



## **Voluntary Product Accessibility Template**

**Starfish™ & Degree Planner**

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## Introduction

Starfish Retention Solutions is committed to ensuring equal access to our products regardless of age, ability or situation and to creating a usable, friendly user experience for all of our users. We fulfill this commitment through frequent audits of our applications, both the underlying code and the user interface design.

The accessibility of the Starfish applications is measured using the guidelines set forth by the World Wide Web Consortium (W3C) and Section 508 of the Rehabilitation Act issued by the United States federal government.

To help us achieve and maintain full compliance, we have hired accessibility and usability expertise in-house. We also solicit feedback and work with our client community to determine any changes that should be made to ensure compliance. Any compliance issues that are found either by our clients or by our Quality Assurance and Product Development teams, are prioritized in the development process to ensure that these issues are addressed in a timely manner.

## Key Improvements

### Recent Improvements

- Several minor Accessibility improvements to ensure usability for all user. Including labels, navigation flow and pop-up handling.
- Adjustments to the “skip navigation” link to allow users to bypass common elements in the page header, including the primary navigation menu, login details, and utility links. Future enhancements may include rendering this link visually to assist sighted users who leverage Assistive Technology.
- Improvements to the on-screen focus indicator, which provides a visual cue to the cursor location for keyboard-only users as they navigate the product.
- Implementation of a standardized content heading hierarchy, which will help users identify content areas and more easily understand the overall page structure. For example, the hierarchy proscribes the use of an h1 for the page title, h2 for navigation, and h3 for sections and modal windows.
- Comprehensive user interface audit to ensure the consistent use of elements, appropriate contrast ratios, and related concerns across the product.
- Addition of cutting edge HTML5 and ARIA features to bring the most accessible experience to users.
- Expanded documentation of accessibility features, in order to validate ongoing development efforts and to develop training materials for users.

## Summary Table

Criteria	Supporting Features	Remarks & Explanations
<a href="#">Section 1194.21: Software Applications &amp; Operating Systems</a>	Supports	The product supports use of a keyboard, does not override or disable operating system features and user settings, identifies interactive elements and uses them consistently, and provides all information via text.
<a href="#">Section 1194.22: Web-based Internet Information &amp; Applications</a>	Supports	The product provides text equivalents for all non-text elements, does not require an associated style sheet, uses headers to identify data tables, supports content rendered by scripting languages, and allows electronic forms to be completed on-line.
Section 1194.23: Telecommunications Products	Not applicable	The product is not a telecommunications product.
Section 1194.24: Video & Multi-media Products	Not applicable	The product is not a multi-media product.
Section 1194.25: Self-contained, Closed Products	Not applicable	The product is not a self- contained, closed product.
Section 1194.26: Desktop & Portable Computers	Not applicable	The product is software, as defined under Section 1194.21.
<a href="#">Section 1194.31: Functional Performance Criteria</a>	Supports	The product supports Functional Performance Criteria either directly or through the use of compatible Assistive Technology.
<a href="#">Section 1194.41: Information, Documentation &amp; Support</a>	Supports	Information, documentation, and support are in compliance with requirements.

## Section 1194.21: Software Applications & Operating Systems

Criteria	Supporting Features	Remarks & Explanations
<p>(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.</p>	<p>Supports</p>	<p>The product is designed to be fully functional with the use of a keyboard. All screens have been tested using only keyboard use and all functions are accessible.</p>
<p>(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.</p>	<p>Supports</p>	<p>The product does not disrupt or disable any activated features of other products, including the operating system.</p>
<p>(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.</p>	<p>Supports</p>	<p>A visible cursor is present on all pages. Location on the screen is represented by a box around the currently active object.</p>
<p>(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.</p>	<p>Supports</p>	<p>The product is designed to identify all interactive elements names, states and uses. This is done through descriptive properties such as labels and alt tags that can be read by screen readers and other adaptive technologies.</p>

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(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	All images are labeled with alt text consistently throughout application. This allows screen readers and other adaptive technologies to convey intended information from image to the end user.
(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	All text is provided in a manner that is available to assistive technology.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The product does not override user selected contrast and color selections.
(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	The product uses an animated loading image that can be stopped and started by stopping and starting the loading of the page by the browser.
(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	Text and text formatting is used as ways of conveying information, indicating an action, prompting a response and distinguishing a visual element. Color is not used to achieve these needs.
(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	The product does not permit a user 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.	Not Applicable	The product does not use flashing or blinking text, objects, or other elements.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information,	Supports	Electronic elements are designed with labels and the labels are associated programmatically

Criteria	Supporting Features	Remarks & Explanations
field elements, and functionality required for completion and submission of the form, including all directions and cues.		with the appropriate data object to ensure that proper information is conveyed to the user.

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## Section 1194.22: Web-based Internet Information & Applications

Criteria	Supporting Features	Remarks & Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt," "longdesc," or in element content).	Supports	The product is designed to provide text equivalents for every non-text element. Third-party findings found duplicate WAI-ARIA labels for some items and those are being removed immediately.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	This product does not provide any multimedia presentations.
(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	All information conveyed via color is also provided via text and intended use of these are differentiated by markup such as bold and italic.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Documents are organized so that they are readable without an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	This 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	Row and column headers are identified for data tables. Headers are identified with <TH> flag and rows are created using the <TR> flag. This allows for full accessibility with the use of screen readers.
(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.	Not Applicable	The product does not include data tables that have two or more logical levels of row or column headers.



Criteria	Supporting Features	Remarks & Explanations
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	The product does not use frames.
(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	The product is not designed in a way that would cause flickering.
(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	Not Applicable	The product does not feature any content that necessitates a text-only equivalent to comply with these provisions.
(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 when combined with compatible Assistive Technology	Proper markup for objects, images, tables and all interactive elements allow for assistive technology to fully access all functions of Starfish.
(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).	Not Applicable	The product does not require any applets or plug-ins. All functions that export or download data use default browser behavior. This includes saving the file in its respective format and allowing user's defined setup to access the file as intended.
(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	All electronic forms have been verified to have correct elements to ensure correct use by users using assistive technology. These include text descriptions, labels, alt-text, proper table markup, clear error handling and logical keyboard flow

Criteria	Supporting Features	Remarks & Explanations
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	“Skip to content” links are provided, but the product is designed with a standardized heading hierarchy that enables a user to quickly navigate to their desired location.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Timed responses are not required.

## Section 1194.31: Functional Performance Criteria

Criteria	Supporting Features	Remarks & 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.	Supports when combined with compatible Assistive Technology	The product is designed to be functional for blind and visually impaired users with the addition of 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.	Supports when combined with compatible Assistive Technology	Product tested at 200% zoom on both Windows and Mac using built-in zoom technologies. Product was built for responsive scaling to allow for zooming and for screen resolution changes to not affect the use and information on the screen.
(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	The default mode of the product does not require the user to have hearing. No videos exist in the application
(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	Audio information is not 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	The default mode of the product does not require the user to have speech.
(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.	Supports	Product is fully accessible to users using keyboard only. All objects have been created in a way that screen readers will convey all needed information to all users to fully interact.

## Section 1194.41: Information, Documentation & Support

Criteria	Supporting Features	Remarks & Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	User may contact Starfish Support to request product documentation in any desired format.
(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	The product documentation is available in HTML, Word, and PDF formats at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services are provided online and by telephone. Hobsons has accessibility specialists that are CPACC certified and can help customers with usability and to allow for customer feedback.