

Voluntary Product Evaluation Template (VPAT®)

AmEnglish.com, Inc. Accessibility Conformance Report

Date: November 2017

Name of Products: 1) Online programs: “*Pronunciation in English for Medical Professionals,*” (High Beginning+ and Intermediate+) *Idioms in English*” (Volumes 1 & 2), and “*Writing in English*” (High Beginning+ and Intermediate+); 2) Informational web pages for CEU credits: Kaiser Permanente (www.amenglish.com/bhmt/) and SEIU-UHW West & Joint Employer Education Fund (www.amenglish.com/educationfund/) (New description and enrollment pages to be added in 2018 for CEU courses with CSUMB)

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Refer to the [ITIC Best Practices](#) for filling out the following form.

Summary Table		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	Supports: 11; Supports with Exceptions: 1; Does not support: 3 (OSX – Adobe Flash)
Section 1194.22 Web-based internet information and applications	Supports with Exceptions	Supports: 9; Supports with Exceptions: 1; Does not support: 0
Section 1194.23 Telecommunications Products	Not applicable	Web-based content
Section 1194.24 Video and Multi-media Products	Not applicable	Web-based content
Section 1194.25 Self-Contained, Closed Products	Not applicable	Web-based content
Section 1194.26 Desktop and Portable Computers	Not applicable	Web-based content
Section 1194.31 Functional Performance Criteria	Supports with Exceptions	Supports: 5; Supports with Exceptions: 1; Does not support: 0
Section 1194.41 Information, documentation, and support.	Supports	Supports: 3; Supports with Exceptions: 0; Does not support: 0 All alternate methods of support will be made available upon request at no additional cost.

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Section 1194.21 Software Applications and Operating Systems

* Refer to (<http://www.access-board.gov/sec508/guide/1194.21.htm>) for details on the guidelines listed below.

Criteria	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.	Supports	The online content requires the free Adobe Flash Player. The Adobe Flash Player VPAT supports this requirement. See footnote (*) at the end of this section for a link to the Adobe VPAT web page.
(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	The online content requires the free Adobe Flash Player. The Adobe Flash Player VPAT supports this requirement.
(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.	Windows: Supports OSX: Does not support	We use the free Adobe Flash Player and on the Adobe VPAT, it states: Windows: Adobe Flash Player provides a solid yellow focus rectangle that is easily viewed and programmatically exposed. OSX: while Adobe Flash Player still provides a solid yellow focus rectangle that is easily viewed, the focus is not programmatically exposed so that Assistive Technology can track focus and focus changes.
(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 with Exceptions (Windows) Does Not Support (OSX)	We use the free Adobe Flash Player and on the Adobe VPAT, it states: Windows: Flash Player uses the Microsoft Active Accessibility API and other interfaces to programmatically expose

		<p>information about user interface elements in the ActiveX and plug-in version of Flash Player.</p> <p>OSX: Flash Player 15 does not expose any information about a user interface element to assistive technology on OSX, including the identity, operation and state of the element.</p>
<p>(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.</p>	<p>Supports</p>	<p>We use the free Adobe Flash Player and on the Adobe VPAT, it supports this function and we use the same elements across programs (such as the "home" button, "page forward," "page back," etc.)</p>
<p>(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.</p>	<p>Supports with Exceptions (Windows)</p> <p>Does Not Support (OSX)</p>	<p>We use the free Adobe Flash Player and on the Adobe VPAT, it states: Windows: Flash Player does not natively expose textual information for text content rendered using Stage 3D.</p> <p>OSX: Flash Player 15 does not expose any textual information through operating system functions on OSX, including text content, text input caret location, and text attributes.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>We use the free Adobe Flash Player and on the Adobe VPAT, it supports this function.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>We use the free Adobe Flash Player and on the Adobe VPAT, it supports this function. We do not use animation in our online content.</p>
<p>(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.</p>	<p>Supports</p>	<p>The content currently uses highlighted text (in colors) after clicking in all three content areas. In addition to the text changing color, multiple other actions are</p>

