

Perceptyx Accessible Survey Experience

Overview

Perceptyx is committed to supporting our customers' needs for an accessible survey experience and complying with laws that may apply to the business of our customers', including but not limited to the Americans with Disabilities Act ("ADA") and European Accessibility Act (the "EAA," together with the ADA, the "Acts"). Perceptyx prioritizes compliance in generally available portions of the software experience, particularly the survey experience that is generally made available to all employees and may be considered a "Public Space" under the ADA, or a "consumer service" under the EAA. Perceptyx commits to providing an accessible and inclusive survey experience for customer employees compliance with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standards.

This information is for informational and educational purposes only and does not constitute legal advice. The information provided here is general in nature and may not apply to your specific situation or jurisdiction.

Accessible Survey Experience

Perceptyx designs the employee survey-taking experience to conform to the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standards. Key accessibility features include:

- Fully navigable survey via keyboard
- Screen reader compatibility
- Adequate color contrast
- Proper heading structures
- ARIA labels

Customer Customization and Compliance

The standard Perceptyx survey experience is designed to be fully compliant. However, customer-requested changes can inadvertently compromise accessibility. Compliance may be affected when the Customer makes non-standard customizations to survey formatting.

To maintain a fully accessible survey, Customer should avoid modifications that impact compliance, including:

- Color Changes: Altering background or font colors in a way that reduces the necessary color contrast ratio below WCAG standards (e.g., using light grey text on a white background).
- Font Changes: Using decorative or customized fonts that are difficult to read or are not properly rendered by screen readers.
- Size Changes: Adjusting font sizes to be too small or disabling the user's ability to zoom into the page.
- Code Injection: Adding custom HTML/CSS/JavaScript that interferes with keyboard navigation or screen reader functionality.

If the Customer instructs Perceptyx to make changes that violate WCAG 2.2 AA standards, Perceptyx cannot guarantee compliance, and Customer assumes liability for the lack of accessibility.

Accommodation for the Reporting Platform

While the reporting platform is not WCAG compliant, we are committed to meeting the needs of all users. If a customer employee requires accommodation to effectively use the reporting platform, Perceptyx will work directly with the customer to find a mutually agreeable alternative solution that meets the individual's needs.