

TechSmith Relay Recorder

Voluntary Product Accessibility Template (VPAT)

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Introduction

The purpose of the Voluntary Product Accessibility Template (VPAT) is to document the TechSmith Relay Recorder's compliance with Section 508 of the United States' Rehabilitation Act, and to provide recommendations for remediation.

Evaluation Scope

The accessibility evaluation for this VPAT encompassed the following workflow of TechSmith Relay Recorder:

1. Setup recording session
 - a) Open TechSmith Relay Recorder
 - b) Login
 - c) Add title and description to video
 - d) Ensure audio input level is set to auto
2. Record
 - a) Begin recording (select display if necessary)
 - b) Record
 - c) Stop recording
3. Upload
 - a) Submit
 - b) Get confirmation then click "view now"

Evaluation Method

The review of TechSmith Relay Recorder was conducted using manual accessibility evaluation with assistive technology (Freedom Scientific's JAWS 13 screen reader and the NonVisual Desktop Access 2014.2 screen reader) on Windows 7 in conjunction with accessibility evaluation tools including the Colour Contrast Analyser.

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 products and functionality. 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 applications 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 Recorder

Product Version Number: 4.3.9

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 |
|---|---|--|
| Section 1194.21 Software Applications and Operating Systems | Supports with Exceptions | Many elements do not communicate sufficient information about their identity, operation, and state to assistive technologies. The "Help" drop-down menu cannot be accessed by keyboard. |
| Section 1194.22 Web-based Internet Information and Applications | Not Applicable | |
| 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 | Supports with Exceptions | TechSmith Relay Recorder supports some assistive technologies and some components are operable by keyboard, but several core elements do not provide sufficient information to assistive technologies. |
| Section 1194.41 Information, Documentation and Support | Supports with Exceptions | TechSmith offers support through multiple mediums including online materials, phone, instant messaging, and email, but does not have a comprehensive list of keyboard shortcuts. |

Section 1194.21 Software Applications and Operating Systems

| Criteria | Level of Support & 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 with Exceptions | TechSmith Relay Recorder allows product functions to be performed through a keyboard with the exception of the items in the "Help" drop-down menu. |
| (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 | TechSmith Relay Recorder does not disrupt or disable the features of assistive technologies or other accessibility 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 with Exceptions | TechSmith Relay Recorder provides a well defined on-screen indication of focus for all interactive elements with the exception of the "Use an Email Address" button in the login window. |
| (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. | Does Not Support | <p>Sufficient information about the identity and operation of the volume control sliders, in the "Recorder", "Recording", and "Review" windows, is not made available to assistive technology.</p> <p>Sufficient information about the operation of the "Play" button in the "Review" window is not made available to assistive technology.</p> <p>Sufficient information about the operation of the trimming option buttons is not fully communicated to assistive technology.</p> |

| Criteria | Level of Support & Supporting Features | Remarks and explanations |
|---|--|---|
| | | <p>The state and operation, including the purpose and current position, of the playhead element, and the video start and end indicators in the video timeline (present during video trimming) are not made available to assistive technology.</p> <p>The state of the countdown for the start of recording is not made available to assistive technology.</p> <p>Sufficient information about the state and operation of the "Status" icon in the settings bar is not made available to assistive technology.</p> <p>The state of the free space indicator in the "Recording" window (i.e., how much free space is available) is not made available to assistive technology.</p> <p>The running time for video playback in the "Review" window and video recording in the "Recording" window is not made available to assistive technology.</p> <p>The state of the "Automatic gain control" button in the "Recorder" window is not made available to assistive technology.</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. | Supports | The functions of images that are used to identify elements remain consistent throughout TechSmith Relay Recorder. |
| (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 | Textual information is provided in a text format available to assistive technologies. |

| Criteria | Level of Support & Supporting Features | Remarks and explanations |
|--|--|---|
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supports | TechSmith Relay Recorder does not override user selected contrast or color selections. |
| (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 | No user interface information is displayed through 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 | TechSmith Relay Recorder does not solely use color to convey 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. | Not Applicable | TechSmith Relay Recorder does not provide the user options for adjusting 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 | TechSmith Relay Recorder does not use flashing or blinking 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. | Supports with exceptions | TechSmith Relay Recorder provides access to all information and functionality of form elements with the exception of "Keep me signed in" checkbox label in the "Use an Email Address" login window. |

Section 1194.31 Functional Performance Criteria

| Criteria | Level of Support & Supporting Features | Remarks and explanations |
|---|--|--|
| (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 | TechSmith Relay Recorder does not provide sufficient information about the identity, operation, and state of multiple elements to assistive technologies. Most product functions are keyboard accessible, with the exception of the "Help" drop-down menu. |
| (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 | TechSmith Relay Recorder 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 with Exceptions | Most aspects of TechSmith Relay Recorder do not require user hearing, however audio cues may sometimes be necessary to snip the beginning and end of videos in the "Review" window. |
| (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 | TechSmith Relay Recorder 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 | TechSmith Relay Recorder 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. | Supports with Exceptions | Most functionality of TechSmith Relay Recorder does not require fine motor control to operate and is operable with a keyboard alone, with the exception of the "Use an Email Address" option in the "Login" window, which does not have a visible focus indicator and does not receive keyboard focus. |

Section 1194.41 Information, Documentation and Support

| Criteria | Level of Support & Supporting Features | Remarks and explanations |
|---|--|---|
| (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 digital support documentation built into the product, and 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. | Does Not Support | Support documentation does not include a comprehensive list of shortcut keys. |
| (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. |

Recommendations

- Ensure that sufficient information about the identity, operation, and state of elements is communicated to assistive technology.
- Provide a comprehensive list of hotkeys in a digital format.
- While the items in the menu bar can be operated with keyboard shortcuts, allowing them to receive keyboard focus would improve accessibility by providing an additional means of access, promoting discoverability of keyboard shortcuts (because the shortcuts are read when items receive focus), and reducing the reliance on user memory (because users would not need to remember keyboard shortcuts to use the product). Focus is typically directed to menu items by pressing the alt key.
- While focus is visible in most elements, a custom-coded focus indicator that is more well-defined would enhance the accessibility.

Usability Observations

- The "What is 'Upload and Decide Later?'" link does not appear to do anything.

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