Scribe Concepts, LLC Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: ScribeConcepts Website (scribeconcepts.com), May 2026

Report Date: May 28,2026

Product Description: Public-facing corporate marketing website, information architecture, and integrated digital product templates.

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Notes: This ACR is an evaluation submitted as part of the ScribeConcepts independent contractor vetting process. Evaluation scope is limited to four representative pages of the public-facing website. A complete production audit would include all site pages, full manual verification of all flagged instances, and comprehensive screen reader and keyboard navigation testing across all interactive components. Five Level A and AA criteria required testing beyond the scope of this sample evaluation: 3.3.1 Error Identification, 3.3.3 Error Suggestion, 1.3.5 Identify Input Purpose, 2.4.11 Focus Not Obscured (Minimum), and 2.5.8 Target Size (Minimum). These are reported as “Not Evaluated” to avoid stating a conformance level without supporting test results. A full audit would assign each a standard conformance level.

Evaluation Methods Used: This evaluation employed a multi-tool methodology, combining automated scanning with manual verification. Neither tool alone produces a complete picture of accessibility conformance; cross-referencing results between tools is required to distinguish confirmed failures from tool-generated false positives.

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

Tools Used:

- **WAVE by WebAIM v3.3.1.0**: visual rendering-based automated scanning for contrast errors, structural issues, ARIA implementation, and form labels.
- **axe DevTools Pro (axe-core 4.11.4) by Deque Systems**: DOM-based programmatic scanning against WCAG 2.1 AA and WCAG 2.2 AA rulesets.
- **Colour Contrast Analyser (CCA) v3.5.5 by TPGi**: manual contrast ratio verification using computed CSS hex values obtained via browser DevTools.
- **NVDA 2025.3.2**: manual screen reader testing for reading order, focus behavior, and interactive component announcement.
- **JAWS 2026 by Freedom Scientific**: supplemental screen reader reference.

Tool Discrepancy in Contrast Detection: Why Scanners Disagree on Color Contrast

Automated testing tools analyze color contrast by reading computed CSS values from the browser's DOM instead of evaluating the visual layout like a human eye. If a developer sets text over a CSS gradient, a background image, or a transparent parent container, axe DevTools defaults to logging 0 errors to avoid throwing a false positive, because it simply cannot calculate the exact solid pixel color directly beneath the text. WAVE's engine evaluates the page based on the visually rendered output, which catches real-world issues but can still misread complex CSS layouts. To cut through these tool conflicts, I manually verified the true color ratios using the TPGi Colour Contrast Analyser.

Third-Party Widget Detection: Missing Injected Assets and Third-Party Widgets

The https://www.scribeconcepts.com/content-development page contains a missing form label on the third-party AI chat widget ("How can we help?"). axe DevTools missed this issue entirely because the widget injects itself via an asynchronous JavaScript bundle after the initial page load,

or it operates hidden away inside a shadow root layer. WAVE detected the violation because it runs its evaluation on the fully rendered layout. This is why testing scripts alone is not enough when a site pulls in outside, dynamic components.

Inverse Tool Discrepancy: Programmatic vs. Visual Errors (The Link Text Discrepancy)

On the https://www.scribeconcepts.com/case-studies page, the exact opposite occurs: axe DevTools flagged 11 serious errors for empty links ("Links must have discernible text") that WAVE failed to detect. This comes down to a difference in engine logic. axe parsed the underlying HTML markup and correctly flagged anchor tags that lacked screen-reader-accessible text. Meanwhile, WAVE's visual parser likely assumed the container was filled or handled elsewhere. This gap proves why manual cross-checking is necessary because one tool will routinely clear a page that is actually broken for a screen reader user.

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: 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.

