



**USA PERFORMANCE[®] VERSION #3.14
ACCESSIBILITY CONFORMANCE REPORT**

Based on VPAT[®] Version 2.4 Rev 508

September 27, 2023
THE U.S. OFFICE OF PERSONNEL MANAGEMENT
CIO/FITBS/HRSITPMO

Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.4

USA Performance[®] Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: USA Performance[®] (USAP) / Version 3.14 / Release 41

Report Date: September 27, 2023

Product Description:

USA Performance is the U.S. Office of Personnel Management's (OPM) software solution to assist Federal agencies in implementing their performance management programs and systems. USA Performance enables agencies to automate their performance appraisal process throughout the entire performance rating cycle. Agencies can develop performance plans, track and monitor employees' performance, provide feedback and ratings, and electronically sign off on performance plans as agency appraisal programs require. By streamlining the process, USA Performance allows agencies to focus on results and allows for performance management to happen in real time.

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Notes:

USA Performance[®] has not been evaluated against the WCAG 2.0 Level AAA criterion; therefore, Table 3 has been removed. USA Performance[®] is not hardware, as defined by Section 508; therefore, Chapter 4 of the Revised Section 508 Report has also been removed.

Evaluation Methods Used:

508 Accessibility testing was performed with the Windows 10 OS using the Chrome browser and assistive technologies. Manual testing was also performed. The manual testing included keyboard testing to ensure that processes or sequences, normally done with a mouse, could be done using only the keyboard. A screen reader was also utilized in testing.

The following assistive technologies were used to test USA Performance[®]:

AMP Access Assistant	www.LevelAccess.com
ANDI	https://www.ssa.gov/accessibility/andi/
aXe Chrome extension	www.Deque.com
Color Contrast Analyzer	http://accessibility.oit.ncsu.edu/
JAWS® 2022	www.FreedomScientific.com

