Voluntary Product Accessibility Template® (VPAT®)

Version 2.2-July 2018

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About This Document

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The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

There are three columns in each table, column one of the each Table describes the success criteria. The second column describes the "Conformance Level", which are described in detail under 'Terms' section below. The third column contains any additional remarks and explanations regarding the product.

Accessibility Conformance Report

VPAT® Version 2.2 – July 2018

Name of Product/Version: Drama Online

Date: December 19, 2018

Evaluation Methods Used: This report was generated based on tests conducted via a pair testing methodology involving two testers, one of whom was non-sighted and the other sighted. Below is the list of tools, which were used while testing:

- JAWS 18
- NVDA 2018
- VoiceOver
- Color Contrast Analyzer
- Browser Zoom upto 200%

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.
- **Supports with Exceptions**: 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.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Equivalent alternative text is given for most non-text elements. However, the alternative text is either inappropriate or incorrect for jacket cover images on the play landing page, and for the graph displayed under the 'Words and Speeches' heading on the Play Tools page.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	All video files have transcripts, and the video is properly synchronized with the audio track and transcript. The LA Theatre Works audio productions do not have text transcripts.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Synchronized captions are provided for all videos in the website.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The audio information is not fully sufficient for understanding and interpreting the information available in the video. There are number of activities and gestures in the video which require additional audio information to explain them. Screen reader users would not be able to get the complete information by listening to the audio only.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	On the main content pages, content is correctly tagged to allow screen readers to properly identify the relevant information available in the application, so that visually impaired users are able to perceive the relationships between a particular element and its role easily. However, there are some exceptions elsewhere in the site: - Home Page: News titles are not tagged as heading for screen reader user under News and Updates heading. - About Page: screen reader reads a bulleted list as 9 separate lists instead of single one - Other Help & About pages: same-page links incorrectly tagged as headings, some paragraphs incorrectly tagged as headings, some headings (on Privacy Policy page) not tagged as headings. - Plays page: section headings such as A, B, etc. are not tagged as heading for screen readers - Play landing page: screen reader does not read 'Overview and Play Tools' as tabs; Play Tools table does not include a summary. - Play text page: screen reader reads both 'Show table of content' and 'Hide table of content' links at the same time irrespective of their state - Playwright page: sort functionality is not understandable and accessible to screen reader user - Search Results page: play titles are not tagged as heading for screen reader users - Login pop-up window: 'Access login and Personal account login' are not tagged as heading for screen reader users
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports with Exceptions	Throughout the website, sequence of content is meaningful and appropriate and does not affect the meaning of given content. However, there is an instance where tab sequence is incorrect from Print to Bookmark link.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Drama Online contains very little content which depends upon the size, location, and shapes of an object to convey information to user, and these are equally understandable to screen reader user. For example: video and audio are represented using icons before their names; the number of words for a given character in the 'Character Grid' is shown by different size symbols; in both cases textual information is read by the screen reader also.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	There are some exceptions where the currently selected state is indicated using color and is not read by screen reader, preventing visually impaired users from knowing the current selection: - Screen reader does not read the currently selected state of the available links under Table of Contents heading on play text page. - Screen reader does not read the currently selected state of act links on Audio play page. - Screen reader does not read the currently selected state of pagination and results per page links on search results page.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There are no audio files on the website which play automatically as soon as the page is launched.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Most of the interactive elements and functionalities are accessible using the keyboard. However, there are instances where motor impaired users and screen reader users are not able to perform actions through keyboard. - Tab focus does not move to some of the interactive elements present on play text page. - Search button is not accessible using tab key on play text page. - Audio controls are not accessible using tab key on Audio play page. - Keyboard-only user is unable to select the dropdown associated with edit fields on 'Advanced search' option. To evaluate this criterion, keyboard testing has been carried out on sample pages of every page template. The play text pages were tested manually using keyboard commands such as tab, page up/down keys and navigation shortcuts.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Keyboard focus does not get trapped in the website, except 'Share' link, where as soon as the link receives focus, Share panel automatically expands and collapse and user cannot move further on page. This criterion was tested manually using keyboard using tab, arrow, page up/down keys.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no such activity in the website where the page time needs to be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The video player includes Play and Pause buttons so that users can perform desired actions on the video controls.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There are no elements on the website that flash more than 3 times per second.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	'Skip to Main Content' links are not provided, which means that Keyboard-only/Screen reader users cannot jump directly to the beginning of the main section of page in order to skip repetitive content. There is also no 'skip' link after each sub section to allow the user to navigate back to table of contents.
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508	Supports	All the pages in the website have a page title, which sufficiently describes the purpose of the page and allows users to uniquely