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 theWCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Staff profile images on the https://www.scribeconcepts.com/people page include 13 instances of suspicious or inadequate alternative text flagged by WAVE v3.3.1.0. The www.scribeconcepts.com/case-studies page contains 3 null or empty alternative text instances requiring manual determination of decorative versus informational status. The www.scribeconcepts.com/content-development page contains 11 suspicious alternative text alerts. Recommendation: Informational images require accurate, descriptive alternative text that conveys the same meaning a sighted user receives from the image. Images that serve a purely decorative purpose and add no meaningful content should be implemented with a null alt attribute (alt="") so assistive technology can bypass them. Staff profile images in particular should include the person's name and role at minimum, as this information is conveyed visually through the image caption overlay and must be equally available to screen reader users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No prerecorded audio-only or video-only content was identified on the evaluated pages.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No prerecorded synchronized video content with audio was identified on the evaluated pages.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No prerecorded video content was identified on the evaluated pages.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	The https://www.scribeconcepts.com/content-development page contains 2 fieldset elements missing legend elements, leaving form groups without programmatic group labels. WAVE identified 11 instances of possible headings on the same page — text visually styled as headings but not marked up semantically. The https://www.scribeconcepts.com/people page contains 16 instances of possible headings. Skipped heading levels were confirmed on https://www.scribeconcepts.com/content-development by both WAVE v3.3.1.0 and axe DevTools Pro (axe-core 4.11.4): "Heading levels should only increase by one" — 2 instances.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	The /people page presents staff profiles in a three-column visual grid. The programmatically determined reading order follows a column-first sequence — reading all profiles in the first column from top to bottom before advancing to the second column — rather than the row-first, left-to-right sequence the visual layout implies. For example, the DOM reads Jody Knowles then Clare Hambly then Hannah Anderson down column one before reaching Jared Taylor in column two, while a sighted user reads Jody Knowles and Jared Taylor as a pair in the first row. The W3C Understanding document for this criterion states that content not meeting SC 1.3.2 may confuse or disorient users when assistive technology reads content in the wrong order, or when alternate style sheets or other formatting changes are applied. Manual screen reader testing using NVDA 2025.3.2 confirmed the screen reader follows the DOM column-

Criteria	Conformance Level	Remarks and Explanations
		first order faithfully. However, the programmatically determined sequence does not match the correct reading sequence the visual presentation establishes, meaning the meaning conveyed by the visual grouping of names and titles in rows is not preserved in the DOM order. Recommendation: Apply technique C27 — Making the DOM order match the visual order — by reordering the source markup to reflect the row-based reading sequence the visual grid presents to sighted users.
1.3.3 Sensory Characteristics(Level A)	Supports	No instances were identified where instructions rely solely on sensory characteristics such as shape, size, color, or spatial location.
1.4.1 Use of Color (Level A)	Supports	Navigation links and interactive elements use visual indicators beyond color alone. No instances were identified where color is the sole means of conveying information or distinguishing elements.
1.4.2 Audio Control (Level A)	Not Applicable	No auto-playing audio content was identified on the evaluated pages.
2.1.1 Keyboard (Level A)	Partially Supports	Manual keyboard navigation confirmed navigation bar elements are accessible via the Tab key. NVDA Say All (Insert + Down Arrow) was repeatedly interrupted during testing on multiple pages, consistent with dynamically injected content and the ARIA implementation anomalies confirmed by automated testing. No skip navigation link is present, requiring keyboard users to traverse the full navigation on every page load (see 2.4.1).
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps were identified during manual keyboard navigation testing. Focus was not confined to any element or component.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	No single-character key shortcuts are implemented on the evaluated pages.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	Not Applicable	No time limits were identified on the evaluated pages.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	No auto-updating, blinking, scrolling, or moving content was identified on the evaluated pages.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	No flashing content was identified on the evaluated pages.
2.4.1 Bypass Blocks (Level A)	Supports	Manual keyboard testing confirmed a skip link labeled 'Skip to Main Content' is present as the first focusable element on all evaluated pages. On Tab key press the link becomes visible in the upper navigation area and directs focus past the repeated header and navigation block to the main content landmark, satisfying the bypass requirement for both screen reader and sighted keyboard users per technique G1.
2.4.2 Page Titled (Level A)	Supports	All evaluated pages include descriptive, meaningful page titles that identify the page purpose and site name.
2.4.3 Focus Order (Level A)	Supports	On https://www.scribeconcepts.com/people, focusable components within the staff profile grid receive focus in a column-first sequence — moving top to bottom through all profiles in the first column before advancing to the second column. The W3C Understanding document for SC 2.4.3 acknowledges that column-first navigation in a multi-column layout is not automatically a failure when columns are independent and meaning is preserved. However, the same document notes as best practice that focus order should reinforce the reading order implied by the visual layout — which on this page presents staff profiles in a row-based grid suggesting left-to-right, row-first navigation. Manual screen reader testing using NVDA 2025.3.2 confirmed the audible focus sequence is internally consistent with the DOM order. However, the

Criteria	Conformance Level	Remarks and Explanations
		Understanding document specifically notes that care should be taken so focus order makes sense to both screen reader users and sighted keyboard users, and does not appear to either of them to jump around randomly. A sighted keyboard user following the visual focus indicator across this page may find the column-first sequence inconsistent with the row-based visual grouping of names and titles. See https://www.scribeconcepts.com/people WAVE Order view and SC 1.3.2 for full technical detail and remediation recommendation applying technique C27.
2.4.4 Link Purpose (In Context) (Level A)	Does Not Support	axe DevTools Pro (axe-core 4.11.4) identified 11 serious violations on https://www.scribeconcepts.com/case-studies for links that contain no descriptive text. The W3C Understanding document for SC 2.4.4 notes that screen readers can generate a list of all links on a page for navigation — making descriptive link text essential. On this page, a screen reader user pulling up that links list would encounter 11 consecutive unlabeled links with no indication of where each one leads. WAVE returned 0 errors on the same page and assigned it the highest AIM score of all evaluated pages at 7.7. This is the inverse of the contrast discrepancy — here axe caught what WAVE missed, confirming that neither tool alone is sufficient. Recommendation: Add descriptive accessible names to all 11 links using visible text, aria-label, or a reference to adjacent content such as the project title or case study headline.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	No content requires multipoint or path-based gestures to operate.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	No content was identified that uses down-event activation without the ability to abort or undo the

