



# Online Tutoring Accessibility Overview

## NetTutor complies with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and Section 508 of the Rehabilitation Act.

We consider accessibility, universal design, and usability to be core components of user experience, and the linchpin is *inclusivity*. We are fully committed to ensuring NetTutor is accessible for all users. From our tutors, to our product and software developers, to our quality assurance and end-user support teams, we believe that accessibility is everyone's responsibility.

Our goal is to meet every learner who asks for our help “where they are” with an unwavering commitment to quality and inclusivity. Here’s how we make that happen:

### Compliant Technology

- **NEW!** Introducing the NetTutor lobby which offers a common point-of-entry for all users and supports the “welcome” stage of an online tutoring experience which usually begins with the tutor and student greeting each other. The lobby’s text-based interface is most readily accessible to assistive technologies, and other tools (audio, video, shapes, symbols) can be shared only if all session participants agree that those tools would be useful in the communication of the material at hand.
- Product Development – User experience is designed with accessibility at the front-end.
- Software Development – Our programmers use accessibility checkers which give them real-time feedback. We are always iterating towards the most inclusive experience.
- Quality Assurance – Our technicians are trained in the use of assistive technologies to ensure that accessibility testing is part of our standard QA protocol.
- End-User Support – Our support agents are trained in the use of assistive technologies to ensure they can help any learner who has a question about our technology. Also, they are trained to ask the right questions as we know every learner has unique needs.
- Regular third-party audits ensure quality expectations are met and maintained.
- The NetTutor VPAT is updated regularly and posted at: [www.link-systems.com/accessibility](http://www.link-systems.com/accessibility)

### Compliant Service (including Requests for Accommodations)

- Tutoring – Our tutors are trained to offer accessible support to all learners. This includes training on both assistive technologies (like screen readers) and also the most inclusive tutoring strategies.
- End-User Support – Reported accessibility issues are automatically escalated as top priority. We will also respond to accommodation requests by the next business day. Contact our Support team at [accessibility@link-systems.com](mailto:accessibility@link-systems.com) for assistance.
- On-Campus Partners – We coordinate with our partners’ Disability Services office or designated accessibility liaison to support users with disabilities.