



Sponsored Project Life Cycle Management

# Voluntary Product Accessibility Template (VPAT)

*Product Version 3.8*

*Updated 02.12.2019*

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# Voluntary Product Accessibility Template

## Overview

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 offerors will provide additional contact information to facilitate more detailed inquiries.

The first table of the VPAT provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, “e.g., equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

**Date:** February 12, 2019

**Name of product:** Cayuse SP

**Contact for more information:** [sales@cayuse.com](mailto:sales@cayuse.com)

## Summary Table

Guideline	Applicability	Compliance
<b>Section 1194.21</b> Software Applications and Operating Systems	Applicable	Partial support.
<b>Section 1194.22</b> Web-based Internet Information and Applications	Applicable	Partial support.
<b>Section 1194.23</b> Telecommunications	Not applicable	Cayuse SP is not a telecommunications product.
<b>Section 1194.24</b> Video and Multimedia Products	Applicable	Partial support.
<b>Section 1194.25</b> Self-Contained, Closed Products	Not applicable	Cayuse SP is not a self-contained product; it is software that runs on a user’s PC/Mac.
<b>Section 1194.26</b> Desktop and Portable Computers	Not applicable	Cayuse SP is not a desktop or portable computer.
<b>Section 1194.31</b> Functional Performance Criteria	Applicable	Partial support.
<b>Section 1194.41</b> Information, Documentation and Support	Applicable	Supports.

## Section 1194.21: Software Applications and Operating Systems

Criteria	Level of Support	Remarks and 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 with exceptions</p>	<ul style="list-style-type: none"> <li>▪ Cayuse SP does not provide keyboard shortcuts beyond the standard OS and browser shortcuts (such as copy, cut, paste, and undo when editing text fields, and F5 to refresh the browser window).</li> <li>▪ The majority of the links, buttons, fields, and other UI elements in Cayuse SP are readily accessible via the keyboard, using Tab to navigate between elements.               <ul style="list-style-type: none"> <li>○ The user may need to tab through a significant amount of content to get to the location they need, particularly in tables with large amounts of data.</li> <li>○ The tab order matches the visual display order throughout the application. Some screens such as various finder dialogs, Proposal Admin, and Award Admin start with the focus in a Search box instead of at the top of the screen, but this is helpful because a user is likely to want to use the search feature. The user can move to previous fields using Shift-Tab.</li> <li>○ On the Proposal Admin screen, tab order is broken on the Proposal Number box and it is not possible to use Shift-Tab to get to items before this field. As a workaround, users can continue pressing Tab to move through all fields and return to the top of the page. Users of Assistive Technology may also be able to use Ctrl-Home or other shortcuts to jump to the top of the screen.</li> <li>○ The drop-down menu used to access the various Admin pages is not accessible using the keyboard. The My Dashboard menu is similarly inaccessible, but has duplicate links on the left side of the screen that facilitate access to the contents of this menu.</li> <li>○ Several screens throughout the product contain tables with expandable and collapsible rows. Tab focus is not visible on the Expand and Collapse buttons, making it difficult to use these features.</li> <li>○ The calendar buttons used to populate date fields are not part of the tab order and are not accessible using the keyboard.</li> <li>○ On the Compliance tab of the Proposal Administration screen, the Unlink button that unlinks a proposal from a study in IRB is not part of the tab order and not accessible using the keyboard.</li> </ul> </li> </ul>

Criteria	Level of Support	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ On the Awards tab of the Project Administration screen, the graphical functionality available on the Manage Award Parenting dialog is not accessible using the keyboard.</li> <li>○ On the Email Admin screen, the user interface for inserting tags into emails is not accessible using the keyboard.</li> <li>▪ Users are able to launch the product using the keyboard from the login page by tabbing through the page to the username and password fields and to the Sign In button.</li> </ul>
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Cayuse SP does not disrupt or disable the accessibility features of any operating system or product.
(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	<ul style="list-style-type: none"> <li>▪ Most on-screen elements that permit user interaction or input are part of the tab order. Users can tab through the fields when entering data on a screen with multiple data entry fields. The currently-selected item has a gray border around it to indicate the focus, with the following exception: <ul style="list-style-type: none"> <li>○ Several screens throughout the product contain tables with expandable and collapsible rows. Tab focus is not visible on the Expand and Collapse buttons when these buttons have focus, making it difficult to use these features.</li> </ul> </li> <li>▪ Assistive Technology may use a “virtual cursor” that allows users to navigate among interface elements.</li> <li>▪ Assistive Technology is able follow focus changes.</li> </ul>

