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CBORD®'s Response to
Voluntary Product Evaluation Template
For Odyssey HMS™

The CBORD Group, Inc.

Ithaca, NY

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Voluntary Product Evaluation Template (VPAT)

Date: 7/28/14
Name of Product: Odyssey HMS
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Refer to the ITIC Best Practices for filling out the following form.

Summary Table

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21: Software Applications and Operating Systems	Supports	CBORD's Odyssey HMS software meets or exceeds all requirements of Section 1194.21.
Section 1194.22: Web-Based Internet Information and Applications	Supports with Exceptions	There are no multimedia presentations or elements within Odyssey HMS.
Section 1194.23: Telecommunications Products	Supports with Exceptions	Odyssey HMS is a software program that does not utilize TTY functionality.
Section 1194.24: Video and Multi-Media Products	Not Applicable	Odyssey HMS does not provide multimedia elements or presentations.
Section 1194.25: Self-Contained, Closed Products	Not Applicable	Odyssey HMS is a software program, not a self-contained, closed product.
Section 1194.26: Desktop and Portable Computers	Supports with Exceptions	Odyssey HMS can be installed on any compliant Window based PC (minimum technical specs to be provided upon request). Odyssey HMS does not require the use of touchscreens or biometric forms of identification.
Section 1194.31: Functional Performance Criteria	Supports with Exceptions	Windows supports assistive technologies to provide this support, but Odyssey HMS does not require hearing, audio presentations, or speech.
Section 1194.41: Information, Documentation, and Support	Supports	Please see section for detailed response on support offerings.

Section 1194.21: Software Applications and Operating Systems

*Refer to http://www.access-board.gov/sec508/guide/1194.21.htm for details on the following guidelines.

Criteria	Supporting Features	Remarks and Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	The Odyssey HMS User Interface was developed using standard windows tools, so it includes "state of the art" windowing combined with GUI technology.
(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	The Odyssey HMS is the most intuitive, easy-to-navigate user interface available today, by combining standard windows features and drop down menus with optional web-based features as well.
(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	The desktop application functions can be used via the keyboard support provided by Windows. Navigation in the Odyssey HMS web sites can be done via keyboard support provided by browsers. In some cases this takes the form of shortcuts, in other cases other navigation idioms are used, e.g. the Tab key.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	Odyssey HMS does not affect any operating system accessibility features.
(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	The desktop applications provide focus indicators for assistive technologies through Windows. The browser-based applications provide focus indicators for assistive technologies through browser support.

Criteria	Supporting Features	Remarks and Explanations
(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 elements in the software (browser or desktop applications) are either inherently text already or provide alternate text. Not all elements have a "tooltip", nor do all elements require such when the element is already textual in nature. The lone exception to this are the images provided by customers, e.g. for judicial attachments, in which case a separate description of the attachment is used.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	All bitmap images in Odyssey HMS only have one meaning or definition.
(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	Odyssey HMS complies with this requirement that items shown as text should not be implemented as graphics or using techniques that assistive technology cannot interpret.
(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	Odyssey HMS does not change contrast or color selections. User preferences may be set in options.
(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	The CBORD logo animation cannot be changed, however it is a supportive indicator, not a primary - the hourglass or arrow with hourglass is the primary indicator of activity, which exempts the CBORD logo animation from this requirement. There are no other animations in the product.
(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	CBORD's Odyssey HMS software does not use color coding as the only means of conveying information or prompting an action from a user.
(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	Color settings can be adjusted in options within Odyssey HMS per a Windows capable color chart.

Section 1194.22: Web-Based Internet Information and Applications

*Refer to http://www.access-board.gov/sec508/guide/1194.22.htm for details on the following guidelines.

Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All functions have a text equivalent located on screen or in the Windows style drop down menu.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There are no multimedia presentations or elements within Odyssey HMS.
(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 features within Odyssey HMS contain text and are not solely based on color coding.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	The Odyssey HMS web sites are readable without style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Does not Support	Image maps are not used.
(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.	Does not Support	Image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports	All headers are identified.
(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.	Supports	The product does not contain web tables with two or more logical levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	No frames are used in the product.
(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	No animation is used in the web site.
(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	Supports	The product web sites are text-based and comply with this requirement.

Criteria	Supporting Features	Remarks and Explanations
updated whenever the primary page changes.		
(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	Odyssey HMS complies with Windows assistive technology.
(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 Û1194.21(a) through (l).	Supports	No applets or plug-ins are required for Odyssey HMS.
(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	In Odyssey HMS, field labels in forms are clearly identified in close relation to the field itself. For example, the text label "First Name" would appear to the left of the first name field.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Odyssey HMS complies. The navigation is flow based.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	There are no such situations in the current version of Odyssey HMS.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4

Section 1194.23: Telecommunications Products

*Refer to http://www.access-board.gov/sec508/guide/1194.23.htm for details on the following guidelines.

