CaptionSync Smart Player Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: CaptionSync Smart Player (Smart Player), Version 4.5.3

Product Description: The CaptionSync Smart Player is a video and audio player that is designed to implement universal design for learning (UDL) principles by leveraging transcription, caption, and audio description data to supplement the original media.

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Notes: This report supercedes previous conformance reports for the CaptionSync Smart Player.

When evaluating accessibility of the Smart Player and its content it is important to distinguish between a) the player itself (a single-page web application), b) the video and/or audio content presented in the Smart Player, which is supplied by customers, and c) the outputs of the CaptionSync service, which are also presented in the Smart Player (captions, descriptions, and transcripts).

Currently the Smart Player can only be used with captions and descriptions created using the CaptionSync service. This provides a level of assurance as to the accuracy and

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completeness of the captions or descriptions, as explained on our website.[1] While quality and accuracy captions and descriptions are not specifically addressed in WCAG 2.1 and the other standards and guidelines covered in this report, these factors are extremely important in order to deliver equally effective communication. Machine-generated transcription, and transcripts created by untrained amateurs, have higher error rates and much lower intelligibility than the professional transcripts such as those created by AST using our CaptionSync service.[2]

Note however that customers can provide their own transcript when requesting captions for a video. In this case the accuracy and completeness of the captions is dependent on the accuracy and completeness of the customer-supplied transcript. Similarly, there are aspects of the customer-supplied video that have implications for overall accessibility. Customers should ensure that they request CaptionSync audio description services[3] if their video contains visual information that is not described in the dialog of the video's audio track, and they should ensure that the video does not contain flashes that exceed the thresholds outlined in S.C. 2.3.1.

In general this report covers the accessibility features of the Smart Player itself, but where appropriate we reference techniques that customers can use to ensure compliance

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[1] See: https://www.automaticsync.com/captionsync/learn/how-to-caption/

[2] See our research on accuracy and intelligibility: https://www.automaticsync.com/captionsync/learn/research-closed-captioning/

[3] For details on AST's audio description services, see: https://www.automaticsync.com/captionsync/service-list/audio-description-example/

through use of CaptionSync services or through steps in their own video production processes.

Evaluation Methods Used: Automatic Sync Technologies (AST) tested the Smart Player using supported modern web browsers and assistive technology, including the NVDA screen reader from NV Access (on Windows) and VoiceOver from Apple (on Mac). Test cases were developed based both on use cases envisioned by AST during product design and development, and on testing and use cases reported by customers over the past year. Code inspection (e.g., for ARIA labels under various scenarios), disabling CSS, and testing with WebAIM's WAVE tool were also used in the evaluation process.

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 *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A (Yes) Level AA (Yes) Level AAA (No)**
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at *http://mandate376.standards.eu/standard*	(No)

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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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: The Smart Player and its documentation are delivered entirely via web browsers, so all conformance remarks and explanations relate to Web criteria.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Non-text content in the context of the CaptionSync Smart Player is applicable to controls such as Play, Volume, and Full Screen that use icons rather than text as their visible button labels. There are 10 such controls, all of which have text alternative labels implemented as ARIA labels. This criterion was validated via code inspection, verifying that each non-text control had an appropriate and relevant ARIA label. Note that the explanations for this criterion apply only to the Smart Player itself, not the video content supplied by customers for use with the Smart Player. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible for use with the Smart Player.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	Web: Supports	Web: The Smart Player itself does not have any audio-only or video-only components, but it does reference

