

Lab-Aids, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Issues and Science, Third Edition Revised*

Report Date: May 2021

Product Description: *Issues and Science, Third Edition Revised* is a middle school science program for grades 6-8. The program is accessed by students, teachers, and staff via the Lab-Aids Portal, which provides online access to core curricular resources, videos, interactive web content, and an online assessment system. This program contains 17 separate units in earth, life, and physical science.

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Notes: The most up-to-date version of this document, and VPATs for other programs from Lab-Aids, can be found here: lab-aids.com/vpat

Evaluation Methods Used: Evaluation and testing is based on detailed product knowledge. In cases where quantitative measures need to be met, those are tested with generally available online tools, such as the WebAIM Contrast Checker.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support Authoring Tool: Not Applicable	Many images, figures, and artwork contained in the online version of this program do not contain alt-text at the moment.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support Authoring Tool: Not Applicable	Many simulations offered in the program contain video-only content, which do not support this criterion.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	A few select videos contained in this program do not contain sufficient captions to successfully meet this criterion.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support Authoring Tool: Does Not Support	The videos offered in this program do not contain sufficient audio descriptions of video content.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Not all Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Some instances found in the program do not meet this criterion, such as pull-out quotes contained in student materials not being read in the correct order by a screen reader.

• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Some instances found in the program do not support the criterion, such as using shape and size as the only differentiator between different classes of objects in artwork.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Some instances found in the program do not support the criterion, since color is used as the only visual means of conveying specific information.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Many instances exist in the program where a specific link to a video will begin to automatically play the video. In these cases, users can pause or stop the video/audio or control audio volume independently from the overall system volume level.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Some scenarios exist where a time limit is set by the content. The following scenarios exist: 1. Timed tests/quizzes: These are either essential or a teacher can modify the time limit to their choice.

		2. Logout after inactivity: Users are logged out after 120 minutes of inactivity, which is an essential security/privacy feature.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Some animations in interactive simulations cannot be paused.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Some page titles could be more descriptive, as they are too general/vague for users.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	In certain cases, focusable components do not receive focus in an order that preserves the intended meaning, sequence, and operability.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Some links could be improved so that users can better understand their purpose.

602.3 (Support Docs)		
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
4.1.2 Name, Role, Value (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	

Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports Authoring Tool: Not Applicable	
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Live audio in synchronized media is not utilized in this program.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support Authoring Tool: Not Applicable	Sufficient audio descriptions are not provided for many of the prerecorded video content in synchronized media, including the following: - LABsent Videos. These videos demonstrate activities and experiments being performed, as if the student were in a physical classroom. These videos are intended for absent or remote learning students. Many of these videos do not have sufficient audio descriptions describing the entirety of the process, outcomes, or visual observations. - Portal Simulations. These simulations, meant for either absent or remote learning students, contain no audio descriptions.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	The online tool https://webaim.org/resources/contrastchecker/ was used to check text and images of text in the program.

<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Within the Lab-Aids Portal, text can be resized without assistive technology up to 200 percent without loss of content or functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	There are some cases of embedded text in images that are inaccessible to screen readers, such as maps and labels in complex artwork.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to:	Web: Supports Electronic Docs: Supports	

Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Authoring Tool: Not Applicable	
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated

1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The following support features exist in the program to support users without vision: screen reader, text resizing (from the application and browser), paper-based alternatives in NIMAS format, and alternative file formats of core materials. Some elements of the program, such as videos, interactive simulations, and certain artwork/images, cannot be fully accessed by users without vision.
302.2 With Limited Vision	Partially Supports	The following support features exist in the program to support users without vision: screen reader, text resizing (from the application and browser), paper-based alternatives in NIMAS format, and alternative file formats of core materials. Some elements of the program, such as videos, interactive simulations, and certain artwork/images, cannot be fully accessed by users with limited vision.
302.3 Without Perception of Color	Partially Supports	Some examples exist in the program where color is the only differentiator or the contrast of two adjacent objects is insufficient for users without perception of color.
302.4 Without Hearing	Supports	The program supports users without hearing.
302.5 With Limited Hearing	Supports	The program supports users with limited hearing.

302.6 Without Speech	Supports	The program supports users without speech.
302.7 With Limited Manipulation	Partially Supports	Most aspects of the program can be navigated and operated by a keyboard; however, some specific cases exist where this experience may be subpar.
302.8 With Limited Reach and Strength	Supports	The program supports users with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The program supports a diverse array of learners, including those with limited language, cognitive, and learning abilities. In particular, the Teacher Resources portion of the program provides specific guidance for teachers on differentiated instruction to ensure that all students benefit from the program.

Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	

<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<u>407.8 Reach Height and Depth</u>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required

412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	The program supports this criterion in all known uses.
502.2.2 No Disruption of Accessibility Features	Supports	The program supports this criterion in all known uses.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	While the majority of user-facing content conforms to this criterion, we have

		discovered some instances where this does not conform to the criterion.
502.3.2 Modification of Object Information	Partially Supports	While the majority of user-facing content conforms to this criterion, we have discovered some instances where this does not conform to the criterion.
502.3.3 Row, Column, and Headers	Does Not Support	In general, the content fails to meet this criterion.
502.3.4 Values	Partially Supports	While the majority of user-facing content conforms to this criterion, we have discovered some instances where this does not conform to the criterion.
502.3.5 Modification of Values	Partially Supports	While the majority of user-facing content conforms to this criterion, we have discovered some instances where this does not conform to the criterion.
502.3.6 Label Relationships	Partially Supports	While the majority of user-facing content conforms to this criterion, we have discovered some instances where this does not conform to the criterion.
502.3.7 Hierarchical Relationships	Partially Supports	While the majority of user-facing content conforms to this criterion, we have discovered some instances where this does not conform to the criterion.
502.3.8 Text	Partially Supports	While the majority of user-facing content conforms to this criterion, we have discovered some instances where this does not conform to the criterion.
502.3.9 Modification of Text	Partially Supports	We have discovered some instances where the platform does not conform to this criterion
502.3.10 List of Actions	Partially Supports	We have discovered some instances where the platform does not conform to this criterion
502.3.11 Actions on Objects	Partially Supports	We have discovered some instances where the platform does not conform to this criterion

502.3.12 Focus Cursor	Partially Supports	We have discovered some instances where the platform does not conform to this criterion
502.3.13 Modification of Focus Cursor	Partially Supports	We have discovered some instances where the platform does not conform to this criterion
502.3.14 Event Notification	Partially Supports	We have discovered some instances where the platform does not conform to this criterion
502.4 Platform Accessibility Features	Partially Supports	We have discovered some instances where the platform does not conform to this criterion.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	We have discovered some instances where the platform does not conform to this criterion.
503.3 Alternative User Interfaces	Not Applicable	
<u>503.4 User Controls for Captions and Audio Description</u>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Does Not Support	Users cannot control captions in most cases.
503.4.2 Audio Description Controls	Does Not Support	Audio descriptions cannot be controlled by the user in nearly all cases.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>601.1 Scope</u>	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	

602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation is only provided in electronic formats (html) that are usable by individuals with disabilities.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

Legal Disclaimer (Company)

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