

DigitalChalk

Accessibility Statement

Last Reviewed and/or Revised: March 2026

Introduction

DigitalChalk is committed to providing an LMS platform that is accessible and usable for all individuals, including those using assistive technologies. DigitalChalk believes that making technology more accessible contributes to equitable learning opportunities for everyone. Disability inclusion is a fundamental part of this vision, because designing for all learners drives better outcomes across the board.

DigitalChalk's accessibility strategy is aligned with the Web Content Accessibility Guidelines (WCAG), which serves as the benchmark for compliance with major international accessibility regulations. DigitalChalk is actively working toward compliance with Section 508 (USA) and other widely recognized legal and technical frameworks.

Accessibility Strategy

Accessibility by Design

DigitalChalk embeds accessibility directly into the platform's core design and development practices, without relying on third-party overlays or automated plugins. Semantic HTML and WAI-ARIA attributes are used throughout the platform to ensure compatibility with assistive technologies.

Commitment to Continuous Improvement

Accessibility is an ongoing journey. DigitalChalk follows a continuous improvement model, progressively enhancing the platform's compliance with accessibility standards, guided by user feedback, audit results, and evolving international guidelines.

Accessibility Plans

- Ongoing remediation focused on ensuring accessible access to and participation in courses within learners' learning paths.

- Regular self-evaluation and external testing through partnership with Industries for the Blind (IFB), a National Industries for the Blind (NIB) partner organization.
- Continued evaluation of WCAG 2.2 criteria and integration of newly added success criteria into the platform roadmap.
- Long-term roadmap focused on expanding WCAG compliance across learner and administrator experiences.

Conformance Status

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities, across three levels of conformance: Level A, Level AA, and Level AAA.

DigitalChalk is partially conformant with WCAG 2.1 Level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard. DigitalChalk is actively updating existing components to comply with the WCAG 2.2 criteria. All new components will comply with the WCAG 2.2 criteria.

Full conformance details are available in the DigitalChalk Accessibility Conformance Report (ACR/VPAT), available upon request at [DigitalChalk's Trust Site](https://trust.digitalchalk.com) (<https://trust.digitalchalk.com>).

Conformance Note

Platform accessibility is partially dependent on the conformity of customer-uploaded content. The ACR does not evaluate SCORM or third-party packaged content uploaded by customers. DigitalChalk encourages customers to follow accessibility best practices when creating and uploading course content.

Known Limitations

While DigitalChalk continually works to improve accessibility, some limitations exist within the current scope:

- Audio description tracks for prerecorded video content are not fully supported at this time.
- Text block foreground and background colors cannot currently be selected by the user.
- Some AAA-level criteria and newly added WCAG 2.2 criteria are still under evaluation.
- Keyboard support is broadly available but may have exceptions in certain interface areas.

DigitalChalk is committed to addressing known gaps as part of its ongoing accessibility roadmap.

Accessibility in the Development Lifecycle

DigitalChalk has prioritized removing barriers to accessibility by embedding it directly into the development and QA process. The platform uses semantic code aligned with WCAG guidelines from the design stage, making features accessible by default. This approach avoids the use of overlays or plug-ins, which often leave gaps in WCAG compliance.

DigitalChalk implements the following measures to support ongoing accessibility:

- Accessibility requirements are integrated into product strategy and feature development.
- Partnership with Industries for the Blind (IFB) for external accessibility evaluation and testing.
- Regular testing using industry-standard tools including axe DevTools, WAVE, and Lighthouse.
- Accessibility enhancements are documented and communicated through release notes.
- Captioning services are supported within the platform.

Supported Technologies & Testing Environments

DigitalChalk products are designed to be compatible with the following assistive technologies and environments:

- Screen readers: JAWS, NVDA, and Apple VoiceOver
- Browsers: All modern evergreen browsers (Chrome, Firefox, Safari, Edge)
- Keyboard-only navigation: Full support across core learner workflows
- Browser zoom: Tested at zoom levels from 100% to 400%
- Mobile and desktop web browsing

DigitalChalk products may have reduced accessibility features on older versions of Internet Explorer.

Technical Specifications

Accessibility of DigitalChalk products relies on the following technologies:

- HTML
- WAI-ARIA
- CSS
- JavaScript

Feedback & Contact

DigitalChalk welcomes feedback on the accessibility of its platform. If you encounter accessibility barriers or have suggestions for improvement, please contact us:

Phone: 877-321-2451

Email: accessibility@digitalchalk.com

Postal Address: Two Town Square Blvd, Ste 350, Asheville, NC 28803

We aim to respond to all accessibility feedback within one business day.

Legal Disclaimer

This document is provided for informational purposes only and its contents are subject to change without notice. DigitalChalk does not warrant that this document is error-free, nor does it provide any other warranties or conditions, whether expressed orally or implied in law. DigitalChalk specifically disclaims any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document.