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		and play customer-supplied video or audio files. This was validated via manual inspection and code inspection of Smart Player web pages. For audio-only content, customers should request transcription and captioning via the CaptionSync service. The captions and transcript provide an alternative. For video-only content, customers should request audio description via the CaptionSync Service. Audio description or a full-text alternative can be used to provide an alternative for video-only content. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible for use with the Smart Player.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The Smart Player itself does not have any video components, but it does reference and play customer-supplied prerecorded video files. This was validated via manual inspection and code inspection of Smart Player web pages. When using the Smart Player with prerecorded video content, customers should request transcription and captioning via the CaptionSync service to meet this success criterion. Please see the Notes section on pages 1 - 2 for details on how video content is made accessible for use with the Smart Player.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software)	Web: Supports	Web: The Smart Player itself does not have any video components, but it does reference and play customer-supplied prerecorded video files. This was validated via manual inspection and code inspection of Smart Player web pages.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		When using the Smart Player with prerecorded video content, customers should request our audio description services via the CaptionSync to meet this success criterion. CaptionSync audio description services provide both extended audio description and a full-text alternative, either of which can be used to meet this success criterion. Note also that by using extended audio description rather than standard audio description we ensure that the descriptions do not interfere with the original audio track, and provide the thorough descriptions necessary for blind and low-vision users to understand educational content even if it has a very dense dialog with few gaps in the audio. Please see the Notes section on pages 1 - 2 for details on how video content is made accessible for use with the Smart Player using CaptionSync services.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Information, structure, and relationships are available programmatically or via text. This was validated via manual inspection and code inspection of Smart Player web pages (all of which have the same information structure).
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: Content in the Smart Player is presented in a meaningful sequence, and sequence that affects meaning can be programmatically determined. This was

Criteria	Conformance Level	Remarks and Explanations
• 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		validated via manual inspection and code inspection of Smart Player web pages (all of which have the same information structure and sequence).
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions	Web: Instructions generally do not rely on sensory characteristics of the components, but there are some controls such as the Play/Pause button that use icons with specific shapes to represent their function. For users who use screenreaders or other assistive technology that has access to ARIA labels, the function of all icons can be determined via ARIA labels. One weakness of the current version is that some of the text labels that are available via ARIA labels are not visible to sighted users. This will be rectified in the next version of the Smart Player via text tooltips for these controls. This criterion was tested via manual inspection of Smart Player web pages (all of which have the same controls).
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Supports with exceptions	Web: Color is not used as the only means of conveying information, except in one instance. Currently search results are highlighted with an orange background, but there are no corresponding ARIA labels and tooltips. This will be corrected in the next version of the Smart Player. This was tested via manual inspection and code inspection of Smart Player web pages, including

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		inspection after testing of each feature of the Smart Player.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Audio does not play automatically; audio/video is played only on user request (following Technique G171). This was tested via manual inspection and code inspection of Smart Player web pages, including inspection after testing of each feature of the Smart Player.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All functionality is available from the keyboard. Keys required are Tab (to move focus), Enter (to select), up, down, left and right arrows (for sliders), Esc (to exit modals), Control-A/Control-C (to copy embed codes), and alphanumeric keys to enter search terms. Sticky Keys can be used for the two controls that require simultaneous keystrokes. Keyboard shortcuts are not currently supported, but are planned for a future release. This was tested manually by using the keyboard to access all supported features of the Smart Player.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: Focus can be moved using only a keyboard

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		interface, with no keyboard traps. This was tested by using the keyboard to access all supported features of the Smart Player, tabbing through the entire interface from title to final caption or description (all Smart Player pages have the same structure).
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are no time limits or timeouts in the Smart Player functionality. The only function with a timing element is the Play/Pause feature of the player. Video/audio will play until completion when the Play control is used, unless the user pauses using the corresponding Pause control. This was validated via code inspection, and through manual testing of each supported feature of the Smart Player.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply	Web: Supports	Web: The user can pause or stop media playback, and can also disable scrolling of the transcript pane if desired. The transcript pane can also be hidden. This was validated via code inspection, and through manual testing of each supported feature of the Smart Player.

Criteria	Conformance Level	Remarks and Explanations
• 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The Product itself does not include anything that flashes. This was validated through manual testing of each supported feature of the Smart Player. Video producers should ensure that their video content conforms to flash thresholds.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool)	Web: Supports	Web: The Product functions as a single web page, and information is presented in an order that minimizes the need to bypass a block of content. In addition, ARIA landmarks are used to identify regions of the page (such as navigation and modal dialogs) and headings are used to indicate structure. These features allow assistive technology users to skip quickly to the desired controls once they are familiar with the structure of a Smart Player page. This was validated via manual inspection and code inspection of Smart Player web pages (all of which have the same information structure and sequence), as well as via user testing and feedback during design phases.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The Product functions as a single web page, which is titled in a way that describes its purpose. This was validated via code inspection of Smart Player web pages (all of which have the same information structure).
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Focus order preserves the meaning and operability of the Smart Player. This was validated via code inspection, and through manual testing of Smart Player pages (all of which have the same focus order).
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document)	Web: Supports with exceptions	Web: Aside from navigation and control buttons, which have meaningful labels based on function, the only links in the Smart Player are links in the transcript pane for each caption. The default function of these links is to "jump to caption." For example, if there is a caption in