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		distinguish each page.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	In the majority of cases, the focus order moves in the correct sequence. Exceptions where the screen reader focus does not shift to the correct section: - Jump-down links on the Plays page. - Share link play landing page (does not shift back to Share after closing the overlay window) - Screen reader focus does not shift to Login Modal window on selecting either Login or clicking on the Bookmark link on play landing page. - Citation link on play text page. - Playwright page: on selecting Read more / Read less links for each drama title, focus shifts to the top of the page - Tab focus navigates in incorrect sequence from print to Bookmark link. - Plays with clickable notes and commentary: screen reader focus does not shift to notes/commentary text on selecting comment/notes links.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The majority of links have link text which clearly identifies the purpose of link. However, there are couple of instances where link text is incorrect or missing: - Link text is incorrect for the pagination links on play text page - Link text is not provided for commentary links for Play Texts with clickable notes and commentary
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Users are able to identify and understand the language of the page content and HTML Lang <html Lang="en"> attribute is present on all web pages.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	No interactive element except 'Share' link is being triggered automatically on receiving the focus. Share panel automatically gets expanded and collapsed on navigating to share link using tab and user cannot move further on page.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Change of context does not happen when user changes the setting of any element or controls.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Screen reader does not notify automatically notify the user regarding error messages when filling in forms. However, the error message can be read when navigating the page manually.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The site provides support for motor impaired and cognitive users as the labels and instructions are provided for form fields, which are clearly visible and readable to such users. However, there are instances where visually impaired users may find it difficult to understand the purpose of form fields: - All audio controls are unlabeled on Audio play page. - Form fields are unlabeled on 'Advanced Search' page. - Username and password fields are not labelled properly on Access Login page. - No text label is present for Search Edit field on play landing page.
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	We have validated the website using validator and came across few errors and warnings on code level. However, we have validated the things at UI/Platform level and we did not observe any discrepancy wherein Assistive technologies are interpreting the content, which is totally irrelevant with the expected output. - X-UA-Compatible HTTP header must have the value - Self-closing syntax (/>) used on a non-void HTML element. Ignoring the slash and treating as a start tag. - End tag div seen, but there were open elements. - Unclosed element ul. - Element div not allowed as child of element ul in this

Criteria	Conformance Level	Remarks and Explanations
		context. (Suppressing further errors from this subtree.) - Attribute aiotitle not allowed on element a at this point. - Bad value /fragr/images/plcn_type_logo white 49 px.png for attribute src on element img: Illegal character in path segment: space is not allowed. - The value of the for attribute of the label element must be the ID of a non-hidden form control.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Most of the web elements have proper labels associated with their role and the screen reader recognizes them correctly with updated values. However, there are a few instances in the website, where screen reader does not read the label and role: - Screen reader reads Carousel element present on Home page as plain text. - Screen reader does not read the selected carousel automatically on selecting Previous/Next links on Home page. - Screen reader does not identify Close button on Production Inquiry pop-up window. - Play text page: the autocomplete functionality on the search field is not accessible to screen reader users, and these users cannot navigate to the autocomplete suggestions. The 'No matches found' message is not read automatically. - Screen reader does not read the selected state of 'Show Subscribe Content Only button' on Plays page.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There are no live videos on this website.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The audio information is not fully sufficient for understanding and interpreting the information available in the video. There are number of activities and gestures in the video which require additional audio information to explain them. Screen reader users would not be able to get the complete information by listening to the audio only.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Color scheme is appropriate and color contrast ratio of almost all interactive elements is equal or greater than standard ratio 4.5:1. The exception is the use throughout the site of orange text on a white background, which has a color contrast less than the standard ratio.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All elements and content of website is operable and readable when application pages resize up to 200%. Also, low vision users would be able to perform desired actions as per their needs.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Very little text content is presented in the form of image. However many play landing pages feature illustrative quotations from the plays as images: these have inappropriate alt-text, so screen reader users are not able to access this information.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 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	Supports	The site provides multiple ways to access the same information: all content can be accessed either via search, or through the browse options (Plays, Playwrights & Practitioners, Context & Criticism etc), and there are additional routes such as lists of play texts on playwright landing pages.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Headings and Labels provide sufficient information for understanding the purpose and context of the content. Users can easily perform desired actions on different web elements by reading the label of the respective element.

Criteria	Conformance Level	Remarks and Explanations
		This criterion was tested manually using screen reader on sample pages of each content type.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Tab focus is clearly visible on all of the interactive elements, and keyboard users can easily track their tab location on screen through the focus indicator which appears while navigating through tab key. One exception where the focus is not visible is the 'Show subscribed content only' button on the Play page. This criterion was tested manually, using keyboard.
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The content is in the English language only. There are no passages in the content where the language of the part needs to be defined.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 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	Supports	Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page. This criterion was tested manually using a screen reader.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 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	Supports	Elements that have the same functionality across multiple web pages have the same labels or the same name: for example, header links and footer links. The screen reader recognizes such elements consistently throughout the site.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Error messages are descriptive enough to understand the error and identify the location where the error is occurring. This criterion was validated manually using screen reader.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Drama Online does not include forms relating to legal commitments or financial data.