<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 with exceptions</p>	<ul style="list-style-type: none"> <li>▪ Most user interface elements are available to Assistive Technology and provide a text label and the state of the element (checked boxes, drop-down menu selections, etc.).</li> <li>▪ Some user interface elements are not available to Assistive Technology. These include: <ul style="list-style-type: none"> <li>○ The drop-down menu used to access the various Admin pages is not accessible to Assistive Technology. The My Dashboard menu is similarly inaccessible, but has duplicate links on the left side of the screen that facilitate access to the contents of this menu.</li> <li>○ Several screens throughout the product contain tables with expandable and collapsible rows. The Expand and Collapse buttons are not properly identified to Assistive Technology, making it difficult to use these features unless you already know what these buttons are.</li> <li>○ The calendar buttons used to populate date fields do not have descriptive alt text to sufficiently identify them to Assistive Technology. Selecting the calendar button pops up the calendar at the end of the virtual page instead of in-line and does not move focus to the calendar, so users do not know it is there. The links and buttons on the calendar page are not sufficiently identified to Assistive Technology so users do not know their function.</li> <li>○ On the Compliance tab of the Proposal Administration screen, the Unlink button that unlinks a proposal from a study in IRB does not have alt text and is not accessible to Assistive Technology.</li> <li>○ On the Awards tab of the Project Administration screen, the graphical functionality available on the Manage Award Parenting dialog is not accessible to Assistive Technology.</li> <li>○ On the Email Admin screen, the user interface for inserting tags into emails is not accessible to Assistive Technology.</li> <li>○ The footer information containing the institution logo has alt text that says “proposal pdf school title” which does not clearly identify the image.</li> <li>○ The footer contains a revision number that is invisible to sighted users but is accessible using Assistive Technology. The revision number is not clearly identified as being a revision number and may be confusing to users to encounter it. There is a similar invisible revision number on the login screen (white text on a white background).</li> </ul> </li> </ul>
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Criteria	Level of Support	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ In the Dashboard menu on the left of the screen, there are numerical links indicating the number of items listed on each dashboard. These numbers are not clearly identified as to their purpose, either visually or using Assistive Technology. Visually, one can tell that the number is associated with a particular dashboard, but this information is not conveyed using Assistive Technology.</li> <li>○ Assistive Technology is unable to tell that the proposal lists are sortable by clicking on a header element because the sort icons are not accessible to Assistive Technology.</li> <li>○ In the General Information section of the proposal, selecting the search box for Award Admin Dept opens the new window at the end of the textual page instead of in-line and does not move focus to the new window so the user does not know it is there.</li> <li>○ When saving a proposal, any errors that are displayed at the top of the screen do not cause focus to move to the error section, so the user does not know what went wrong, only that focus is still on the Save button.</li> <li>○ On the proposal Budget tab, F&amp;A Rates, the checkbox for “use calculated values” is incorrectly identified as “effective rate”. The Budget Categories section is similarly misidentified to Assistive Technology.</li> <li>○ Some text-edit fields throughout the application are not identified to Assistive Technology; however, their purpose can usually be inferred from the text of the label that precedes the text field.</li> <li>○ On the Award Administration General screen, the checkbox for ARRA (Stimulus) Funding is incorrectly identified as “Prime Account End Date”.</li> <li>○ On the Subcontracts screen, the Print Subcontract button is incorrectly identified as “images/graphic/word”.</li> <li>○ On the Reporting screens for Projects/Awards/Proposals by Lead PI, clicking the button to search for an Investigator does not move focus to the popup window, so users of Assistive Technology do not know it’s there. It is possible to tab past the end of the screen to get to it if one knows to look for it.</li> <li>○ On the Proposal Admin screen, focus starts in the Barcode box and gets “stuck” when trying to navigate past the Proposal Number box. It is not obvious to users of Assistive Technology that there is content above this box.</li> <li>○ On the Admin Logs screen, opening a log places the log at the end of the content and focus does not jump to the newly opened log.</li> </ul>



