



**ACCESSIBLE INFORMATION MANAGEMENT**<sup>TM</sup>  
for higher education and beyond

# **Accessible Information Management LLC Accessibility Conformance Report Revised Section 508 Edition**

VPAT® Version 2.3 – December 2018

**Name of Product/Version: Disability Services Management Suite**

**Product Description:**

**Date: May 5, 2020**

**Contact information: Robert Armas (Rob.Armas@dsaim.com)**

**Evaluation Methods Used:**

We tested our application using JAWS 2019.1912.1 and NVDA 2019.2.1

# 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on 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:

- 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
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Supports</b></p>	<p>Web: our site is primarily text-based only. Most images are for background images and there are text description for each image accessible to assistive technology. No Graph or image that is used to convey information in AIM.</p>
<p><b><u>1.1.2 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any audio or video in the application.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any audio or video in the application.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web:</p> <ul style="list-style-type: none"> <li>Our application uses red color and [STRONG] to identify the importance of a link or a message. We use [STRONG] to emphasize on the importance of the element to the Assistive Technology.</li> <li>For table markup, we have a simple 2-dimensional table with row header (TH) for each column. There are no multiple levels of headers.</li> <li>Our site provides the ability for the Assistive Technology to navigate using headings.</li> <li>All groups of links (i.e. navigation links) are properly structure with un-ordered list.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Structure is always consistent, and user has the option to navigate using headings. Reading sequence is thoroughly vetted.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web:</p> <ul style="list-style-type: none"> <li>Our basic color scheme complies AAA standards. If school has their own color scheme, we usually vet the color and provide recommendation if it is not accessible by AA standard.</li> <li>Our application uses red color and [STRONG] to identify the importance of a link or a message. We use [STRONG] to emphasize on the importance of the element to the Assistive Technology.</li> </ul>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any audio or video in the application.</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Our application is thoroughly vetted by testing the site with latest assistive technology (i.e. JAWS or NVDA) and user feedback. Latest browser update might cause incompatibility with screen reader. Please refer to screen reader software provider regarding browser compatibility.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Our application can be navigated entirely using keyboard. All forms and buttons are accessible just through keyboard. There is no mouse only action. Our application is vetted by our visually impaired users and speech-to-text (i.e. Dragon) users.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Our application allows staff or administrator to maintain session without a limit when the application is used within the approved IP address range and based on school security settings on browser and single sign on policies. Staff or administrator will click on Session Extender button to extend session indefinitely by triggered internal refresh every 5 minutes. This function will not work if the application is turned off or computer is on Sleep Mode.</p>
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: There are no flashes in the system.</p>
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Structure is always consistent, and user has the option to navigate using headings.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Each web page has it's own title to help user know each function of each page. The title of each page is designed to show up on the browser tab.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Each web page has a consistent layout. Tab order starts with the Main Navigation Menu, Main Content, and Sub Navigation Menu. There are no tabIndex maintained in the web page.</p>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Every link in the system has a clear description on where it will go. For example: Click to Expand Advance Search Panel or navigation: List Users.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Default language is set to en-US.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: There is a specific CSS to handle all focus related styling. This includes button, text box, drop down list, and checkboxes. Here is the example CSS:</p> <pre>*:focus, input:focus, select:focus, button:focus {   outline: 3px solid #3dbbdb !important;   overflow: -moz-hidden-overflow; }</pre>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: There will always a button that will initiate the system to validate and submit the form for additional activities. Each label that relates to the form field has an explicit label that is required. If the field is required, then it will contain aria-required set to true.</p>
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: There will always a button that will initiate the system to validate. Each label that relates to the form field has an explicit label that is required. If the field is required, then the field will contain aria-required set to true. When a form is submitted for validation and the system finds an error, our application will provide a list of error at the top of the form and each input field will have aria-describedby (that points to the list error messages), and aria-invalid set to true. This way, user can overview all the errors in one centralized location and when they navigate to the inputs, the assistive technology will provide description of the validation error.</p> <p>Electronic Docs: Customer will only access the manual with read-only permission.</p>
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Please review remarks and explanation from 3.2.2 and 3.3.1. Web application is used by visually impaired users and tested with both latest NVDA and JAWS.</p> <p>Electronic Docs: Available only for search function.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: HTML pages include a document type declaration. All html tags are verified and checked for error. However, our system does not validate user HTML inputs in email templates.</p>
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: we do not include element that needs additional description. For example, we do not have a button with "X" to close an application. The role of each button is clearly defined in the text.</p>



## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Not Applicable</b></p>	<p>Web: When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b>            Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Support</b></p>	<p>Web: We comply to WCAG 2 AAA standards. Our company cannot be held responsible if school wants to enforce its own color scheme.</p>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Support</b></p>	<p>Web: The web page is controlled using CSS. There is no image that is used to convey any message. The site is a text-based only and support 200% scaling through browser without any issues. User should be able to overwrite the color by overwriting CSS through web browser.</p>
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Support</b></p>	<p>Web: our site is primarily text-based only. Most images are for background images and there are text description for each image accessible to assistive technology. No Graph or image that is used to convey information in AIM.            Electronic Docs: Image description is provided within the paragraph prior to the image.</p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Support</b></p>	<p>Web: In each web page, all links are available in the navigation section of the page. This can be used as a site map.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: Structure is always consistent, and user has the option to navigate using headings. Each heading is properly identify each section of the page. For example, you may be reviewing student profile, you can use headings to navigate student disability information, student eligibility, case notes section, etc.</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: There is a specific CSS to handle all focus related styling. This includes button, text box, drop down list, and checkboxes. Here is the example CSS:</p> <pre>*:focus, input:focus, select:focus, button:focus { outline: 3px solid #3dbbdb !important; overflow: -moz-hidden-unscrollable; }</pre>
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: web page language is set as en-us. If there is an additional section of the database in a different language, i.e. Spanish, there is an option to include lang attribute.</p>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: Structure is always consistent, and user has the option to navigate using headings.</p>
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: Our application is a text-based only and has a consistent content through out the site. Each user, depending on the permission level, can expect consistent layout.</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Not Applicable</b></p>	<p>Web: There will always a button that will initiate the system to validate. Each label that relates to the form field has an explicit label that is required. If the field is required, then the field will contain aria-required set to true. When a form is submitted for validation and the system finds an error, our application will provide a list of error at the top of the form and each input field will have aria-describedby (that points to the list error messages), and aria-invalid set to true. This way, user can overview all the errors in one centralized location</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>and when they navigate to the inputs, the assistive technology will provide description of the validation error.</p> <p>Electronic Docs: Customer will only access the manual with read-only permission.</p>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Not Applicable</b></p>	<p>Web: For legal document (E-Form Agreement), our system will require user to confirm by typing their names exactly shown by the system. The rest of the entries can be modified by student. Any request to change approved accommodations will need to go through approval process and user has the option to opt out or cancel the changes after it was submitted.</p> <p>Electronic Docs: Customer will only access the manual with read-only permission.</p>

### Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	
<p><a href="#">1.4.6 Contrast Enhanced</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: We comply to WCAG 2 AAA standards. Our company cannot be held responsible if school wants to enforce its own color scheme.</p>
<p><a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports with Exceptions</b></p>	<p>Web: We recommend user to rely on assistive technology if there is a need to change the color scheme. We can customize CSS to be used to override our main CSS in a browser. Our system uses very few colors. We do not support natively the ability to resize the maximum characters per line.</p>
<p><a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.3 No Timing</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports with Exceptions</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: Our application allows staff or administrator to maintain session without a limit when the application is used within the approved IP address range and based on school security settings on browser and single sign on policies. Electronic Docs: Customer will only access the manual with read-only permission.</p>
<p><a href="#">2.2.4 Interruptions</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.2.5 Re-authenticating</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports with Exceptions</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: The only area supports feature is our case notes where it will automatically auto save every 30 seconds. Electronic Docs: Customer will only access the manual with read-only permission.</p>
<p><a href="#">2.3.2 Three Flashes</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: There are no flashes in the system.</p>
<p><a href="#">2.4.8 Location</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.4.10 Section Headings</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: Structure is always consistent, and user has the option to navigate using headings. Reading sequence is thoroughly vetted.</p>
<p><a href="#">3.1.3 Unusual Words</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>We rely on Abbreviation in 3.1.4</p>
<p><a href="#">3.1.4 Abbreviations</a> (Level AAA) Also applies to:</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<b>3.1.5 Reading Level</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b>	
<b>3.1.6 Pronunciation</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b>	
<b>3.2.5 Change on Request</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	
<b>3.3.5 Help</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	Web: For example, when student needs to fill out an application, school can customize questionnaires for the students with additional description as necessary. Electronic Docs: Customer will only access the manual with read-only permission.
<b>3.3.6 Error Prevention (All)</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	Web: If there is a mistake, student can request for cancellation or modify entries in the system. Electronic Docs: Customer will only access the manual with read-only permission.

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: <b>Support</b>	User Interface is compatible with screen readers such as JAWS and NVDA. Please always check with screen reader provider prior to updating browser.
302.2 With Limited Vision	Web: <b>Support</b>	User Interface is compatible with screen readers such as JAWS, NVDA, or any screen magnifying software.
302.3 Without Perception of Color	Web: <b>Support</b>	Our application does not require color perception.
302.4 Without Hearing	Web: <b>Support</b>	Our application does not contain video or audio feedback.
302.5 With Limited Hearing	Web: <b>Support</b>	Our application does not contain video or audio feedback.
302.6 Without Speech	Web: <b>Support</b>	Our application does not require speech input
302.7 With Limited Manipulation	Web: <b>Support</b>	Our application can be accessed using keyboard, speech input (Dragon), or screen magnification software.
302.8 With Limited Reach and Strength	Web: <b>Support</b>	Our application can be accessed using keyboard, speech input (Dragon), or screen magnification software.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: <b>Support with Exception</b>	This application requires student to understand process of requesting accommodation at higher educations. If student is comfortable using text-to-speech application, our system is accessible.

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Web: <b>Not Applicable</b>	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Web: <b>Support</b>	Our support center is available through our ticketing system: support@accessiblelearning.com
603.3 Accommodation of Communication Needs	Web: <b>Support</b>	Our support center is available through our ticketing system: support@accessiblelearning.com



## Legal Disclaimer (Company)

This document is for informational purposes only.

ACCESSIBLE INFORMATION MANAGEMENT LLC MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

© 2008-2018 Accessible Information Management LLC. All rights reserved. The information contained in this document represents the current view of Accessible Information Management LLC on the issues discussed as of the date of publication. Because Accessible Information Management LLC must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Accessible Information Management LLC, and Accessible Information Management LLC cannot guarantee the accuracy of any information presented after the date of publication.

Originally created on January 20, 2010. Updated on Feb 12th, 2018. Accessible Information Management LLC regularly updates its websites and provides new information about the accessibility of products as that information becomes available.