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		the transcript pane that says "The atmosphere of an exoplanet can reveal a wealth of information," and the user follows that link, the player will jump to the spot in the video where that caption occurs (if audio description exists for the video and is turned on, the preceding audio description will be voiced first to provide context for audio description users). In our usability testing conducted by AST, including tests with users of assistive technology, users generally find this function to be very intuitive. In other words, the "On tap/click – Jump to caption" labels in the transcript header appears to provide adequate context to users. The other two options for the transcript links, "Show definition from dictionary" and "Show definition from encyclopedia", are slightly less intuitive, but we are improving these functions in the next version of the Smart Player and will continue to enhance these functions based on further testing.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The page of the Smart Player is currently always presented in English, and this can be programmatically determined (<html lang="en"> is included in the code for each page). This was verified by code inspection.
3.2.1 On Focus (Level A) Also applies to:	Web: Supports	Web: Components do not change context when they receive focus. This was validated via code inspection,

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		and through manual testing of each component of the Smart Player.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: When components of the Smart Player receive focus they do not initiate a change in context. This was validated via code inspection, and through manual testing of each component of the Smart Player.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool)	Web: Supports with exceptions	Web: Most input errors are identified to the user in text form. Currently the Smart Player does not identify when a search term is entered but not found in the transcript, but this will be corrected in a Summer 2018 update. This criterion was evaluated via code inspection, and through manual testing of each component of the Smart Player.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All form input controls are labeled, either through button text or ARIA labels. This criterion was evaluated via code inspection, and through manual testing of each component of the Smart Player.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All elements have complete start and end tags, are nested according to their specifications, they do not contain duplicate attributes, and IDs are unique, except where the specifications allow these features. This criterion was evaluated via code inspection of all of the Smart Player compenents.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions	Web: The names and roles of user interface components can be programmatically determined and set. Notification of changes is available to user agents, including assistive technology, under most conditions There are two conditions in the current version that will be improved in the Summer 2018 version: 1) the play/pause control does not change its ARIA label properly under some conditions, and 2) when playback speed is changed via one of the controls, notification of the current playback speed is not included in an aria-live update. This criterion was evaluated via code inspection of all of the Smart Player compenents.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The Smart Player is not used for live video.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Product supports audio description via two methods: a) via a text track (Technique H96), and b) a secondary audio file that contains descriptions created using Text-to-Speech. Customers can request audio description services via CaptionSync in the same way that they request captions. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible for use with the Smart Player. This was validated via code inspection, and through manual testing of Smart Player pages for numerous video submissions for which CaptionSync audio description services have been requested.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All text meets Level AA minimum contrast ratios. This criterion was tested using the WebAIM WAVE tool on Smart Player pages.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software)	Web: Supports	Web: All text can be resized up to 200 percent without loss of content or functionality using standard browser page zoom controls. The Smart Player employs a responsive design using the Bootstrap framework, which allows it to scale gracefully for different viewport and magnification sizes. This criterion was manually

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		tested in all supported browsers, verify supported functionality of the Smart Player.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: With the exception of the CaptionSync logo and one button icon (the CC button), images of text are not used in the Smart Player. The CaptionSync logo falls under the "essential presentation" exception of SC 1.4.5, and the logo is labeled using ARIA labels. The "CC" text is part of an icon that represents a commonly used style of representation of the closed captioning function, and it is also labeled with the more complete ARIA label "closed captioning." As described under SC 4.1.2, this label will be updated to include complete state information (e.g., "turn closed captioning off") in the next version of the Smart Player. This was validated via code inspection, and through manual testing of Smart Player pages (all of which use the same components). Note that customers may use the Smart Player to present videos that include images of text that is not described in the dialog. To ensure accessibility in this scenario, customers should request CaptionSync audio description services, as described in the Notes section on pages 1 – 2 of this report.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports	Web: The Smart Player functions as a single web page (not a collection of pages), so this criterion does not apply.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There is only one heading in Smart Player pages: the title of the video. There are multiple buttons and controls on Smart Player pages, and they all provide descriptive labels (either text or ARIA labels) for the function. This was validated via code inspection, and through evaluation of each Smart Player control to determine if the labels appropriately indicate the function of the controls. In addition, user feedback over time has allowed us to refine the labels to ensure that they are meaningful and intuitive.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Supports	Web: The keyboard focus is always visible. This was tested by using the keyboard to access all supported features of the Smart Player, tabbing through the entire interface from title to final caption or description (all Smart Player pages have the same structure).

