

Subject: [EXTERNAL]: RE: Accessibility Statement Request
Date: Tuesday, September 1, 2020 at 2:04:57 PM Central Daylight Time
From: Anthony Wallbank
To: Emma Huelskoetter
CC: James Speight
Attachments: ASM Voluntary Product Accessibility Template (VPAT).pdf

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Good Morning Emma

Thank you for reaching out and for the opportunity to answer your request we now have a completely new version to the vFire versions that you hold records on. It is Called Alemba Service Manager (ASM)

Alemba Service Manager v10 is compliant against WCAG 2.1 Level A and AA guidelines.

At Alemba one of our core focusses is user experience and thus all guidelines are reviewed for accessibility across the interfaces available especially with regards to self-service as this interface is the most widely used with all of our customers through their end users. Some examples of this means that our customers are able to leverage the accessibility functions such as:

- Change colours of fonts and backgrounds in ASM Core for clear, concise and easy to read contrast
- Zoom in up to 150% without the text overlaying off the screen
- Navigate and complete forms using just a keyboard
- Navigate and complete forms using speech recognition software
- Listen to the vast majority of the website using a screen reader

Alemba uses ARC Toolkit to evaluate screens for accessibility and uncover issues related to WCAG 2.1 Level A and AA guidelines. ARC Toolkit is a professional-level accessibility testing tool, used to determine code-level issues and gain in-depth insight into the accessibility of the product.

These tests are performed on a screen-by-screen basis and any errors uncovered are logged, and then assessed to determine the impact and urgency of the error. We frequently run this test against ASM interfaces to ensure that the tool is as user friendly as possible for all users.

Tests typically use Screen Reader for Google Chrome to evaluate users' experience using a screen reader, and Hands Free for Web Voice Control to evaluate users' experience navigating the site without a mouse or keyboard.

Alemba monitor and continue to develop our interfaces to meet the compliancy standards set forth by WCAG and will work with the customer to ensure that the ASM solution meet the new regulations and are committed to working with the customer in providing an inclusive education and ensuring that the customers digital office is as accessible as your physical office.

We are always looking to improve the accessibility of ASM to meet legislation and compliance regulations. If the customer finds any problems related to accessibility or think ASM does not meet accessibility standards at any point, they can be logged on our support portal or by contacting your Technical Account Manager.

If customers have any suggestions for new features that would aid in the accessibility of our products, these can be submitted on our support portal or by contacting your account manager.

Please see attached VPAT.

Thanks in advance and please reach back and let me know if you would like us to provide you with a walk through via a Webex to show you how our latest version looks and feels.

Best regards

From: Emma Huelskoetter <emma.huelskoetter@tbr.edu>

Sent: 01 September 2020 19:05

To: Info <Info@alemba.com>

Subject: Accessibility Statement Request

Hello Alemba representative,

The Tennessee Board of Regents (TBR) – The College System of Tennessee – is requesting some information to ensure your product complies with Accessibility guidelines. If you are not the best contact for Accessibility questions for the below product, please send me an updated email address for that contact and I am happy to reach out to them instead. Our records indicate that the following products were last determined to be “partially conformant” with Accessibility guidelines, and the date of conformance has now passed:

- **vFire - version 9.21**

Based on the records we have on file, your products should be fully conformant at this time. We are requesting an updated Accessibility Statement for each product. Please note: if you have multiple materials/technologies listed above, we require a separate Accessibility Statement for each material or technology. The Accessibility Statement should include the following key components:

1. **A Statement of Commitment** that emphasizes the vendor's commitment to ensuring the accessibility of the product/service and notes any ongoing efforts to monitor for and remediate accessibility issues as they are identified.
2. Written documentation for the following: How the product/service meets the THEC/TBR and federal accessibility standards, including how it meets or does not meet WCAG 2.0 A & AA Guidelines; a copy of the vendor's 508 **Voluntary Product Accessibility Template (VPAT)** documentation; and how it meets ePUB3 Accessibility Guidelines (if applicable). Additionally, the vendor should provide any available accessibility testing results, including a list of any third-party agencies with whom the vendor has worked to evaluate accessibility support. The vendor should include a completed copy of the [Conformance and Remediation Form \(new window\)](#) when standards for conformance are not fully achieved to demonstrate the vendor's planned timeline for meeting full conformance. This documentation is necessary to determine if the vendor's product meets the standards for accessibility and, if not, that they have a plan for remediating any accessibility issues.
3. **Information for Users with Disabilities.** Vendors should provide a description of any product features that may improve accessibility for users with disabilities including: accessibility-specific features (e.g., the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos), and general product features that may especially benefit users with disabilities (e.g., product allows for keyboard-only navigation). Also, vendors should include a description of any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn't compatible with screen readers used by the blind, appropriate interim workarounds might include providing phone-based support until the web-based support site is accessible.
4. A description of your **Feedback Mechanism.** This should include how users may contact vendors directly to request accessibility-related assistance, report accessibility problems, or request information in accessible alternate formats
5. **Links to Resources** that include a hyperlink that points to the vendor's Accessibility Statement. This statement should be clearly titled, easily located on the vendor's website, and easily identified.

Please email your completed Accessibility Statement with the above components to emma.huelskoetter@tbr.edu by September 15, 2020, and feel free to reach out to me with any questions. If you anticipate this taking longer than two weeks, please let me know.

All best,
Emma

Emma Huelskoetter
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