Voluntary Product Evaluation Template (VPAT)

Date: 10/28/2016
Name of Product: Quia Books/Heinle Learning Center
Contact for more Information: bookhelp@quia.com

Refer to the **ITIC Best Practices** for filling out the following form.

Summary Table		
Criteria	**Supporting Features**	**Remarks and explanations**
Section 1194.21 Software Applications and Operating Systems	Not applicable	Run on internet browser
Section 1194.22 Web-based internet information and applications	Supports with exceptions	Audio recording elements use Flash, which is typically not supported
Section 1194.23 Telecommunications Products	Not applicable	Not a telecom product
Section 1194.24 Video and Multi-media Products	Not applicable	No physical components sold
Section 1194.25 Self-Contained, Closed Products	Not applicable	Not self-contained
Section 1194.26 Desktop and Portable Computers	Not applicable	Not a computer
Section 1194.31 Functional Performance Criteria	Supported with exceptions	Some restrictions for Flash-based recording or audio-only content
Section 1194.41 Information, documentation, and support.	Supported with exceptions	Text-only documentation may be read by screen readers, support available by phone or e-mail

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Section 1194.21 Software Applications and Operating Systems * Refer to (http://www.access-board.gov/sec508/guide/1194.21.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(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.		
(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.		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(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.		
(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.		
(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.		
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.		
(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.		

(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.		
(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.		
(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.		

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| Section 1194.22 Web-based Internet information and applications ||||
| * Refer to (http://www.access-board.gov/sec508/guide/1194.22.htm) for details on the guidelines listed below. ||||
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 with exceptions	Images will contain alt text, but the Flash recording widget will not identified by screen readers as a Flash object
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports with exceptions	Videos with subtitles will be synchronized with the video
(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 with exceptions	Instructors who grade work and students who review it will need to distinguish between red/green at a glance. However, drilling in to individual exercise results will show information without relying on color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Image maps are not used
(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	Image maps are not used

(g) Row and column headers shall be identified for data tables.	Supports	
(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.		
(i) Frames shall be titled with text that facilitates frame identification and navigation		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(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.		
(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.		
(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 Û1194.21(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.		
(o) A method shall be provided that permits users to skip repetitive navigation links.		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		

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 1194.23 Telecommunications Products * Refer to (http://www.access-board.gov/sec508/guide/1194.23.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(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.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(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 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.		
(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.		
(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.		
(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.		
(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.		
(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 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.		
(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.		
(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.		
(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.		

Section 1194.24 Video and Multi-media Products * Refer to (http://www.access-board.gov/sec508/guide/1194.24.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(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 appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not applicable	
(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.	Supported	Videos close captioned
(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.	Not supported	Graphical content will be described with alt text
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supported	Alt text permanent

Section 1194.25 Self-Contained, Closed Products * Refer to (http://www.access-board.gov/sec508/guide/1194.25.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(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.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Û1194.23 (k) (1) through (4).		
(d) 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.		
(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.		
(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.		
(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.		
(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.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(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.		
(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.		
(j)(3) 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 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.		

Section 1194.26 Desktop and Portable Computers * Refer to (http://www.access-board.gov/sec508/guide/1194.26.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) All mechanically operated controls and keys shall comply with Û1194.23 (k) (1) through (4).		
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Û1194.23 (k) (1) through (4).		
(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.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		

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.	Supported with exceptions	Flash components do not support screen readers
(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.	Supported with exceptions	Flash components do not support screen readers
(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	Supported with exceptions	Reviewing audio-only requires viewing exercise feedback page
(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.	Supported with exceptions	Reviewing audio-only requires viewing exercise feedback page

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(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.	Supported with exceptions	Only recording one's own voice requires speech
(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.	Supported	Mouse clicking and typing are all that are required

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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.	Supported with exceptions	Available in text-only format, but supported by screen readers
(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.	Supported with exceptions	Available in text-only format, but supported by screen readers
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	E-mail and phone support available

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Quia Books Compliance Report for the American Disabilities Act

Additional Questions can be directed to technical support, Monday through Friday from 7am to 5pm PST at (877)282-4400 or http://hlc.quia.com/support.

The following document describes the features of Quia Books that make the material accessible to users with disabilities as well as the elements that are not compatible with screen readers. You will also find helpful tips and keyboard shortcuts that will assist users with disabilities to navigate our books. Please note that these shortcuts are specific to the JAWS screen reader and might be different with other programs. The last section of this document contains a list of all Cengage titles organized by publish year for easy reference.

Compliant Features:

☑ The majority of the site is in HTML.

☑ Most videos are accompanied by captions.

☑ We recreate images in the activities as HTML whenever possible.

☑ Images that are not recreated as HTML will contain title tags with a general description of each image *(only books going forward from September 2012)*.

☑ Transcripts for audio files are available upon request.

Language Compatibility:

→ Users will need to change the language in the voice settings to pronounce foreign languages correctly. If your screen reader is set to English it will pronounce all text as if it were in English, although the text might be in Spanish, French, Italian etc. (see *Screen Reader Tips & Shortcuts* below for more information).

Incompatible Elements:

→ Flash objects:

Individual and partner recordings are currently interpreted as Flash objects. Students may need assistance when recording a verbal response and/or using the instant message feature in the partner recording applet.

Videos are recognized as Flash objects on PCs and are currently not navigable using only a keyboard. Users must use a mouse to play, pause, and stop the videos.

The eBook is hosted by an external vendor, VPG (VitalSource). These eBooks currently run on Flash and therefore cannot be used effectively with screen readers.

→ Timed exams have a clock located at the bottom right of the page indicating the amount of time left to complete the test. However, there is no audio prompt to also alert users of the remaining time.

