Faronics Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Faronics Insight 8.x

Product Description: Faronics Insight classroom management tool.

Date: February 2019

Contact information: support@faronics.com

Evaluation Methods Used: Testing is based on general product knowledge.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Insight is an on premise product with little web content, many of the criteria below are not applicable to the product. As such those categories have been marked as Supports is no content to which a success criterion applies, the success criterion is satisfied.

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Partially Supports
		Web:
		Electronic Docs:
		Software:
		Authoring Tool: The test builder does have the ability to display non text data, while the author can incorporate a text description of such data it it not required by the utility.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Insight does not contain pre-recorded video.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Insight does not contain pre-recorded audio content.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool:Supports
		Insight does not contain pre-recorded audio or video content.

1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Supports	Supported through the use of adaptive technologies.

501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Supports	
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Supported through the use of adaptive technologies.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports: Software: Partially Supports Authoring Tool: Supports	Software: Product allows for remote control of client systems and some keystrokes may not be passable to the client machines and may require input from a pointing device to complete.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	

Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports	

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports	

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Partially Supports
	Authoring Tool:Supports
		Software: Some features of Insight will automatically update status of components and previous values are not always retained for review.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool:Supports	

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Supports	

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports	

● 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Partially Supports	Electronic Docs: Seperate documents are provided for each language supported by the product. Software: Language in use is determined by the localization settings on the client operating system unless overridden by the user. Authoring Tool: Language in use is determined by the localization settings on the client operating system unless overridden by the user.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs:Supports Software: Partially Supports Authoring Tool: Partially Supports	Software: The product does have windows that are used for setting preferences and interacting with some components. While built to ensure that they interact well with adaptive technologies there is a potential for focus to switch and change the context of the product. Authoring Tool:The product does have windows that are used for setting preferences and interacting with some components. While built to ensure that they interact well with adaptive technologies there is a potential for focus to switch and change the context of the product.
3.2.2 On Input (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	

Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports Authoring Tool: Supports	
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs:Supports Software: Supports Authoring Tool:Supports	Software: Supported through the use of adaptive technologies. Authoring Tool: Supported through the use of adaptive technologies.

Table 2: Success Criteria, Level AA

Notes: Insight is an on premise product with little web content, many of the criteria below are not applicable to the product. As such those categories have been marked as Supports is no content to which a success criterion applies, the success criterion is satisfied.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Supports	Electronic Docs: Some video tutorials posted on the Faronics video channel on Youtube may not have full captions included.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Supports	Electronic Docs: Some video tutorials posted on the Faronics video channel on Youtube may not have full captions included.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Partially Supports	Software: Contrast ratio is dependant on user preferences, in some instances users could configure the operating system in a way that would drop the contrast ratio below 4.5:1. Authoring Tool: Contrast ratio is dependant on user preferences, in some instances users could configure the operating system in a way that would drop the contrast ratio below 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Does not Support Authoring Tool: Does not Support	Software: Scaling of the UI elements and fonts is reliant on the operating system controls or Assistive Technology to control. Authoring Tool: Scaling of the UI elements and fonts is reliant on the operating system controls or Assistive Technology to control.

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports	

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Supports	

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports	

2.4.7 Focus Visible (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports	

3.1.2 Language of Parts (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Electronic Docs: Seperate files are included for each supported language, language is indicated on the installation package.
		Software: Software adopts the detected language of the operating system where a supported language is found and will default to english for non-supported languages.
		Authoring Tool: Software adopts the detected language of the operating system where a supported language is found and will default to english for non-supported languages.

3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	

Table 3: Success Criteria, Level AAA

Notes: Faronics Insight was not evaluated to this Success Criteria, as such this section is omitted.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	While Insight will work with assistive screen readers and other utilities to aid access there is one notable feature that would only be fully usable with vision (display of student screen).
302.2 With Limited Vision	Supported	Supported with the use of assistive technologies such as screen readers, magnification utilities, or other tools as required.
302.3 Without Perception of Color	Supported	While insight does use colour in some aspects it is not the only indicator of any status, condition, or other information that is conveyed to the users.
302.4 Without Hearing	Supported	Insight does include communications methods that make use of audio, however text based options are available in the product for those with difficulty hearing.
302.5 With Limited Hearing	Not Applicable	While Insight does make use of Audio it does not control the audio output on the system and as such would not interfere with any assistive technologies in place to assist persons with limited hearing.
302.6 Without Speech	Supported	Insight does not explicitly use speech as a method of control, and features that do

Criteria	Conformance Level	Remarks and Explanations
		make use of speech have comparable ones that are text based.
302.7 With Limited Manipulation	Supported	Insight is designed to work with a simple point and click method of operation and does not require simultaneous manual operations.
302.8 With Limited Reach and Strength	Not Applicable	Insight does not have a mode of operation that would be hindered by limited reach or limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supported	While Insight is designed to be simple to use there are features of the product that could be difficult to utilize with limited cognitive and learning abilities.

Chapter 4: Hardware

Notes: Section omitted as Insight is a software product.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supported	
502.2.2 No Disruption of Accessibility Features	Supported	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supported	Insight supports through the use of assistive technologies.
502.3.2 Modification of Object Information	Supported	Insight supports through the use of assistive technologies.
502.3.3 Row, Column, and Headers	Supported	Insight supports through the use of assistive technologies.

502.3.4 Values	Supported	Insight supports through the use of assistive technologies.
502.3.5 Modification of Values	Supported	Insight supports through the use of assistive technologies.
502.3.6 Label Relationships	Supported	Insight supports through the use of assistive technologies.
502.3.7 Hierarchical Relationships	Not Applicable	Insight does not use a parent-child relationship for containing components of the product.
502.3.8 Text	Supported	Insight supports through the use of assistive technologies.
502.3.9 Modification of Text	Supported	Insight supports through the use of assistive technologies.
502.3.10 List of Actions	Supported	Insight supports through the use of assistive technologies.
502.3.11 Actions on Objects	Partially Supports	Insight supports through the use of assistive technologies. However control of the student machines does not have a programmable API that can be leveraged.
502.3.12 Focus Cursor	Supported	Insight supports through the use of assistive technologies.
502.3.13 Modification of Focus Cursor	Supports	Insight supports through the use of assistive technologies.
502.3.14 Event Notification	Not Applicable	Insight does not provide a notification service. Any notifications as such are displayed within the applications primary window and are available to the user via assistive technologies.
502.4 Platform Accessibility Features	Partially Supports	While Insight is designed with such guidelines in mind some aspects of the ANSI/HFES Human Factors Engineering of Software User Interfaces -- Part 2 Accessibility (2008) would be supported

Criteria	Conformance Level	Remarks and Explanations
		through the operating system or are not currently supported in Insight.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Not Applicable	Insight does not provide an alternative user interface for use with assistive technologies.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Insight does not control system volume.
503.4.2 Audio Description Controls	Not Applicable	Insight does not control the selection of audio descriptions.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support.	Insight documentation does not mention Accessibility and Compatibility features in the user documentation.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support information and documentation is provided in a electronic fomat.
603 Support Services	Heading cell – no response required	Heading cell – no response required

603.2 Information on Accessibility and Compatibility Features	Partially Supports	Information on Accessibility is provided upon request through this VPAT.
603.3 Accommodation of Communication Needs	Supports	

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