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions	Web: The CaptionSync service can be used to create captions in languages other than English. While the language of the caption file is indicated in the code of the caption files, not all assistive technology would detect such a language change, the way it is currently presented. Our plan in the next version of the Smart Player is to use Technique H58 to provide a lang attribute on both caption and transcript elements that are not in English, which is the language of the user interface components. This was tested via code inspection of Smart Player user interface components.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The Smart Player functions as a single web page, not a collection of web pages, thus this criterion does not apply. Each Smart Player instance is generated from the same code base, so navigation is consistent for each instance.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: The Smart Player functions as a single web page,

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		not a collection of web pages, thus this criterion does not apply. Each Smart Player instance is generated from the same code base, so component identification is consistent for each instance.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are currently no known cases where input error suggestions for corrections could be known a priori, but we will apply this principle when applicable. Note that there are no required input fields in the Smart Player, and the main field where users can provide input is the keyword search field. It might be possible to provide error suggestions for common misspellings, similar to Google's "also including results for …"), but this technique is not employed in the current version. This was tested via manual testing and code inspection of all Smart Player features, as well as via user testing and feedback during design phases.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply	Web: Supports	Web: The Smart Player's web pages do not cause legal or financial commitments or allow data changes or deletions.

Criteria	Conformance Level	Remarks and Explanations
• 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 3: Success Criteria, Level AAA

Notes: AST's target for WCAG 2.0 conformance is Level AA, so most criteria for Level AAA were not evaluated. However, there are some unique features of the Smart Player and the CaptionSync suite of services that can be used to meet Level AAA success criteria, so the applicable criteria are covered here.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The Smart Player supports extended audio description. When the customer has requested audio description for a video and audio description is enabled, the player will automatically pause the video to play each description and resume the video when the description playback is complete. This allows for more comprehensive descriptions than with standard audio description techniques, which is especially valuable for educational video content. Please see the Notes section on pages 1 - 2 for details on how video content is made accessible for use with the Smart Player through supporting CaptionSync services. This was validated via code inspection, and through manual testing of Smart Player pages for numerous video submissions for which CaptionSync audio

Criteria	Conformance Level	Remarks and Explanations
		description services have been requested.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The Product includes a transcript pane that includes an interleaved script containing both the captions and the descriptions of the video. This can be accessed via a screen reader, and is especially useful for users whose vision does not allow them to reliably read captions and whose hearing does not allow them reliably hear the dialog. Please see the Notes section on pages 1 – 2 of this report for details on how video content is made accessible for use with the Smart Player through supporting CaptionSync services, and the quality assurance processes associated with CaptionSync services.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: Product is not used for live audio.
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: Not evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: Smart Player does not contain anything that flashes more than three times per second (in fact, there are no components of the Smart Player that flash at all). Note that content providers would need to evaluate their video content to ensure that the video also meet this criterion. Please see the Notes section on pages 1 – 2 of this report for details on how video content can be made accessible for use with the Smart Player. This was validated via code inspection, and also through manual testing of the Smart Player and each of its user interface components.
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The Product functions as a single web page, so this criterion is not applicable.
2.4.9 Link Purpose (Link Only) (Level AAA)	Web: Not evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not applicable	Web:
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports, with exceptions	The Smart Player is compatible with popular screen readers, and can be used to deliver audio description or full-text alternatives for video. Relevant exceptions are noted under SC 1.3.3, 1.4.1, 2.4.4, 4.1.2, and 3.1.2.
302.2 With Limited Vision	Supports	The Smart Player can be resized up to 200 percent without loss of content or functionality using standard browser controls. The Smart Player employs a responsive design using the Bootstrap framework, which allows it to scale gracefully for different viewport and magnification sizes. This criterion was manually tested in all supported browsers to verify supported functionality of the Smart Player.
302.3 Without Perception of Color	Supports with exceptions	Color is not used as the only means of conveying information, except in one instance. Currently search results are highlighted with an orange background, but there are no corresponding ARIA labels and tooltips. This will be corrected in the

