

AskK12

AskK12 Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: AskK12 Chat Widget, October 2026 release

Report Date: October 2026

Product Description:

AskK12 is an AI chatbot that K–12 school districts add to their public websites. Families, students, staff, and community members open it from a chat button on the district's site and ask questions in their own words. Answers come from the district's own website content and from answers the district writes in advance, and they include links back to the source page.

The widget also shows district alert banners, works in more than 25 languages, lets visitors rate answers, and includes a contact form for questions it cannot answer. Districts add it with one line of code. It appears as a chat button that opens a chat panel, which loads in an embedded frame on the district's page.

Contact Information:

CongratsGrad, LLC (AskK12)

Accessibility questions and problem reports: support@askk12.com

Website: askk12.com

Notes:

Scope. This report covers the visitor-facing AskK12 chat widget as it appears on district websites: the chat button; the chat panel, including the conversation, question box, language selector, alert banner, source links, and answer feedback buttons; and the contact form inside the panel.

Not covered. The askk12.com marketing website; the administrative dashboard district staff use to manage the chatbot; the district website the widget is placed on; and district-supplied content, including the web pages answers link to and answers districts write themselves.

District-selected colors. Districts can choose the widget's brand color. Contrast was verified in the default blue theme and a light amber theme. Districts using a different color can contact AskK12 to confirm contrast for their theme.

Summary. Of the 50 WCAG 2.1 Level A and AA success criteria, the widget supports 36, partially supports 1 (3.1.2 Language of Parts), and 13 do not apply. No criterion was found unsupported. These 50 criteria include every WCAG 2.0 Level A and AA success criterion.

Build reference: f13fa00.

Evaluation Methods Used:

- Automated testing with axe-core 4.10.3 across eight widget states, with no Level A or AA violations found.
- Manual keyboard-only testing in Google Chrome on macOS.
- Screen reader testing with VoiceOver on macOS.

- Mobile testing on iPhone, including pinch zoom.
- Browser checks at 200% zoom, at a width of 320 CSS pixels (reflow), and with WCAG text-spacing overrides applied.
- Color contrast measurement of text, icons, borders, and focus indicators in the default blue theme and a light amber theme.
- Code review of the widget's structure, labels, focus handling, screen reader announcements, and timing.
- All testing used a test chatbot with sample content. No student, family, or district data was used.

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.x Conformance Requirements.

Table 1: Success Criteria, Level A

Notes: All 30 Level A success criteria in WCAG 2.1 are reported below. 23 are supported and 7 do not apply.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Buttons and other controls have text names that screen readers announce. Decorative icons are hidden from assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The widget contains no audio or video.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The widget contains no audio or video.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The widget contains no audio or video.
1.3.1 Info and Relationships (Level A)	Supports	The conversation is exposed to assistive technology as a labeled message log, and contact form fields have programmatically associated labels.
1.3.2 Meaningful Sequence (Level A)	Supports	Questions and replies are presented in the order they occur, and the reading order of the contact form matches its visual order.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions refer to controls by their name or purpose, not only by shape, size, position, or color.
1.4.1 Use of Color (Level A)	Supports	Color is never the only way information is conveyed; text and icons accompany color cues.
1.4.2 Audio Control (Level A)	Not Applicable	The widget does not play audio.
2.1.1 Keyboard (Level A)	Supports	All functions work with a keyboard alone, including opening the chat, asking a question, reading replies, following source links, using the language selector, feedback buttons, and contact form, and closing the chat.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus can move into and out of the chat. Pressing Escape closes the chat and returns focus to the chat button.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	The widget has no single-character keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	Conversations remain available for more than 20 hours, which falls under the WCAG 20-hour exception.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The chat button's attention animation plays once for five seconds and does not play when the device is set to reduce motion.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The widget contains no content that flashes more than three times in any one-second period.
2.4.1 Bypass Blocks (Level A)	Supports	Opening the chat moves focus directly to the question box, so users do not need to move through repeated content.
2.4.2 Page Titled (Level A)	Supports	The chat document has a title that includes the district's name, and the embedded chat frame has a descriptive title.
2.4.3 Focus Order (Level A)	Supports	Focus moves in a logical order. It moves into the chat when it opens, returns to the chat button when it closes, and is not pulled away when a reply arrives.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Source and contact links describe their destination through their link text or the surrounding reply.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	No function requires multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Controls use standard click activation, which happens when the pointer is released. Pressing the chat button and moving off it before releasing does not open the chat.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The name announced by assistive technology for each control includes its visible label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No function is triggered by device motion.
3.1.1 Language of Page (Level A)	Supports	The chat declares its default language (English).
3.2.1 On Focus (Level A)	Supports	Moving focus to a control does not submit information or change the context.
3.2.2 On Input (Level A)	Supports	Typing in a field or changing a selection does not submit a form or move the user to a new location.
3.3.1 Error Identification (Level A)	Supports	When a contact form field is missing or invalid, the error is described in text, announced to screen readers, and associated with the field.
3.3.2 Labels or Instructions (Level A)	Supports	Contact form fields have visible labels, required-field markers, and hints. The question box has an accessible name.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Supports	The conversation log and all controls expose their names and roles to assistive technology, along with states such as expanded, selected, required, and invalid.

