.com.