Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.4

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)

- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)

- The VPAT Template

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the

availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

[Company] Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Conduit

Report Date: October 2020

Product Description: Online Private Engagement Platform

Contact Information: pqe-vpat@platformq.com

Notes:

Evaluation Methods Used:

Manual Tests: JAWS, NVDA, Mac OSX & iOS VoiceOver Screen Reader, Tested on Windows 10, Mac OSX, Android and iOS.

Semi-Automated checks: WAVE Evaluation Tools, Google Chrome Assessibility DevTools.

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	Level A (Yes)

Standard/Guideline	Included In Report
	Level AA (Yes)
	Level AAA (Not Evaluated)
Revised Section 508 standards published January 18, 2017 and corrected 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 Revised Section 508:

- 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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Using the WAVE tool and Google Chrome's accessibility inspector, we validated that all non-text content such as icons, buttons, images, etc. are tagged with appropriate labels so that they may be read programmatically by assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform does not contain any audio-only or video-only content. In the event such content were to be used, a text transcript or appropriate alternative will also be presented.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Captions may be requested by clients for any prerecorded event. They are currently produced by a human transcriber and must be coordinated with our team. Accuracy is checked periodically by us to ensure our vendor continues to provide a quality product for our customers. Our vendor claims a 99% accuracy even in the event of multiple speakers, multiple languages, or unclear audio. Captions appear below the video and are readable by screen readers in real time. We test our captions with Mac OSX Voiceover and other available screen readers to ensure it was easy to navigate to and identify the captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to:	Web: Supports	Please see 1.2.2. We provide audio descriptions via captioning / transcripts that are available time-synced to

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		the pre-recorded video.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	For the Conduit platform, there are no tables. The Conduit platform uses semantically-correct markup so that information, structure, and relationships can be understood independent of presentation. The WAVE tool was used to identify different content sections and ensure they contain appropriate information
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform uses semantically correct HTML to ensure sequence is presented in a meaningful order. A document outliner tool was used to validate heading levels to ensure they were nested at appropriate levels and appeared in an appropriate order.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform does not rely on sensory characteristics to convey information. A textual representation is always available for any ambiguous content.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform does not rely on use of color to convey information.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508	Web: Supports	The Conduit platform's media players have controls to lower or mute the volume.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform has been tested with only the keyboard and it has been confirmed that all elements are accessible. Keyboard-based testing is used in the QA process to ensure all elements of our site remain accessible.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform has been fully tested to ensure no keyboard traps are present. Keyboard-based testing is used in the QA process to ensure all elements of our site remain accessible.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform does not feature content that is only available for a short time. Events are available for as long as a customer sets, with a default of 25hrs. The only partial exception is to live broadcasts. While content is live it may not be paused or replayed until after the live session ends and it becomes on-demand content. Users are not timed out based on inactivity, and no "temporary toaster" style notifications are used.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Our live chat tool involves automatic scrolling as new messages come in. This can be disabled by interacting with the message window, specifically scrolling up away from the bottom. Users can also hide the chat tool if desired. There is no other automatically blinking, moving, or

Criteria	Conformance Level	Remarks and Explanations
		animating content in the Conduit platform.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	The Conduit platform does not use flashing or blinking to convey information to users.

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Web: Supports	The Conduit platform has strategically placed skip links where appropriate to navigate to different areas on the pages. Headings also provide navigation aids to bypass repeated areas of the page.
		
		These bypass blocks and headings are tested with keyboard-based testing in the QA process, and with screen readers to ensure the content is appropriate.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	Page titles indicate the name of the client, the word Conduit, and the name of the page you are on. An example of this "XYZ University Conduit – Financial Aid"

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	The Conduit platform utilizes a logical tab order throughout our interactive elements.
		
		All elements that should receive focus have been verified. Examples include navigation aids, buttons, media controls, and our chat tool.
		
		Testing of this is done with our keyboard testing.

2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	The Conduit platform uses descriptive aria-labels when link text does not clearly define what a link does. An example of this in the Conduit platform is a hover link text of "Go to Event", which then is labeled "Go To

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		<name of event>" for assistive technologies. Validation for this criterion was done via Mac OSX VoiceOver tool to read links, as well as Google Chrome's accessibility panel to verify the text available to assistive technologies.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform uses the html language attribute to specify the language of each page.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	When a component in the Conduit platform receives focus, it does not initiate a change of context. Testing of this is done with our keyboard testing.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Changing the setting of an input in the Conduit platform does not initiate a change of context. Testing of this is done with our keyboard testing.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exception	Errors appear with a heading and are semantically placed between the label and the form input. Exception to be corrected is that they are not part of the label itself and difficult to identify via assistive technologies. This criterion was tested with Mac OSX Voiceover and Google Chrome's accessibility inspector.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform uses label elements with the for attribute matching the id of the input to link labels to form fields. Errors are displayed with a heading and appear between the form field and the label. This criterion was tested with Mac OSX Voiceover and Google Chrome's accessibility inspector.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform uses semantically correct html for all elements. This includes unique IDs and nesting elements appropriately. This criterion was tested with Mac OSX Voiceover and Google Chrome's accessibility inspector.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform primarily uses standard HTML elements. Any custom elements implemented do utilize appropriate name, role, value, and WAI-ARIA tags that would assist assistive technologies. This criterion was tested with Mac OSX Voiceover and Google Chrome's accessibility inspector.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Captions are available for live videos if requested in advance of an event. Captions are done by humans in real time while the live event occurs. These captions are available to the viewers in a frame below the live content.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Audio descriptions are rarely used on the Conduit platform as it primarily focuses on text chat and live video presentations. When applicable, presenters are encouraged to describe any visuals such that the captioning service can relay that information to assistive technologies.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Contrast is periodically checked using the WAVE tool to ensure compliance with level AA. Since each page may be customized by the customer, it is possible to setup an invalid color contrast. But all elements within system control should be guaranteed to have a high enough contrast.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform user interfaces support standard zoom capabilities built into modern web browsers and operating systems. Pages in the Conduit platform are responsive and will re-arrange to a mobile-friendly style page when zoomed in to ensure usability. This is tested periodically on the platform in Google Chrome, Safari, and Mozilla Firefox on Mac OSX, Windows, iOS and Android platforms.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Images of text are not used within the Conduit platform with the exception of brand logos. This criterion was tested manually, and we ensure no new text-based images are added as part of the QA process.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	The Conduit platform involves collecting several pages, presentations, and live content in one central place. We have a homepage for each platform that allows navigating to any content on the site. Content is also available from the page the user is already on.

