

VPAT™

Voluntary Product Accessibility Template®

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 offerers 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.



Date: March 2015

Name of Product: SAM 2013

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

<http://www.cengage.com/accessibility/>

Summary Table		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not applicable	
Section 1194.22 Web-based internet information and applications	Supports with Exceptions	Details in Section 1194.22
Section 1194.23 Telecommunications Products	Not applicable	

Section 1194.24 Video and Multi-media Products	Not applicable	
Section 1194.25 Self-Contained, Closed Products	Not applicable	
Section 1194.26 Desktop and Portable Computers	Not applicable	
Section 1194.31 Functional Performance Criteria	Supports with Exceptions	Details in Section 1194.31
Section 1194.41 Information, documentation, and support.	Supports	Details in Section 1194.41

<p style="text-align: center;">Section 1194.22 Web-based Internet information and applications</p> <p style="text-align: center;">* Refer to (http://www.access-board.gov/sec508/guide/1194.22.htm) for details on the guidelines listed below.</p>		
Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Text alternatives are provided for all non-text content. Images have caption descriptions.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	The SAM Microsoft Office videos with audio do not have closed captioning per se, but the audio in those (Flash) videos directly mirrors the text on-screen. SAM Computer Concepts videos include closed captions.
€ Web pages shall be designed so that all information conveyed with color is	Supports	Color is not used as the sole means of

also available without color, for example from context or markup.		communicating information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Style sheets are not necessary to access the content.
€ Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	There are no server side image maps used in this site.
(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	There are no server side image maps used in this site.
(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	Textbook content does not have data tables. The Activity List however, is coded as a table, and is on the roadmap for August 2015.
(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	Same as above (g).
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Where not redundant, frames are uniquely and appropriately titled.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	Pages do not contain flashing elements.
(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	Not applicable	A text only page with equivalent functionality is not practical. Compliance with this standard can be

text-only page shall be updated whenever the primary page changes.		achieved by supporting all other standards.
(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.	Supports with Exception	SAM Activities have limited functionality in use with assistive technology. See details in Section 1194.31 Functional Performance Criteria.
(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).	Not applicable	The pages do not require plug-ins.
(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.	Not applicable	The product does not have electronic forms.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Headings and frames are provided.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	Timed responses are not used.

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.

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(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 Exceptions	<p>SAM activities: Training Content – simulations are not screen reader accessible; however there are audio recordings for Observe and Practice modes.</p> <p>Exam Content – simulations are not screen reader accessible however there are Object Based Questions for exams that are screen reader accessible.</p> <p>Projects –as of July release alt text added to project images to make them screen reader accessible.</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 working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	Screen magnification at high levels is supported.
(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	Supports with Exceptions	The SAM Microsoft Office audio content does not have closed captioning per se, but mirrors the text on-screen. SAM Computer Concepts audio includes closed captions.
(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	Not applicable	Enhanced auditory is not required.

fashion, or support for assistive hearing devices shall be provided.		
(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.	Not Applicable	Speech is not required for SAM.
(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 Exception	SAM Activities: Training Content – simulations are not keyboard accessible. Exam Content – simulations are not keyboard accessible however there are Object Based Questions for exams that are keyboard accessible.

Section 1194.41 Information, documentation, and support		
Criteria	Supporting Features	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.
(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.