Criteria	Conformance Level	Remarks and Explanations
		action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	Multiple ARIA labels are present across all evaluated pages (14–89 instances per page). Manual verification of label text accuracy against corresponding visible text was not completed within the scope of this assessment. A complete audit would require individual verification of each labeled component.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No functionality was identified that relies on device motion or user motion actuation.
3.1.1 Language of Page (Level A)	Supports	WAVE confirmed the HTML language attribute is set to English (*en*) on all evaluated pages, enabling assistive technologies to apply correct pronunciation and language processing rules.
3.2.1 On Focus (Level A)	Supports	No context changes triggered by focus events alone were identified during manual testing.
3.2.2 On Input (Level A)	Supports	No automatic context changes triggered by user input events alone were identified on the evaluated pages.
3.2.6 Consistent Help(Level A 2.2 only)	Supports	The third-party AI chat widget ("How can we help?") is consistently present across all evaluated pages in the same relative location, providing consistent access to help functionality site-wide.
3.3.1 Error Identification (Level A)	Not Evaluated. Outside the scope of this sample evaluation; see Notes.	Form error handling was not fully evaluated within the scope of this assessment. The /content-development page contains form elements; complete evaluation requires form submission testing with intentional error conditions.
3.3.2 Labels or Instructions (Level A)	Partially Supports	The W3C Understanding document for SC 3.3.2 states that labels and instructions help all users — particularly those with cognitive and learning disabilities — to enter information correctly, and that the goal is to provide enough information to complete a task without undue confusion. Two instances were identified on

Criteria	Conformance Level	Remarks and Explanations
		https://www.scribeconcepts.com/content-development: one missing form label on the third-party AI chat widget input control, and two fieldset elements missing legend elements that would otherwise identify the purpose of those form groups to users before they begin entering input. See SC 4.1.2 for full detail on the chat widget finding.
3.3.7 Redundant Entry(Level A 2.2 only)	Not Applicable	No multi-step processes requiring redundant entry of previously entered information were identified on the evaluated pages.
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. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Partially Supports	The W3C Understanding document for SC 4.1.2 states that for all user interface components, the name and role must be programmatically determinable, and that when custom or scripted controls are used, additional measures are required to ensure assistive technologies receive appropriate information. Two defects were identified on https://www.scribeconcepts.com/content-development related to the third-party AI chat widget. First, the widget input control is missing a programmatic label entirely. The widget loads via an asynchronous JavaScript bundle after the initial page load, placing it outside the DOM snapshot axe DevTools Pro evaluates — which is why axe returned 0 errors while WAVE detected the violation. The page owner retains conformance responsibility regardless of the component's third-party origin. Remediation requires coordination with the widget vendor. Second, WAVE's annotation overlay revealed a malformed aria-label value on the widget: aria-

Criteria	Conformance Level	Remarks and Explanations
		label="Chat with AI, false, ". The word "false" is Boolean logic that was inadvertently passed as literal text into the label string. A screen reader user will hear "Chat with AI, false, comma" — which is confusing and meaningless. This is a distinct defect from the missing label: the label exists but its value is incorrect. Recommendation: The widget vendor should correct the aria-label to a clean descriptive value such as aria-label="Chat support".

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live audio content was identified on the evaluated pages.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No prerecorded video content was identified on the evaluated pages.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content is not restricted to a single display orientation on any evaluated page.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Not evaluated. Outside the scope of this sample evaluation; see Notes.	Form input purpose attributes were not fully evaluated within the scope of this assessment.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Partially Supports Of particular note, the https://www.scribeconcepts.com/accessibility-statement page, which makes public conformance claims on behalf of the organization, returned the second lowest AIM score of all evaluated pages at 6.8, with 11 contrast errors and 54 ARIA instances flagged

