

Guide to Completing the Voluntary Product Evaluation Template (VPAT)

Purpose:

This document will provide Vendors with instructions as to how they are expected to complete the Voluntary Product Evaluation Template (VPAT).

Background:

In 2001, the Information Technology Industry Council partnered with the General Services Administration to create a tool that would assist Federal contracting and procurement officials in fulfilling the market research requirements specified in Section 508. The result of their collaboration was the 508 Evaluation Template – a simple, web-based checklist that allows Vendors to document how their product **did** or **did not** meet the various Section 508 Requirements.

How the Voluntary Product Evaluation Template (VPAT) is organized:

The Voluntary Product Evaluation Template (VPAT) consists of a long series of tables. The initial one, the **Summary Table**, is used to provide a sense of your product's **overall** "level-of-compliance" with the Section 508 Standards. Subsequently, the **Section 1194.xx Tables** contain the detailed subparagraphs of each section of the Standards. It is within these **Section 1194.xx Tables** that you will define in detail how your product **did** or **did not** comply with a specific requirement.

Understanding the columns

Use the following to understand the use of the three columns in both the Summary Table and the individual Section 1194.xx Table:

Summary Table

Column Name	Use
Criteria:	Describes Subparts B, C, and D of the Section 508 Standards.
Supporting Features:	To Enter information summarizing a product's overall "level-of support" for the corresponding Subpart or, when appropriate, to specify Not Applicable .
Remarks/Explanations:	To Enter general comments regarding a product's overall "level-of-compliance" with the Applicable Subpart.

Section 1194.xx Table

Column Name	Use
Criteria:	Describes a specific guideline that a Subpart is composed of.
Supporting Features:	To Enter information summarizing a product's "level-of-support" for a specific guideline.
Remarks/Explanations:	To Enter detailed information on how the product did or did not support a specific guideline.

What information do I enter in columns 2 and 3?

The **Supporting Features** and **Remarks/Explanations** columns are used to document exactly how a product **did** or **did not** meet the Section 508 Standards. In order to promote consistency in Vendor responses, which will ensure a quicker review process by contracting and procurement officials, we encourage you to answer these columns in the following manner:

Supporting Features (second column on 508 Evaluation Template)	
Language	Description
Supports	Product FULLY meets the letter and intent of the Criteria.
Supports with Exceptions	Product does not ENTIRELY meet the letter and intent of the Criteria, but does provides some level of access.
Supports through Equivalent Facilitation	Product provides <i>alternative</i> methods to meet the intent of the Criteria.
Does not Support	Product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the product.

Remarks & Explanations (third column on 508 Evaluation Template)	
If 2nd column states...	Then...
Supports	List exactly what features of the product do meet and describe how they are used to support the Criteria.
Supports with Exceptions	List exactly what features of the product do meet and describe how they are used to support the Criteria. AND List exactly what parts of the product do not meet and describe how they fail to support the Criteria.
Supports through Equivalent Facilitation	List exactly what other methods exist in the product and describe how they are used to support the Criteria.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. 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	Describe exactly <u>how</u> the product does not support the Criteria.
Not Applicable	Describe exactly <u>why</u> the criteria is not applicable to the product.
Not Applicable -- Fundamental Alteration Exception Supplies	Use this language when you determine a Fundamental Alteration to the product would be required to meet the Criteria (see the Access Board standards for the definition of “fundamental alteration”).

Voluntary Product Evaluation Template (VPAT)

