

Suggestion Ox Accessibility Conformance Report

WCAG Edition (Based on VPAT® Version 2.5)

Name of Product/Version: Suggestion Ox (web application, continuously deployed)

Report Date: October 31, 2026

Product Description: Suggestion Ox is a SaaS platform for collecting anonymous employee and customer feedback. This report covers the whole web application, which has two kinds of users:

- **Employee-facing surfaces**, used by the people giving feedback: the suggestion box submission flow (access gate, submission form, confirmation, anonymous conversation), poll response pages, the Live Q&A participant page, and email preference pages.
- **Administrative dashboard**, used by customer staff: sign-in and account recovery, the home dashboard and analytics, the response inbox and response handling (status, assignment, tags, internal notes, and anonymous two-way replies), suggestion box creation and settings, organization, team, and user administration, audit logs, poll creation and results, Live Q&A hosting and moderation, executive summary reports, and integration setup.

Each criterion below reports the lower conformance level of the two; the remarks say which surface an exception applies to.

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Notes:

- Out of scope: the third-party billing portal (ChargeBee) embedded in account billing settings; downloadable exports (CSV, Excel, and PDF reports); internal tooling available only to Suggestion Ox personnel.
- The product is available in 9 languages with full right-to-left (RTL) support; the page language is declared programmatically per locale.
- Customers may configure a suggestion box with multiple display languages. When no supported visitor locale is detected, customer-authored content renders in all configured languages, each block carrying its own programmatic language and direction attributes.
- Customers may apply custom brand colors to their employee-facing pages. The platform always selects the text color (black or white) with the higher WCAG contrast ratio against the chosen color, but a customer-chosen mid-tone color may still yield less than 4.5:1 (see 1.4.3 and 1.4.11).
- Sessions do not time out during use, so no session-expiry warnings are required.
- Status changes that happen without a page load are announced through live regions.

Evaluation Methods Used:

- Manual code audit of all templates, stylesheets, JavaScript controllers, real-time update templates, and shared components against WCAG 2.1 A/AA success criteria (employee-facing surfaces June 2026;

administrative dashboard October 2026), followed by remediation of the defects found

- Screen-reader testing (VoiceOver, NVDA) of the employee-facing submission, poll, and Live Q&A flows (June 2026); screen-reader testing of the administrative dashboard has not yet been performed
- Keyboard-only walkthroughs of the employee-facing submission, poll, and Live Q&A flows
- Automated axe-core scans (WCAG 2.1 A/AA rule set) of the administrative dashboard's main pages, run in the continuous-integration test suite
- Automated browser tests in the CI suite for keyboard reordering, focus restoration after in-place updates, status announcements, the narrow-screen navigation menu, and reflow at 320 CSS pixels
- Automated rendering assertions in the CI suite (landmarks, labels, accessible names, headings, page titles, ARIA states, zoom)
- Contrast ratios computed from the design-system color tokens