Criteria	Conformance Level	Remarks and Explanations
		next version of the Smart Player. This was tested via manual inspection and code inspection of Smart Player web pages, including inspection after testing of each feature of the Smart Player.
302.4 Without Hearing	Supports	For video content with an audio track, or audio-only content, customers should request transcription and captioning via the CaptionSync service. The captions and transcript provide an alternative represention for individuals without hearing. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible for use with the Smart Player.
302.5 With Limited Hearing	Supports	Volume level is controllable for video delivered using the Smart Player. For video content with an audio track, or audio-only content, customers should request transcription and captioning via the CaptionSync service. The captions and transcript provide an alternative represention for individuals without hearing. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible for use with the Smart Player.
302.6 Without Speech	Supports	Speech input is not required to use the Smart Player.
302.7 With Limited Manipulation	Supports	All functionality is available from the

Criteria	Conformance Level	Remarks and Explanations
		keyboard. Keys required are Tab (to move focus), Enter (to select), up, down, left and right arrows (for sliders), Esc (to exit modals), Control-A/Control-C (to copy embed codes), and alphanumeric keys to enter search terms. Sticky Keys can be used for the two controls that require simultaneous keystrokes. Keyboard shortcuts are not currently supported, but are planned for a future release. This was tested manually by using the keyboard to access all supported features of the Smart Player. The Smart Player is not designed specifically for use with speech recognition input or visual trackers, but it could be used with such devices if they emulate either keyboard or mouse inputs.
302.8 With Limited Reach and Strength	Supports	The Smart Player is a web application, so this criterion is not applicable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The Smart Player provides several features designed to make use by individuals with limited language, cognitive, and learning abilities easier. For example, Product provides multiple representations of content (visual, text, audio), speed of video playback can be decreased (or increased), and words and phrases contained in the transcripts can be looked up in a dictionary or encyclopedia.

Chapter 4: Hardware

Notes: Chapter 4 does not apply. The Smart Player is a web-based tool and includes no hardware.

Chapter 5: Software

Notes: The Smart Player is a web tool, rather than a standalone software application, so in general the WCAG section success criteria are more applicable than Chapter 5 criteria. Remarks related to criteria that are relevant to Smart Player functionality are referenced below for completeness.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	
502.3.10 List of Actions	Not applicable	
502.3.11 Actions on Objects	Not applicable	
502.3.12 Focus Cursor	Not applicable	
502.3.13 Modification of Focus Cursor	Not applicable	
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with exceptions	Some user preferences that are set in the browser are supported, such as page zoom (see SC 1.4.4 above). Font customization and font size (independent of zoom) are

Criteria	Conformance Level	Remarks and Explanations
		not currently supported, but may be supported in a future release.
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Caption controls are included in the same menu as volume selection.
503.4.2 Audio Description Controls	Supports	Audio description controls are included in the same menu as volume selection.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

Chapter 6: Support Documentation and Services

Notes: Support documentation for Product is contained on the CaptionSync Support Center website, available at https://support.automaticsync.com/hc/en-us. Support services for for product are available online when logged into the Support Center portal, or by emailing support@automaticsync.com, or by telephone at (877) 278-7962. The Support Center website and portal is designed to comply with WCAG 2.0 Level AA success criteria.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Support Center website and portal is designed to comply with WCAG 2.0 Level AA success criteria. All support documentation is available electronically at https://support.automaticsync.com. Support requests and requests for alternate formats can be made via email to support@automaticsync.com. Both request channels are listed on the Help dialog

Criteria	Conformance Level	Remarks and Explanations
		box of the Smart Player.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Our accessibility statement can be found here: https://www.automaticsync.com/captionsync/about-automatic-sync/ast-values/
603.3 Accommodation of Communication Needs	Supports	Requests for clarification on accessibility and compatibility and accommodation of communication needs can be made via email to support@automaticsync.com, by telephone at (877) 278-7962, or via text chat at support.automaticsync.com. We do not offer TTY support, but we do accept calls via relay services. Support staff receive training on how to respond to accessibility questions.

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Notes: EN 301 criteria were not evaluated.