Date: March 11, 2014

Name of Product: Ensemble Video

Contact for more Information: sales@ensemblevideo.com

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	Supported: Please refer to this VPAT below.	Ensemble Video has no operating system application interface, the system administrator does do some administration but there is no application per se. There is an Rhozet ProMedia Carbon Administrator application that System Administrator typically uses in conjunction with Ensemble Video, and it appears to be relatively accessible, but we have not done a thorough evaluation and are not in position to make any modification as it is a third party application
Section 1194.22 Web-based internet information and applications	Supported: Please refer to this VPAT below.	Accessibility is an important development focus for Ensemble Video, and we've done much to improve accessibility over the past couple of releases. For example we've updated our programming standards to ensure new interfaces are accessible, we've updated all the master pages to address several accessibility issues, and we've added closed captioning capabilities for video. We have also most recently updated our Video player to make sure the buttons are accessible via screen reader. By making some simple changes to html doctype and other areas we saw significant reduction in errors and warnings reported from section 508 diagnostic tools. We still do have some portions of the interface that require more work -- we have plans to address most of areas that need more work in the relative near future.
Section 1194.23 Telecommunications Products	Not Applicable	Ensemble Video is not considered a telecommunications product according to the definition in 1194.23.
Section 1194.24 Video and Multi-media Products	Not Applicable	Ensemble Video is independent of DTV and related display technologies, it is also independent of video production technologies and multimedia content. Captioning and other accessibility functions of Ensemble Video are addressed in other sections.
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Ensemble Video is not a self-contained product according to the definition in Section 1194.25.
Section 1194.26 Desktop and Portable Computers	Not Applicable	Ensemble Video is not a self-contained product according to the definition in Section 1194.26.
Section 1194.31 Functional Performance Criteria	Supported: Please refer to this VPAT below.	Ensemble supports synchronized closed captions for multimedia video content. It does not support scene descriptions at this point for video. Ensemble is a Web application that is independent of the end user control devices used. Ensemble does not require any sort of speech control.
Section 1194.41 Information.	Supported: Please refer to	Our support resources are in video, PDF, and HTML formats. We use email as a primary means of technical support, but also heavily utilize a new

documentation, and support.	this VPAT below.	support site (http://support.ensemblevideo.com) which we drive clients to as well as use ourselves to supplement support emails. A lot of customer support is still handled by the IT services staff of the customer institution, but has been made easier by this new support site.
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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.	Supported	Ensemble Video from an end-user standpoint is independent of the underlying computer operating system. Only System Administrators interact with OS level components of the Ensemble Video application. This includes creating new file folders, editing XML and other text-based configuration files, configuring and starting/stopping Windows services, using software installers, and reviewing text-based log files. For the most part Ensemble System Administration is done through the Ensemble Video Web Application.
(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.	Not Applicable	
(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.	Supports with Exceptions	Most modern web browsers have taken care of this for us as they display a highlighted border around input elements. In an ongoing attempt to improve Ensemble Videos Accessibility, we are investigating frameworks for forms that will also do this and will not rely on the browser specifically to perform this function
(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	Ensemble Video user ALT tags in 100% of images that are meant to be functional. There are however some images that cannot be fully described (Such as a thumbnail). However we do tag thumbnails with the item's title to give an overview of what the image may depict
(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.	Supports	Ensemble Video uses similar graphics and styles of graphics throughout its interface to maintain consistent and make it easier for users to identify buttons and functions in the application

(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.	Not Applicable	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	
(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	We as a rule to not use animated graphics in Ensemble Video. One exception to the rule is "loaders" which indicate something is being done. Movement is essential in this function.
(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.	Not Applicable	
(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	
(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	Ensemble Video does not use flashing or blinking text of any kind in the application.
(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	Ensemble Video meets most requirements here. Our forms are built so that tabbing through them is done in a correct order, that in most cases proper tags are used to define labels and validation text appears and is read for proper feedback on input. We still have some work to do in this area before we can say we fully support it.

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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).	Supported	Our current programming standards require this. Ensemble Video uses ALT tags in 100% of images that are meant to be functional. There are however some images that cannot be fully described (Such as a dynamically generated thumbnail). However we do tag thumbnails with the item's title to give an overview of what the image may depict and to comply with section 508 standards.

<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p>Supported</p>	<p>Closed captions for audio equivalency are synchronized with video presentations. Captions can be uploaded or users can take advantage of integration with Automatic Sync for seamless captioning of content. In a future release we plan to make modification that enable customization of font size and color, background, and placement (e.g., top, bottom, center, left). This is available as a system-wide setting now, but in the future users will be able to customize caption settings per Playlist, and also customize location of captions on a per-video basis (based on RIT recommendations).</p>
<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p>Does not Support</p>	<p>We have not done a vision assessment as of yet. We have familiarity with AIS Toolbar and plan to use it or another similar tool to diagnose issues that could affect color blindness and other vision impairments. If proven to be troublesome, we may have to change our color configuration to suit visually impaired users.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Supports</p>	<p>We could improve on this, but documents are 95% readable without the use of a stylesheet</p>
<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p>	<p>Not Applicable</p>	<p>Image maps are not used in Ensemble Video software</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>Image maps are not used in Ensemble Video software</p>
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supports with Exceptions</p>	<p>Most of the table content in the application has been generated by .NET grid controls which do not provide good out of the box accessibility support. We have been moving to a new programming approach (MVC) which allows us more control over HTML elements and their accessibility</p>
<p>(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.</p>	<p>Does not Support</p>	<p>Most of the table content in the application has been generated by .NET grid controls which do not provide good out of the box accessibility support. We have</p>