Criteria	Level of Support	Remarks and Explanations
(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	UI image elements are used consistently throughout the product.
(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	<ul style="list-style-type: none"> <li>Textual information correctly resizes according to operating system and browser settings.</li> <li>Textual information is selectable throughout the application.</li> <li>Screen readers are able to read all of the visible text content.</li> </ul>
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	<p>Cayuse SP does not override user-selected contrast selections. Most of Cayuse SP is clearly visible in the Windows high-contrast mode, with the following exceptions:</p> <ul style="list-style-type: none"> <li>The – and + buttons used to insert tags in emails are not visible (dark gray buttons on a black background).</li> <li>The buttons used to expand and collapse table rows throughout the application are not visible in High Contrast mode.</li> <li>Sort buttons for table headers are not visible in High Contrast mode, but the cursor changes to a handpoint when hovering over the header to indicate that it performs some function.</li> </ul>
(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	Cayuse SP does not have any features that rely on animation to convey information. All Cayuse SP Help animations are accompanied by text.
(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	Color coding is not the only means of conveying information, indicating an action, prompting a response, or distinguishing any visual elements in Cayuse SP. The few places that have colored elements do not rely on the color as the sole means of conveying information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	<ul style="list-style-type: none"> <li>Cayuse SP does not permit the user to adjust color or contrast settings within the product.</li> <li>Users may adjust color and contrast settings in their operating system or browser for easier viewing.</li> </ul>

Criteria	Level of Support	Remarks and Explanations
(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	Cayuse SP does not use flashing or blinking text, objects, or other elements that have a flash or blink frequency greater than 2 Hz and lower than 55 Hz.
(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	<ul style="list-style-type: none"> <li>▪ Assistive Technology allows users to access most of the information, field elements, and functionality required to complete and submit proposals in Cayuse SP.</li> <li>▪ Some form areas may present difficulties to the user: <ul style="list-style-type: none"> <li>○ The calendar buttons used to populate date fields do not have descriptive alt text to sufficiently identify them to Assistive Technology. Selecting the calendar button pops up the calendar at the end of the virtual page instead of in-line and does not move focus to the calendar, so users do not know it is there. The links and buttons on the calendar page are not sufficiently identified to Assistive Technology so users do not know their function.</li> <li>○ On the Compliance tab of the Proposal Administration screen, the Unlink button that unlinks a proposal from a study in IRB does not have alt text and is not accessible to Assistive Technology.</li> <li>○ On the Awards tab of the Project Administration screen, the graphical functionality available on the Manage Award Parenting dialog is not accessible to Assistive Technology.</li> <li>○ In the General Information section of the proposal, selecting the search box for Award Admin Dept opens the new window at the end of the textual page instead of in-line and does not move focus to the new window so the user does not know it is there.</li> <li>○ When saving a proposal, any errors that are displayed at the top of the screen do not cause focus to move to the error section, so the user does not know what went wrong, only that focus is still on the Save button.</li> <li>○ On the proposal Budget tab, F&amp;A Rates, the checkbox for "use calculated values" is incorrectly identified as "effective rate". The Budget Categories section is similarly misidentified to Assistive Technology.</li> <li>○ On the Award Administration General screen, the checkbox for ARRA (Stimulus) Funding is incorrectly identified as "Prime Account End Date".</li> </ul> </li> </ul>

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

Criteria	Level of Support	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	<p>Most non-text elements have alt text that identifies or explains the element. Some elements, such as the calendar icons used to choose a date, do not have alt text. The elements that are missing alt text are described in <a href="#">Section 1194.21 (d)</a>.</p> <p>Images in the Cayuse SP Help do not contain alt text, although the content of the articles identify and explain the visual elements.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the	Supports	All videos in Cayuse SP or the Cayuse SP Help contain closed captions and audio. Articles with GIFs contain explanatory text, though the images themselves do not have alt text.
(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	<p>Information conveyed via color coding is also available via other methods.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>The currently-selected tab on screens that have multiple tabs is colored differently than the inactive tabs. You can also tell which tab is selected because the active tab is larger, shows a complete tab button instead of a half-tab, and the tab contents have a descriptive title that matches the title of the tab.</li> </ul> <p>The Cayuse SP Help does not rely on color as the sole means of conveying information.</p>
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with exceptions	<ul style="list-style-type: none"> <li>Documents are readable without stylesheets, although the information is not well-formatted and users may need to scroll down to find the content they are expecting. Pop-up dialogs such as date selectors and department finders may overlay the content of the main page in the browser and be difficult to read without stylesheets.</li> </ul> <p>The Cayuse SP Help is readable without an associated stylesheet, although it does make use of stylesheets to present the webpage.</p>

