

Google Sites Voluntary Product Accessibility Template (VPAT)

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New Google Sites

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Name of Product: Google Sites ([additional product VPATs](#))

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Summary Table

Criteria	Supporting Features	Remarks
Section 1194.21 Software Applications and Operating Systems	Applicable	Supports with exceptions
Section 1194.22 Web-based Internet Information and Applications	Applicable	Supports with exceptions
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Section 1194.24 Video and Multimedia Products	Not Applicable	—
Section 1194.25 Self-Contained, Closed Products	Not Applicable	—
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Section 1194.31 Functional Performance Criteria	Applicable	Supports with exceptions
Section 1194.41 Information, Documentation, and Support	Applicable	Supports with exceptions
Section 1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks
(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	Supports with exceptions	Almost all functionality provided by Google Sites is keyboard accessible. For example, all available site content types can be added, edited,

<p>result of performing a function can be discerned textually.</p>		<p>moved and resized by keyboard.</p> <p>However, there are a few keyboard related items that affects keyboard users. For example:</p> <ul style="list-style-type: none"> • In certain cases, performing a specific action causes keyboard focus to be reset.
<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</p>	<p>Google Sites does not interfere with or deactivate the accessibility features of the operating system.</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</p>	<p>Supports with exceptions</p>	<p>Google Sites provides some form of visual indication of focus for most interactive controls. Some exceptions include:</p>

<p>that Assistive Technology can track focus and focus changes.</p>		<ul style="list-style-type: none"> • The active tab in the Insert Image dialog doesn't provide any visual indication of focus • When initially focused, the Recent Sites grid does not show an visual indication of focus.
<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>WAI-ARIA is used to expose role and state information on most elements, but some elements are not exposed correctly. For example:</p> <ul style="list-style-type: none"> • Screen readers do not provide a consistent indication that a tile is currently being edited.
<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>Images are used consistently within Google Sites.</p>
<p>(f) Textual information shall be provided through operating</p>	<p>Supports</p>	<p>Textual information is available to</p>

<p>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>assistive technology in Google Sites.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>Text, icons and interactive controls remain visible and operable in Google Sites when Windows High Contrast Mode is enabled.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>Google Sites has no core features that utilize animation.</p>
<p>(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.</p>	<p>Supports</p>	<p>Google Sites does not use color coding to convey information.</p>
<p>(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.</p>	<p>Supports</p>	<p>Google Sites provides options for content providers to change themes containing a selection of background and foreground color combinations.</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</p>	<p>Google Sites has no flashing or blinking text, objects or other elements.</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality</p>	<p>Supports</p>	<p>Form controls have accessible names.</p>

required for completion and submission of the form, including all directions and cues.		
Section 1194.22 Web-based Internet Information and Applications		
Criteria	Supporting Features	Remarks
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Text alternatives are available for core Google Sites features using non-text elements. For example, all icon buttons have a meaningful description. In addition, Google Sites allows content providers to specify text descriptions when inserting an image.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Google Sites core features do not include any multimedia presentations.

<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p>Supports</p>	<p>Google Sites does not use color coding to convey information.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Supports with exceptions</p>	<p>As Google Sites is a web-based application (not a document), the UI associated with its editor relies heavily on the use of associated style sheets. However, the web pages generated through Google Sites do not require style sheets in order to be readable.</p>
<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p>	<p>Not applicable</p>	<p>Google Sites does not use image maps.</p>
<p>(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.</p>	<p>Not applicable</p>	<p>Google Sites does not use image maps.</p>

<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Not applicable</p>	<p>The Google Sites UI does not contain data tables.</p>
<p>(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.</p>	<p>Not applicable</p>	<p>The Google Sites UI does not contain data tables that have two or more logical levels of row or column headers.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation.</p>	<p>Supports with exceptions</p>	<p>The majority of iFrames in Google Sites are labeled in a descriptive way when used to embed other resources to a site. In some cases iFrames without a title attribute are used for technical purposes.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>The Google Sites UI does not cause screen flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>
<p>(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</p>	<p>Not applicable</p>	<p>Accessibility provisions in Google Sites can be provided without requiring a</p>

<p>compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>		<p>separate text-only version.</p>
<p>(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.</p>	<p>Supports</p>	<p>Assistive technology is notified of relevant changes to the Sites UI.</p>
<p>(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).</p>	<p>Not applicable</p>	<p>Google Sites core functionality does not require that an applet, plug-in or other application be present.</p>
<p>(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.</p>	<p>Supports</p>	<p>Form controls have accessible names.</p>

<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>Google Sites uses arrow key navigation for most interaction, leaving the tab order for skipping repetitive content.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supports</p>	<p>Google Sites does not require a timed response as part of its core functionality.</p>

Section 1194.31 Functional Performance Criteria

<p align="center">Criteria</p>	<p align="center">Supporting Features</p>	<p align="center">Remarks</p>
<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>	<p>Supports with exceptions</p>	<p>Most of Google Sites core functionality is keyboard accessible and can be performed with assistive technology for people who are blind. There are however a few part of the Google Sites UI that cannot be used by assistive technology users. For example:</p> <ul style="list-style-type: none"> • On the Home screen, the context menu available for

		<p>each site in the Recent Sites grid cannot be reached or operated by keyboard.</p> <ul style="list-style-type: none"> • The buttons in the page header toolbar are not marked up as a composite toolbar widget.
<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	Google Sites supports the use of screen magnifiers.
<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 used by people who are deaf or hard of hearing shall be provided</p>	Supports	Google Sites does not require user hearing.
<p>(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.</p>	Supports	Google Sites does not require user hearing.

