



## HHS Section 508 Evaluation Template

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Name of Product: Resource Desks in support of the Office of Recapitalization (RAD Resource Desk, Section 236 Resource Desk and Mark to Market Resource Desk)

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**\*\* Denotes Required**

Summary Table		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports with Exceptions	See below chart
Section 1194.22 <a href="#">Web-based internet information and applications</a>	Supports with Exceptions	See below chart
Section 1194.23 <a href="#">Telecommunications Products</a>	Not Applicable	
Section 1194.24 <a href="#">Video and Multi-media Products</a>	Supports with Exceptions	See below chart
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	Not Applicable	
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	Not Applicable	
** Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports with Exceptions	See below chart
** Section 1194.41 <a href="#">Information, documentation, and support.</a>	Supports with Exceptions	See below chart

[Return to the top of the page.](#)

Section 1194.21 Software Applications and Operating Systems		
* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.21.htm">http://www.access-board.gov/sec508/guide/1194.21.htm</a> ) 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 with Exceptions	Users can navigate much of the site by using a keyboard, using the “tab” key to navigate the various fields on the screen. There are no mouse-only features on the site. There are no keyboard shortcuts which would make this navigation faster. Also, different internet browsers allow differing levels of keyboard navigation on a given 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	There are no applications which will disrupt or disable 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.	Does Not Support	The site does not provide a well-defined on-screen indication of the current focus.
(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.	Does Not Support	While there are relatively few "user interface elements" on the sites which might require Assistive Technology for users, they do not have associated text. These include a checkbox feature and calendar feature.
(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.	Not Applicable	Bitmap images are not used on the site as programmatic elements.
(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.	Does Not Support	Textual information is not provided through the system.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The applications do not disable system-wide settings meant to increase efficiency of disabled users.
(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	Animation is not used for any central elements of the site.
(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	Color coding is not used as the only means of conveying any type of information. Linked text is underlined in addition to colored blue. Buttons



		primarily use words to distinguish their function, while also having distinctive shapes and fonts.
(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	Product does not permit user to adjust color and contrast settings.
(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	The site does not use flashing or blinking elements. If they are added in the future, they will meet these requirements.
(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 with Exceptions	Users can navigate through electronic forms, which are found on many site pages, using the "Tab" button on the keyboard. Each field is surrounded by text. The checkbox and calendar features are likely exceptions.

[Return to the top of the page.](#)

<b>Section 1194.22 Web-based Internet information and applications</b> * Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.22.htm">http://www.access-board.gov/sec508/guide/1194.22.htm</a> ) for details on the guidelines listed below.		
<b>Criteria</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).	Supports with Exceptions	The site has very few non-text elements. All buttons use text to describe their functions. Exceptions include the checkbox and calendar features, used on several site pages.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports with Exceptions	The site's webinars are the only multimedia presentation on the site. Most but not all posted webinars are closed-captioned, and all future webinars will have this feature.
(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	No information is conveyed solely with color. All linked text is underlined, and all colored buttons also use shape and text to convey their function. All other color is decorative.



(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	The site does not have an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The site does not have a server-side image map.
(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	The site does not have a server-side image map.
(g) Row and column headers shall be identified for data tables.	Does not support	The site's tables are not coded to identify each cell's row and column.
(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.	Does not support	The site's tables are not coded to identify each cell's row and column.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	The site does not include frames.
(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	The site does not use flashing or blinking elements. If they are added in the future, they will meet these requirements.
(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	The site does not have a text only page. However, the site as is has few non-text features, so a text-only version would be very similar to the current pages.
(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 with Exceptions	A minimal amount of program language would need to be changed to make the site's pages compliant.
(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).	Does Not Support	Many page links require Adobe Reader or Microsoft Excel to open the content, and the site does not have links to download these applications.
(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 with Exceptions	While most aspects of the electronic forms are simple and can be accessed with a keyboard, features such as checkboxes and drop down menus would need to be changed to reach compliance.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	The site does not have a method 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	The site does not require timed responses on any of its pages.
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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.

[Return to the top of the page.](#)

<b>Section 1194.23 Telecommunications Products</b>		
<b>* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.23.htm">http://www.access-board.gov/sec508/guide/1194.23.htm</a> ) for details on the guidelines listed below.</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(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 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.		
(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.		
(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.		
(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.		
(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.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-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.		
(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.		
(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.		
(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.		
(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.		

[Return to the top of the page.](#)



<b>Section 1194.24 Video and Multi-media Products</b>		
<b>* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.24.htm">http://www.access-board.gov/sec508/guide/1194.24.htm</a> ) for details on the guidelines listed below.</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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	The product does not include analog television displays.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	The product does not include television tuners.
(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.	Supports with Exceptions	The majority of webinars include closed captioning.
(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.	Does Not Support	Webinars do not include audio description. However, many webinars only use text-based PowerPoint slides as a visual aide, meaning that visual portions are not necessary for the comprehension of the production's content in these cases.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	Closed captioning on webinars, when available, is user-selectable.

[Return to the top of the page.](#)



<b>Section 1194.25 Self-Contained, Closed Products</b>		
<b>* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.25.htm">http://www.access-board.gov/sec508/guide/1194.25.htm</a>) for details on the guidelines listed below.</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(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).		
(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.		
(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 the ability to interrupt, pause, and restart the audio at anytime.		
(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.		
(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.		
(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.		
(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>(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 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>(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>(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>		

[Return to the top of the page.](#)



<b>Section 1194.26 Desktop and Portable Computers</b>		
* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.26.htm">http://www.access-board.gov/sec508/guide/1194.26.htm</a> ) for details on the guidelines listed below.		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).		
(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).		
(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.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		

[Return to the top of the page.](#)

<b>Section 1194.31 Functional Performance Criteria</b>		
<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.	Does Not Support	The site does not provide additional modes of operation and information retrieval.
(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.	Does Not Support	The site does not provide additional modes of operation and information retrieval.
(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 with Exceptions	Webinars are the only site feature which includes sound. The majority of webinars are closed captioned.
(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.	Does Not Support	Webinars are the only site feature where audio information is important, but not essential, for the use of the product. The site does not have a mode of operation and information retrieval provided in an enhanced auditory fashion.



(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	No site features require user speech.
(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.	Does Not Support	The site does not directly provide a mode of operation and information retrieval that meets this requirement. The site does not require the use of simultaneous actions.

[Return to the top of the page.](#)

<b>Section 1194.41 Information, documentation, and support.</b>		
<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.	Does Not Support	Product support documentation, including the Data Dictionary, does not currently exist in alternate forms.
(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	Descriptions of the accessibility and compatibility features are not currently available in alternate forms.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	End-users can contact support staff in multiple ways, including phone and email. Staff members supporting the site are flexible in how they respond to requests, and can accommodate the needs of end-users with disabilities.

[Return to the top of the page.](#)