Criteria	Level of Support	Remarks and Explanations
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Cayuse SP 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	Cayuse SP does not use server-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	<p>Row headers for data tables are identified using the <b>&lt;th&gt;</b> tag. Tables used solely for layout purposes do not have identified headers.</p> <p>Tables in the Cayuse SP Help similarly have headers identified using the <b>&lt;th&gt;</b> tag.</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.	Does not support	<p>Tables in Cayuse SP do not use markup to associate data cells with related header cells.</p> <p>Tables in the Cayuse SP Help do not use markup to associate data cells with related header cells.</p>
(i) Frames shall be titled with text that facilitates frame identification and navigation	Does not support	<p>Cayuse SP does not use frames. There are also no labeled headers or navigation sections. Most layout is accomplished using tables, which does not facilitate easy navigation.</p> <p>Some dialog boxes pop up new windows, which are clearly labeled with the purpose of the dialog (Sponsor finder, Agency finder). However, other dialogs, such as the Department finder, do not have an identified frame or header, making them difficult to navigate to.</p> <p>The Cayuse SP Help does not use separate frames. Each Help topic has a clear header identifying the content found on that page. The window name is similar to the topic name, but shorter.</p>
(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 screen does not flicker with a frequency between 2 and 55 Hz.

Criteria	Level of Support	Remarks and Explanations
(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	<p>There is not a text-only version of Cayuse SP available. Improvements to the accessibility features of the software may be made instead of developing an alternate text-only version.</p> <p>The Cayuse Help topics are primarily text and can be read by any Assistive Technology capable of accessing HTML web pages. Therefore, a text-only page is not necessary.</p>
(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	<ul style="list-style-type: none"> <li>Most of the content in Cayuse SP is accessible to Assistive Technology, including content generated using scripting languages.</li> <li>There are some elements within Cayuse SP that are not accessible because the content that is produced via scripting does not include alt text, as noted in <a href="#">Section 1194.21 (d)</a>.</li> </ul> <p>The Cayuse SP Help topics do not use scripting languages as a means of generating content.</p>
(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	<p>Cayuse SP does not require applets or plug-ins. It does require that the user have a web browser that supports JavaScript installed—<a href="#">Internet Explorer 11</a>, or the latest version of <a href="#">Chrome</a>, <a href="#">Firefox</a>, or <a href="#">Safari</a>. The manufacturers of these browsers provide accessibility documentation indicating they are compliant with 1194.21(a) through (l).</p>
(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	<p>Cayuse SP allows people using Assistive Technology to access most of the information, field elements, and functionality required to create and submit proposals. There are some exceptions, as described in <a href="#">Section 1194.21(l)</a>.</p>

Criteria	Level of Support	Remarks and Explanations
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does not support	<p>There is no explicit method for skipping the navigation links, although the main navigation menu is relatively short. Users of Assistive Technology may use features such as the list of form fields or links to skip to the content they are looking for.</p> <p>In the Cayuse SP Help, users of Assistive Technology may view the list of headings or links to skip to the main content instead of reading through the navigation menu.</p>
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	Cayuse SP does not require any timed responses.

## Section 1194.23: Telecommunications Products

Criteria	Level of Support	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	Cayuse SP is not a telecommunications product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	Cayuse SP is not a telecommunications product.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	Cayuse SP is not a telecommunications system.
(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	Cayuse SP is not a telecommunications system.
(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	Cayuse SP does not provide telecommunications functions.
(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	Cayuse SP does not transmit voice signals.

Criteria	Level of Support	Remarks and Explanations
(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	Cayuse SP is not a telecommunications product.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable	Cayuse SP is not a telecommunications product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	Cayuse SP does not interfere with hearing technologies.
(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	Cayuse SP is not a telecommunications product.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not applicable	Cayuse SP is a software product and does not have mechanically operated controls or keys.



Criteria	Level of Support	Remarks and Explanations
(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	Cayuse SP is a software product and does not have mechanically operated controls or keys.
(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	Cayuse SP is a software product and does not have mechanically operated controls or keys.
(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	Cayuse SP is a software product and does not have mechanically operated controls or keys.

## Section 1194.24: Video and Multimedia Products

Criteria	Level of Support	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	Cayuse SP is a software product and does not include television displays or analog television receivers or display circuitry.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not applicable	Cayuse SP does not include a television tuner.
(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.	Supports	All informational videos or multimedia productions for Cayuse SP contain closed captions.

Criteria	Level of Support	Remarks and Explanations
(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.	Supports	All informational videos or multimedia productions for Cayuse SP contain audio descriptions.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	All informational videos or multimedia productions for Cayuse SP contain user-selectable or permanent text presentation or audio descriptions.