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	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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.
- **Partially Supports:** 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
- 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><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>USA Performance® uses standard HTML and WAI-ARIA techniques for providing text equivalents of non-text elements. This includes the use of “alt” attributes for images and the use of “aria-label”, “aria-labelledby”, and/or “aria-describedby” attributes for other visual elements.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>USA Performance® does not use Audio-only or Video-only presentations.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>USA Performance® does not contain videos and, therefore, does not use captions.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>USA Performance® does not use synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>USA Performance® uses semantically correct markup so that information, structure, and relationships can be understood independent of presentation.</p> <p>USA Performance® uses logically ordered headings on all pages. Page headings are logical and sequential.</p> <p>Data tables utilize proper table structure with headers defined.</p> <p>USA Performance® uses explicit, implicit, or ARIA labels for form inputs. Pages are still usable with styles disabled.</p> <p>Some third-party controls, particularly multi-select dropdowns, have unexpected relationships with the corresponding data. This may cause some mis-readings with screen readers.</p> <p>Some data tables do not have headings.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>USA Performance® uses meaningful sequences and semantically correct markup to allow assistive technologies, such as JAWS®, to interpret the meaning of content and controls. HTML text is in a meaningful sequence, the DOM order matches the visual order, the content is positioned based on structural markup and style sheets, and ordered lists are used to convey a meaningful sequence.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Supports</p>	<p>USA Performance® does not depend solely on sensory characteristics such as shape, size, visual location, or orientation to convey information.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>In USA Performance®, color is used only as a decorative or supplemental attribute of user interface elements. A textual or graphical representation is always used as the primary mechanism for conveying information.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<p>USA Performance® does not use audio or video on its website.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>USA Performance® webpages are accessible without the use of a mouse.</p> <p>For the formatting toolbar associated with <i>CKeditor</i>, which is prominent on the SES and Non-SES Plan pages, the user must reference an outside reference link to find the keystrokes that will allow him/her to use the toolbar using only the keyboard. The link is not provided on the page or in Help.</p> <p>Some keyboard actions result in unexpected behavior in third-party select controls.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	<p>The user can navigate USA Performance® webpages by tabbing to and away from interactive elements and by utilizing standard keyboard options. By supporting standard keyboard navigation, USA</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>Performance® ensures that keyboard users cannot be trapped in a subset of content.</p> <p>Modals (dialogs) restrict focus to the modal itself, by design.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>USA Performance® uses a timeout dialog to notify users when a session is about to end. JAWS® speaks this dialog, which allows the user to extend the time. There is no limit on how many times the user extends the time.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<p>USA Performance® does not utilize any moving, blinking, or scrolling content.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<p>USA Performance® does not use flashing interface elements.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 	Supports	<p>USA Performance® pages that are authenticated have a bypass link as the first focusable element in the page. This link allows the user to bypass the navigation region of a page and focus on the main region.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	USA Performance® webpages have unique descriptive titles that indicate the topic or purpose of each page.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	USA Performance® uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page. USA Performance® uses a logical tab order through interactive elements such as links and form controls.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	USA Performance® uses descriptive text to identify the purpose of links and to ensure all links are descriptive enough so that non-sighted users will be able to tell what links will do. This is accomplished by the text itself as well as the context of the link, such as within a table with labeled columns. This is also accomplished with ARIA attributes.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The language of pages in USA Performance® is identified programmatically.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports	Components that receive focus will not trigger an unexpected action or change of context.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>USA Performance® does not cause an unexpected change of context when the user interacts with elements.</p> <p>A change of context within USA Performance® will only occur when the user initiates the change.</p>
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Input errors in USA Performance® are described to the user in text, either via a dialog or by placement directly on the webpage.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Accessible labels are provided throughout USA Performance® when content requires user input, so that the user knows the expected data input and its required format.</p> <p>The formatting toolbar for rich text editors on the SES and Non-SES plan pages along with their corresponding pages in the Template Wizard and Library pages lack instructions for accessing it using only the keyboard. The instructions/keystrokes can be found at https://ckeditor.com/docs/ckeditor4/latest/examples/accessibility.html However, this link is not referenced.</p> <p>On several tables, the select control that determine the number of records to display is improperly labeled.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Most content in USA Performance® is well-formed. That is, elements have complete start and end tags, elements are nested correctly, elements do not contain any duplicate attributes, and ID attribute values are unique.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>USA Performance® controls are developed and validated against HTML specifications and standards, including ARIA.</p> <p>There are controls on the plan page that use identical label text. These are, however, in the context of different areas on the page.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	USA Performance® does not use synchronized media.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Not Applicable	USA Performance® does not use synchronized media.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Foreground to background contrast in USA Performance® adheres to standards. The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for large-scale, which has a contrast ratio of at least 3:1.</p>
<p><u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>For most pages, USA Performance® users can resize text up to at least 200% without loss of content or functionality. On the plan pages, if a user resizes the text to 200%, the instructions for Part 1 are not visible for some screen resolutions.</p>
<p><u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Other than the USA Performance® logo, images of text are not used.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	Partially Supports	<p>USA Performance® uses a navigation region at the top of the page to access the various pages that a user has permission to access.</p> <p>Top-level menus provide links to pages that can generally be searched/filtered to find information relevant to the user.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		<p>Many pages contain list data that allows one to access more detailed information by clicking on a link.</p> <p>USA Performance® also utilizes a site map that includes each of the links that are available on from the top-level menu.</p> <p>Individual Admin page links are not yet available on the site map, but can be accessed by utilizing the Admin link – assuming the user has admin privileges.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Headings and labels are descriptive throughout USA Performance®.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There is a visible indication of focus throughout USA Performance®.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	USA Performance® does not contain text with a change in language.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	Supports	USA Performance® has consistent navigation, which only vary due to the set permissions of the user.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	Partially Supports	<p>The USA Performance® UI framework ensures consistent identification of elements, and functionality.</p> <p>Labels, names, and text alternatives are consistently used for content that have the same functionality.</p> <p>One noted exception is the use of radio buttons on the plan page. On virtually every other page, the radio button is rendered using the framework library’s default UI. However, on the plan pages, the radio buttons resemble a checkbox. This is done by design to comply with OPM’s policy regarding controls on the plans.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>JAWS® speaks the text descriptions to identify required fields that are not completed, or when user input falls outside the required format or values.</p> <p>One possible exception is the Login page when the user enters an incorrect password. Generic validation language is used to avoid jeopardizing security.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p>	Supports	USA Performance® provides capabilities for error prevention by checking for input errors, by ensuring that submissions are reversible,