Screen reader Tips & Shortcuts: *Specifically for JAWS*

▪ Press **N** on the keyboard to skip the Table of Contents navigation links and go to the content.

▪ To view all the links on a page, press **Insert + F7**. You can view them in the order they appear on the page or alphabetically. Enter the first letter of the word you're looking for like "e" for "eBook" and it will take you directly to the page after clicking "Enter."

▪ Some pages contain mouseovers with vocabulary translations. To read the text in the mouseovers follow these steps:

When the screen reader announces "link degrees onmouseover," press **Insert + Ctrl + Enter** on the keyboard. The mouseover will appear and tell you what line you are on by saying "text change at line ... (e.g. 118)..." Next, press the letter **J** and enter the line number that was read aloud (e.g. 118). It will then read the text contained in the mouseover.
Press **Shift + J** to go back to the original place on the page (the link).

▪ Our activities contain one or more fill-ins, checkboxes, radio buttons, pop-ups, or Flash objects on a page. Here are some shortcuts that will help you locate these items.

For pop-ups, press **C** for combo box.

For fill-ins, press **E** for editable field.

For radio buttons, press **R**.

For checkboxes, press **X**.

To locate any Flash objects on the page, press **Shift + O**.

If you press one of the shortcut keys and the item is not on the page, the screen reader will announce "there are no … (e.g. radio buttons)… on the page."

A note on Flash objects: When you come to a Flash object, the screen reader will announce "Flash start" when the object begins and "Flash end" to signal the end of the object.

- To change the language, go to **Options** > **Voices** > **Voice Adjustment** > **Language:** *English*. The other default language options are American English, British English, Castilian Spanish, Latin American Spanish, French, French Canadian, German, Italian, Brazilian Portuguese, and Finnish.
    - If the language you need is not shown in this list, the JAWS website has a list of 24 languages that you can download for free, including all of the foreign languages we have in our books. Search for *Real Speak Solo Direct Voices* and download the language you need.

- Our books use different colors, styles, and fonts to enhance the activities and present the material as closely to the textbook as possible. Users with low vision can override most of the styles we define by changing a few of the browser settings. Listed below are some options for Internet Explorer, Firefox, Google Chrome, and Safari.

Internet Explorer (7/8/9) (PC)
- Press Alt then click on **Tools** below the address bar (this must be done in the original IE window and not in the book window).
- Go to **Internet Options>General>Accessibility**
- Here you can ignore colors specified on webpages, ignore font styles specified on webpages, and ignore font sizes specified on webpages.
    - Be aware that clicking on "Ignore colors specified on webpages" removes a lot of the platform images. For example, the "Next page" and "Previous page" buttons at the top of the table of contents will no longer be visible.
- Once you have chosen to ignore colors and fonts, you can go back out to the **General** tab and click on…
    - **Colors** – to specify text, background, and link (visited, unvisited, hover) colors.
    - **Fonts** – to specify font styles.

Firefox (PC)
- Press Alt then click on **Tools** below the address bar (this must be done in the original FF window and not in the book window).
- Go to **Options>Content>Fonts & Colors>Advanced**
    - Deselect "Allow pages to choose their own fonts, instead of my selections above" to override font styles. You can then choose your own fonts if you'd like. However, font sizes cannot be changed.
- Go to **Options>Content>Fonts & Colors>Colors**
    - Uncheck the option "Allow pages to choose their own colors, instead of my selections above" to remove all colors/CSS styles present on a page.
    - Be aware that this option removes a lot of the platform images. For example, the "Next page" and "Previous page" buttons at the top of the table of contents will no longer be visible.
Firefox (Mac)

- Go to **Firefox>Preferences...** and then **Content>Fonts & Colors>Advanced** and/or **Content>Fonts & Colors>Colors** depending on what you would like to change.
- Follow the rest of the directions above in the Firefox (PC) section in the 2nd and 3rd bullet points.

Google Chrome (PC and Mac)
- Visit the Chrome store (https://chrome.google.com/webstore/category/home) and download the "Change Color" extension.
- The application icon will appear to the right of the address bar once the application has finished downloading.
- In the original Chrome window, not the book window, right click on the "Change Color" icon and choose **Options.** Here you can choose what aspects of the page you would like to override.
  - **Use Web page fonts?** If you choose No, you can then set the font you would like to see and the size.
  - **Use Web page colors?** If you choose No, you can then set the background color, text color, links color and visited links color of the web pages you decide to override. This option will also remove most CSS styles we set to the books ourselves.
  - **Show images?** If you choose No, you will not be able to see any images in the books. This option is not recommended.
  - **Show Flash objects?** If you choose No, you will not see any Flash objects in the books. This option is not recommended.
  - Once you have set all of your preferences, you can return to your workstation, left click on the "Color Change" icon and choose if you would like to override the current page, domain, or all pages. If you choose page, the override will not work once you look inside the book. You must choose either domain or all pages.
  - Keyboard Shortcuts:
    - Current Page Override/Remove-Override: Ctrl + Shift + P
    - Domain Override/Remove-Override: Ctrl + Shift + D
    - Global Override/Remove-Override: Ctrl + Shift + G

Safari (Mac and PC)
- Options are housed under **Safari>Preferences…>Appearance,** but changing the settings does not affect workstation/book pages.
- Safari does have some extensions, however, that could be helpful to users:
  - Google Fonts in Safari – lets you change the default font of a website to any font from the Google Font Directory.
  - HelveticaTheWorld – lets you make Helvetica the primary font on every web page.
  - All Pages Zoom – easily set one zoom level for all websites and have it remembered.
  - Remove Background Images and Colors – this extension resets background colors and images to white so you can read text on pages easily (note that with this extension you run the risk of potentially removing necessary images from activities).