## Section 1194.25: Self-Contained, Closed Products

Criteria	Level of Support	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	Cayuse SP is not a self-contained product. It is a software product that users access via a web browser running on their computer.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	Cayuse SP does not require timed responses.
(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	Cayuse SP does not use touchscreens or contact-sensitive controls.
(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	Cayuse SP does not require biometric forms of user identification or control.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time.	Not applicable	Cayuse SP does not provide auditory output.
(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	Cayuse SP does not deliver voice output.

Criteria	Level of Support	Remarks and Explanations
(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.	Supports	<p>Information conveyed via color coding is also available via other methods.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>The currently-selected tab on screens that have multiple tabs is colored differently than the inactive tabs. You can also tell which tab is selected because the active tab is larger, shows a complete tab button instead of a half-tab, and the tab contents have a descriptive title that matches the title of the tab.</li> </ul>
(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	Cayuse SP does not permit the user to adjust color or contrast settings.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Cayuse SP does not cause the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
(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	Cayuse SP is a software product and does not include any physical hardware.
(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	Cayuse SP is a software product and does not include any physical hardware.

Criteria	Level of Support	Remarks and Explanations
(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	Cayuse SP is a software product and does not include any physical hardware.
(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	Cayuse SP is a software product and does not include any physical hardware.

## Section 1194.26: Desktop and Portable Computers

Criteria	Level of Support	Remarks and Explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Not applicable	Cayuse SP runs on the user's computer (PC or Mac) and does not have its own mechanical keys or controls.
(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	Cayuse SP runs on the user's computer (PC or Mac) and does not have its own screens or controls.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	Cayuse SP does not use biometric forms of user identification or control.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not applicable	Cayuse SP is a software product and does not have hardware slots, ports, or connectors.

## Section 1194.31: Functional Performance Criteria

Criteria	Level of Support	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.	Supports with exceptions	<ul style="list-style-type: none"> <li>▪ Cayuse SP can be used with Assistive Technology in order for people who are blind or visually impaired to use the product.</li> <li>▪ Some user interface elements are not available to Assistive Technology. These include: <ul style="list-style-type: none"> <li>○ The drop-down menu used to access the various Admin pages is not accessible to Assistive Technology. The My Dashboard menu is similarly inaccessible, but has duplicate links on the left side of the screen that facilitate access to the contents of this menu.</li> <li>○ Several screens throughout the product contain tables with expandable and collapsible rows. The Expand and Collapse buttons are not properly identified to Assistive Technology, making it difficult to use these features unless you already know what these buttons are.</li> <li>○ The calendar buttons used to populate date fields do not have descriptive alt text to sufficiently identify them to Assistive Technology. Selecting the calendar button pops up the calendar at the end of the virtual page instead of in-line and does not move focus to the calendar, so users do not know it is there. The links and buttons on the calendar page are not sufficiently identified to Assistive Technology so users do not know their function.</li> <li>○ On the Compliance tab of the Proposal Administration screen, the Unlink button that unlinks a proposal from a study in IRB does not have alt text and is not accessible to Assistive Technology.</li> <li>○ On the Awards tab of the Project Administration screen, the graphical functionality available on the Manage Award Parenting dialog is not accessible to Assistive Technology.</li> <li>○ On the Email Admin screen, the user interface for inserting tags into emails is not accessible to Assistive Technology.</li> <li>○ The footer information containing the institution logo has alt text that says "proposal pdf school title" which does not clearly identify the image.</li> </ul> </li> </ul>



Criteria	Level of Support	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ The footer contains a revision number that is invisible to sighted users but is accessible using Assistive Technology. The revision number is not clearly identified as being a revision number and may be confusing to users to encounter it. There is a similar invisible revision number on the login screen (white text on a white background).</li> <li>○ In the Dashboard menu on the left of the screen, there are numerical links indicating the number of items listed on each dashboard. These numbers are not clearly identified as to their purpose, either visually or using Assistive Technology. Visually, one can tell that the number is associated with a particular dashboard, but this information is not conveyed using Assistive Technology.</li> <li>○ Assistive Technology is unable to tell that the proposal lists are sortable by clicking on a header element because the sort icons are not accessible to Assistive Technology.</li> <li>○ In the General Information section of the proposal, selecting the search box for Award Admin Dept opens the new window at the end of the textual page instead of in-line and does not move focus to the new window so the user does not know it is there.</li> <li>○ When saving a proposal, any errors that are displayed at the top of the screen do not cause focus to move to the error section, so the user does not know what went wrong, only that focus is still on the Save button.</li> <li>○ On the proposal Budget tab, F&amp;A Rates, the checkbox for “use calculated values” is incorrectly identified as “effective rate”. The Budget Categories section is similarly misidentified to Assistive Technology.</li> <li>○ Some text-edit fields throughout the application are not identified to Assistive Technology; however, their purpose can usually be inferred from the text of the label that precedes the text field.</li> <li>○ On the Award Administration General screen, the checkbox for ARRA (Stimulus) Funding is incorrectly identified as “Prime Account End Date”.</li> <li>○ On the Subcontracts screen, the Print Subcontract button is incorrectly identified as “images/graphic/word”.</li> </ul>