Criteria	Conformance Level	Remarks and Explanations
		This is periodically tested to ensure multiple ways are available to find content.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Headings and Labels are designed to be as descriptive as possible and utilize semantically correct markup. This is periodically checked manually to ensure confusing headings are not added to the platform.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform uses visual changes to elements to indicate the current position of focus. Testing of this is done with our keyboard testing.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support	The Conduit platform is primarily in English. The exception to this would be if a user submits content in a chat or speaks another language in a piece of live or recorded media. The Conduit platform does not have the means to programmatically identify the language of a piece of individual content.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	There is a consistent "Home" button at the top of every page which leads to a directory of all available content. Order of navigation elements is consistent with either alphabetical order, or time sequence when applicable.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool)	Web: Supports	The Conduit platform utilizes a UI framework that ensures consistent identification of elements, and functionality. This criterion was tested with Mac OSX Voiceover and

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		Google Chrome's accessibility inspector.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	See 3.3.1, errors are displayed in a way to provide suggestions for correction. They are currently not linked to the label of the input and could be difficult to navigate to.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The Conduit platform does not process financial transactions. The Conduit platform do collect PII (name, email) at user registration. Once you have accepted the terms of our service, users may contact PlatformQ to opt-out, or request their data be removed from our system at any time.

Table 3: Success Criteria, Level AAA

Notes: The Conduit platform AAA criteria was not evaluated.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The Conduit platform uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user

Criteria	Conformance Level	Remarks and Explanations
		interface elements to Assistive Technologies.
302.2 With Limited Vision	Supports	The Conduit platform supports standard browser magnification and contrast adjustments.
302.3 Without Perception of Color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	Supports	The Conduit platform does not include audio-only features that require hearing to be used. Where audio is available, captions are provided.
302.5 With Limited Hearing	Supports	The Conduit platform does not include audio-only features that require hearing to be used. Where audio is available, captions are provided.
302.6 Without Speech	Not Applicable	The Conduit platform does not require speech input.
302.7 With Limited Manipulation	Supports	The Conduit platform supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does not require fine motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: The Conduit platform is a web software application and is not subject to the requirements of this section.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The Conduit platform is not considered a platform software defined by section 508.
502.2.2 No Disruption of Accessibility Features	Supports	The Conduit platform is compatible with operating system and browser accessibility features configured by the user.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The Conduit platform uses WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies. The includes the use of "role", "aria-invalid", and "aria-required" attributes.
502.3.2 Modification of Object Information	Supports	The Conduit platform uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies.
502.3.3 Row, Column, and Headers	Not Applicable	The Conduit platform does not use data tables.
502.3.4 Values	Supports	The Conduit platform uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies.
502.3.5 Modification of Values	Supports	The Conduit platform uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.6 Label Relationships	Supports	The Conduit platform uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.7 Hierarchical Relationships	Supports	The Conduit platform uses standard HTML

Criteria	Conformance Level	Remarks and Explanations
		or ARIA object attributes to express hierarchical relationships.
502.3.8 Text	Supports	The Conduit platform renders strings as plain text for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	Supports	The Conduit platform renders strings as plain text for maximum compatibility with assistive technologies.
502.3.10 List of Actions	Supports	The Conduit platform uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.11 Actions on Objects	Supports	The Conduit platform uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.12 Focus Cursor	Supports	The Conduit platform uses visual changes to elements to indicate the current position of focus.
502.3.13 Modification of Focus Cursor	Supports	The Conduit platform uses standard HTML elements with standard cursor controls for user input.
502.3.14 Event Notification	Supports	The Conduit platform uses alert roles to notify users of new content.
502.4 Platform Accessibility Features	Not Applicable	The Conduit platform is not considered a platform software defined by section 508.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The Conduit platform supports user preferences from platform or OS settings.
503.3 Alternative User Interfaces	Not Applicable	The Conduit platform does not provide any alternative user interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports with Exceptions	The Conduit platform uses a variety of

Criteria	Conformance Level	Remarks and Explanations
		media players. One of which does not support caption controls, and captions will always be visible in this case.
503.4.2 Audio Description Controls	Supports with Exceptions	The Conduit platform uses a variety of media players. One of which does not support caption controls, and captions will always be visible in this case.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: **Support Documentation and Services**

Notes: This report covers accessibility conformance for the Conduit platform and does not discuss Documentation or Support Services.

Legal Disclaimer (Company)

This information is true and correct to the best of our knowledge as of the date printed on the front page of this document; is supplied for customer evaluation purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the customer and its users. However, should you notice any issues, please report these to us so that they can be proactively addressed.