VPAT Training

Module 8: ACR Readers and Evaluators
Modules

Module 1: Introduction
Module 2: Preparing to write the ACR
Module 3: WCAG
Module 4: Section 508
Module 5: EN 301 549
Module 6: What makes a good ACR?
Module 7: Your ACR is filled out…What’s next?
Module 8: ACR readers and evaluators
Goal Of Module 8

• Explain what ACR readers and evaluators should look for when reading an ACR
Steps for ACR readers and evaluators

Step 1: Determine the standard needed
Step 2: Was the correct VPAT template used?
Step 3: Product Version / When to ask for a new ACR
Step 4: Testing Performed
Step 5: Kinds of testing performed
Step 6: Do you have all the ACRs needed
Step 7: Know what criteria is needed
Step 8: Reading the Success Criteria Tables
Step 1: Determine the standard needed

WCAG is measured by both version and level

- Version is numeric (2.0, 2.1...)
- Level is alphabetic (A, AA, AAA)

WCAG is cumulative

- You must meet Level A before you can meet Level AA compliance

WCAG 2.1 Level AA is the most common used worldwide
Step 2: Was the correct VPAT template used (1 of 2)

There are four different VPAT templates editions available on ITI’s VPAT website

- WCAG – contains only WCAG criteria
- 508 – contains Section 508 criteria (which includes WCAG 2.0 Level AA)
- EU – contains EN 301 549 criteria (which includes WCAG 2.1 Level AA)
- INT – contains all of the above

<table>
<thead>
<tr>
<th>Location and Sector</th>
<th>WCAG</th>
<th>508</th>
<th>EU</th>
<th>INT</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Public Sector</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>European Union (EU)</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>U.S. Private Sector</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>EU Private Sector</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
**Step 2: Was the correct VPAT template used (2 of 2)**

- Criteria in an ACR did not change with every version change

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>October 2017</td>
<td><em>Not applicable</em></td>
<td><em>Not applicable</em></td>
<td><em>Not applicable</em></td>
<td>Initial version, only one edition of the file</td>
</tr>
<tr>
<td>2.1</td>
<td>February 2018</td>
<td><em>Not applicable</em></td>
<td><em>Not applicable</em></td>
<td><em>Not applicable</em></td>
<td>Add TTY criteria to 508</td>
</tr>
</tbody>
</table>
| 2.2     | June 2018 | Initial version | • Initial version  
  • Changed ‘2017 Section 508’ to ‘Revised Section 508’  
  • Change ‘Supports with Exceptions’ to ‘Partially Supports’ | Initial version | Created differed editions of the VPAT  
  • Changed ‘2017 Section 508’ to ‘Revised Section 508’  
  • Change ‘Supports with Exceptions’ to ‘Partially Supports’ |
| 2.3     | December 2018 | • Added WCAG 2.1 criteria | *No change* | • Added WCAG 2.1 criteria  
  • Updated EN 301 549 to use v2.1.2 2018-08 | • Added WCAG 2.1 criteria  
  • Updated EN 301 549 to use v2.1.2 2018-08 |
| 2.3Rev  | April 2019 | NOTE – criteria is not changed  
  • Added explanatory note that use of WCAG 2.1 is optional | NOTE – criteria is not changed  
  • Removed WCAG 2.1 references.  
  • Added links to Revised 508 standards | NOTE – criteria is not changed  
  • Removed 508 references  
  • Updates to instructions  
  • Corrected when criteria does/does not apply | NOTE – criteria is not changed  
  • Added links to Revised 508 standards  
  • Updates to instructions  
  • Corrected when criteria does/does not apply |
| 2.4     | February 2020 | NOTE – criteria is not changed  
  • Customized instructions for the edition | NOTE – criteria is not changed  
  • Customized instructions for the edition | Customized instructions for the edition  
  • Updated EN 301 549 to use v3.1.1 2019-11 | Customized instructions for the edition  
  • Updated EN 301 549 to use v3.1.1 2019-11 |
| 2.4 Rev | March 2022 | NOTE – criteria is not changed  
  • Clarified instructions | NOTE – criteria is not changed  
  • Clarified instructions | NOTE – criteria is not changed  
  • Clarified instructions  
  • Added new EN301549 version | NOTE – criteria is not changed  
  • Clarified instructions  
  • Added new EN301549 version |
Step 3: Product version

Does the version of product you are looking to use match (or come close to) the version on the ACR you are analyzing?

