



VPAT™

Voluntary Product Accessibility Template®

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

Summary Table

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Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports 10 out of 10 standards	Please see the section below.
Section 1194.22 Web-based Internet Information and Applications	Supports 11 out of 11 standards	Please see the section below.
Section 1194.23 Telecommunications Products	Not Applicable	Please see the section below.
Section 1194.24 Video and Multi-media Products	Supports 3 out of 3 standards	Please see the section below.
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Please see the section below.
Section 1194.26 Desktop and Portable Computers	Not Applicable	Please see the section below.
Section 1194.31 Functional Performance Criteria	Supports 6 out of 6 standards	Please see the section below.
Section 1194.41 Information, Documentation and Support	Supports 3 out of 3 standards	Please see the section below.



The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., "equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: December 18, 2014

Name of Product: Upswing

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Section 1194.21 Software Applications and Operating Systems – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supported	Upswing makes fully accessible all key functions through the keyboard.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported	Upswing does not disrupt or disable any activated features.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported with Minor Exception	Upswing provides indication among the interactive interface elements, except when a user is solely accessing with a keyboard. However, Upswing intends to have this small

		functionality activated this in the next few months.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supported	Upswing provides information about the state of all elements represented.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supported	Upswing provides consistent images for controls, status elements and other programmatic elements throughout use.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supported	Upswing provides textual information through content, input caret location and text attributes.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	Upswing does not override user selected contrast and color selections and other individual display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	Upswing does not use animations to display its content.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported	Upswing provides both color coding and textual or icon-based notifications to identify various information.
(j) When a product permits a user to adjust color and contrast	Supported	Upswing provides the user with the ability to



settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		select various background colors and images in the Upswing Virtual Learning Room.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Upswing does not contain flashing or blinking text, objects, or other elements.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported	Upswing provides access to the required information, field elements and functionality required for completion.

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**Section 1194.22 Web-based Internet information
and applications – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported	Upswing provides a text element all non-text images.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Upswing does not provide any multimedia presentations within the Virtual Learning Center.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported	All information available on Upswing is also available without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	Documents utilized on Upswing are not required to be utilized with an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Upswing does not use image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Upswing does not use image maps.
(g) Row and column headers shall be identified for data tables.	Supported	All row and column headers on

		Upswing are identified for data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supported	Data cells in Upswing contain markup to associate them with all relevant and column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported	All frames on Upswing are titled with unique text to facilitate frame identification and navigation.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	All content on Upswing has been verified to avoid causing the screen to flicker between 2 Hz and 55 Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	A text-only page was not necessary to provide an accessible experience on Upswing.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supported	All information provided through scripts is identified with functional text.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a	Supported	For all pages that require an applet, plug-in or other application, the page provides a

plug-in or applet that complies with §1194.21(a) through (l).		link to a plug-in or applet that complies with §1194.21(a) through (l).
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported	All forms allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supported	A method is provided that permits users to skip repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Upswing does not provide any services that require a timed response.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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Section 1194.23 Telecommunications Products –

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	Upswing does not provide a telecommunications product or service.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	Upswing does not provide a telecommunications product or service.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Upswing does not provide a telecommunications product or service.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient	Not Applicable	Upswing does not provide a telecommunications product or service.



time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	Upswing does not provide a telecommunications product or service.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	Upswing does not provide a telecommunications product or service.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Upswing does not provide a telecommunications product or service.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Upswing does not provide a telecommunications product or service.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	Upswing does not provide a telecommunications product or service.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-	Not Applicable	Upswing does not provide a telecommunications product or service.



<p>standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	<p>Upswing does not provide a telecommunications product or service.</p>
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not Applicable</p>	<p>Upswing does not provide a telecommunications product or service.</p>
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	<p>Upswing does not provide a telecommunications product or service.</p>
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not Applicable</p>	<p>Upswing does not provide a telecommunications product or service.</p>

Section 1194.24 Video and Multi-media Products

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Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not Applicable</p>	<p>Upswing does not include any television displays.</p>
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	<p>Upswing does not include any tuners or tuner cards.</p>

<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Supported</p>	<p>Upswing provides closed captioning for its training and information videos.</p>
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Supported</p>	<p>Upswing provides audio descriptions for its information videos.</p>
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Supported</p>	<p>Upswing's informational videos are displayed on the website YouTube, and embedded accordingly. As a result, Upswing's videos support all of the functions of YouTube, including the ability for the user to select such preferences.</p>

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**Section 1194.25 Self-Contained, Closed
Products – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	Upswing is not freestanding, non-portable, and intended to be used in one location.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Upswing is not freestanding, non-portable, and intended to be used in one location.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	Upswing is not freestanding, non-portable, and intended to be used in one location.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	Upswing is not freestanding, non-portable, and intended to be used in one location.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide	Not Applicable	Upswing is not freestanding, non-portable, and intended to be used in one location.

<p>the ability to interrupt, pause, and restart the audio at anytime.</p>		
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>

<p>48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not Applicable</p>	<p>Upswing is not freestanding, non-portable, and intended to be used in one location.</p>

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**Section 1194.26 Desktop and Portable
Computers – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	Upswing does not use any mechanically operated controls or keys
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	Upswing does not provide any touchscreens or touch-operated controls.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	Upswing does not utilize any biometric forms.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	Upswing does not provide any expansion slots, ports or connectors.

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Section 1194.31 Functional Performance Criteria

– Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supported	The Upswing Virtual Learning Center provides access to chat, audio and video, providing ease of use for both visually impaired and deaf students.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported	The Upswing Virtual Learning Center provides access to chat, audio and video, providing ease of use for both visually impaired and deaf students.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supported	The Upswing Virtual Learning Center provides access to chat, audio and video, providing ease of use for both visually impaired and deaf students.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory	Supported	Upswing provides support for all assistive hearing devices that support industry

<p>fashion, or support for assistive hearing devices shall be provided.</p>		<p>standard headphone ports.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supported</p>	<p>The Upswing Virtual Learning Center provides access to chat, audio and video, providing ease of use for both visually impaired and deaf students.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supported</p>	<p>The Upswing Virtual Learning Center provides access to chat, audio and video, providing support for those with difficulties around fine motor control or simultaneous actions.</p>

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Section 1194.41 Information, Documentation and Support – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	Upswing provides product documentation for users in various formats, including video, audio, and written documents. Upswing also provides access to live support if students are seeking help for any reason.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported	Upswing end-users have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Upswing provides a variety of support services for end users that accommodate communication needs. Upswing provides live chat and email communication.

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