

# VPAT™

## Voluntary Product Accessibility Template®

### Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

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**Date:** 1/15/16

**Name of Product:** edu.critiqueit.com

**Contact for more Information (name/phone/email):** Ashley Bradford / 888-983-4839 / [ashley@critiqueit.com](mailto:ashley@critiqueit.com)

**Key to Support Responses (as recommended by state.gov):**

### Supports

Use this language when you determine the product fully meets the letter and intent of the Criteria.

### Supports with Exceptions

Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.

### Supports through Equivalent Facilitation

Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.

### Supports when combined with Compatible AT

Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

### Does not Support

Use this language when you determine the product does not meet the letter or intent of the Criteria.

### Not Applicable

Use this language when you determine that the Criteria do not apply to the specific product.

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## Summary Table

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## Voluntary Product Accessibility Template®

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports with Exceptions	See breakout table
Section 1194.22 <a href="#">Web-based Internet Information and Applications</a>	Supports with Exceptions	See breakout table
Section 1194.23 <a href="#">Telecommunications Products</a>	NOT APPLICABLE	
Section 1194.24 <a href="#">Video and Multi-media Products</a>	Supports	See breakout table
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	NOT APPLICABLE	
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	NOT APPLICABLE	
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports	See breakout table
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports	See breakout table

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## **Section 1194.21 Software Applications and Operating Systems – Detail**

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<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports with Exceptions	Most operations are indicated as fail or success via textual response. Most links and buttons have alt tags.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Application does not interrupt or override any system functionality
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive	Supports with Exceptions	When user clicks or hovers through selections,

interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		selection visually indicates and makes programmatic DOM adjustments
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with Exceptions	CIT does not render any critical information in image form. Application images have programmatic alt and title tags.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	All images have alt and title tags, though none are relied on to display notifications or critical feature information
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Text inputs use native html functions and show content, caret location and attributes
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Application does not adjust any preset display settings such as contrast, grey scale or font size
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	NOT APPLICABLE	

<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>No information (with the exception of video heatmap) is communicated in color alone. Application remains fully functional in greyscale mode.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>NOT APPLICABLE</p>	<p>Users cannot modify interface theme</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Application has no flashing or blinking elements</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with Exceptions</p>	<p>All forms are built on native html technology and can be accessed, submitted and viewed via standard WC3 methods. Error messaging and input masks are also usable with assistive technology (javascript messaging rendered as html).</p>

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## ***Section 1194.22 Web-based Internet information and applications –***

### ***Detail***

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<b><i>Criteria</i></b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	All images have alt and title tags.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	CIT does not presently offer multimedia presentations as instructional material
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	No information is exclusively communicated via color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	All tools are functional and text is in proper reading order, even if

		stylesheets are disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	NOT APPLICABLE	Our technology contains no server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	NOT APPLICABLE	Our technology contains no server-side image maps. All markups are done with a selection coordinate as opposed to a graphical map or overlay.
(g) Row and column headers shall be identified for data tables.	NOT APPLICABLE	There are no html tables in our environment.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	NOT APPLICABLE	
(i) Frames shall be titled with text that facilitates frame identification and navigation	NOT APPLICABLE	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	No page features blink between a rate of 2 and 55 times a second.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when	Supports through Equivalent Facilitation	Not-Applicable

<p>compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>		
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supports</p>	<p>Product UI objects that rely on Javascript are perceivable and operable with assistive technology such as screen readers.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Supports</p>	<p>All script is php and javascript. No plugins or downloads are required and can be accessed by assistive and mobile technologies. In the case that html5 is not supported, some users may require a third-party Adobe Flash player. A download link is provided.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports</p>	<p>All form input fields are labeled in accordance with WC3 standards.</p>

(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	Users can jump forwards or backwards multiple steps in the navigation chain by direct-to-content and direct-to-destination links such as “Dashboard”, “Groups” and “Assignments”
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	NOT APPLICABLE	

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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## Section 1194.23 Telecommunications Products – Detail

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	NOT APPLICABLE	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	NOT APPLICABLE	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	NOT APPLICABLE	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall	NOT APPLICABLE	

provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	NOT APPLICABLE	
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	NOT APPLICABLE	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	NOT APPLICABLE	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	NOT APPLICABLE	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	NOT APPLICABLE	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to	NOT APPLICABLE	

provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	NOT APPLICABLE	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	NOT APPLICABLE	
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	NOT APPLICABLE	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	NOT APPLICABLE	

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## Section 1194.24 Video and Multi-media Products – Detail

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which	NOT APPLICABLE	

appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	NOT APPLICABLE	
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Supports	All key information is visible in text as well as spoken.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Supports	All visual callouts in training materials are also spoken via voiceover
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	Display text is permanent

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## Section 1194.25 Self-Contained, Closed Products – Detail

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	NOT APPLICABLE	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	NOT APPLICABLE	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	NOT APPLICABLE	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user	NOT APPLICABLE	

<p>to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>NOT APPLICABLE</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>NOT APPLICABLE</p>	
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>NOT APPLICABLE</p>	
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>NOT APPLICABLE</p>	

<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>NOT APPLICABLE</p>	
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>NOT APPLICABLE</p>	
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>NOT APPLICABLE</p>	
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable</p>	<p>NOT APPLICABLE</p>	

controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	NOT APPLICABLE	

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## Section 1194.26 Desktop and Portable Computers – Detail

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	NOT APPLICABLE	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	NOT APPLICABLE	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	NOT APPLICABLE	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	NOT APPLICABLE	

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## **Section 1194.31 Functional Performance Criteria – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Equivalent Facilitation	Documents, menus and navigational elements are readable by AT. Users can choose between commenting modes (text, audio or video) based on their personal preference or limitation.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	All text-based user elements are .css controlled. This allows resolution and text size to be modified by user's discretion and needs via default browser zoom controls.

<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>Supports</p>	<p>All information can be communicated in text form, as not to require audio. Users might also use the video feature to record sign-language.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supports</p>	<p>All feedback can be left with audio, video, text or images – allowing the user to cater their feedback to the needs of their collaborator.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports</p>	<p>All feedback can be left with audio, video, text or images – allowing the user to cater their feedback to the needs of their collaborator.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports</p>	<p>All information retrieval can be achieved without use of fine motor control. Leaving user comments requires simultaneous mouse movement and clicking.</p>

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## Section 1194.41 Information, Documentation and Support – Detail

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Alternative support documentation will be made available via email request or by phone. Available formats include printed documentation at larger font and html documentation for JAWS or AT reading.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Alternative accessibility and compatibility documentation will be made available via email request or by phone. Available formats include printed documentation at larger font and html documentation for JAWS or AT reading.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	We offer support on-site, via email, chat-room, phone, and in pre-packaged. Chat rooms and web support offer full AT support.

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