

## Voluntary Product Evaluation Template (VPAT)

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Name of Product: **ProctorU**

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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.	Supports	A user may tab across the web site to navigate if need be.
(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	ProctorU provides no disruptions or deactivations of any features.
(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.	Supports	When items on the web site are focused, they are highlighted.
(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	A few images on the website are missing the ALT tag.
(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	Each image on ProctorU's website has a distinct and descriptive name.
(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	The web browser provides the needed functionality for textual information.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	ProctorU does not modify these settings.
(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	ProctorU does not have any animations on its website.
(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	Links and buttons
(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	The website provides an accessibility option that enhances visibility for contrast levels.
(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	There are no blinking or flashing elements on the website.
(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.	Supports With Exceptions	There are a few inputs on that do not have their associated labels.

**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.

<b>Criteria</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	A few images are missing the ALT tags.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	ProctorU's videos have closed captioning that is synced together 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	The website has an accessibility option that provides this functionality.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	ProctorU's documents do not require a stylesheet to read.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	ProctorU does not have an image map.
(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	ProctorU does not have an image map.
(g) Row and column headers shall be identified for data tables.	Supports	All of our tables have their respective headers.
(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	This functionality is supported.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	ProctorU does not have any frames embedded in the website.
(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	Pages are designed to avoid screen flickering.
(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	The website does not provide such functionality at this time.
(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	Supports	Assistive Technology will read any added elements via ProctorU's scripting language.

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 1194.21(a) through (l).	Not Applicable	ProctorU does not provide any page interpreters.
(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	A few of the inputs on the website's forms do not have their associated labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	The website allows tabbing but does not have a 'Skip To Content' or 'Skip Navigation' button.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	There are no timed responses on the website.

**Section 1194.23 Telecommunications Products**

\* Refer to ( <http://www.access-board.gov/sec508/guide/1194.23.htm> ) for details on the guidelines listed below.

<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	ProctorU does not have any provide telecommunication products to its users.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	ProctorU does not have any provide telecommunication products to its users.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	ProctorU does not have any provide telecommunication products to its users.
(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.	Not Applicable	ProctorU does not have any provide telecommunication products to its users.
(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	ProctorU does not have any provide telecommunication products to its users.
(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	ProctorU does not have any provide telecommunication products to its users.
(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	ProctorU does not have any provide telecommunication products to its users.
(h) Where a telecommunications product delivers output by an audio transducer	Not Applicable	ProctorU does not have any provide telecommunication products to its

which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.		users.
(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	ProctorU does not have any provide telecommunication products to its users.
(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.	Not Applicable	ProctorU does not have any provide telecommunication products to its users.
(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	ProctorU does not have any provide telecommunication products to its users.
(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	ProctorU does not have any provide telecommunication products to its users.
(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	ProctorU does not have any provide telecommunication products to its users.
(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	ProctorU does not have any provide telecommunication products to its users.





**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	ProctorU does not have any provide television products to users nor does it use any television products to supply its product.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	ProctorU does not have any provide television products to users nor does it use any television products to supply its product.
(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 of ProctorU's videos provide closed captioning.
(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 of ProctorU's videos provide closed captioning.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	All of ProctorU's videos provide closed captioning.

**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.	Not Applicable	ProctorU does not have any self-contained, closed products.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	ProctorU does not have any self-contained, closed products.
(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	ProctorU does not have any self-contained, closed products.
(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.	Not Applicable	ProctorU does not have any self-contained, closed products.
(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.	Not Applicable	ProctorU does not have any self-contained, closed products.
(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.	Not Applicable	ProctorU does not have any self-contained, closed products.
(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.	Not Applicable	ProctorU does not have any self-contained, closed products.
(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.	Not Applicable	ProctorU does not have any self-contained, closed products.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	ProctorU does not have any self-contained, closed products.
(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	Not Applicable	ProctorU does not have any self-contained, closed products.

<p>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>(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>ProctorU does not have any self-contained, closed products.</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>ProctorU does not have any self-contained, closed products.</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>ProctorU does not have any self-contained, closed products.</p>

**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.

<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	ProctorU does not provide desktop portable computers to users.
(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	ProctorU does not provide desktop portable computers to users.
(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	ProctorU does not provide desktop portable computers to users.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	ProctorU does not provide desktop portable computers to users.

**Section 1194.31 Functional Performance Criteria**

<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 through Equivalent Facilitation	Provided through Windows / Mac accessibility settings
(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 through Equivalent Facilitation	Provided through Windows / Mac accessibility settings
(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	Textual chat to the proctor is available for the hearing-impaired.
(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	ProctorU does not provide any assistive technology or devices to users.
(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	ProctorU does not provide any assistive technology or devices to users.
(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.	Not Applicable	ProctorU does not provide any assistive technology or devices to users.

**Section 1194.41 Information, documentation, and support**

<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	ProctorU has documentations and guides for the user available upon request.
(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	ProctorU can provide accessibility and compatibility documentation upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	ProctorU will accommodate the user if necessary.