

# SMARTHINKING

Complete the accessibility information requested below.

Date: February 24, 2010 (revised 2/11/2017)

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Responder title: Manager – Education Operations

Responder organization: Smarthinking Services - Pearson

1. What is the service provider name with version number? (List all that are offered in this response.)  
[Smarthinking Services, available at https://services.smarthinking.com.](https://services.smarthinking.com)
2. Is a current, accurately completed VPAT available for the service provider?  
[Yes, attached.](#)
3. What VPAT criteria are not applicable?  
[Sections 1194.23-26 are not applicable.](#)
4. What VPAT criteria are not fully supported?  
[Sections 1194.21 & .22 are supported through equivalent facilitation and sections 1194.31 is supported when combined with assistive technology.](#)
5. Is test documentation available to prove VPAT responses?  
[Test documentation is not available.](#)
6. How many College users (approximate administrative, and end users)?  
[The number of end users is limited only by the number College enrollments, typically there is one administrative user – however, additional administrative accounts can be provided upon request.](#)
7. What type of College users (i.e., students, staff/faculty, public, etc.)?  
[Students, staff and faculty of College will use Smarthinking services.](#)
8. When is the service provider available for College users (i.e., 24/7/365, during work hours only, etc.)?  
[Smarthinking services are available 24/7/365.](#)
9. Is the service provider critical for College users?  
[Yes.](#)
10. Why is the service provider critical?  
[Smarthinking services provide 24/7 online support for College students – helping students at the location and time of need.](#)
11. When will the service provider be accessible, if it's not accessible to users with disabilities now?  
[Smarthinking services are currently accessible.](#)
12. What are the alternate methods of access to the service provider functions, inputs and outputs, if they are not accessible to users with disabilities?  
[Upon request, Smarthinking can make tutors available by telephone to better support visual elements of the tutoring interaction that do not lend themselves to standard assistive technologies and techniques.](#)
13. What is the justification for an accessibility exception\*\*\* request for significant difficulty or expense, if the service provider is not accessible to users with disabilities (i.e. technical barriers, cost of remediation, fiscal impact of compliance, other risks)?  
[NA](#)
14. What similar products meet the College business need and the VPAT criteria?  
[NA](#)
15. Does your organization use third parties to provide service provider offerings that College will use?  
[NA](#)

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16. Are the third party contracted EIRs tested for accessibility compliance within the VPAT responses?  
NA
17. Does your organization have an approved information and communications technology (ICT) service provider accessibility policy?  
Yes.
18. Does your organization implement and maintain your ICT / service provider accessibility policy?  
Yes.
19. Do you establish metrics and track progress toward compliance with your ICT / service provider accessibility policy?  
Yes.
20. Do you have a governance system to support ICT / service provider accessibility organization-wide?  
Yes.
21. Are key staff identified to implement ICT / service provider accessibility organization-wide?  
Yes.
22. Do you use reports to improve your ICT / service provider accessibility governance system?  
Yes.
23. Do you integrate ICT / service provider accessibility criteria into key phases of development, procurement, acquisitions, and other relevant business processes?  
Yes.
24. Do you perform accessibility tests on all ICT / service provider products/serviced developed and sold and have plans in place that include dates for bringing inaccessible ICT / service provider into compliance?  
Yes.
25. Do you have a fully implemented and repeatable process to provide alternate means of access for your ICT / service provider offerings, until they are accessible?  
Yes.
26. Do you have an integrated corrective actions process for handling accessibility technical issues and defects?  
Yes.
27. Do you have a record keeping process for corrective action tracking and handling of accessibility related issues/defects and use this system to improve the accessibility of your offerings?  
Yes.
28. Do you have a record keeping system for obtaining and tracking accessibility documentation for products and services offered and use this system to improve the accessibility of your offerings?  
Yes.
29. Do you ensure the availability of relevant ICT / service provider accessibility skills and knowledge within (or to) your organization?  
Yes.
30. Do you map key accessibility skills and knowledge needs to specific fields of practice and job descriptions within your organization?  
Yes.
31. Do you identify existing accessibility resources that match up and address skills and knowledge gaps in order of priority within your organization?  
Yes.
32. Do all resources have the appropriate accessibility skills and knowledge and are continuous monitoring and improvement systems in place to manage progress and allocate qualified resources?  
Yes.