



## Voluntary Product Accessibility Template®

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 offerers will provide additional contact information to facilitate more detailed inquiries.

### Format

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 three 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 any additional remarks and explanations regarding the product.

The level of support for the criteria is described using one of the following phrases:

Supporting Feature Phrase	What It Means
<b>Supports</b>	Fully meets the provision
<b>Supports with [Minor] Exceptions</b>	Does not fully meet but provides some level of access
<b>Supports through Equivalent Facilitation</b>	Meets by providing an alternative method
<b>Does not Support</b>	Does not meet the provision
<b>Not Applicable</b>	Provision does not apply

## Voluntary Product Accessibility Template



**Date:** January 12, 2018

**Name of product:** NBC Learn (<http://www.nbclearn.com>)

**Contact for more information:** NBC Learn Customer Support, 877-NBC-7502 (877-622-7502)

### Summary Table

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Applicable	Conforms to 10 of 12 standards Please refer to the §1194.21 section below for detailed explanations.
Section 1194.22 Web-based internet information and applications	Applicable	Conforms to 14 of 16 standards Please refer to section §1194.22 below for detailed explanations.
Section 1194.23 Telecommunications Products	Not Applicable	NBC Learn is not a telecommunications product.
Section 1194.24 Video and Multi-media Products	Not Applicable	NBC Learn is not a video or multimedia product.
Section 1194.25 Self-Contained, Closed Products	Not Applicable	NBC Learn is not a self-contained, closed product.
Section 1194.26 Desktop and Portable Computers	Not Applicable	NBC Learn is not a desktop or portable computer.
Section 1194.31 Functional Performance Criteria	Applicable	Conforms to 5 of 6 standards Please refer to section §1194.31 below for detailed explanations.
Section 1194.41 Information, documentation, and support.	Applicable	Conforms to 3 of 3 standards Please refer to section §1194.41 below for detailed explanations.

**Section 1194.21 Software Applications and Operating Systems**

Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports with exceptions</p>	<p>All functionality in the NBC Learn product is accessible with the keyboard except for the following:</p> <ul style="list-style-type: none"> <li>- When editing playlists, the order of playlists cannot be changed from the keyboard, only via drag and drop with the mouse.</li> </ul> <p>Keyboard shortcuts have been provided for controlling the carousel and the CueCard. These shortcuts can be found on the accessibility page and in the help documentation.</p>
<p>(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.</p>	<p>Supports</p>	<p>NBC Learn does not disrupt or disable identified accessibility features.</p>
<p>(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.</p>	<p>Supports</p>	<p>NBC Learn provides visible focus indicator for interface elements.</p>
<p>(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.</p>	<p>Supports with exceptions</p>	<p>The interface elements have sufficient information including identity, operation and state of the element.</p> <p>The images in the CueCard provide detailed text descriptions for each in the transcript and HTML print page but may not fully describe the image. Images of documents or articles provide the full text in the transcript.</p>
<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.</p>	<p>Supports</p>	<p>NBC Learn uses consistent images for controls, status indicators, and other programmatic elements throughout its use.</p>

Criteria	Supporting Features	Remarks and explanations
(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	NBC Learn provides the text content, text input caret location, and text attributes through operating system functions.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	NBC Learn HTML pages honor user-selected display attributes, such as high contrast. Custom style sheets can be used to alter both text and colors on the website. Text can be resized using browser zoom.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports with minor exceptions	There are 3 carousels on the NBC Learn home page. All rotate automatically and there is not a pause button. If you navigate to the carousel with the keyboard and leave the focus on an object in the carousel, then it pauses, but will continue once focus is moved off.
(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	NBC Learn does not rely on color coding alone to convey information. All actions and visual elements are distinguishable without color.
(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	NBC Learn does not have color or contrast adjustment settings other than the default setting.
(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	NBC Learn does not use flashing or blinking user interface 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	Assistive technologies, such as screen readers, can identify and navigate to most form elements to complete and submit forms. The form fields are labeled with the prompt, required indicator and directions.

