UNITED STATES DEPARTMENT OF STATE INFORMATION RESOURCE MANAGEMENT

IMPACT

PROGRAM FOR ACCESSIBLE COMPUTER/COMMUNICATION TECHNOLOGY

Voluntary Product Accessibility Template (VPAT)

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Product Name: Turnitin

Product Version Number:

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APPENDIX A: Suggested Language Guide

Summary Table
Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	The course management aspects of the service meet most requirements. The Document Viewer fails to meet most requirements.	
Section 1194.22 Web-based Internet Information and Applications	The course management aspects of the service meet most requirements. The Document Viewer fails to meet most requirements.	
Section 1194.23 Telecommunications Products	N/A	
Section 1194.24 Video and Multi-media Products	N/A	
Section 1194.25 Self-Contained, Closed Products	N/A	
Section 1194.26 Desktop and Portable Computers	N/A	
Section 1194.31 Functional Performance Criteria	The course management aspects of the service meet most requirements. The Document Viewer fails to meet most requirements.	
Section 1194.41 Information, Documentation and Support	Supports	

Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template

Criteria	Level of Support & 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.	(a) Supports with exceptions (b) Does not support	(a) The course management aspects of the service are generally functional with the use of a keyboard (b) The Document Viewer currently requires the use of a mouse for full functionality
(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 known instances of the Turnitin product causing any disruptions or disabling any activated features of other products including the operating system.
(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.	(a) Supports with exceptions (b) Does not support	(a) On-screen indication of current focus is available for some interactive elements in the CMS. (b) On-screen indication of current focus is not available in the Document Viewer, and assistive technology will not be able to track focus or 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.	(a) Supports with exceptions (b) Does not support	(a) Interface elements generally use IDs to provide information to users. However, operations or roles are not consistently available. (b) The identity, operation and state of the interface elements in the Document Viewer are not available.

(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.	(a) Supports (b) Does not support	(a) When images are used in the course management aspects of the service, the meaning assigned are consistent. (b) The information contained in the paper image in the Document Viewer is not available.
(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	Information presented through text is not dependent upon the operating system.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with exceptions	The application does not override user selected options, but some elements have a defined size in order to preserve the look and feel.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports with exceptions	The animation on www.turnitin.com (this page is outside of our product, but the user may choose to log in from this page) runs through once, then remains static on an image.
(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 with exceptions	Color coding is generally not used as the only means 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.	Not applicable	This product does not permit users 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	This product does not use any flashing or blinking elements.
(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	The electronic forms generally include properly-labeled instructions and error message, as well as the ability to submit the form using assistive technology.

Section 1194.22 Web-based Intranet and Internet information and Applications - Detail
Voluntary Product Accessibility Template

Criteria	Level of Support & 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).	(a) Supports with exceptions (b) Does not support	(a) Most non-text elements have meaningful alt text. (b) Non-text elements in the Document Viewer do not have a text equivalent.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports through equivalent facilitation	We provide manuals as an alternative to video tutorials.
(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 with exceptions	Most information conveyed through color has accompanying text.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with exceptions	Some buttons may not be fully supported yet. However most other elements can be viewed and accessed without a CSS sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	The product does not use server-side image maps.
(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	This product does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports with exceptions	Row and column headers are identified for most 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.	Supports with exceptions	Markup is used for data tables. However, the markup of data cells and header cells may not be consistent on all table elements.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Frames are rarely used, but if used, they are generally titled with text.

(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	Pages are not designed with flickering elements.
(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.	Does not support	There is no purely text-only alternative for parts that are not compliant.
(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.	Does not support	On pages that utilize scripting languages, the functional text information provided by the script cannot be identified 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).	Supports	
(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.	Support with exceptions	Electronic forms generally provide users using Assistive Technology with necessary information to complete and submit the forms.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with exceptions	Skip navigation is available for the Originality Report in the Document Viewer to take screen reader users directly to the text-only Originality Report
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does not support	Users are alerted through a timeout pop-up modal, but cannot extend the session using only a keyboard.

