

**Subject:** Re: Question follow-up - Re: Accessibility Statement Request  
**Date:** Monday, June 15, 2020 at 8:56:45 AM Central Daylight Time  
**From:** anne.canastar@kaplan.com on behalf of Kaplan Accessibility Team  
**To:** Emma Huelskoetter

Hello Emma,

The product team reviewed the VPAT you shared which is back from 2016. That product along with other Nursing resources are planned for migration to an upgraded platform around January 2021. Based on the version you received, there have been some updates to the items below that previously were not supported:

- 1.1.1 Non Text content or Alt Text for images - Alt text is available for most of our digital images.
- 3.1.1 Language of Page [ Our HTML are coded with the page language as -en ]
- 1.4.3 High contrast modes on Testing pages
- 1.4.6 Contrast-Enhanced (Level AAA) - The Quiz / Test interface supports high contrast mode.
- 1.4.8 Visual Presentation: Text can be resized using the Ctrl + or Cmd + on a mac.
- 4.1.2 Name, Role, Value - Controls are fully labeled.

We plan to update the VPAT again in 2021 after the migration and can share that with you then. Let us know if you have any questions.

Anne

**Kaplan Accessibility Team**

Kaplan Test Prep | [accessibility@kaplan.com](mailto:accessibility@kaplan.com)  
Fax: 212-253-4084 | [www.kaptest.com](http://www.kaptest.com)

On Mon, Jun 1, 2020 at 9:33 AM Kaplan Accessibility Team <[accessibility@kaplan.com](mailto:accessibility@kaplan.com)> wrote:  
Thank you so much, Emma.

Anne

**Kaplan Accessibility Team**

Kaplan Test Prep | [accessibility@kaplan.com](mailto:accessibility@kaplan.com)  
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On Fri, May 29, 2020 at 10:39 AM Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)> wrote:

Hello Anne,

Thank you for your response. It looks like the title was "Kaplan Nursing IT" from September 2016, and I have attached the VPAT that we had on file for this product. Please let me know if you have any further questions.

All best,

Emma

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Emma Huelskoetter

Graduate Intern | Office of Student Success

Tennessee Board of Regents

1 Bridgestone Park, Nashville, TN 37214

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**From:** <[anne.canastar@kaplan.com](mailto:anne.canastar@kaplan.com)> on behalf of Kaplan Accessibility Team  
<[accessibility@kaplan.com](mailto:accessibility@kaplan.com)>

**Date:** Thursday, May 28, 2020 at 2:40 PM

**To:** Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)>

**Subject:** Question follow-up - Re: Accessibility Statement Request

Hello Emma,

We are in receipt of your request for information and have shared it with members of our product team. Can you please share which specific product under Kaplan Nursing Products and document that was provided to you as a reference for the partially conformant determination. We have several products for the Tennessee Board of Regents and are having trouble clearly identifying which one.

Thank you.

Anne

**Kaplan Accessibility Team**

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On Thu, May 21, 2020 at 3:41 PM Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)> wrote:

Hello Kaplan 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 product was last determined to be “partially conformant” with Accessibility guidelines, and the date of conformance has now passed:

- **Kaplan Nursing Products, version 1.3**

Based on the records we have on file, your product should be fully conformant at this time. We are requesting an updated Accessibility Statement for this product. 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](mailto:emma.huelskoetter@tbr.edu) by June 5, 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

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Emma Huelskoetter

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