

Date: 12/16/2015

Name of Product: SurveyMonkey – SurveyForm

For more information about support services, please visit  
[http://help.surveymonkey.com/articles/en\\_US/kb/508-Compliance](http://help.surveymonkey.com/articles/en_US/kb/508-Compliance).

## Summary Table

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<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <u>Software Applications and Operating Systems</u>	Supported	SurveyMonkey - SurveyForm is a web application. It relies on the browser agent of the operating system to meet these requirements.
Section 1194.22 <u>Web-based Internet Information and Applications</u>	Supported	
Section 1194.23 <u>Telecommunications Products</u>	Not Applicable	
Section 1194.24 <u>Video and Multi-media Products</u>	Not Applicable	
Section 1194.25 <u>Self-Contained, Closed Products</u>	Not Applicable	
Section 1194.26 <u>Desktop and Portable Computers</u>	Not Applicable	
Section 1194.31 <u>Functional Performance Criteria</u>	Supported	
Section 1194.41 <u>Information, Documentation and Support</u>	Supported through equal facilitation	

## 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	SurveyMonkey - SurveyForm supports all standard keyboard features of the user interface.
(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	Supported	SurveyMonkey – SurveyForm relies on the web browser to adhere to these requirements. <u>Internet Explorer 11 VPAT</u> documents that this requirement is supported.

features has been documented by the manufacturer of the operating system and is available to the product developer.		
(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	SurveyMonkey – SurveyForm uses standard HTML elements that expose focus through the web browser.
(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	Labels are associated with controls and images.
(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	Images used within SurveyMonkey-SurveyForm have consistent meaning.

(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	SurveyMonkey – SurveyForm relies on the web browser to adhere to these requirements. <u>Internet Explorer 11 VPAT</u> documents that this requirement is supported.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	SurveyMonkey does not override user selected contrast and color selections.
(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	
(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	SurveyMonkey – SurveyForm does not use color coding as the sole method of conveying information.
(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.	Supported	The out of the box themes from SurveyMonkey – SurveyForm are color compliant. Several default themes are available which are within industry standards for degree of color contrast between foreground text and background color.
(k) Software shall not use flashing or blinking text, objects,	Not Applicable	

or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(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 with Minor Exceptions	The ranking control widget does not announce when a user sets multiple inputs the same ranking value. The user will be able to re-rank the element that gets reset.

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

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<b><i>Criteria</i></b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported	SurveyMonkey encourages survey authors to include alternate text for any non-text elements generated by survey authors.
(b) Equivalent alternatives for any multimedia	Not Applicable	There are no multimedia videos included in the evaluation content.

presentation shall be synchronized with the presentation.		There is no ability to include multimedia content into SurveyMonkey surveys.
(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	<p>Required fields are denoted with *.</p> <p>Fields that contain validation errors can easily have a text equivalent made available.</p> <p>Color in default themes is used for visual styling alone and not for conveying significant information. Several default themes are available which are within industry standards for degree of color contrast between foreground text and background color.</p>
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	The evaluation content is readable without an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	There are no server-side image maps in the evaluation content.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with	Not Applicable	There are no client-side image maps in the evaluation content.

an available geometric shape.		
(g) Row and column headers shall be identified for data tables.	Supported	<p>Matrix Rating Scale has headers properly identified.</p> <p>Matrix of Drop Down Menus has headers properly identified.</p>
(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	The evaluation content does not include any tables that have two or more row/column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	There are no frames used in the evaluation content.
(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	There are no elements that animate or flicker in the evaluation content.
(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	All content has been made directly accessible.
(l) When pages utilize scripting languages to display content, or to	Supported with Minor Exceptions	The ranking control widget does not announce when a user

create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.		sets multiple inputs the same ranking value. The user will be able to re-rank the element that gets reset.
(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	The evaluation content does not require an applet, plug-in or other application to be present.
(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	<p>ARIA is used to improve the functionality of the page with assistive technologies.</p> <p>Hyperlinks that are visually displayed as buttons have role=button set.</p> <p>Note that when multiple inputs are used inside of a question there can be only one error message for the overall question versus individual data fields.</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	There is not a repetitive set of navigation in the evaluation content.
(p) When a timed response is required, the user shall be alerted and given sufficient time to	Not Applicable	There is not a timed response that is required in the evaluation content.



indicate more time is required.		
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## **Section 1194.31 Functional Performance**

### **Criteria – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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	
(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	

(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	
(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	
(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	
(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.	Supported	

**Section 1194.41 Information, Documentation  
and Support – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	All product documentation is provided in an electronic accessible format for no charge.  SurveyMonkey Help Center (help.surveymonkey.com)
(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	SurveyMonkey - SurveyForm includes extensive electronic help documentation which lists accessibility and compatibility features. Documents of specific relevance are: <ul style="list-style-type: none"> <li>• <a href="#">508 Compliance &amp; Accessibility Standards</a></li> <li>• <a href="#">Taking a Survey with a Screen Reader</a></li> <li>• <a href="#">Creating Accessible Surveys</a></li> <li>• <a href="#">Adding Alternative Text for Images</a></li> </ul>
(c) Support services for products shall accommodate the communication needs of	Supported through equal facilitation	SurveyMonkey – SurveyForm telephone support does not support TTY or relay services. End-users with disabilities can

<p>end-users with disabilities.</p>		<p>submit feedback about accessibility issues through our accessibility form at <a href="https://www.surveymonkey.com/r/SurveyMonkeyAccessibilityFeedback">SurveyMonkey Accessibility Feedback Form</a> (<a href="https://www.surveymonkey.com/r/SurveyMonkeyAccessibilityFeedback">https://www.surveymonkey.com/r/SurveyMonkeyAccessibilityFeedback</a>).</p>
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