



Voluntary Product Accessibility Template (VPAT)

As of June 2018

Section 508 of the United States Rehabilitation Act outlines the requirements for making web sites accessible to individuals with disabilities. These standards detail how different components of web sites need to be designed to make the web content accessible. Under Section 508, the U.S. federal government has 16 standards that are used to define web accessibility, this Voluntary Product Accessibility Template (VPAT) document informs institutions how ExamSoft products apply to these standards

TABLE OF CONTENTS

Voluntary Product Accessibility

Criteria	Level of Support & Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	See iPad, Mac and Windows Details
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	See Details
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	
Section 1194.41 Information, Documentation and Support	Supports	

SECTION 1194.21 SOFTWARE APPLICATIONS AND OPERATING SYSTEMS – DETAIL

Voluntary Product Accessibility Template

Exemplify Mac and Windows

Criteria	Level of Support & Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Most functionality is accessible via keyboard, however some question types and tools are not accessible through keyboard interaction only.</p>
<p>(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.</p>	<p>Supports through Equivalent Facilitation</p>	<p>Due to the security functionality of the Exemplify application, all other applications on the device are unable to run to prevent malicious behaviors that would compromise the integrity of the exam. Exemplify, however, can be configured to allow accommodated students access to all areas of the device, including assistive technologies.</p>

Voluntary Product Accessibility Template

Exemplify Mac and Windows

Criteria	Level of Support & Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Does not support</p>	<p>Not Applicable</p>
<p>(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.</p>	<p>Supports with exceptions</p>	<p>Exemplify includes text to describe application elements represented by images and Voiceover can dictate the function including question labels, answer checkboxes, buttons, alerts and modals.</p>
<p>(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.</p>	<p>Supports</p>	<p>All controls and indicators are consistent throughout the application.</p>

Voluntary Product Accessibility Template

Exemplify Mac and Windows

Criteria	Level of Support & Supporting Features	Remarks and explanations
(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	All text is written to the screen through the standard operating system features.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not support	Exemplify does not reflect any user-set contrast and color selections.
(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	Elements of the application do not include animations critical to the navigation or understanding of the content.
(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.	Supports	Buttons have text or symbols to depict information in addition to colors.
(j) When a product permits a user to adjust color and contrast settings, a variety of color	Not applicable	

Voluntary Product Accessibility Template

Exemplify Mac and Windows

Criteria	Level of Support & Supporting Features	Remarks and explanations
<p>selections capable of producing a range of contrast levels shall be provided.</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 with Exceptions</p>	<p>Exemplify uses flashing only for optional alarm notifications. It is not a requirement of the application to utilize this feature.</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</p>	<p>Forms were optimized for accessibility, checked for labels and field names.</p>

Voluntary Product Accessibility Template

Exemplify for iPad

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports through Equivalent Facilitation</p>	<p>Exemplify for iPad’s touch system allows the user to navigate and control the system by touch.</p>
<p>(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</p>	<p>Supports</p>	<p>Exemplify for iPad utilizes the iPads assistive technologies including VoiceOver, Guided Access and Assistive Touch. Some of these features include making text bigger and bolder, zooming, VoiceOver screen reader and dialect changes within VoiceOver.</p>

Voluntary Product Accessibility Template

Exemplify for iPad

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
<p>operating system and is available to the product developer.</p>		
<p>(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.</p>	<p>Supports</p>	<p>With the help of actual students needing assistive technology, they helped carve out specific distinct focus features that would make their assessment taking easier. Special emphasis to flick order was created for common usage of visually impaired exam takers.</p>
<p>(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.</p>	<p>Supports</p>	<p>Exemplify for iPad includes text to describe program elements represented by images and Voiceover can dictate the function including question labels, answer checkboxes, buttons, alerts and modals.</p>

