



Voluntary Product Accessibility Template - VPAT

Product: SMARTCALL

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Overview

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 authors will provide additional contact information to facilitate more detailed inquiries.

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 four 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 the product support statement. The fourth column contains any additional remarks and explanations regarding the product

Section	Name	Applicable	Additional Information
1194.21	Software Applications and Operating Systems	Supports w/Exceptions	SmartCall is a client/server application
1194.22	Web-based internet information and applications	Not Applicable	
1194.23	Telecommunications Products	Not Applicable	
1194.24	Video and Multi-media Products	Not Applicable	
1194.25	Self-Contained, Closed Products	Not Applicable	
1194.26	Desktop and Portable Computers	Not Applicable	
1194.31	Functional Performance Criteria	Supports w/Exceptions	
1194.41	Information, documentation, and support.	Supports w/Exceptions	

Section 1194.21 Software Applications and Operating Systems – Detail

<http://www.access-board.gov/sec508/guide/1194.21.htm>

1194.21	Criteria	Supporting Feature	Explanation
(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.	Supports w/Exceptions	All SmartCall applications support a keyboard interface with minor exceptions in Caller and Manager where there is a picture button that has no keyboard equivalent. Manager also has several windows that have button ribbons for editors which there are no keyboard equivalents (Email Acknowledgement Builder, Objection Responses, Information Screens, and View Prospect to name a few).
(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.	Supports	SmartCall does not disrupt or disable Microsoft Windows operating system accessibility 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.	Supports w/Exceptions	SmartCall's many applications general support a well-defined indication of focus. The same areas that do not support a keyboard interface do not provide an indication of focus either. See (a) above.
(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.	Supports w/Exceptions	Tabs, menu items and buttons fully support this in all SmartCall applications. The same areas that do not support a keyboard interface do not provide sufficient information to Assistive Technology. See (a) above.
(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.	Supports	Although bitmap images are not maintainable by our customers, they are used consistently to mean the same thing throughout all of the SmartCall applications.
(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.	Supports	

(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Does Not Support	Virtually all colors and background colors are hard-coded in SmartCall and are unaffected by color choices made by the user.
(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	This is no animation in any SmartCall applications.
(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.	Supports	
(j)	When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	See (g) above.
(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.	Supports	
(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.	Supports w/Exceptions	The same areas that do not support a keyboard interface do not provide sufficient information to Assistive Technology. See (a) above.

Section 1194.22 Web-based Internet information and applications – Detail

<http://www.access-board.gov/sec508/guide/1194.22.htm>

1194.22	Criteria	Supporting Feature	Explanation
(a)	A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not Applicable	SmartCall is a client/server application
(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(c)	Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	
(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	
(e)	Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(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	
(g)	Row and column headers shall be identified for data tables.	Not Applicable	
(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.	Not Applicable	
(i)	Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	
(j)	Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(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	
(l)	When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be	Not Applicable	

	identified with functional text that can be read by Assistive Technology.		
(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 plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	
(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.	Not Applicable	
(o)	A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	
(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	

Section 1194.24 Video and Multi-media Products– Detail

<http://www.access-board.gov/sec508/guide/1194.24.htm>

1194.24	Criteria	Supporting Feature	Explanation
(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.	Not Applicable	SmartCall does not include any display hardware.
(b)	Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	SmartCall does not include any television tuner hardware.
(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.	Not Applicable	SmartCall does not provide training videos. SmartCall training is performed online or in person with Assistive Technology if needed.
(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.	Not Applicable	SmartCall does not provide training videos. Ellucian SmartCall training is performed online or in person with Assistive Technology if needed.
(e)	Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	There is no alternate text presentation or audio descriptions in SmartCall.

Section 1194.31 Functional Performance Criteria - Detail

<http://www.access-board.gov/sec508/guide/1194.31.htm>

1194.31	Criteria	Supporting Feature	Explanation
(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.	Supports w/Exceptions	The same areas that do not support a keyboard interface do not provide support to Assistive Technology.
(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.	Supports	All SmartCall reports have a zoom feature that allows the reports to be enlarged by several specific percentages and any custom percentage.
(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	Not Applicable	SmartCall applications have no programmed audio functionality.
(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 fashion, or support for assistive hearing devices shall be provided.	Not Applicable	SmartCall applications have no programmed audio functionality.
(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.	Not Applicable	SmartCall has no requirements for use of speech except to speak with donors on the phone.
(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.	Not Applicable	SmartCall has no requirements for fine motor control or simultaneous actions. Keyboard access is supported for the majority of commands and tools in the SmartCall interface.

Section 1194.41 Functional Performance Criteria - Detail

<http://www.access-board.gov/sec508/guide/1194.41.htm>

1194.21	Criteria	Supporting Feature	Explanation
(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Ellucian provides electronic versions of all product support documentation.
(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.	Does Not Support	
(c)	Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports w/Exceptions	Ellucian Advance product support is available in electronic format and from online sources available from Ellucian. Telephone based support does not include TTY.



Invoice

Bill-To:
California State Univ-Fullerton
Adriana Bitoun
PO Box 34080, 800 N State Col Blvd
Fullerton CA 92831-3547
USA

Repeat Print

Invoice No./ Date 90188128 05/02/2016
Order No. 35401
Customer 100186
Currency USD
Payment Total due and payable by 07/01/2016
Total Amount 15,522.00

For Invoice Inquiries:
Ellucian Customer Success Enablement Team
Phone: (610)578-5750
Toll Free: (855)208-5589
Email: CSEnablement@ellucian.com

Invoice Details		
Item	Product Description	Amount
000010	Maintenance Advance SmartCall Oracle Term: From 07/01/2016 to 06/30/2017	

000020
Maintenance Advance SmartCall Oracle
Term: From 07/01/2016 to 06/30/2017

Subtotal: 15,522.00
Tax: 0.00
Total Amount USD 15,522.00

Approved for receipt of goods and/or services

Please Remit To:
Ellucian Support Inc.
14083 Collections Center Drive
CHICAGO IL 60693
USA

ACH Information:
Bank of America
100 West 33rd Street New York NY 10001
ABA# 071000039
Beneficiary Name: Ellucian Support Inc.
Account # 81882-14943
Email: electronic-payment-info@ellucian.com

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