Criteria	Conformance Level	Remarks and Explanations
		by WAVE v3.3.1.0. The conformance of a page making accessibility claims warrants priority remediation attention. Multi-tool evaluation identified contrast issues across all four pages requiring distinction between confirmed failures and false positives. WAVE v3.3.1.0 flagged contrast errors on every page: • 11 on accessibility-statement (AIM 6.8), • 11 on case-studies (AIM 7.7), • 33 on content-development (AIM 5.6), • 43 on people (AIM 4.4) axe DevTools Pro returned 0 contrast violations on all pages due to inability to compute contrast beneath CSS gradients, background images, or transparent containers. Manual verification using CCA v3.5.5 confirmed: 1. #B1B8D9 on #15225A - 7.6:1 - Pass - False positive 2. #E8E6E6 on #616992 - 4.3:1 - Fail - Confirmed failure 3. #5896C6 on #15225A - 4.7:1 - Pass - False positive 4. Navigation element - 4.28:1 - Fail - Confirmed failure Recommendation: Begin remediation on https://www.scribeconcepts.com/people (43 instances, AIM 4.4), prioritizing the 4.3:1 and 4.28:1 confirmed failures.
1.4.4 Resize text (Level AA)	Supports	Text content resizes without loss of content or functionality when browser text size is increased to

Criteria	Conformance Level	Remarks and Explanations
		200%.
1.4.5 Images of Text (Level AA)	Supports	No significant use of images of text was identified. Text is rendered via CSS.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content reflows at equivalent viewport widths of 320px without horizontal scrolling or loss of content.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	CCA v3.5.5 verification confirmed UI components passed non-text contrast requirements in tested sample instances. Comprehensive evaluation of all interactive components was not completed within the scope of this assessment.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	No loss of content or functionality was identified when text spacing properties are overridden beyond WCAG minimum values.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	The third-party AI chat widget presents interactive popover content on hover and focus. Full evaluation of dismissibility, hoverability, and persistence was not tested within the scope of this assessment.
2.4.5 Multiple Ways (Level AA)	Supports	The site provides both a navigation menu and a search function as multiple ways to locate content.
2.4.6 Headings and Labels (Level AA)	Partially Supports	The https://www.scribeconcepts.com/content-development page contains 2 confirmed skipped heading levels confirmed by both WAVE v3.3.1.0 and axe DevTools Pro. The https://www.scribeconcepts.com/people page contains 16 possible headings flagged by WAVE. Text visually styled as headings but potentially lacking semantic heading markup.
2.4.7 Focus Visible (Level AA)	Partially Supports	Manual keyboard testing confirmed visible focus indicators are present on navigation elements and the skip link. Focus visibility on the third-party chat widget was not fully verified within the scope of this assessment.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Not evaluated. Outside the	Full keyboard navigation testing to assess focus

Criteria	Conformance Level	Remarks and Explanations
	scope of this sample evaluation; see Notes.	obscurement by sticky or overlapping elements was not completed within the scope of this assessment.
2.5.7 Dragging Movements(Level AA 2.2 only)	Not Applicable	No functionality requires dragging movements to operate.
2.5.8 Target Size (Minimum)(Level AA 2.2 only)	Not evaluated. Outside the scope of this sample evaluation; see Notes.	Touch target size evaluation was not completed within the scope of this assessment.
3.1.2 Language of Parts (Level AA)	Supports	No content in a language other than English was identified on any evaluated page.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation structure and layout are consistent in presentation and order across all evaluated pages.
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same functionality are consistently identified and labeled across all evaluated pages.
3.3.3 Error Suggestion (Level AA)	Not evaluated. Outside the scope of this sample evaluation; see Notes.	Error suggestion behavior was not fully evaluated; complete assessment requires form submission testing with intentional error conditions.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	No legal, financial, or data-submission transactions were identified on the evaluated pages.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	No authentication process was identified on the evaluated pages.
4.1.3 Status Messages(Level AA 2.1 and 2.2)	Partially Supports	ARIA live regions are present on multiple evaluated pages. Whether all dynamic state changes and status messages are correctly announced by assistive technology without requiring focus was not fully tested within the scope of this assessment. A complete audit would require interactive testing of live region behavior across all dynamic content updates.

Table 3: Success Criteria, Level AAA

Notes: Note: All Level AAA success criteria have been excluded from this evaluation. The scope of this assessment is limited to WCAG 2.0, 2.1, and 2.2 Level A and Level AA conformance, per the job description for evaluation.

Legal Disclaimer (Company)

This Accessibility Conformance Report (ACR) is provided as an evaluation submitted for contractor vetting purposes by Talena Mathis on behalf of LIFTUPS Digital Consulting. The evaluation was conducted on four pages of the ScribeConcepts public website (scribeconcepts.com) in May 2026 using the tools and methods described herein. Findings represent the evaluator's professional assessment based on available automated and manual testing within the defined scope. This report does not constitute a legal certification of conformance or non-conformance. A complete site-wide audit would be required to make definitive conformance determinations. All findings are based on the state of the website at the time of evaluation and are subject to change as content and code are updated.