Criteria	Level of Support	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ On the Reporting screens for Projects/Awards/Proposals by Lead PI, clicking the button to search for an Investigator does not move focus to the popup window, so users of Assistive Technology do not know it's there. It is possible to tab past the end of the screen to get to it if one knows to look for it.</li> <li>○ On the Proposal Admin screen, focus starts in the Barcode box and gets "stuck" when trying to navigate past the Proposal Number box. It is not obvious to users of Assistive Technology that there is content above this box.</li> <li>○ On the Admin Logs screen, opening a log places the log at the end of the content and focus does not jump to the newly opened log.</li> <li>○ On the User Admin screen, the check that indicates a user is a global admin has no alt text and is not available to Assistive Technology. This information is available on the edit screen for each user, but it is more difficult to get to since you have to look at every user individually.</li> <li>○ The Proposal Admin and Award Admin screens open with focus inside an input box halfway down the page. It is not clear that there is important information above this location when the page opens, unless the user decides to try scrolling up.</li> <li>○ On the Investigators/Research Team screen of the proposal, the sample spreadsheet that downloads when selecting the Person Months link is not well laid out for non-sighted users. Some of the information spans multiple cells or appears several cells to the right, so it may not be obvious that there is information in that row.</li> <li>▪ Additionally, navigation issues may make it more difficult for visually impaired users to access the product. Cayuse SP does not use header styles or ARIA regions. Most layout is done using tables, which do not provide navigational assistance or provide a good indication of which text is the title or heading information for a section.</li> </ul>

Criteria	Level of Support	Remarks and Explanations
(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	<ul style="list-style-type: none"> <li>▪ The Cayuse SP user interface scales depending on the system DPI settings the user has in place.</li> <li>▪ Users may use screen magnification technology to increase the size of areas of the screen.</li> <li>▪ Users may also use the browser's Zoom functionality to increase the size of UI elements.</li> </ul>
(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.	Not applicable	Cayuse SP does not require user hearing.
(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	Cayuse SP does not use audio information.
(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.	Not applicable	Cayuse SP does not require user 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	<ul style="list-style-type: none"> <li>▪ Cayuse SP does not require simultaneous actions.</li> <li>▪ Cayuse SP is operable with limited reach and strength</li> <li>▪ Much of Cayuse SP can be accessed with only a keyboard, by using the <b>Tab</b> key to proceed through the fields, and <b>Enter</b> to select links. Assistive Technology can enhance keyboard access by reading out elements such as tooltips and alt text. Note that some areas of the product are not accessible with screen reading software, as noted in <a href="#">Section 1194.31(a)</a>.</li> <li>▪ The operating system can provide Assistive Technology to reduce the need for fine motor control by making adjustments to mouse/ cursor sensitivity.</li> </ul>

## Section 1194.41: Information, Documentation, and Support

Criteria	Level of Support	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	<ul style="list-style-type: none"> <li>▪ In-product <a href="#">Help</a> is online in HTML format.</li> <li>▪ <a href="#">Release Documentation</a> is online in HTML format and can be provided as a PDF upon request.</li> <li>▪ Either format should work with assistive technology such as screen readers.</li> <li>▪ Cayuse does not charge for providing documentation to clients.</li> </ul>
(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	Supports	Cayuse will work with clients to provide accessibility information in a format that end users can access.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	<ul style="list-style-type: none"> <li>▪ Users can submit support tickets online through the <a href="#">Cayuse website</a>. If a user is unable to submit a ticket, they may call the telephone number shown on <a href="#">support.cayuse.com</a> for assistance.</li> <li>▪ Support technicians may work with clients via a web session, telephone call, or via text update in the online ticket. Web sessions have an optional chat window to assist with communication. Clients also have the ability to include a screen recording with their ticket to demonstrate an issue they are experiencing.</li> </ul>