

VPAT™ Voluntary Product Accessibility Template®

The information contained within this Voluntary Product Accessibility Template (VPAT) is the result of a third-party performing an audit using Dragon® NaturallySpeaking 13.5, JAWS 17, NVDA 2016.1, and ZoomText 10.1. The audit tested the compliance of SAM, with the exception of the Activity Calendar, against the applicable requirements of Section 508 of the Rehabilitation Act of 1973 as Amended 19981.

The purpose of the Voluntary Product Accessibility Template is to assist Federal contracting officials in making preliminary assessments regarding the availability of commercial electronic and information technology products and services with features that support accessibility. It is assumed that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the report 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.



Date: March 2017

Name of Product: SAM 2016

Contact:

accessibility@cengage.com for more information about this document or assisting students with disabilities.

cengage.com/accessibility

Compliance Summary

Criteria	Support
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports with Exceptions
Section 1194.31 Functional Performance Criteria	Supports with Exceptions
Section 1194.41 Information, Documentation, and Support	Supports

Commentary

We are diligently focused on addressing those areas where barriers are present. Our current roadmap is tentatively scheduled for Fall 2018.

Support Levels

Support Level	Description
Supports	The application fully meets the letter and intent of the Criteria.
Supports with Exceptions/Minor Exceptions	The application 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	The application provides an alternate way to meet the intent of the Criteria.
Supports when Combined with Compatible AT	The application fully meets the letter and intent of the Criteria when used in combination with compatible ATs.

Support Level	Description
Does Not Support	The application does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply.
Not Applicable - Fundamental Alteration Exception Applies	A Fundamental Alteration of the application is required to meet the Criteria.
Applicable – Not Tested	The Standard is applicable but was not tested.

§ Section 1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Support Level	Remarks and Explanations
(a) A text equivalent for every non- text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does Not Support	<p>The SAM website mostly supports text equivalents for non-text elements. However, a rating of Does Not Support has been given for the following reasons:</p> <p>Many of the SAM assignments do not provide text equivalents for non-text elements that are core to the functionality in successfully completing the assignment.</p> <p>The ability to join a section is limited to mouse users because of the lack of a text equivalent for the "Join" button.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Equivalent alternatives are properly synchronized with their multimedia presentation in the SAM assignments.

Criteria	Support Level	Remarks and Explanations
(c) Web pages shall be designed so Supports with that all information conveyed with Exceptions color is also available without color, for example from context or markup.	Supports with Exceptions	<p>While most information is not dependent on color in the SAM website, a rating of Supports with Exceptions has been given for the following reason:</p> <p>Page tabs require color for state and location.</p>
(d) Documents shall be organized so they are readable without requiring an Exceptions associated style sheet.	Supports with Exceptions	<p>The SAM website allows for style sheets to be removed with the exception of the location of dialogs and a few implicit headings. A rating of Supports with Exceptions has been given for the following reason:</p> <p>The SAM assignments do not allow for style sheet removal and much of the information is lost when colors are changed.</p>
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	SAM does not utilize 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	SAM does not utilize server-side image maps.

Criteria	Support Level	Remarks and Explanations
(g) Row and column headers shall be Supports with identified for data tables.	Supports with Exceptions	<p>When tables are present, headers are mostly identified in SAM. A rating of has been given for the following reason:</p> <p>The row headers on the main site pages and the tables in report windows completely lack headers.</p>
(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.	Supports with Exceptions	<p>SAM mostly does not utilize multilevel headers for tables. A rating of Supports with Exceptions has been given for the following reason:</p> <p>Reporting windows that have table headers are separate from their associated table and some tables contain nested tables.</p>
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reason:</p> <p>Many iframes in SAM lack titles, especially in the assignments.</p>
(j) Pages shall be designed to avoid Supports causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	<p>A rating of Supports with Exceptions has been given for the following reason:</p> <p>Many iframes in SAM lack titles, especially in the assignments.</p>
(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	SAM pages do not flicker.