Criteria	Supporting Features	Remarks and Explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	Odyssey HMS is a software program that does not utilize TTY functionality.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	Odyssey HMS is a software program that does not utilize TTY functionality.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Odyssey HMS is a software program that does not utilize TTY functionality.
(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	Odyssey HMS is a software program that does not utilize TTY functionality.
(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	Odyssey HMS is a software program that does not utilize TTY functionality.
(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	Odyssey HMS is a software program that does not utilize TTY functionality.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically	Not Applicable	Odyssey HMS is a software program that does not utilize TTY functionality.

Criteria	Supporting Features	Remarks and Explanations
reset the volume to the default level after every use.		
(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	Odyssey HMS is a software program that does not utilize TTY functionality.
(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	Odyssey HMS is a software program that does not utilize TTY functionality.
(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.	Supports	Odyssey HMS web information will pass through accordingly.
(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.	Does not Support	Not provided by Odyssey HMS. The customer is responsible for ensuring Windows-based input controls such as keyboard and mouse comply.
(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.	Does not Support	Not provided by Odyssey HMS. The customer is responsible for ensuring Windows-based input controls such as keyboard and mouse comply.
(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.	Supports	Windows settings can be adjusted to comply.

Criteria	Supporting Features	Remarks and Explanations
(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.	Supports	Odyssey HMS complies as described.

Section 1194.24: Video and Multi-Media Products

*Refer to http://www.access-board.gov/sec508/guide/1194.24.htm for details on the following guidelines.

Criteria	Supporting Features	Remarks and Explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not Applicable	Odyssey HMS is a software program that does not utilize televisions.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	Odyssey HMS is a software program that does not utilize televisions.
(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.	Does not Support	CBORD does not provide video or multimedia materials. Training is conducting onsite and in person.
(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.	Does not Support	CBORD does not provide video or multimedia materials. Training is conducting onsite and in person.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Does not Support	CBORD does not provide video or multimedia materials. Training is conducting onsite and in person.

Section 1194.25: Self-Contained, Closed Products

*Refer to http://www.access-board.gov/sec508/guide/1194.25.htm for details on the following guidelines.

Criteria	Supporting Features	Remarks and Explanations
(a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	Odyssey HMS is a software program, not a self-contained, closed product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Odyssey HMS is a software program, not a self-contained, closed product.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Û1194.23 (k) (1) through (4).	Not Applicable	Odyssey HMS is a software program, not a self-contained, closed product.
(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	Odyssey HMS is a software program, not a self-contained, closed product.
(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	Odyssey HMS is a software program, not a self-contained, closed product.
(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	Odyssey HMS is a software program, not a self-contained, closed product.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or	Not Applicable	Odyssey HMS is a software program, not a self-contained, closed product.

Criteria	Supporting Features	Remarks and Explanations
distinguishing a visual element.		
(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	Odyssey HMS is a software program, not a self-contained, closed product.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Odyssey HMS is a software program, not a self-contained, closed product.
(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	Odyssey HMS is a software program, not a self-contained, closed product.
(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	Odyssey HMS is a software program, not a self-contained, closed product.
(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	Odyssey HMS is a software program, not a self-contained, closed product.
(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	Odyssey HMS is a software program, not a self-contained, closed product.

Section 1194.26: Desktop and Portable Computers

*Refer to http://www.access-board.gov/sec508/guide/1194.26.htm for details on the following guidelines.

Criteria	Supporting Features	Remarks and Explanations
(a) All mechanically operated controls and keys shall comply with Û1194.23 (k) (1) through (4).	Supports	Odyssey HMS can be installed on any compliant Window based PC. Minimum technical specifications for Odyssey HMS can be provided upon request.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Û1194.23 (k) (1) through (4).	Not Applicable	The Odyssey HMS software runs on a PC and does not use touchscreen technology.
(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	The Odyssey HMS software does not utilize biometric forms of user identification.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Supports	Odyssey HMS can be installed on any compliant Window based PC. Minimum technical specifications for Odyssey HMS can be provided upon request.

Section 1194.31: Functional Performance Criteria

Criteria	Supporting Features	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	Product features are all accessible by screen readers through Windows support on the desktop and browser support for the web sites.
(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	Product features are all accessible by screen readers through Windows support on the desktop and browser support for the web sites.
(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	The Odyssey HMS software 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	The Odyssey HMS software does not require 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	The Odyssey HMS software 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	Windows supports assistive technologies to provide this support.

Section 1194.41: Information, Documentation, and Support

Criteria	Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Odyssey HMS Documents include: • Odyssey HMS Frequently Asked Questions • User's Guide • Odyssey ODBC Patron Import • Odyssey Unified Download Format • Facility Labels We offer a dedicated user webpage where you can view and download the latest versions and new technical documents as they are available.
(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 through Equivalent Facilitation	Windows supports assistive technologies to provide this support. Product features are all accessible by screen readers through Windows support on the desktop and browser support for the web sites.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services include in person, telephone, email, and web portal. Special requests and arrangements can be made for other methods necessary upon request.