Table 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Most of parts of the site are accessible using screen readers, such as JAWS, NVDA and VoiceOver. However, in some cases the heading structure is not implemented properly due to which visually impaired users may find it difficult to understand the hierarchical structure and relationship of available content on page: - Home Page: News titles are not tagged as heading for screen reader user under News and Updates heading. - About Page: screen reader reads a bulleted list as 9 separate lists instead of single one - Other Help & About pages: same-page links incorrectly tagged as headings, some paragraphs incorrectly tagged as headings, some

Criteria	Conformance Level	Remarks and Explanations
		headings (on Privacy Policy page) not tagged as headings. - Plays page: section headings such as A, B, etc. are not tagged as heading for screen readers - Play landing page: screen reader does not read 'Overview and Play Tools' as tabs; Play Tools table does not include a summary. - Play text page: screen reader reads both 'Show table of content' and 'Hide table of content' links at the same time irrespective of their state - Playwright page: sort functionality is not understandable and accessible to screen reader user - Search Results page: play titles are not tagged as heading for screen reader users - Login pop-up window: 'Access login and Personal account login' are not tagged as heading for screen reader users
302.2 With Limited Vision	Supports with Exceptions	Content of application is easily readable when application pages resize up to 200% and in high contrast mode. Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio 4.5:1. However, the use of orange text on white background has a color contrast ratio less than the standard ratio.
302.3 Without Perception of Color	Supports with Exceptions	In most cases where color is used to display information to the user, the same information is also available in textual form. However, there are three instances where information is conveyed through colors only and there are no alternatives provided for screen reader users to understand the same information. - Screen reader does not read the currently selected state of the available links under Table of Contents heading on play text page. - Screen reader does not read the currently selected state of act links on Audio play page. - Screen reader does not read the currently selected state of pagination and results per page links on search result page.
302.4 Without Hearing	Supports with Exceptions	Textual alternative in the form of text transcripts and captions are available for all videos. However, there are no transcripts for the LA Theatre Works audio plays, making these inaccessible for hearing-impaired users.
302.5 With Limited Hearing	Supports with Exceptions	Textual alternative in the form of text transcripts and captions are available for all videos. However, there are no transcripts for the LA Theatre Works audio plays, making these inaccessible for hearing-impaired users. However, audio/video controls are provided, so that users can increase or decrease the audio volume according to their needs.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Supports with Exceptions	User with limited manipulation can use an adaptive keyboard to navigate on page. Android and iOS user can use voice input feature to type in forms, and can also use the Switch Access feature for object navigation. However, there are certain areas where users may find difficulty due to interactive elements lacking tab focus, incorrect focus order and elements are working only with mouse event handlers as mentioned in 2.1.1 and 2.4.3 above.
302.8 With Limited Reach and Strength	Supports with Exceptions	There are instances where it is difficult to access few interactive elements using tab key and arrow keys. This is a limitation for keyboard users to access the elements while navigating in tab sequence. Moreover, there is no 'skip to main content' link available so it is a time-consuming process for keyboard users need to navigate all the way to reach the footer section.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Many features in the website support users with cognitive disabilities well, for the following reasons: 1. Website does not have any moving text/images/animations which disrupt in reading. 2. Website does not have any multimedia which plays automatically and confuses the user. 3. Website does not have any flashing elements. 4. Videos have captions and text transcripts. However, users with reading disabilities may have difficulties owing to the length and complexity of book chapters, paragraphs and play texts.

Table 4: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

602.2 Accessibility and Compatibility Features	Supports with Exceptions	There is an accessibility statement describing the site's conformance to Levels A and AA. However, this statement could be more informative, e.g. specifying compatibility different screen readers, operating systems and browsers.
602.3 Electronic Support Documentation	Supports	The Help sections describes all of the site's features in a thorough manner. People with visual, motor as well as cognitive disabilities are able to read and understand this information easily.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since the application provides information through the digital medium and it allows user to access the 'Support Services' feature for further help regarding the digital content and documentation, there is no requirement for alternate formats for non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports with Exceptions	There is an accessibility statement describing the site's Level A and AA conformance, but this does not provide further information regarding compatibility features. The Contact Us page provides email address and an online form to reach technical support for general enquires.
603.3 Accommodation of Communication Needs	Supports with Exceptions	There is a section on Contact us page, which provides the information using which user can contact either using e-mail communication or using online form for any enquiry. However, there is no specific support services available to meet the requirement of end users with disability.