

# Vendor Product Accessibility Statement and Documentation

## Purpose of Accessibility Statement

An effective Accessibility Statement includes several key components including:

- A clear statement of commitment to ensuring equal access for all users
- Required written documentation on the level of conformance with accessibility standards
- Information for users with disabilities regarding product/service accessibility features and gaps
- A mechanism to allow users to provide accessibility feedback
- Links to resources (internal or external) that provide additional or related information

## Key Components

### Commitment Statement

- Emphasize commitment to ensuring the accessibility of the product/service.
- Note any ongoing efforts to monitor for and remediate accessibility issues as they are identified.

### Required Documentation

1. Provide written documentation on
  - a. how the product/service meets the accessibility standards,
    - i. **\*Required** - Voluntary Product Accessibility Template ([VPAT 2.3 508](#)) - Includes:
      1. the WCAG Checklist
      2. 508 Standards and Functional Criteria
    - ii. Only if ICT qualifies for review under one or more of these guidelines:
      1. [Accessible Rich Internet Applications](#)
      2. [User Agent Accessibility Guidelines](#)
      3. [Authoring Tool Accessibility Guidelines](#)
      4. [EPub Accessibility guidelines](#)

**ProctorU Response:** ProctorU has included our Self-Report VPAT with this questionnaire.

- b. any available accessibility testing results
  - i. List any third-party agencies with whom you have worked to evaluate accessibility support
  - ii. Describe any formal testing process you use to determine accessibility support
  - iii. Indicate if you conduct user testing with persons with disabilities to verify accessibility support

**ProctorU Response:** ProctorU is committed to making its products available to all users. Our informational website and online proctoring applications comply with Section 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), and the WCAG 2.0 standard. Our products and support resources have been developed using accessibility best practice guidelines, and they have been tested

with various assistive technology products to ensure the best possible experience for all users.

- c. and include the Accessibility Roadmap Form to demonstrate vendor's planned roadmap to full standards/guideline conformance.

**ProctorU Response:** ProctorU has included the Accessibility Roadmap form with this questionnaire.

2. Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).
  - a. Note any other best practices or guidelines utilized during design and development (if applicable).

**ProctorU Response:** ProctorU's Accessibility Statement can be found at the link here:

<https://www.proctoru.com/accessibility-statement>

## Product Usage Information for Users with Disabilities

- Describe 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)
  - General product features that may especially benefit users with disabilities (e.g. an 'HTML 5' mode optimized for mobile platforms that also improves keyboard-only navigation).

**ProctorU Response:** ProctorU recognizes automated proctoring technology can limit providing accommodations, however, they are supported with ProctorU Live+. We are projected to remote proctor 2,000,000 exams in 2019 and many of these sessions require accommodations. The test-taker/institution will pay the same cost as those who do not have accommodations, regardless of the length of testing due to the accommodation. Furthermore, all proctored sessions are recorded. The recording serves as documentation an accommodation was delivered, proving the UNLV's is in compliance with accessibility and ADA requirements.

The human element, the proctor, is always available to provide accessibility support and will go so far as converting an automated exam session into a proctored exam, at no charge, to ensure the test-taker received the needed assistance. ProctorU can also create a single user "bluebird" exam to support a particular student's accommodation. Meeting the needs of all test-takers is a top priority at ProctorU.

ProctorU's support material is accessible using screen-readers, videos are hosted on YouTube and are close-captioned, and the website uses high contrast colors (a darker blue than our brand blue, for example) to meet accessibility standards. These are just a few examples of how we design our digital content with care to be accessible by all users. ProctorU supports screen-readers and is committed to serving all students with disabilities. Finally, as the most experienced provider of remote proctoring, our proctors recognize that some test-takers need additional assistance even if no accommodation is on the reservation. Our proctor training includes sensitive awareness to encourage our staff to always consider the needs of each individual and assist in all ways possible.

Examples of common accommodations include:

- Vision-impairments
  - Extra time on exam (no additional charge)
  - Additional resources not typically permitted
  - Special circumstances
  - Permitting bathroom breaks
  - Physical disabilities
  - Aid/Assistant in the testing environment
  - All ProctorU support videos include captions and an SRT files can be provided.
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- Describe 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:
    - Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
    - Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).

**ProctorU Response:** During the 4th quarter of 2018, an independent third-party auditing firm assessed our services to determine how well each product conformed to the WCAG 2.0 accessibility standards. They determined that the services platform supported or partially supported all applicable standards, specifically,

1. End-users with disabilities can request product support documentation by opening a new case at [help@proctoru.com](mailto:help@proctoru.com).
2. The textual information provided through the operating system functions for displaying text, such as text content, text input caret location, and text attributes.
3. ProctorU's applications will not override pre-selected contrast and color selections.
4. When electronic forms are used, individuals using Assistive Technology are able to access the information, field elements, and functionality required for completing and submitting the form.

ProctorU has also included the Accessibility Roadmap and VPAT which also address any high-impact product accessibility gaps along with our plans on the timeframe in which we are planning to address them.

- Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

**ProctorU Response:** End-users with disabilities can request product support documentation by opening a new case at [help@proctoru.com](mailto:help@proctoru.com). Any general questions about accessibility can be sent to [compliance@proctoru.com](mailto:compliance@proctoru.com).

## **Feedback Mechanism**

- Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.
- Provide a specific mechanism for users to contact in order to:
  - Request accessibility-related assistance
  - Report accessibility problems
  - Request information in accessible alternate formats

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## ***Implementation Recommendations***

### **Ensure that the Accessibility Statement is Easily Located on Company Website.**

- Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
  - Descriptive (e.g. 'Accessibility' or 'Disability Access')
  - Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
  - Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

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<https://www.proctoru.com/accessibility-statement>

### **Keep the Information in the Accessibility Statement and Documentation Current.**

- Since accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
- Include a revision date for the Accessibility Statement so end users know whether the information is current.

**ProctorU Response:** ProctorU keeps information in the Accessibility Statement and Documentation current. Our latest update of our VPAT was November 6th, 2019 and our latest update on our Accessibility Statement on our website was in October of 2019.

Direct any questions or comments to the institutional Accessibility Liaison - [compliance@proctoru.com](mailto:compliance@proctoru.com).