



# Customer Satisfaction Index Service

508(c) Compliance Declaration

January 2014

## SUMMARY

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Thinkhdi-csi.com.com recognizes the importance of making information accessible to all users, regardless of their need for assistive technology. In order to do so, we have committed to providing an accessible interface for your customers. We are committed to keeping these end-user pages and emails compliant with section 508(c) of the Rehabilitation Act of 1973, and 36 CFR 1194.22 (Web-based Internet Information and Applications). In order to assist our Educational and Government users, a summary of the aforementioned compliance has been included, formatted to match the Voluntary Product Accessibility Template (VPAT) format.

## Accessibility Checklist

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The following manifest of accessibility criteria has been filled out relating to Section 1194.22 (Web-based Internet Information and Applications), Section 1194.31 (Functional Performance Criteria), and Section 1194.41 (Information, Documentation and Support); to assist users required to submit a VPAT, regarding the usage of the HDI Customer Satisfaction Index Service.

Summary Table		
<i>Voluntary Product Accessibility Template</i>		
Criteria	Level of Support & Supporting Features	Remarks and explanations
<b>Section 1194.21</b> <i>Software Applications and Operating Systems</i>	Not Applicable	
<b>Section 1194.22</b> <i>Web-based Internet Information and Applications</i>	Supports	The web portions presented to survey recipients & survey takers, from here on referred to as the survey page and survey request email, make their information accessible to end-users with disabilities.
<b>Section 1194.23</b> <i>Telecommunications Products</i>	Not Applicable	
<b>Section 1194.24</b> <i>Video and Multi-media Products</i>	Not Applicable	
<b>Section 1194.25</b> <i>Self-Contained, Closed Products</i>	Not Applicable	
<b>Section 1194.26</b> <i>Desktop and Portable Computers</i>	Not Applicable	
<b>Section 1194.31</b> <i>Functional Performance Criteria</i>	Supports	The system presented to survey recipients & survey takers, is functionally accessible to users with disabilities.

<b>Section 1194.41</b> <i>Information, Documentation and Support</i>	Partially Supports	Product support is accessible to end-users with accessibility restrictions. The support web-site has not been explicitly declared compliant.
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## Section 1194.22

### Web-based Intranet and Internet information and Applications

#### *Voluntary Product Accessibility Template*

Criteria	Level of Support & Supporting Features	Remarks and explanations
<b>(a)</b> A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All images within the survey page and survey request email are given an alternative text-based description.
<b>(b)</b> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Neither the survey page, nor the survey request email contains multimedia presentations.
<b>(c)</b> Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Any usage of color within the survey page and survey request email is independent from the information conveyed by each.
<b>(d)</b> Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Both the survey page and the survey request email can be accessed without the associated style sheets present.
<b>(e)</b> Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Neither the survey page, nor the survey request email contains server-side image mapping.
<b>(f)</b> Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Neither the survey page, nor the survey request email contains server-side image maps.
<b>(g)</b> Row and column headers shall be identified for data tables.	Supports	Tables displayed within the survey page and survey request email employ column and row header identification markup.
<b>(h)</b> 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.	Not Applicable	Neither the survey page, nor the survey request email contains data tables with two or more logical levels of row or column headers.
<b>(i)</b> Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Neither the survey page, nor the survey request email contains frames.
<b>(j)</b> Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Neither the survey page, nor the survey request email alters the screen flicker rate.

<b>(k)</b> A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	A text-only version was not required in order to comply with the provisions of this part; in regard to the survey page and the survey request email.
<b>(l)</b> 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.	Not Applicable	Neither the survey page, nor the survey request email employs scripting to display content or created interface elements.
<b>(m)</b> When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not Applicable	Neither the survey page, nor the survey request email requires that an applet, plug-in or other application be present on the client system to interpret page content.
<b>(n)</b> 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	The forms within the survey page are labeled so as to be accessible to people using Assistive Technology. The survey request email contains no forms.
<b>(o)</b> A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	Neither the survey page, nor the survey request email contains redundant navigation links.
<b>(p)</b> When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Neither the survey page, nor the survey request email employs a timed response mechanism.

## Section 1194.31

### Functional Performance Criteria

#### *Voluntary Product Accessibility Template*

Criteria	Level of Support & 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	Both the survey page and survey request email provide support for Assistive Technology.
(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	Both the survey page and survey request email provide their information in a font which can be resized to accommodate users with visual impairment. In addition, Assistive Technology can read the information presented to users with visual impairment.
(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	Supports	Both the survey page and survey request email provide their information in a manner accessible to hearing impairment.
(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	Neither the survey page, nor the survey request email employs the use of 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	Neither the survey page, nor the survey request email employs speech capture for information retrieval.

<p>(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.</p>	<p>Supports</p>	<p>Both the survey page and survey request email use standard form controls; none requiring fine motor control or simultaneous actions.</p>
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## Section 1194.41

### Information, Documentation and Support

#### *Voluntary Product Accessibility Template*

Criteria	Level of Support & 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	Not Applicable	Currently, no support documentation exists for the end-users (survey participants); provided documentation is intended for CSI subscribers.
(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.	Not Applicable	No documentation is provided to end-users, regarding accessibility and compatibility features.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Partially Supports	Support services can communicate with end-users with accessibility restrictions; accessibility compliance for the support website has not been documented.