Example Technology Policies and Support Resources

Accessibility, Privacy, and Support/Help

Updated November 2021

The tables below list the available accessibility policies or statements, privacy policies, and support or help guides for various online products that may be used in your courses, whether face-to-face, hybrid, or online. Download access, where appropriate, is also included. The first table lists commonly used tools and the second lists resources and databases. There are notations where such documentation is lacking or may be found elsewhere. Please note that a course may not use every product listed and this list may not include a resource that is in use in any particular course. Please contact your instructor regarding any technology product being used in your course that is not listed here.

A VPAT or Voluntary Product Accessibility Template is a statement provided by a vendor that describes how a product or service complies with Section 508 Standards. Not all resources provide a VPAT or an accessibility policy or statement.

Example Support Resources: ***Change as needed***

* [Information Technology](https://www.rpcc.edu/it-support/) for IT Support which includes help with Email, Wi-Fi access, LoLA help, information on updating preferred email address in Canvas, and a link to Student Services.
* Students, faculty, and staff can also contact IT at Help@rpcc.edu for help with email or campus network and computer issues. Computer assistance is limited to RPCC-owned devices. NOTE: IT staff cannot address issues with personal devices.
* [Web Accessibility Statement](https://www.rpcc.edu/web-accessibility/)
* Canvas Help[;](https://www.rpcc.edu/rpcc-canvas-help/) Canvas contact: Canvas@rpcc.edu
* [Public Information and Resources](https://www.rpcc.edu/about-us/disclaimers/)

Note that links may change. Please contact your instructor if you find a link that consistently does not work.

*General Product Accessibility Information, Privacy Policies, and Support*

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| Product  | Accessibility Policies and VPATs  | Privacy Policies  | Help/Support  |
| Canvas  | [Canvas VPAT](https://www.instructure.com/canvas/accessibility) [Accessibility within Canvas](https://community.canvaslms.com/t5/Accessibility/Accessibility-within-Canvas/ba-p/261501)  | [Canvas (Instructure) Privacy](https://www.instructure.com/policies/privacy/) [Policy](https://www.instructure.com/policies/privacy/)  | [Canvas Guides](https://community.canvaslms.com/t5/Guides/ct-p/guides) Also see the Canvas Help link in the Global Navigation Menu for more support options.  |
| Adobe Products Links to download: • [Adobe Reader](https://acrobat.adobe.com/us/en/acrobat/pdf-reader.html) Note that Adobe Flash will be discontinued on 12/31/2020  | [Adobe Accessibility](https://www.adobe.com/accessibility.html) Includes information by product, compliance and conformance reports, and other resources. * [Adobe Reader](https://www.adobe.com/accessibility/products/reader.html)

[Accessibility](https://www.adobe.com/accessibility/products/reader.html) Adobe Reader VPATs for: * [Windows](https://www.adobe.com/accessibility/compliance/acrobat-reader-dc-win-section-508-vpat.html)
* [Mac OS X](https://www.adobe.com/accessibility/compliance/acrobat-reader-dc-osx-section-508-vpat.html)
 | [Adobe Privacy Policy](https://www.adobe.com/privacy.html)  | [Adobe Reader Support](https://helpx.adobe.com/support/reader.html)  |
| [Audacity,](https://www.audacityteam.org/) a “free, open-source, cross-platform audio software.”  | [Audacity VPAT](https://www.audacityteam.org/about/voluntary-product-accessibility-template/)  | Privacy & Cookies Policy is a tab located at the bottom of the page which, when clicked, opens a pop-up statement explaining the use of cookies, the option to optout, available via a link to cookie settings.  | [Audacity Help](https://www.audacityteam.org/help/)  |
| [Big Blue Button](https://bigbluebutton.org/) (aka Canvas Conferences)  | [Accessibility](https://bigbluebutton.org/accessibility/)  | [Privacy](https://bigbluebutton.org/privacy/)  | [Video Tutorials](https://bigbluebutton.org/html5/)  |

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| Cengage products, including, but not limited to: * Aplia
* CourseMate
* MindTap
* SAM
* WebAssign
 | [Accessibility and Usability in](https://www.cengage.com/accessibility/) [Cengage Educational Materials](https://www.cengage.com/accessibility/) [Cengage VPATs by Product](https://www.cengage.com/accessibility/vpat) (includes MindTap, WebAssign, etc.)  | [Cengage Privacy Policy](https://www.cengage.com/privacy)  | See help and support within the relevant Cengage products.  |
| [CK-12](https://www.ck12.org/)  | No accessibility policy, statement or VPAT available, per CK-12 Support.  | [CK-12 Privacy Policy](https://www.ck12info.org/privacy-policy/)  | [CK-12 Help Center](https://ck12support.zendesk.com/hc/en-us)  |
| GALILEO Open Learning Materials  | [GALILEO Accessibility Statement](https://oer.galileo.usg.edu/accessibility.html)  | [GALILEO Privacy Policy;](https://www.elsevier.com/legal/privacy-policy) note that this redirects to Elsevier Privacy Policy, who owns the bepress platform used by GALILEO  | [GALILEO Frequently Asked](https://oer.galileo.usg.edu/faq.html) [Questions](https://oer.galileo.usg.edu/faq.html)  |
| [Google Products](https://www.google.com/)  | [Google Accessibility](https://www.google.com/accessibility/) [Google Accessibility: Products and Features:](https://www.google.com/accessibility/products-features.html) Lists various Google products and related accessibility information  | [Google Privacy Policy](https://policies.google.com/privacy?hl=en)  | [Google Help](https://support.google.com/?hl=en)  |

