



## LUCAS, Customer Service Skills for Success, 8, 1260381900

### **Our Commitment to Accessibility**

Creating accessible products is a priority for McGraw-Hill Education. We have put in place processes to make accessibility and meeting the WCAG AA guidelines part of our day-to-day development efforts and product roadmaps. We measure and track our progress to ensure we continually make improvements to address the evolving industry standards and to meet our learners' accessibility needs. VPATS are available upon request. Our audits and VPATS are completed by a third party.

### **Testing Process**

We are committed to testing with users with different ranges of abilities and disabilities to ensure the usability and accessibility of our products.

A series of tests are conducted to ensure our compliance with the WCAG AA guidelines. Baseline assessments are completed, using a third-party vendor, to uncover gaps and inform a remediation roadmap. As new features are developed, an accessibility-specific success criterion is defined and all new work is tested to ensure it complies with the criteria prior to release. As these products continue to grow and the accessible feature set expands, semi-regular assessments will be completed by an external vendor to ensure continued compliance with the WCAG guidelines.



## Connect Platform

This report reflects the accessibility level of the content available within our Connect platform as it relates to specific title.

### Content

Alternative Text Files: We provide electronic files for use by students with disabilities. In order to send a file, we require a written request from the disability services center of your school. Requests can be submitted via Access Text Network at [www.accesstext.org](http://www.accesstext.org) or submitted directly to McGraw-Hill Education. To submit to McGraw-Hill, please email us at [mhe-permissions@mheducation.com](mailto:mhe-permissions@mheducation.com) or fax the request to 646-766-2019.

Many of our titles have alt descriptions of images available in a separate document provided to the DSS office. To request this file, please contact us at [accessibility@mheducation.com](mailto:accessibility@mheducation.com).

McGraw-Hill Education is actively working on developing more accessible assessment experiences. While some of our interactive assessment questions are not yet accessible to users of assistive technology, we continue to make improvements with each platform release.

Content Feature	Definitions	Status & Alternatives
eBook is operable without a mouse (keyboard navigable) and can be accessed using alternative output devices.	<i>Can the user navigate through the eBook and any link embedded using keyboard navigation and/or assistive technology?</i>	SmartBook 2.0 provides a student experience that includes color contrast, descriptions for images, keyboard navigation, and screen reader support. Work is ongoing to improve the user experience for all users. A VPAT for the WCAG 2.0 AA standards is available upon request as well as an updated Accessibility Conformance Report reflecting recent updates. SmartBook 2.0 will have a forthcoming independent audit to the WCAG 2.1 AA standards & a new VPAT in early 2022. The McGraw Hill eBook was built with accessibility in mind. An independent audit resulted in zero “does not supports” for WCAG criteria for the desktop version as well as the app versions (iOS & Android). All versions now support multimedia content interactions such as closed captioning for embedded videos and appropriate descriptions for audio, video & captions. Recent upgrades ensure that users can maintain logical & consistent focus order in menu interactions; that the highlight tool is color-compliant; and that users will not encounter any keyboard traps. Additional remediation will continue in 2022.
eBook images have alternative descriptions/alternative text	<i>Are the alt descriptions embedded in the eBook? Can a screen reader access the images?</i>	Alt descriptions are embedded within the eBook. Students using some forms of assistive technology may find it difficult to navigate to some of the content, due to the constraints of the technologies available. A file containing the alt descriptions can be supplied upon request. To request, please contact us at <a href="mailto:accessibility@mheducation.com">accessibility@mheducation.com</a>



Videos are closed captioned and/or transcripts are available	<i>Are videos and the transcripts able to be delivered outside of Connect and provided to DSS offices?</i>	Videos offer closed captioning and transcripts are available. To request transcripts, please contact us at the information listed above.
Assessments can be accessed using alternative output devices (screen reader)	<i>Are assessments keyboard navigable? Do images have alt descriptions? Can they be accessed within the platform using assistive technology?</i>	Click/Drag (Alternate) Click/Drag (Not Accessible) EZT native
Application Based Activities ABA's)	<i>Are assessments keyboard navigable? Do images have alt descriptions? Can they be accessed within the platform using assistive technology?</i>	Application-Based Activities are highly interactive, automatically graded, online exercises that provide students a safe space to apply their knowledge and problem-solving skills to real world scenarios. These activities are integrated into Connect. An independent audit to the WCAG 2.1 AA standards has been completed resulting in zero "does not supports" with some "partially supports". The corresponding VPAT and Accessibility Conformance Report are available upon request. This title includes Smart Chat.
Adaptive Learning Assignment	<i>Are assessments keyboard navigable? Do images have alt descriptions? Can they be accessed within the platform using assistive technology?</i>	Yes
PowerPoints can be accessed using alternative output devices (screen reader)	<i>Images contain alt descriptions and there is a logical reading order.</i>	PPT's have been prepared to be compliant with WCAG Level AA guidelines.
Additional Resources		
Writing Assignment		Not available with this title.

We are committed to working with our education partners as we progress in our accessibility efforts. In the event that alternative content formats are required, we will evaluate the options and, when possible, provide as needed.

McGraw-Hill sites may contain links to websites owned and operated by third parties. These links are provided as supplementary materials, and for learners' information and convenience only. McGraw-Hill has no control over and is not responsible for the content or accessibility of any linked website.

**For further information on McGraw-Hill and Accessibility, please contact us at [accessibility@mheducation.com](mailto:accessibility@mheducation.com)**



The statements above are for informational purposes only and do not represent a warranty of any kind.

© 2022 McGraw-Hill Education. All rights reserved.