		<p>incorporated at the same time that enhances the highlighted content and makes it accessible without relying solely on the color changes. For example, in <i>"Pronunciation in English for Medical Professionals,"</i> Syllables chapter – the number of syllables box changes to a shaded background and the correct number of syllables is added to the box, there is also an audio cue for correct and incorrect responses; Stress in Words chapter – the correct syllable choice is in color, bold text font and underlined with audio cues for correct and incorrect responses. In <i>"Idioms in English"</i> stressed words change color when selected and are enlarged on the Focus Word practice page. In "Writing in English", on presentation pages the selected word shows a pop-up box and changes colors. On practice pages correct answers change color and are underlined (for "Show Answers").</p>
<p>(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.</p>	<p>Supports</p>	<p>We use the free Adobe Flash Player and on the Adobe VPAT, it supports this function.</p>
<p>(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.</p>	<p>Supports</p>	<p>We use the free Adobe Flash Player and on the Adobe VPAT, it supports this function.</p>
<p>(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.</p>	<p>Supports</p>	<p>We use the free Adobe Flash Player and on the Adobe VPAT, it states: The Flash Player contains two menus for configuration: Settings and Global Settings. Global Settings is an OS-native dialog and is directly accessible; Settings runs</p>

		inside the Flash object and is not directly accessible to people using assistive technologies. Global Settings exposes the same functionality as Settings.
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* <http://www.adobe.com/accessibility/compliance/flash-player-15-section-508-vpat.html#functionaldetails>

Section 1194.22 Web-based Internet information and applications

* Refer to (<http://www.access-board.gov/sec508/guide/1194.22.htm>) for details on the guidelines listed below.

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).	Supports	All non-text elements have an "alt" description.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	<i>Pronunciation</i> videos have the text available on the screen at the same time as the video plays. Text is available in multiple languages.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Informational web pages do not use highlighted color for emphasis.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not applicable	No external documents are made available as a part of the online informational content.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	We do not use image mapping on our informational web pages.
(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	We do not use image mapping on our informational web pages.
(g) Row and column headers shall be identified for data tables.	Not applicable	We do not use 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.	Not applicable	We do not use data tables.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable.	We do not use frames on our informational web pages.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	No screen flicker frequency issues.
(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.	Supports with Exceptions	We do not currently have a text only page available for all of our informational web pages. However, each of the CEU course descriptions for our new courses (launching in 2018) will have a PDF description available for all students.

(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.	Supports	We do not use scripting languages on our informational web pages.
(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).	Supports	We do not require any plug-ins to access our informational web pages. Our online programs use the free Adobe Flash player that supports these elements. There is a link to the download the free Flash Player plug-in on the student login page.
(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.	Supports	Our current online form only has two elements and is supported. We will be building new pages with our new CEU project with CSUMB. We will explore incorporating this capability when we create the new page forms.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	The informational web pages have a navigation element at the top of the page to navigate directly to specific pages.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	No timed responses are required. Content is self-paced.

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 1194.31 Functional Performance Criteria

Criteria	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.	Supports	The free Adobe Flash Player supports assistive technology. Our online programs for " <i>Pronunciation in English for Medical Professionals</i> " and " <i>Idioms in English</i> " both have extensive audio available. Plus, we make the entire content for these two programs available as a streaming AudioBook (in 6 languages). A student with limited vision can use the AudioBooks and not need any vision to access all of the content. AudioBooks are automatically included for all Kaiser and EdFund 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.	Supports	Our online programs for " <i>Pronunciation in English for Medical Professionals</i> " and " <i>Idioms in English</i> " both have extensive audio available. Plus, we make the entire content for these two programs available as a streaming AudioBook (in 6 languages). A student with limited vision could use the AudioBooks and not need any vision to access all of the content. AudioBooks are automatically included for all Kaiser and EdFund 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	Supports	All three programs (" <i>Pronunciation in English for Medical Professionals</i> ," " <i>Idioms in English</i> " and " <i>Writing in English</i> ") have extensive interactive content that does not require hearing to use.
(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.	Supports	We use the free Adobe Flash Player and Adobe supports assistive hearing devices to enhance the audio in the " <i>Pronunciation in English for Medical Professionals</i> " and " <i>Idioms in English.</i> "
(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.	Supports	" <i>Pronunciation in English for Medical Professionals</i> ," " <i>Idioms in English</i> ," and " <i>Writing in English</i> " all allow students use the content without speaking.
(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.	Supports with Exceptions	All three programs require some activity with a mouse (or pointer equivalent) that requires some fine motor control. There are no limitations for student with limited strength.

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Section 1194.41 Information, documentation, and support

Criteria	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.	Supports	Upon request, all support services will be made available in any alternate format as requested by an end user with no additional cost. There is an " <i>Email: Support</i> " button on the footer for all pages for Kaiser and EdFund, students can click on this to create an email request and send to us for assistance.
(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.	Supports	The "AmEnglish.com, Inc. Accessibility Conformance Report" will be available as a PDF document as a link in the "Footer" section of the information pages dedicated to Kaiser and EdFund.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services will be made available in alternate formats as requested at no additional cost. There is an " <i>Email: Support</i> " button on the footer for all pages for Kaiser and EdFund, students can click on this to create an email request and send to us for assistance. Student call also call or text us at (925) 485-3080.

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