# Vendor Product Accessibility Statement and Documentation

## Purpose of Accessibility Statement

An Accessibility Statement is an important component in an organization’s overall accessibility strategy. An effective Accessibility Statement includes several key components including:

* A clear statement of commitment to ensuring equal access for all users
* A summary of the overall level of conformance with accessible information and technology standards
* Information for users with disabilities regarding product/service accessibility features and gap
* A mechanism to allows users to provide accessibility feedback
* Links to resources (internal or external) that provide additional or related information

The *Key Components* section of this document describes each of these components in more detail and provides specific examples and recommendations that clarify the role and importance of each component.

## Key Components

### Commitment Statement

* Clearly convey awareness of Information Material and Technology (IMT) accessibility.
* Emphasize commitment to ensuring the accessibility of the IMT product/service.
* Note ongoing efforts to monitor for and remediate accessibility issues as they are identified.

### Compliance Status

* Indicate the specific IMT accessibility standards that are targeted for compliance. For example, specify the “Web Content Accessibility Guidelines (WCAG) 2.0, level A & AA”, “Section 508”, and/or EPub3 Accessibility Guidelines.
* Note any other best practices or guidelines utilized during design and development (if applicable).
* List any third-party agencies with whom you have worked to evaluate accessibility support.
* Describe any formal testing process you use to determine accessibility support.
* Indicate if you conduct user testing with persons with disabilities to verify accessibility support.
* Provide an Access Development/Remediation Plan and timeline for resolving existing product accessibility gaps.

### Product Usage Information for Users with Disabilities

* Describe any product features that may improve accessibility for users with disabilities including:
  + Accessibility-specific features (e.g. the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos)
  + General product features that may especially benefit users with disabilities (e.g. an ‘HTML 5’ mode optimized for mobile platforms that also improves keyboard-only navigation).
* Describe any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn’t compatible with screen readers used by the blind, appropriate interim workarounds might include:
  + Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
  + Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).
* Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

### Feedback Mechanism

* Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.
* Provide a specific mechanism for users to contact in order to:
  + Request accessibility-related assistance
  + Report accessibility problems
  + Request information in accessible alternate formats

## Required Documentation

* Provide documentation on
  + accessibility testing results and
  + written documentation on how the IMT product/service meets applicable technical accessibility standards (Section 508, WCAG 2.0 A&AA guidelines, EPUB3) and
  + your most recent Voluntary Product Accessibility Templates (VPATs) and
  + Include the Accessibility Conformance, Complaint and Remediation Form when standards conformance is not fully achieved
* Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).

## Implementation Recommendations

### Ensure that the Accessibility Statement is Easily Located on Company Website.

* Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
  + Descriptive (e.g. ‘Accessibility’ or ‘Disability Access’)
  + Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
  + Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

### Keep the Information in the Accessibility Statement, Documentation and VPAT Current.

* Since accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
* Include a revision date for the Accessibility Statement so end users know whether the info is current.

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