<p>(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.</p>	<p>Supports</p>	<p>Google Sites does not require user speech.</p>
<p>(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.</p>	<p>Supports with exceptions</p>	<p>Most of the Google Sites UI can be interacted with through keyboard and does not require fine motor control.</p> <p>Examples of some of the exceptions are:</p> <ul style="list-style-type: none"> • When adding a new sub page to the 'Pages' panel, the pages list is no longer reachable without using a mouse.
<p>Section 1194.41 Information, documentation, and support.</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks</p>
<p>(a) Product support documentation provided to end-users shall be made available in</p>	<p>Supports</p>	<p>Google Help Centers provide electronic versions of all</p>

alternate formats upon request, at no additional charge.		product support documentation.
(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	Google Help Centers provide information on accessibility features in the documentation. Electronic versions of all product support documentation are provided.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports with exceptions	Google Help Centers are compatible with screen reader technology. However, only electronic versions of all product support documentation are available.

Classic Google Sites

Date: 08/22/2011

Name of Product: Google Sites ([additional product VPATs](#))

Point of Contact: Abhishek Surana (surana@google.com)

Summary Table

Criteria	Supporting Features	Remarks
Section 1194.21 Software Applications and Operating Systems	Applicable	Partial support
Section 1194.22 Web-based internet information and applications	Applicable	Partial support
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	Applicable	Partial support

Section 1194.41 Information, Documentation, and Support	Applicable	Supports with exceptions
Section 1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks
<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>	Supports with exceptions	Users can create and edit a site, create and edit pages using keyboard. Manage Site has some limitations.
<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</p>	Supports	Google Sites does not interfere with or deactivate the accessibility features of the operating system.

<p>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 with exceptions</p>	<p>Focus tracking is visible on standard HTML components and some elements in Manage Site section. Not clearly visible on all UI elements.</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>Does not support</p>	<p>No information on identity, operation and state is available on Google Sites UI elements.</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>Google Sites bitmap images are consistently used to represent certain functions, such as toolbar formatting options.</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>Does not support</p>	<p>No sufficient text information is exposed in Google Sites.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with exceptions</p>	<p>Google Sites UI remains mostly visible in Windows High Contrast mode, as well as respecting most color settings.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>Google Sites has no core features that utilize animation.</p>
<p>Section 1194.21 Software Applications and Operating Systems (continued)</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action,</p>	<p>Supports</p>	<p>Google Sites does not rely on color coding as the only means of</p>

prompting a response, or distinguishing a visual element.		conveying information.
(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	Google Sites provides themes with full font and color customization.
(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	Google Sites has no flashing or blinking text, objects or other elements
(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.	Does not support	Forms for page content input are not accessible for Assistive Technology.
Section 1194.22 Web-based Internet Information and Applications		
Criteria	Supporting Features	Remarks

<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p>Supports</p>	<p>All core interactive elements of Google Sites have text equivalents.</p>
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p>Does not support</p>	<p>Inserted video content does not support display of closed captions.</p>
<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p>Supports</p>	<p>Core Google Sites functionality does not rely on color alone to present information.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Does not support</p>	<p>As Google Sites is a web-based application (not a document), its UI relies heavily on the use of associated style sheets.</p>
<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p>	<p>Supports</p>	<p>Google Sites does not use image maps.</p>

<p>(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.</p>	<p>Supports</p>	<p>Google Sites does not use image maps.</p>
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supports</p>	<p>Row and column headers can be added to inserted data tables by editing the HTML.</p>
<p>(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.</p>	<p>Supports</p>	<p>Markup for association of data cells and headers can be added by editing the HTML.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation.</p>	<p>Supports</p>	<p>No frames designed for interactivity are used for Google Sites core features.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Google Sites UI does not cause screen flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>

<p>(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.</p>	<p>Does not support</p>	<p>As Google Sites is a web-based application (not a document), its UI and data cannot readily be represented and maintained in a text-only page.</p>
<p>(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.</p>	<p>Does not support</p>	<p>Much of the core scripting functionality critical to interacting with Google Sites is not usable from the keyboard alone, nor through interaction with Assistive Technology.</p>
<p>(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).</p>	<p>Supports</p>	<p>Google Sites core functionality does not require that an applet, plug-in or other application be present.</p>
<p>(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</p>	<p>Supports with exceptions</p>	<p>Some of the forms required to fully customize your Google Site through</p>

required for completion and submission of the form, including all directions and cues.		Settings do not have proper form labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with exceptions	Google Sites includes shortcut keys. Does not make good use of headings.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Google Sites does not require a timed response as part of its core functionality.

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	Basic operations are read by screen reader.

<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>	<p>Supports</p>	<p>Google Sites supports the use of screen magnifiers.</p>
<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 used by people who are deaf or hard of hearing shall be provided</p>	<p>Supports</p>	<p>Google Sites does not rely on sound alone to access any of its core functionality.</p>
<p>(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.</p>	<p>Supports</p>	<p>Google Sites does not rely on audio to present information.</p>
<p>(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.</p>	<p>Supports</p>	<p>Google Sites does not require user speech.</p>

<p>(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.</p>	<p>Supports</p>	<p>The parts of Google Sites that cannot be operated using the keyboard alone have significantly large target areas that would not cause problems for people with fine motor control or limited reach and strength.</p>
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Section 1194.41 Information, documentation, and support.

<p align="center">Criteria</p>	<p align="center">Supporting Features</p>	<p align="center">Remarks</p>
<p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.</p>	<p>Supports</p>	<p>Google Help Centers provide electronic versions of all product support documentation.</p>
<p>(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.</p>	<p>Supports</p>	<p>Google Help Centers provide information on accessibility features in the documentation. Electronic versions of all product support documentation are provided.</p>

<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports with exceptions</p>	<p>Google Help Centers are compatible with screen-reader technology. However, only electronic versions of all product support documentation are available.</p>
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