- You may need to ask for an updated ACR
# Step 3: When to ask for an updated ACR

<table>
<thead>
<tr>
<th>Condition</th>
<th>Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ACR is for version 3.5, and the release to be installed is 3.5.1.</td>
<td>Chances are that a minor release does not contain substantial user interface (UI) changes so the current ACR could be accurate, but you should confirm with the vendor.</td>
</tr>
<tr>
<td>The ACR is for version 3.5, and the release to be installed is 4.0.</td>
<td>Major releases typically have new features and modified UI. The ACR for version 3.5 may not be up to date and you should ask for a new one or validation that it is still accurate.</td>
</tr>
<tr>
<td>The ACR is for version 3.5 and the software is ‘Software as a Service’ (SaaS).</td>
<td>SaaS code updates can happen dozens of times per day. The question is: how long ago was the version documented in the ACR was tested? If it is more than 4-6 months from the date when the testing was done, chances are the UI has changed and new features have been introduced. The ACR for version 3.5 may not be up to date and you should ask for a new one or validation that it is accurate.</td>
</tr>
<tr>
<td>The ACR is for version 3.5 and the software is a Native App</td>
<td>Native apps are updated generally once every couple of weeks. Like SaaS, the question is: how long ago was the version that the ACR was tested on and what is the current version? If it is more than 4-6 months from the date when the testing was done, chances are the UI has changed and new features have been introduced. The ACR for version 3.5 may not be up to date and you should ask for a new one or validation that it is accurate.</td>
</tr>
</tbody>
</table>
Step 4: Testing performed

Look for the 'Evaluation Methods Used' section
• This explains the kind of accessibility testing that was done on the product

Look for the 'Notes' section
• This is an optional field that may include additional information about testing that was completed

Answers should include
• If an outside vendor was used to conduct the testing, and if so, which one
• Did testers include people with disabilities
Step 5: Kinds of testing performed (1 of 2)

The various types of tests for accessibility

- Automated Testing
- Manual Testing
  - Tool-assisted
  - Visual inspection
  - Manual operation
- Assistive Technology Testing
  - By a person without a disability
  - By a person with a disability

Any ACR that does not identify manual testing or that assistive technology was used in testing should raise red flags.
Step 5: Kinds of testing performed (2 of 2)

Automated testing

• Can only identify approximately 25-29% of accessibility violations¹

• If this is the only kind of testing done, then the ACR will not be accurate

Manual Testing

• Keyboard only, no mouse

• There are some tools used in this testing, it must involve a person using the product to visually check that everything can be reached/used

Assistive Technology (AT) Testing

• AT include:

  • Screen readers, screen magnifiers, voice recognition, switch devices, etc.

Step 6: Do You Have All The ACRs Needed

A product that integrates a combination of sub-products (software, hardware, etc.) will often not list accessibility defects in the sub-products

• Determine if the ACR lists other ACRs, including from other vendors, to find all issues with the product

In these cases, to assess the accessibility of the product

• Collect the other ACRs that are relied on to make a completely informed determination of how accessible the product is
Step 7: Know what criteria are needed

Reality Check!

• It is always preferred to have products that are completely accessible, but all products have defects

• Know what criteria are most relevant to your needs

• Quickly disqualify vendors that do not meet relevant minimal levels of accessibility

You can quickly check for the guidelines pertaining to a specific disability via

• Functional needs review

• WCAG mapping to functional needs

(Mapping of WCAG 2.0 to Functional Performance Criteria | Section508.gov)
Step 8: Reading the Success Criteria tables

Success Criteria include:

- Conformance Level
- Remarks and Explanations

Always start with Level A criteria that apply to your needs

For criteria that you need, if there are defects determine if they will impact your users
How to stay informed

• ITI VPAT® web page
  • https://www.itic.org/policy/accessibility/vpat
  • Watch for new version
  • Look at VPAT change tracking file for latest update

• Updates to WCAG Accessibility Guidelines Working Group project plan
  • www.w3.org/WAI/GL/project

• Updates to EN 301 549
  • Sign up for alerts when a new version is available
Questions or feedback?

info@itic.org

Telephone: +1-202-737-8888
Thank you for the contributions