



**ACCESSIBLE INFORMATION MANAGEMENT**<sup>TM</sup>  
for higher education and beyond

# **Accessible Information Management LLC Accessibility Conformance Report**

VPAT® Version 2.2 – October 2018

**Name of Product/Version: Disability Services Management Suite**

**Product Description:**

**Date: October 25, 2018**

**Contact information: Robert Armas (Rob.Armas@dsaim.com)**

**Evaluation Methods Used:**

We tested our application using JAWS 2018.1712 and NVDA 2018.3.2

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A Level AA Level AAA
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017	Yes

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

# WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

# Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Supports</b></p>	
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b>            Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any audio or video in the application.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b>            Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application. When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b>            Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any audio or video in the application.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Support</b></p>	
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b>            Electronic Docs: <b>Support</b></p>	<p>Web: Structure is always consistent, and user has the option to navigate using headings. Reading sequence is thoroughly vetted.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)            Also applies to:</p>	<p>Web: <b>Support</b>            Electronic Docs: <b>Support</b></p>	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>		
<u><a href="#">1.4.1 Use of Color</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">1.4.2 Audio Control</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b>	Web: We do not have any audio or video in the application.
<u><a href="#">2.1.1 Keyboard</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	Web: Application is thoroughly vetted by testing the site with latest assistive technology (i.e. JAWS or NVDA) and user feedback. Latest browser update might cause incompatibility with screen reader. Please refer to screen reader software provider regarding browser compatibility.
<u><a href="#">2.1.2 No Keyboard Trap</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">2.2.1 Timing Adjustable</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	Web: Our application allows staff or administrator to maintain session without a limit when the application is used within the approved IP address range and based on school security settings on browser and single sign on policies.
<u><a href="#">2.2.2 Pause, Stop, Hide</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b>	
<u><a href="#">2.3.1 Three Flashes or Below Threshold</a></u> (Level A)	Web: <b>Support</b>	Web: There are no flashes in the system.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Electronic Docs: <b>Support</b>	
<u><a href="#">2.4.1 Bypass Blocks</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	Web: Structure is always consistent, and user has the option to navigate using headings.
<u><a href="#">2.4.2 Page Titled</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">2.4.3 Focus Order</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">2.4.4 Link Purpose (In Context)</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">3.1.1 Language of Page</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	Web: Default language is set to en-US.
<u><a href="#">3.2.1 On Focus</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">3.2.2 On Input</a></u> (Level A) Also applies to:	Web: <b>Support</b> Electronic Docs: <b>Support</b>	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>		
<u><a href="#">3.3.1 Error Identification</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	Electronic Docs: Customer will only access the manual with read-only permission.
<u><a href="#">3.3.2 Labels or Instructions</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	Electronic Docs: Available only for search function.
<u><a href="#">4.1.1 Parsing</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">4.1.2 Name, Role, Value</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Not Applicable</b></p>	<p>Web: When our company hosts a public forum, access to CART provider is always available and if the session is recorded, we will caption the video.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Not Applicable</b></p> <p>Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Web: We comply to WCAG 2 AAA standards. Our company cannot be held responsible if school wants to enforce its own color scheme.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	<p>Electronic Docs: Image description is provided within the paragraph prior to the image.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p>	<p>Web: <b>Support</b></p> <p>Electronic Docs: <b>Support</b></p>	



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>		
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	Web: Structure is always consistent, and user has the option to navigate using headings.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	Electronic Docs: Customer will only access the manual with read-only permission.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	Electronic Docs: Customer will only access the manual with read-only permission.

### Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	
<p><a href="#">1.4.6 Contrast Enhanced</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: We comply to WCAG 2 AAA standards. Our company cannot be held responsible if school wants to enforce its own color scheme.</p>
<p><a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: We do not have any pre-recorded audio or video in the application.</p>
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports with Exceptions</b></p>	<p>Web: We recommend user to rely on assistive technology if there is a need to change the color scheme. We can customize CSS to be used to override our main CSS in a browser. Our system uses very few colors. We do not support natively the ability to resize the maximum characters per line.</p>
<p><a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA) Also applies to:</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.2.3 No Timing</a> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports with Exceptions</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: Our application allows staff or administrator to maintain session without a limit when the application is used within the approved IP address range and based on school security settings on browser and single sign on policies. Electronic Docs: Customer will only access the manual with read-only permission.</p>
<p><a href="#">2.2.4 Interruptions</a> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.2.5 Re-authenticating</a> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports with Exceptions</b> Electronic Docs: <b>Not Applicable</b></p>	<p>Web: The only area supports feature is our case notes where it will automatically auto save every 30 seconds. Electronic Docs: Customer will only access the manual with read-only permission.</p>
<p><a href="#">2.3.2 Three Flashes</a> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	<p>Web: There are no flashes in the system.</p>
<p><a href="#">2.4.8 Location</a> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: <b>Support</b> Electronic Docs: <b>Support</b></p>	
<p><a href="#">2.4.10 Section Headings</a> (Level AAA)</p>	<p>Web: <b>Support</b></p>	<p>Web: Structure is always consistent, and user has the</p>

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Electronic Docs: <b>Support</b>	option to navigate using headings. Reading sequence is thoroughly vetted.
<u><a href="#">3.1.3 Unusual Words</a></u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b>	We rely on Abbreviation in 3.1.4
<u><a href="#">3.1.4 Abbreviations</a></u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Support</b> Electronic Docs: <b>Support</b>	
<u><a href="#">3.1.5 Reading Level</a></u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b>	
<u><a href="#">3.1.6 Pronunciation</a></u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Not Applicable</b> Electronic Docs: <b>Not Applicable</b>	
<u><a href="#">3.2.5 Change on Request</a></u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	
<u><a href="#">3.3.5 Help</a></u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	Web: For example, when student needs to fill out an application, school can customize questionnaires for the students with additional description as necessary. Electronic Docs: Customer will only access the manual with read-only permission.
<u><a href="#">3.3.6 Error Prevention (All)</a></u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: <b>Support</b> Electronic Docs: <b>Not Applicable</b>	Web: If there is a mistake, student can request for cancellation or modify entries in the system. Electronic Docs: Customer will only access the manual with read-only permission.

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: <b>Support</b>	User Interface is compatible with screen readers such as JAWS and NVDA. Please always check with screen reader provider prior to updating browser.
302.2 With Limited Vision	Web: <b>Support</b>	User Interface is compatible with screen readers such as JAWS, NVDA, or any screen magnifying software.
302.3 Without Perception of Color	Web: <b>Support</b>	Our application does not require color perception.
302.4 Without Hearing	Web: <b>Support</b>	Our application does not contain video or audio feedback.
302.5 With Limited Hearing	Web: <b>Support</b>	Our application does not contain video or audio feedback.
302.6 Without Speech	Web: <b>Support</b>	Our application does not require speech input
302.7 With Limited Manipulation	Web: <b>Support</b>	Our application can be accessed using keyboard, speech input (Dragon), or screen magnification software.
302.8 With Limited Reach and Strength	Web: <b>Support</b>	Our application can be accessed using keyboard, speech input (Dragon), or screen magnification software.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: <b>Support with Exception</b>	This application requires student to understand process of requesting accommodation at higher educations. If student is comfortable using text-to-speech application, our system is accessible.

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Web: <b>Not Applicable</b>	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Web: <b>Support</b>	Our support center is available through our ticketing system: support@accessiblelearning.com
603.3 Accommodation of Communication Needs	Web: <b>Support</b>	Our support center is available through our ticketing system: support@accessiblelearning.com

## Legal Disclaimer (Company)

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Originally created on January 20, 2010. Updated on Feb 12th, 2018. Accessible Information Management LLC regularly updates its websites and provides new information about the accessibility of products as that information becomes available.