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	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.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	Informative images (organization and box logos, sign-in illustration) have text alternatives; decorative icons are hidden from assistive technology; icon-only controls have accessible names. Charts in the administrative dashboard are exposed as images whose accessible name summarizes their labels and values.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	Voicemail responses received through the phone hotline are presented in the administrative dashboard with an automatically generated text transcription alongside the audio player. The employee-facing surfaces contain no audio or video.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded)	Not Applicable	No video content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	No video content.
1.3.1 Info and Relationships	Supports	Form inputs, selects, editors, and checkboxes have programmatically associated labels; grouped choices use fieldset/legend or named radio groups; data tables use header cells with scope and expose sort state; pages expose landmarks and a heading hierarchy with a single level-1 heading; navigation groups use nav landmarks with aria-current.
1.3.2 Meaningful Sequence	Supports	DOM order matches the visual reading order.
1.3.3 Sensory Characteristics	Supports	Instructions do not rely solely on shape, location, or sound.
1.4.1 Use of Color	Supports	Required fields, validation errors, status, severity, sentiment, current page, and selected states are conveyed with text, icons, or programmatic state in addition to color; links within running text are underlined.
1.4.2 Audio Control	Supports	No audio plays automatically; voicemail audio plays only on request.
2.1.1 Keyboard	Supports	All functionality is keyboard-operable. Drag-and-drop reordering (poll ranking questions for respondents; custom fields, form sections, statuses, poll questions and options, and export columns for staff) has button-based Move up / Move down equivalents.
2.1.2 No Keyboard Trap	Supports	Modal dialogs and the narrow-screen navigation panel (Bootstrap 5) trap focus while open and release on Escape or close.
2.1.4 Character Key Shortcuts	Not Applicable	No single-character keyboard shortcuts.
2.2.1 Timing Adjustable	Partially Supports	Sessions do not time out, and brief confirmation notifications pause while hovered or focused and are also announced. Exception (employee-facing): the optional kiosk mode, when enabled by the box administrator, returns the confirmation screen to the form after 20 seconds without an extension mechanism. The Live Q&A 15-second submission rate limit is an anti-abuse control (essential exception).
2.2.2 Pause, Stop, Hide	Supports	Live Q&A streams update in real time, which is essential to the activity; the host view holds new questions behind an “N new” control while the moderator is scrolled away and never reloads the page automatically. No content blinks or scrolls automatically.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold	Supports	No flashing content.
2.4.1 Bypass Blocks	Supports	A skip-to-content link and main landmark are provided on all pages with repeated navigation.
2.4.2 Page Titled	Supports	Pages carry descriptive titles (box name, poll title, Q&A title, or the dashboard page name).
2.4.3 Focus Order	Supports	Focus follows the visual and logical sequence (no positive tabindex values); client-side validation moves focus to the first invalid field; after in-place updates in the administrative dashboard, focus returns to the updated control or region.
2.4.4 Link Purpose (In Context)	Supports	Link text, or the accessible name of icon-only links, describes the destination.
2.5.1 Pointer Gestures	Supports	Drag-based reordering has single-pointer button alternatives.
2.5.2 Pointer Cancellation	Supports	Native and Bootstrap controls activate on the up-event.
2.5.3 Label in Name	Supports	Accessible names contain the visible label text, including toggle switches, which are named after their visible setting title.
2.5.4 Motion Actuation	Not Applicable	No motion-operated functionality.
3.1.1 Language of Page	Supports	The html lang attribute is set programmatically per locale (9 languages, including RTL), including static error pages.
3.2.1 On Focus	Supports	Receiving focus does not trigger a change of context.
3.2.2 On Input	Supports	Changing a setting does not trigger an unexpected change of context; conditional poll questions appear inline without moving focus. Dashboard filter menus apply a pointer selection immediately but, from the keyboard, only on Enter or when focus leaves the menu.
3.3.1 Error Identification	Supports	Errors are identified in text, announced via role="alert", and invalid fields are marked with aria-invalid; failures of background saves in the administrative dashboard are reported in a visible alert that is also announced.
3.3.2 Labels or Instructions	Supports	All inputs have visible labels or a programmatic label matching adjacent visible text; required/optional status and hints are indicated in text and programmatically.
4.1.1 Parsing	Supports	Markup is template-generated with well-formed nesting and unique ids per page.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value	Partially Supports	First-party controls expose correct names, roles, states (aria-pressed, aria-expanded, aria-selected, aria-current, aria-invalid, switch state), and values. Exception (both surfaces): the third-party multi-select control (Tom Select) — used on the employee-facing form only when a customer adds an optional multi-select custom field, and in the administrative dashboard for response tags and assignees — does not fully expose its expanded/selected state to assistive technologies.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	No live media.
1.2.5 Audio Description (Prerecorded)	Not Applicable	No video content.
1.3.4 Orientation	Supports	Layouts are responsive; no orientation lock.
1.3.5 Identify Input Purpose	Supports	Fields collecting user information (email, name, current and new passwords) carry the appropriate autocomplete tokens.
1.4.3 Contrast (Minimum)	Partially Supports	The design-system palette meets 4.5:1 (normal text) and 3:1 (large text) throughout the administrative dashboard and the default employee-facing pages. Exception (employee-facing): customer-configured brand colors — the platform selects the higher-contrast text color, but a customer-chosen mid-tone color may yield less than 4.5:1 on branded buttons and headers.
1.4.4 Resize Text	Supports	User zoom is not restricted; text resizes to 200% without loss of content or functionality. At narrow viewports the dashboard's navigation menus move into a Menu panel rather than being hidden.
1.4.5 Images of Text	Supports	The sign-in illustration contains text and carries the same text as its alternative; other images of text are logos (exempt).
1.4.10 Reflow	Supports	Pages reflow to 320 CSS pixels without horizontal scrolling: layouts stack, toolbars wrap, and dashboard navigation moves into a Menu panel. Data tables scroll within their own container (two-dimensional content exception).
1.4.11 Non-text Contrast	Partially Supports	Form control boundaries, the focus indicator (a white gap and a solid indigo ring), and chart series meet 3:1. Exception (employee-facing): the customer-branding exception described under 1.4.3 also applies to branded component boundaries.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing	Partially Supports	Text containers grow with content. Exception (administrative dashboard): fixed-size toggle switches may clip their On/Off text when letter and word spacing are increased.
1.4.13 Content on Hover or Focus	Partially Supports	Tooltips are attached to focusable controls and appear on both hover and focus. Exceptions: tooltips (Bootstrap 5) disappear when the pointer moves from the trigger onto the tooltip itself; on the employee-facing form, the informational tooltip on the optional email field persists while focused but cannot be dismissed with Escape without moving focus.
2.4.5 Multiple Ways	Supports	Administrative pages are reachable through navigation menus, breadcrumbs, dashboard cards, and search. Employee-facing pages are single-purpose destinations reached by a direct link or steps in a submission process (exempt).
2.4.6 Headings and Labels	Supports	Headings and labels describe topic and purpose; repeated controls (such as Edit buttons) carry the name of the field they act on.
2.4.7 Focus Visible	Supports	All interactive controls show a visible focus indicator on keyboard focus.
3.1.2 Language of Parts	Supports	When a box is configured with multiple languages, each language block carries its own lang attribute and text direction (including RTL); multilingual title inputs in the dashboard do the same. User-generated content is exempt.
3.2.3 Consistent Navigation	Supports	Navigation (language selector, help, dashboard navigation bar) appears in consistent locations across pages.
3.2.4 Consistent Identification	Supports	Components with the same functionality are identified consistently.
3.3.3 Error Suggestion	Supports	Error messages describe what is required (e.g., “Please select at least one option”).
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	Deleting boxes, responses, users, and other stored data in the administrative dashboard requires a confirmation step. The employee-facing surfaces involve no legal commitments, financial transactions, or modification of stored data.
4.1.3 Status Messages	Supports	Status messages (copy confirmations, validation errors, rate-limit countdowns, reorder positions, new responses and questions, saved changes, selection counts, AI drafting progress, errors) are conveyed through role=“status”/role=“alert” live regions without moving focus.

Table 3: Success Criteria, Level AAA

Level AAA criteria were not evaluated.

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