Table 2: Success Criteria, Level AA

Notes: All 20 Level AA success criteria in WCAG 2.1 are reported below. 13 are supported, 1 is partially supported, and 6 do not apply.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The widget contains no live audio or video.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The widget contains no video.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The widget works in both portrait and landscape orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The name and email fields in the contact form identify their purpose, so browsers can fill them in automatically.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text meets a contrast ratio of at least 4.5:1 in the default blue theme and a tested amber theme; for example, contact form error text measures 4.53:1. See Notes on district-selected colors.
1.4.4 Resize Text (Level AA)	Supports	At 200% browser zoom, the chat header, messages, and controls remain readable and usable. Pinch zoom works on iPhone.
1.4.5 Images of Text (Level AA)	Supports	All text in the widget is real text, not images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	At a width of 320 CSS pixels, the chat fits the screen without horizontal scrolling and all controls remain available.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Icons, borders, and focus indicators meet at least 3:1 contrast in tested themes; for example, the send button icon measures 4.52:1 in the default theme and 8.26:1 in the amber theme.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	When line, paragraph, letter, and word spacing are increased to the WCAG test values, messages stay readable and all controls remain available.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Not Applicable	The widget does not show additional content on hover or focus, apart from standard browser tooltips, which this criterion excludes.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Not Applicable	The widget is a single component, not a set of web pages.
2.4.6 Headings and Labels (Level AA)	Supports	The chat panel, form fields, language selector, and buttons have labels that describe their purpose.
2.4.7 Focus Visible (Level AA)	Supports	Every control shows a visible focus outline when reached by keyboard. Controls behind the open contact form are removed from the tab order.
3.1.2 Language of Parts (Level AA)	Partially Supports	When a reply is in a language other than the chat's default, the widget marks its language so screen readers can pronounce it correctly. If the language of a reply cannot be reliably detected (for example, very short or mixed-language text), the reply falls back to the default language, and a screen reader may use English pronunciation.
3.2.3 Consistent Navigation (Level AA)	Not Applicable	The widget has no navigation that repeats across multiple pages.
3.2.4 Consistent Identification (Level AA)	Supports	Controls with the same function, such as send, feedback, and contact, use the same names throughout.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages say what is missing and show an example of a correctly formatted email address.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The widget does not process legal or financial transactions, change or delete stored user data, or submit test responses.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	New replies are announced to screen readers without moving focus. Contact form errors and confirmations are announced as status messages.

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria were not evaluated for this report.

Legal Disclaimer (CongratsGrad, LLC)

This report describes the accessibility of the AskK12 chat widget as of the report date, based on the evaluation methods listed above. It is provided for informational purposes and is not a warranty or a certification of compliance with any law. AskK12 continues to test and improve the widget.

To report an accessibility problem or request an updated report, contact support@askk12.com.