Voluntary Product Accessibility Template

Exemplify for iPad

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports</p>	<p>All images have identifiers that indicate what the images are, including status indicators or actions as applicable for screen readers to provide the purpose of the image to the user.</p>
<p>(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.</p>	<p>Supports</p>	<p>All text is written to the screen through the standard operating system features.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>Exemplify for iPad maintains the selections prior to start of the assessment in secure mode. The interface complies with contrast and color settings as described in Section 508.</p>
<p>(h) When animation is displayed, the information shall be displayable in at</p>	<p>Supports</p>	<p>When an exam maker attaches an animation, there is an additional option to embed a non-animated presentation.</p>

Voluntary Product Accessibility Template

Exemplify for iPad

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
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.	Supports	Exemplify for iPad does not use only color to convey the meaning of information for any 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.	Supports	Exemplify for iPad maintains the selections prior to start of the assessment in secure mode. The interface complies with contrast and color settings as described in Section 508.
(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.	Supports	Exemplify for iPad does not use flashing or blinking text.

Voluntary Product Accessibility Template

Exemplify for iPad

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(I) 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.	Supports	Forms were optimized for accessibility, checked for labels and field names.

SECTION 1194.22 WEB-BASED INTRANET AND
INTERNET INFORMATION AND APPLICATIONS – DETAIL

Voluntary Product Accessibility Template

Exam Taker Portal

<i>Criteria</i>	Level of Support & 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	All icons and sections have tooltips, which state what, each element does to help understanding of what a student can do within the portal.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Reference guides are available for all areas where video tutorials are shown. These provide the equivalent information in written form.
(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	The Exam Taker Portal does not use only color to convey the meaning of information for any visual element. We have implemented shapes and labels to also designate meaning.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	The documents available by the portal comply with this requirement.

Voluntary Product Accessibility Template

Exam Taker Portal

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(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	
(g) Row and column headers shall be identified for data tables.	Supports	Row and column headers are provided for all tables.
(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	

SECTION 1194.22 WEB-BASED INTRANET AND
INTERNET INFORMATION AND APPLICATIONS – DETAIL

Voluntary Product Accessibility Template

Exam Taker Portal

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(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 animation is present in the Exam Taker portal.
(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.	Does Not Support	

Voluntary Product Accessibility Template

Exam Taker Portal

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(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	Tooltips are provided throughout the system to further explain functionality of images, icons, sections, buttons, labels, etc.
(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).	Supports	Adobe Acrobat Reader is the only plug-in required, a link is currently available to download.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field	Supports	Field labels with tooltips as well as field names assist the user in determining the information needed for a form element.

SECTION 1194.22 WEB-BASED INTRANET AND
INTERNET INFORMATION AND APPLICATIONS – DETAIL

Voluntary Product Accessibility Template

Exam Taker Portal

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
<p>elements, and functionality required for completion and submission of the form, including all directions and cues.</p>		
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	Does Not Support	
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	Does Not Support	Only timed response is regarding auto-log out which occurs after one hour of inactivity. This is important to maintain the security of the application.

SECTION 1194.31 FUNCTIONAL PERFORMANCE CRITERIA – DETAIL

Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	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>	Supports	Support Line is available by calling 888-429-8889
<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.</p>	Supports	All of our documentation is provided in pdf format, allowing for easy enlargement as needed by visually impaired students.
<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</p>	Supports	The nature of our software does not necessitate the need for hearing. All of our services are contextual based.

SECTION 1194.31 FUNCTIONAL PERFORMANCE CRITERIA – DETAIL

Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
used by people who are deaf or hard of hearing shall be provided		
(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.	Not Applicable	
(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.	Supports	Our software currently does not have features that require speech by any user.

SECTION 1194.31 FUNCTIONAL PERFORMANCE CRITERIA – DETAIL

Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(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	External keyboard can be used for this additional accessibility requirement.

SECTION 1194.41 INFORMATION, DOCUMENTATION AND SUPPORT – DETAIL

Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & 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	Support materials are available as videos and electronic written instructional guides, Exemplify for iPad support information has been designed specifically for exam takers with accessible needs. Email, chat and phone support is also 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	End-users can download the electronic written compatibility or call support for verbal descriptions.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	