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**Section 1194.22 Web-based Internet information and applications**

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	The images have appropriate alt-text.  The images in the CueCard provide detailed text descriptions for each in the transcript and HTML print page but may not fully describe the image. Images of documents or articles provide the full text in the transcript.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports with minor exceptions	NBC Learn provides synchronized captions, a text transcript, and printable text versions for videos except some new videos may be posted before the captions and transcript are ready.
(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	NBC Learn does not rely on color coding alone to convey information. All actions and visual elements are distinguishable without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with minor exception	Style sheets are used, and pages are readable with style sheets disabled. Some content such as form error messages and modal window content that should be hidden is displayed when style sheets are disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	There are no server-side image maps used within NBC Learn.
(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	There are no client-side image maps used within NBC Learn.
(g) Row and column headers shall be identified for data tables.	Supports with minor exception	NBC Learn utilizes tables for both layout and data. The data tables have both row and column headers. The tables on the state standards page have column headers on empty cells. Empty data cells are used for layout to mimic indentation for the rows.  Tables used for layout do not contain table headers. Tables for layout are used in the state standards pages.
(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.	Supports	Data cells contain markup to associate them with all relevant row and column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	There are no frames or iframes used on the NBC Learn platform.

Criteria	Supporting Features	Remarks and explanations
(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	NBC Learn does not use flashing or blinking user interface elements.
(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.	Supports	Accessibility provisions in NBC Learn HTML pages are 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	Scripting is used on NBC Learn to enhance the user experience on the website. All functional text can be read by assistive technology users.
(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	No applets, plug-ins or other applications are required to interpret content on the NBC Learn platform.
(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	Assistive technologies, such as screen readers, can identify and navigate to most form elements to complete and submit forms. The form fields are labeled with the prompt, required indicator and directions.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	NBC Learn provides HTML headings and a skip to main content link at the top of the page to allow users to skip over repetitive navigation links when accessed with a screen reader.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports with exceptions	<p>For security reasons, user accounts have a session timeout after 30 minutes.</p> <p>Users are signed out of the account automatically.</p> <p>Users who are logged in under a generic verification do not have session timeout.</p>

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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

**Section 1194.31 Functional Performance Criteria**

Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports with exceptions</p>	<p>NBC Learn provides one or more mode(s) of operation and information retrieval that either do not require user vision or provides support for assistive technology used by people who are blind or visually impaired. This requirement is met with a few exceptions:</p> <ul style="list-style-type: none"> <li>- Some videos may not include text transcripts</li> <li>- Some interface elements cannot be used with keyboard</li> <li>- The text description of the images in the CueCard may not fully describe the image</li> </ul>
<p>(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.</p>	<p>Supports</p>	<p>NBC Learn allows users to increase the size of the page using browser functions. High-contrast mode through the operating systems is honored.</p>
<p>(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</p>	<p>Supports with minor exceptions</p>	<p>NBC Learn provides captions, a text transcript, and printable text versions for videos except some new videos may be posted before the captions and transcript are ready. Recordings of live events that are non-broadcast videos are not captioned and do not include a text transcript.</p>
<p>(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.</p>	<p>Supports</p>	<p>NBC Learn provides one or more mode(s) of operation and information retrieval in an enhanced auditory fashion, or support for assistive hearing devices is provided.</p>
<p>(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.</p>	<p>Supports</p>	<p>NBC Learn does not require speech.</p>
<p>(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.</p>	<p>Supports with exceptions</p>	<p>NBC Learn allows most actions to be completed using a keyboard and simultaneous actions are not required. When editing playlists, the order of playlists cannot be changed from the keyboard, only via drag and drop with the mouse.</p>

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**Section 1194.41 Information, documentation, and support.**

Criteria	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	NBC Learn provides accessible online versions of product support documentation. Product documentation is available in alternate formats upon request.
(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	The description of accessibility and compatibility features of the product are included in the product online product documentation.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Product Support Services is familiar with such features as keyboard access and other options important to people with disabilities.  Technical assistance is provided via 24x7 telephone and email. This information can be found in the product via the link named 'Help'

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