		been moving to a new programming approach (MVC) which allows us more control over HTML elements and their accessibility
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Exceptions	We use iFrames for use in our "plugin" which is used to publish video. However do not user standard frames in which a title would be needed
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	We have not investigated doing anything like this in the past. It seems to relate to only animated content. At this other than video the upload control progress bar is the only animated content in Ensemble. Based on the reference here : it appears this related primarily to animated features
(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	Ensemble Video does not currently provide text-only equivalent pages for any interfaces that comprise the application.
(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	We have worked hard to make sure this standard is met. However there are still some legacy scripts that write out content that may not apply 100%.
(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	The only plugins we use are for the player and uploader where flash or silverlight may be required based on user platform. In both cases you are notified that you need the plugin if an HTML alternative is not available.
(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	Ensemble Video meets most requirements here. Our forms are built so that tabbing through them is done in a correct order, that in most cases proper tags are used to define labels and validation text appears and is read for proper feedback on input. We still have some work to do in this area before we can say we fully support it.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does not support	This is still an item that we must include in our interface.
(p) When a timed response is required, the user shall be alerted and given sufficient time to	Not Applicable	There is no situation in Ensemble Video that applies to this. The only

indicate more time is required.		situation may be once an item has been uploaded, to notify the user instead of just refreshing the page
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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.

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Section 1194.23 Telecommunications Products		
* Refer to (http://www.access-board.gov/sec508/guide/1194.23.htm) for details on the guidelines listed below.		
Criteria	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.	Not Applicable	Ensemble Video is independent of telecom products or systems that use TTY and microphone technologies.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	
(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.	Not Applicable	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	

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Section 1194.24 Video and Multi-media Products

* Refer to (<http://www.access-board.gov/sec508/guide/1194.24.htm>) for details on the guidelines listed below.

Criteria	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.	Not Applicable	Ensemble Video is independent of DTV and related display technologies, it is also independent of video production technologies and multimedia content.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	

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Section 1194.25 Self-Contained, Closed Products

* Refer to (<http://www.access-board.gov/sec508/guide/1194.25.htm>) for details on the guidelines listed below.

Criteria	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.	Not Applicable	Ensemble Video does not offer any self-contained technology component.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	
(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).	Not Applicable	
(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.	Not Applicable	
(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	Not Applicable	

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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Not Applicable	

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Section 1194.26 Desktop and Portable Computers		
* Refer to (http://www.access-board.gov/sec508/guide/1194.26.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Not Applicable	Ensemble Video is a Web application, it is independent of any desktop/portable computer hardware controls such as keyboard, Webcam, touchscreen, etc.
(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).	Not Applicable	
(c) When biometric forms of user identification or control	Not	

are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	

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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.	Does not support	Ensemble Video does not currently support scene descriptions for video. We are working making the application interface fully compatible with screen reader technology. Scene Descriptions are not currently on the roadmap, but we have done some research on how we could implement this into the platform, and we also have developed some features (e.g., annotations) that could be adapted to provide scene description functionality.
(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	Ensemble Video does not currently support scene descriptions for video. We are working making the application interface fully compatible with screen reader technology. Scene Descriptions are not currently on the roadmap, but we have done some research on how we could implement this into the platform, and we also have developed some features (e.g., annotations) that could be adapted to provide scene description functionality.
(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	Ensemble Video supports closed captions for video. Captions can be uploaded (DFXP XML Files) or users can take advantage of our integration with Automatic Sync for seamless captioning of content. In a future release we plan to make modification that enable customization of font size and color, background, and placement (e.g., top, bottom, center, left). This is available as a system-wide setting now, but in the future users will be able to customize caption settings per Playlist, and also customize location of captions on a per-video basis (based on RIT recommendations).
(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	Ensemble Video does not currently support enhanced auditory capabilities.
(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.	Does not Support	Ensemble Video does not require any speech control.

(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.	Not Applicable	Ensemble Video is independent of the devices that end users interact with to use the system.
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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.	Supported	Ensemble Video provides support via PDF files, web pages, video and personal tech support. Our support and wiki site contain text versions of content as well as some PDF alternatives and graphical elements when necessary
(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.	Supported with Exceptions	Our Web site provides information and organizes support materials with text-based descriptions and Web links. We can create an accessibility summary if needed.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	We strive to accommodate the needs of end-users with disabilities. Our Web-based support resources are primarily text-based, with some video. We also use email for technical support. For end-users of our product on the Temple University campus the central group responsible for the product will be providing the bulk of the in-person technical support.

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