Section 1194.23 Telecommunications Products - Detail
Voluntary Product Accessibility Template

Criteria	**Level of Support & Supporting Features**	**Remarks and explanations**
(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.		This is not a telecommunications product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		This is not a telecommunication product.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		This is not a telecommunications product.
(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.		This is not a telecommunications product.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		This is not a telecommunications product.

(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.		This is not a telecommunication product.
(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.		This is not a telecommunications product.
(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.		This is not a telecommunications product.
(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.		This is not a 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.		This is not a telecommunications product.
(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.		This is not a telecommunications product.

(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.		This is not a telecommunications product.
(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.		This is not a telecommunications product.
(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.		This is not a telecommunications product.

Section 1194.24 Video and Multi-media Products – Detail Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and explanations
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.		This is not a telecommunications product.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		This is not a telecommunications product.
(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.		This is not a telecommunications product.

(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.		This is not a telecommunications product.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		This is not a telecommunications product.

Section 1194.25 Self-Contained, Closed Products – Detail Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and explanations
(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.		This is not a closed product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		This is not a closed product.
(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).		This is not a closed product.
(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.		This is not a closed product.
(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.		This is not a closed product.

(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.		This is not a closed product.
(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.		This is not a closed product.
(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.		This is not a closed product.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		This is not a closed product.
(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.		This is not a closed product.

(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.		This is not a closed product.
(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.		This is not a closed product.
(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.		This is not a closed product.

Section 1194.26 Desktop and Portable Computers

Criteria	Level of Support & Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).		This is not a closed product.
(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).		This is not a closed product.
(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.		This is not a closed product.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		This is not a closed product.

Section 1194.31 Functional Performance Criteria – Detail
Voluntary Product Accessibility Template

Criteria	Level of Support & 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.	(a) Supports with exceptions (b) Support with exceptions	(a) The course management aspect of the service is largely compatible with Assistive Technologies. (b) There is no alternate version for GradeMark or PeerMark, but the Originality Report has an alternate version that is compatible with 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.	(a) Supports with exceptions (b) Supports with exceptions	(a) The course management aspect of the service supports browser zooming and paired with a screen reader, a user can generally navigate the interface. (b) A zoom tool is provided to enlarge the view of the paper and its content in the Document Viewer
(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	Voice Comments are the only part of the service with audio. Use of Voice Comments is optional and a text-based alternative for commenting is available.
(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	There is no audio information that is important for the use of the product.
(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 with exceptions	Voice Comments are the only part of the service with audio. Use of Voice Comments is optional and a text-based alternative for commenting is available.

| (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. | (a) Supports
(b) Does not support | (a) Navigating through and using the course management aspects of the service only requires basic keyboard controls.
(b) The Document Viewer requires use of a mouse to navigate through the interface. |

Section 1194.41 Information, Documentation and Support – Detail Voluntary Product Accessibility Template

Criteria	Level of Support & 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	Text versions of all product support documentation are available to users.
(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	Email request to info@turnitin.com
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services for the product are available via email and phone.

APPENDIX A (of the DoS VPAT/GPAT Checklist)

Suggested Language for Filling out the VPAT/GPAT

In order to simplify the task of conducting market research assessments for procurement officials or customers, ITIC (Information Technology Industry Council) has developed suggested language for use when filling out a VPAT/GPAT. You may choose to employ all or some of the language below. Once you determine what language you intend to use, we recommend that use is consistent throughout all of your VPAT/GPATs.

Supporting Features (Column 2 on VPAT/GPAT)

Supports
Use this language when you determine the product fully meets the letter and intent of the Criteria.

Partially Supports or Supports with Exceptions
Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.

Supports through Equivalent Facilitation
Use this language when the product instead uses a different but equivalent or better means of meeting the EIT accessibility Criteria.

Supports when combined with Compatible AT
Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

Does not Support
Use this language when you determine the product does not meet the letter or intent of the Criteria.

Not Applicable
Use this language when you determine that the Criteria do not apply to the specific product.

Not Applicable - Fundamental Alteration Exception Applies
Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").