



Voluntary Product Accessibility Template - VPAT

Product: INTERNATIONAL STUDENT AND SCHOLAR MANAGEMENT (ISSM)

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Overview

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that authors will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are four columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains the product support statement. The fourth column contains any additional remarks and explanations regarding the product

Section	Name	Applicable	Additional Information
1194.21	Software Applications and Operating Systems	Supports w/Exceptions	Refer to section 1194.21 below
1194.22	Web-based internet information and applications	Supports w/Exceptions	Refer to section 1194.22 below
1194.23	Telecommunications Products	Not Applicable	ISSM is not a telecommunications product
1194.24	Video and Multi-media Products	Not Applicable	ISSM is not a video or multimedia product
1194.25	Self-Contained, Closed Products	Not Applicable	ISSM is not a self-contained product
1194.26	Desktop and Portable Computers	Not Applicable	ISSM is software as defined under section 1194.21 and 1194.22
1194.31	Functional Performance Criteria	Supports w/Exceptions	Refer to section 1194.31 below
1194.41	Information, documentation, and support.	Supports w/Exceptions	Refer to section 1194.41 below

Section 1194.21 Software Applications and Operating Systems – Detail

<http://www.access-board.gov/sec508/guide/1194.21.htm>

1194.21	Criteria	Supporting Feature	Explanation
(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 w/Exceptions	ISSM contains some complex pages where the use of the tab key can be cumbersome. Certain focus points perform a function that is not always intuitive. Example, some column headings contain a link, when clicked (or the enter key pressed) provides sorting of column data.
(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.	Does Not Support	ISSM does not disrupt accessibility features of other products such as Windows, browser, or JAWS. One exception is the ISSM gray menu bar. The gray color continues to surround the text of menu items regardless of the color settings on the browser(s).
(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 w/Exceptions	The gray color menu bar makes it difficult to see the location of focus when using the tab key to navigate through the menu items..
(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 w/Exceptions	Not all images and buttons contain alt text. Tool tips do not always convey text to describe the element function.
(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 w/Exceptions	A limited number of bitmap images are used. Their meanings are consistent throughout ISSM. Images used on the Main Menu and Enterprise Manager Menu have text following the image. The image "bell" on the Record Navigator Quick Search Results to the right of the name does not explain its meaning.
(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	ISSM does not impede the use of AT to make text information available.

(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports w/Exceptions	The gray menu bar remains gray color which surrounds the text regardless of user setting in IE
(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	ISSM does not use animation
(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	
(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	ISSM does not does not adjust or control color and contrast settings.
(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	ISSM does not use flashing or blinking text or objects.
(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 w/Exceptions	ISSM uses electronic form templates (PDF) which are provided by U.S. Citizenship and Immigration Services (USCIS) www.USCIS.gov Data entry of all field elements to complete the form is provided on ISSM pages. Once data entry is completed, the USCIS PDF form can be viewed and printed successfully using AT

Section 1194.22 Web-based Internet information and applications – Detail

<http://www.access-board.gov/sec508/guide/1194.22.htm>

1194.22	Criteria	Supporting Feature	Explanation
(a)	A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports w/Exceptions	some icons lack alt text, The logo appearing in the upper left on the screen is controlled/replaced by the client's logo.
(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(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 w/Exceptions	As already mention, the gray color on the gray menu bar cannot be changed. On the main menu, the text "Main Menu is displayed in white letters against a purple background. When browser color settings are modified or when printing the page, the text "Main Menu" is not legible.
(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	web pages are readable when formatting options are turned off using browser settings
(e)	Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	ISSM does not use server-side image maps
(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	ISSM does not use server-side image maps
(g)	Row and column headers shall be identified for data tables.	Supports w/Exceptions	Column heading clearly identified content. Some pages contain a "filter" icon and input text box for determining what data displays on the page. The "filter" icon disappears when using browser color settings and the input text box does not indicate it's function when using the tab key alone. JAWS does not recognize that the "filter" icon is a combo list box for specifying items such as contains, starts with, greater than, less than, etc.
(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	ISSM does not contain complex tables where there are more than two levels of rows or columns.
(i)	Frames shall be titled with text that facilitates frame identification and navigation	Does Not Support	most frames in ISSM do not contain titles

(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	
(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	
(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.	Does Not Support	
(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	ISSM does not require applets or plug-ins to be present to view page view page content
(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 w/Exceptions	ISSM uses electronic form templates (PDF) which are provided by U.S. Citizenship and Immigration Services (USCIS) www.USCIS.gov Data entry of all field elements to complete the form is provided on fsaATLAS pages. Once data entry is completed, the USCIS PDF form can be viewed and printed successfully using AT.
(o)	A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	
(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	ISSM does not use timed responses.

Section 1194.24 Video and Multi-media Products– Detail

<http://www.access-board.gov/sec508/guide/1194.24.htm>

1194.24	Criteria	Supporting Feature	Explanation
(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	ISSM does not include any display hardware.
(b)	Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	ISSM does not include any display hardware.
(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.	Not Applicable	Video training is not captioned. ISSM does not contain video/multimedia productions. The use of recorded WebEx with PowerPoint presentations are used to provide information regarding upcoming maintenance releases
(d)	All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	Video training contains audio description
(e)	Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	Alternate text presentation and audio descriptions are not included in the product

Section 1194.31 Functional Performance Criteria - Detail

<http://www.access-board.gov/sec508/guide/1194.31.htm>

1194.31	Criteria	Supporting Feature	Explanation
(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 w/Exceptions	Most pages in ISSM are basic in nature and the flow of the page allows assistive technology support. More complicated pages containing tables with multiple columns are more cumbersome for assistive readers.
(b)	At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports w/Exceptions	ISSM has no specific support for Assistive Technologies however screen resolution can be adjusted from the display and/or operating system.
(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	Not Applicable	ISSM contains no auditory functionality.
(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	ISSM contains no auditory functionality.
(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	ISSM has no requirements for use of speech.
(f)	At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	ISSM has no requirements for fine motor control or simultaneous actions.

Section 1194.41 Functional Performance Criteria - Detail

<http://www.access-board.gov/sec508/guide/1194.41.htm>

1194.21	Criteria	Supporting Feature	Explanation
(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	ISSM provides electronic versions of all 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.	Does Not Support	ISSM has no specific support for Assistive Technologies.
(c)	Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports w/Exceptions	ISSM product support is available in electronic format and from online sources and includes Technical Documents, Product Manuals, User Communities, online Software Problem Case Management, and Maintenance Release Downloads. Telephone based support does not include TTY.