MICHIGAN STATE UNIVERSITY | Usability/Accessibility Research and Consulting

TechSmith Relay Website

Voluntary Product Accessibility Template (VPAT)

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Introduction

The purpose of the Voluntary Product Accessibility Template (VPAT) is to document the TechSmith website's compliance with Section 508 of the United States' Rehabilitation Act. This document is accompanied by an Accessibility Compliance Evaluation Report which documents the evaluation of the TechSmith website against Web Content Accessibility Guidelines (WCAG 2.0) Level A and Level AA standards and provides greater detail on the problems listed here as well as recommendations for remediation.

Evaluation Scope

The accessibility evaluation for this VPAT encompassed the following pages and functionality of the TechSmith website:

1. Home Page (https://hillvalley.techsmithpilot.com/)
2. Sign-in (https://signin.techsmith.com/?wa=wsignin1.0&wtrealm=https%3a...)
3. My profile page (https://hillvalley.techsmithpilot.com/myprofile)
4. Video Page (https://hillvalley.techsmithpilot.com/0RQ0)
5. Quizzes

Evaluation Method

The TechSmith website review was conducted using manual accessibility evaluation with assistive technology (Freedom Scientific's JAWS 14 screen reader and the NonVisual Desktop Access 2014.2 screen reader) in Firefox 30, Firefox 31, Chrome 36, and Internet Explorer 11 on Windows 7, and in conjunction with the Web Developer Toolbar, Firebug, Colour Contrast Analyser, the World Wide Web Consortium's Markup Validation Service and CSS Validation Service.

Note that while many tools are available to test accessibility, there is currently no way for an autonomous tool to fully assess compliance with Section 508. As a result, it is imperative that trained experts manually review pages. Assessment tools, including those outlined above, improve the accuracy and speed of manual assessments, and are used to facilitate reviews where appropriate. In addition to accessibility assessment tools, reviewers must also navigate through Websites using the same assistive software that users with disabilities typically employ. This type of "live" testing ensures that accessibility recommendations are not strictly academic, but also include scenarios of typical assistive technology use.

Date: August 25, 2014

Product Name: TechSmith Relay Website

Vendor Company Name: TechSmith Corporation

Vendor Contact Name: Andy Bell

Vendor Contact: RelayManager@techsmith.com

Summary Table

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
Section 1194.21 Software Applications and Operating Systems	Not Applicable		
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	Some functionality on the TechSmith Relay website is lost when stylesheets are disabled, and some elements do not provide sufficient information to assistive technologies.	
Section 1194.23 Telecommunications Products	Not Applicable		
Section 1194.24 Video and Multi-media Products	Supports with Exceptions	The TechSmith Relay website allows content creators to provide captions for videos, but not alternative audio tracks. There is no way to toggle captions on or off when operating video controls by keyboard alone.	Toggling captions on or off via keyboard controls is now possible.
Section 1194.25 Self-Contained, Closed Products	Not Applicable		
Section 1194.26 Desktop and Portable Computers	Not Applicable		
Section 1194.31 Functional Performance Criteria	Does Not Support	The TechSmith Relay website allows content creators to provide captions for videos and supports some assistive technologies, but key components are not operable by keyboard alone and several core elements do not provide sufficient information to assistive technologies.	TechSmith has fixed the keyboard operability of key components on the Relay website, and improved the information available to assistive technologies.
Section 1194.41 Information, Documentation and Support	Supports	TechSmith offers support through multiple mediums including online materials, phone, instant messaging, and email.	

Section 1194.22 Web-based Intranet and Internet information and Applications

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Most non-text content on the Relay website has appropriate text alternatives. Exceptions: Avatar icons throughout the TechSmith Relay website do not have text equivalents. The blue eye and red star icons below recorded videos do not have text equivalents.	TechSmith removed the red star icons.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	The TechSmith Relay website allows content creators to provide synchronized captions for created videos.	
(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 TechSmith Relay website does not solely use color to convey information.	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	When styles are disabled, only the upper-right corner of videos can be viewed. On multiple pages, inaccurate and sometimes conflicting information is presented to users when styles are disabled, such as messages indicating JavaScript is disabled when it is not.	TechSmith fixed this issue. When styles are disabled, full videos can be viewed.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The TechSmith Relay website does not include 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	The TechSmith Relay website does not include client-side image maps.	
(g) Row and column headers shall be identified for data tables.	Not Applicable	There are no data tables on the TechSmith Relay website.	
(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	There are no data tables on the TechSmith Relay website.	

