ProctorU Accessibility Statement

Based on the records we have on file, your product(s) should be fully conformant at this time. We are requesting an updated Accessibility Statement for this product. [Please note: if you have multiple materials/technologies listed above, we require a separate Accessibility Statement for each material or technology.] This 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.**

   ProctorU is committed to making its products available to all users. Our services and solutions are continuously reviewed by the Compliance Department under the direction of the Chief Compliance Officer and a team of Quality Control personnel. Our informational website and online proctoring applications comply with Section 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), and reasonably comply with the WCAG 2.0 AA standard. ProctorU's goal is for full WCAG 2.X AA compliance by the Summer of 2021. Our products and support resources have been developed using accessibility best practice guidelines. They have been tested with various assistive technology products to ensure the best possible experience for all users.

   Accessibility Roadmap

   ProctorU is currently working through remediation of a full audit for WCAG 2.1. A series of rounds of remediation will be executed over the next few months, with some collaboration with customers and partners to vet the changes. The goal will be to achieve maximum compliance to WCAG 2.0 and/or 2.1 by the Summer of 2021 (July/August). To accompany this work, the Meazure Learning team has partnered with an expert in Accessibility through a relationship with Deque.   The latest training on new technologies, techniques, and the standard was delivered in February of 2021 to accelerate this work.

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.**

   Meazure Learning partners with Deque, an industry leader in accessibility and usability for audits and education. ProctorU also works with institutional partners to test capabilities as necessary.

   ProctorU has included our Self-Report VPAT as an attachment to this Accessibility Statement.

3. **The vendor should include a completed copy of the Conformance and Remediation Form (attached) 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.**

   ProctorU has included a completed copy of the Conformance and Remediation Form as an attachment to this Accessibility Statement.

4. **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.**

   ProctorU can proctor test-takers with accommodations, including using assistive technology. Clients provide the accommodation request in advance of the exam. The Institution will include notes about accommodations, which are made visible to the proctors. Proctors receive training to manage sessions that include assistive technologies and other accommodations. If needed, practice sessions may be arranged

in advance, and institutions may incur a cost. However, before the exam, test-takers may test their equipment using tools in their ProctorU account. Should troubleshooting be needed, the test-taker can immediately reach support using the chat feature, and a trained technician will assist them. Below are just a few examples of how we design our digital content for accessibility by all users. ProctorU supports screen-readers and is committed to serving all students with disabilities.

Examples of common accommodations include:

Vision-impairments
Extra time on exam (no additional charge)
Additional resources not typically permitted
Special circumstances
Permitting restroom breaks
Physical disabilities
Aid/Assistant in the testing environment
All ProctorU support videos include captions and SRT files can be provided

Supported Technology

ProctorU offers the following Assistive Features:

UI/UX changes (font size, layout, color contrast)
Accommodation fields (UI and API based)
Alternative access / Live guidance and assistance
Custom user flow tailored to the accommodation
Optical Magnifier support
All ProctorU support videos include captions and SRT files can be provided

Our platform supports the use of the following screen reader technology:

JAWS Screen Reading Software
VoiceOver on Mac OS
Narrator for Windows

5. **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**

Test-takers can email our Compliance team directly with questions regarding accessibility needs or issues. We also have a Compliance Hotline where the test-taker can leave a voicemail. This information can be found on our website.

6. **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.**

   ProctorU has provided our Accessibility Statement in the link below: https://www.proctoru.com/accessibility-statement

Please email your completed Accessibility Statement with the above components to william.west@tbr.edu by 5/10/2021, and feel free to reach out to me with any questions. If you anticipate this taking longer than two weeks, please let me know.