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| Honorlock: Online test proctoring platform (fee based)  | [Honorlock Accessibility](https://honorlock.com/accessibility-statement/) [Statement](https://honorlock.com/accessibility-statement/)  | [Website Privacy Policy](https://honorlock.com/legal/website_privacy) (PDF) [Application Privacy Policy](https://honorlock.com/wp-content/uploads/2020/03/Honorlock_App_Privacy_Policy_032020.pdf) (PDF)  | [Honorlock Support:](https://honorlock.com/support/) includes tutorials, guides and live chat. Your instructor should also provide you with the student guides for account set-up, etc., if s/he is using the platform for tests. Webcam is required.  |
| [Java](https://www.java.com/en/)  | No accessibility information located.  | [Privacy @ Oracle](https://www.oracle.com/legal/privacy/)  | End-user support not available.  |
| [Khan Academy](https://www.khanacademy.org/)  | [How does Khan Academy make our content more accessible?](https://support.khanacademy.org/hc/en-us/articles/360015623271-How-does-Khan-Academy-make-our-content-more-accessible-) – post found in Khan Academy Community provides some guidance, but no policy or VPAT could be found.  | [Khan Academy Privacy Notice](https://www.khanacademy.org/about/privacy-policy)  | [Khan Academy Help Center](https://support.khanacademy.org/hc/en-us)  |

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| Microsoft Products [Microsoft Login](https://login.microsoftonline.com/) Use this to access your RPCClicensed applications.  | [Microsoft Accessibility](https://www.microsoft.com/en-us/accessibility) * [Office Accessibility](https://www.microsoft.com/en-us/Accessibility/office)
* [Windows Accessibility](https://www.microsoft.com/en-us/Accessibility/windows)
* [Resources](https://www.microsoft.com/en-us/accessibility/resources) (includes guides, conformance reports, and more)
 | [Microsoft Privacy Statement](https://privacy.microsoft.com/en-us/privacystatement)  | [Microsoft Office Help & Training](https://support.office.com/en-us/) [Microsoft Accessibility Support -](https://www.microsoft.com/en-us/Accessibility/disability-answer-desk) [Disability Answer Desk](https://www.microsoft.com/en-us/Accessibility/disability-answer-desk) [Support: Office Accessibility Center - Resources for people with disabilities](https://support.office.com/en-us/article/Office-Accessibility-Center-Resources-for-people-with-disabilities-ecab0fcf-d143-4fe8-a2ff-6cd596bddc6d?ui=en-US&rs=en-US&ad=US) (for Office 2016, 365 for home, 2016 for Mac) [Windows Help:](https://support.microsoft.com/en-us/hub/4338813/windows-help) (select your Windows platform as needed) [Windows Accessibility Help](https://support.microsoft.com/en-us/hub/4339839/windows-accessibility-help) (10, 8.1, & 7)  |
| [Open Office](http://www.openoffice.org/) (a *free* alternative to commercial productivity products – word processing, spreadsheets, etc.)  | [Open Office Accessibility White](http://www.openoffice.org/ui/accessibility/whitepaper.html) [Paper](http://www.openoffice.org/ui/accessibility/whitepaper.html)  | [Open Office Privacy Policy](http://www.openoffice.org/privacy.html)  | [Open Office Support: Product](http://www.openoffice.org/support/index.html#rtfmhttp://www.openoffice.org/support/index.html) [Documentation](http://www.openoffice.org/support/index.html#rtfmhttp://www.openoffice.org/support/index.html)  |
| [OpenStax](https://openstax.org/)  | [OpenStax Accessibility Policy](https://openstax.org/accessibility-statement)  | [OpenStax Privacy Policy](https://openstax.org/privacy-policy)  | [OpenStax Support](https://openstax.secure.force.com/help)  |

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| [PhET Interactive Simulations](https://phet.colorado.edu/)  | [PhET Accessibility](https://phet.colorado.edu/en/accessibility)  | PhET Privacy Policies: * [HTML Simulations](https://phet.colorado.edu/en/licensing/html)
* [Java Simulations](https://phet.colorado.edu/en/licensing/java)
 | [PhET Help Center](https://phet.colorado.edu/en/help-center/getting-started)  |
| [Pressbooks](https://pressbooks.com/) A common platform for OER textbooks and other e-books.  | No accessibility policy or statement found, but books may be made available in multiple formats.  | [Pressbooks Privacy Policy](https://pressbooks.com/privacy-policy/) [Pressbooks Terms of Service](https://pressbooks.com/terms-of-service/)  | [Pressbooks Guides and Tutorials](https://pressbooks.com/help-and-support/)  |
| Respondus Tools Lockdown Browser (RLDB) Lockdown Monitor (Online proctoring, webcam required; limited seats)  | [Respondus Accessibility + VPAT](https://web.respondus.com/accessibility-lockdown/) [LockDown Browser Accessibility](https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/187/0/is-lockdown-browser-accessible-to-those-with-disabilities)  | [Respondus Privacy Center](https://web.respondus.com/privacy/)  | [Support and Resources](https://web.respondus.com/support/) [Student Resources](https://web.respondus.com/student-help/) Your instructor will provide the link to download and install the browser to your device.  |

This document has been reviewed for accessibility and correct/working links. If you find any issues with this document, please contact your instructor and specify the document title and identify the specific issue.