Criteria	Support Level	Remarks and Explanations
<p>(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 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>Not Applicable</p>	<p>Compliance in SAM is provided within the site and does not require a text-only page.</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>Does Not Support</p>	<p>A rating of Does Not Support has been given for the following reason:</p> <p>Most scripting in SAM requires the use of the mouse and does not have interface elements that can be read by Assistive Technology. SAM does use native elements in many places that do not require scripting to perform a few core activities.</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</p>	<p>Does Not Support</p>	<p>A rating of Does Not Support has been given for the following reason:</p> <p>There are no links to download an accessible PDF reader where SAM requires the use of them.</p>

Criteria	Support Level	Remarks and Explanations
that complies with §1194.21(a) through (l).		
(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.	Supports with Exceptions	<p>SAM mostly supports filling forms out with Assistive Technology. A rating of Supports with Exceptions has been given for the following reasons:</p> <p>There is an issue with focus order as focus is not located at the top of the page on load. There is also an issue with the label element being used for form field hints.</p> <p>Additionally, error messages are not always clear about which field they pertain to and they sometimes appear after an associated form field instead of before.</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports through Equivalent Facilitation	<p>A skip to main content link exists on the SAM website but it is not navigable using the keyboard. A rating of Supports through Equivalent Facilitation has been given because focus is automatically placed in the main section of the page on load bypassing all navigation links.</p>
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	<p>SAM alerts users in an accessible manner when a timed response is required and gives sufficient time to indicate more time is required.</p>

§ 1194.31 Functional Performance Criteria

Criteria	Support Level	Remarks and Explanations
<p>(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.</p>	<p>Does Not Support</p>	<p>A rating of Does Not Support has been given because SAM does not support operation by users who are blind or with assistive technologies such as screen readers. Nearly all of the relevant issues have been discussed in the technical paragraphs of §1194.22. Paragraph (a) describes the lack of alternative text for all images. Paragraph (c) describes the lack of non-visual information about state on certain elements. Paragraph (d) describes the issues with modals and headings that will affect people who are blind or visually impaired. Paragraphs (g) and (h) describe the issues with data tables in SAM. Paragraph (i) describes an issue with the iframes. Paragraph (l) describes how the scripting neglects keyboard commands. Paragraph (m) describes the need for links to accessible products. Paragraph (n) describes the issues with focus order, form field labels, and errors.</p> <p>Additionally, the screen reader user could not complete many assignments and exams that emulated other environments due to the issues above relating to keyboard accessibility and accessible descriptions of content.</p>
<p>(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</p>	<p>Supports with Exceptions</p>	<p>A rating of Supports with Exceptions has been given because SAM is operable by users with low vision and provides functional support with screen magnification Assistive Technology with exceptions. As detailed in §1194.22 paragraph (b) some SAM assignments do not support high contrast settings. Paragraphs (c) and (d) detail the</p>

Criteria	Support Level	Remarks and Explanations
<p>working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>		<p>occasional dependence on color and style sheets and the issues that causes. Paragraph (l) details the scripting issues. Paragraph (m) details the accessible downloadable plugin issue. Paragraph (n) details the issues with focus order and errors and their placement.</p>
<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>As reported above in §1194.22, where SAM requires user hearing equivalent alternatives exist in the form of captions.</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>As reported above in §1194.22, where audio information is important in SAM equivalent alternatives exist in the form of captions.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall</p>	<p>Supports</p>	<p>SAM does not require user speech.</p>

Criteria	Support Level	Remarks and Explanations
be provided, or support for Assistive Technology used by people with disabilities shall be provided.		
(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.	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given because SAM is operable by users with limited reach and strength with exceptions. Nearly all of the relevant issues have been outlined in the technical paragraphs of §1194.22. Paragraph (l) outlines how scripts do not account for Assistive Technology and paragraph (n) outlines the issues with form labels and error messages.</p> <p>Additionally, the edit fields would not accept dictated text requiring simulated keyboard key presses to allow users to continue.</p>

§ 1194.41 Information, Documentation and Support

Criteria	Support Level	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Downloadable user guides are available.

Criteria	Support Level	Remarks and Explanations
(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	There is a link to Cengage's Accessibility page at the bottom of the page.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	There is currently a link to a support form, and an email link to customer feedback, both accessible on the home page.