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Does Not Support	Video iframes do not have appropriately descriptive 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	While the TechSmith Relay website does not have flashing content, some users may create content that violates this criterion.	
(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.	Not Applicable	Access to the website can be provided without requiring a separate text-only version.	

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Supports with Exceptions	Most functionality enabled by JavaScript on the TechSmith Relay website is communicated to assistive technology except for the functionality of the avatar icons (i.e., clicking on them opens and closes the sign-in drop-down).
(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	The TechSmith Relay website does not require an applet or plug-in to interpret page content.
(n) When electronic forms are designed to be completed online, 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	Most form elements on the Relay website have an attached <label> element that provides sufficient information to interact with the form. Exceptions: On the Sign-in page the "Email" and "Password" form fields that appear when "Use an Email address" is clicked do not have labels that can be identified by assistive technologies. On the User Profile and Video pages the search bar in the top navigation does not have a label.

Criteria	Level of Support & Supporting Features	Remarks and explanations	
		On Quizzes the text fields for the Free Response and Fill in	
		the Blank questions do not have <label>s that can be identified by assistive technologies, and the relationship between the True/False and Multiple Choice questions and their radio button options cannot be identified by assistive technologies.	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	The User Profile and Video pages do not provide users a way to skip repetitive content blocks.	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	No timed responses are required on the TechSmith Relay website.	

Section 1194.24 Video and Multi-media Products

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
(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		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable		

(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	The TechSmith Relay website allows content creators to provide captions for videos.	
(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.	Does Not Support	The TechSmith Relay website does not allow content creators to provide descriptive audio tracks for videos.	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports with Exceptions	Although the TechSmith Relay website allows users to control whether or not video captions are displayed, the "Closed Captions" button is not keyboard operable, so users reliant on a keyboard cannot toggle captions.	TechSmith addressed this, the "Closed Captions" button is now operable via keyboard

Section 1194.31 Functional Performance Criteria

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
(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.	Does Not Support	Quizzes and video controls cannot be navigated to by keyboard alone and some video controls (i.e., the timeline and volume sliders) cannot be operated by keyboard alone. Several interactive elements, such as the "Use an Email Address" button and the profile icon buttons, cannot be navigated to by keyboard alone. The "Email" and "Password" form fields that appear when "Use an Email address" is clicked do not have labels that can be identified by assistive technologies. Icons throughout the TechSmith Relay website, such as the avatar, blue eye, and red star do not have text equivalents to communicate their functionality. Most video controls and some quiz buttons do not communicate sufficient information about their operability and/or states to assistive technologies.	TechSmith addressed this issue. Quizzes and video controls can be navigated by keyboard alone, and video timeline controls can be operated by keyboard alone. TechSmith has improved this area. Most video controls and quiz buttons do communicate sufficient information about their operability and/or states to assistive technologies.

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
(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	The TechSmith Relay website supports screen magnifier assistive technologies.	
(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	The TechSmith Relay website allows content creators to provide captions for videos.	

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
(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.	Supports	The TechSmith Relay website supports assistive hearing devices.	
(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	The TechSmith Relay website does not require user input through 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. | Does Not Support | Video controls cannot be navigated to by keyboard alone and some video controls (i.e., the timeline and volume sliders) cannot be operated by keyboard alone.

Several interactive elements, such as the "Use an Email Address" button and the profile icon buttons cannot be navigated to by keyboard alone. | TechSmith addressed this issue. Quizzes and video controls can be navigated by keyboard alone, and video timeline controls can be operated by keyboard alone. |

Section 1194.41 Information, Documentation and Support

Criteria	Level of Support & Supporting Features	Remarks and explanations	TechSmith response
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	TechSmith provides online documentation and tutorials, as well as personalized support through account representatives.	
(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	TechSmith provides digital documentation and tutorials for Relay's captioning and text-tospeech captioning features.	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	TechSmith offers support through multiple mediums including phone, instant messaging, and email.	

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