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)		and by allowing users to review, correct, and confirm information prior to submission.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	USA Performance® uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies such as the JAWS® screen reader.
302.2 With Limited Vision	Supports	USA Performance® supports standard browser magnification and contrast adjustments.
302.3 Without Perception of Color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	Supports	USA Performance® does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Supports	USA Performance® does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	USA Performance® does not require speech input.
302.7 With Limited Manipulation	Supports	USA Performance® supports standard input mechanisms such as user-provided keyboards. It also supports standard mouse and keyboard inputs.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	At least one mode of operation that does not require limited reach and limited strength is available. USA Performance® supports standard input mechanisms such as user-provided keyboards.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	USA Performance® does not include any content or control which impacts a user’s limited language, cognitive, or learning abilities. Clear language is used throughout USA Performance®.

Chapter 4: [Hardware](#)

Notes: Deleted. Not Applicable

Chapter 5: [Software](#)

Notes: USA Performance® is not considered a platform software as defined by section 508.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	USA Performance® is not considered a platform software as defined by Section 508. Accessibility features native to the Browser or Operating System can be used with USA Performance®.
502.2.2 No Disruption of Accessibility Features	Supports	USA Performance® does not disrupt any Browser or OS accessibility features and is compatible with any operating system and browser accessibility features configured by the user.
502.3 Accessibility Services		

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Supports	USA Performance® uses WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies.
502.3.2 Modification of Object Information	Supports	USA Performance® uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies such as JAWS®.
502.3.3 Row, Column, and Headers	Supports	USA Performance® uses standard HTML attributes to define table structure and relationships, including column and row headers, to assistive technologies such as JAWS®.
502.3.4 Values	Supports	USA Performance® uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.5 Modification of Values	Supports	USA Performance® uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.6 Label Relationships	Supports	USA Performance® uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.7 Hierarchical Relationships	Supports	USA Performance® uses standard HTML or ARIA object attributes to express hierarchical relationships.
502.3.8 Text	Supports	USA Performance® renders strings as plain text for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	Supports	USA Performance® renders strings as plain text for maximum compatibility with assistive technologies.
502.3.10 List of Actions	Supports	USA Performance® uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Supports	USA Performance® uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.12 Focus Cursor	Supports	USA Performance® uses standard browser focus indicators to indicate the current position of focus.
502.3.13 Modification of Focus Cursor	Supports	USA Performance® uses standard HTML elements with standard cursor controls for user input.
502.3.14 Event Notification	Supports	USA Performance® has a session timeout alert to notify the user when his session is about to end.
502.4 Platform Accessibility Features	Supports	USA Performance® is not considered a platform software as defined by section 508.
<u>503 Applications</u>		
503.2 User Preferences	Supports	USA Performance® respects user preferences from platform or OS settings. For example, if a user enables high contrast mode, the USA Performance® user interfaces will display with high contrast.
503.3 Alternative User Interfaces	Not Applicable	USA Performance® does not provide any alternative user interfaces that function as assistive technology.
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not Applicable	USA Performance® does not use videos, so caption controls are not used.
503.4.2 Audio Description Controls	Not Applicable	USA Performance® does not use videos, so audio description controls are not used.
<u>504 Authoring Tools</u>		

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	USA Performance® is not an authoring tool.
504.2.2 PDF Export	Not Applicable	USA Performance® is not an authoring tool.
504.3 Prompts	Not Applicable	USA Performance® is not an authoring tool.
504.4 Templates	Not Applicable	USA Performance® is not an authoring tool.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Partially Supports	USA Performance® was designed with accessibility principles in mind and coded to work with assistive technology in accordance with the Web Content Accessibility Guidelines (WCAG) . USA Performance® has proper heading structure and image alt-text throughout its webpages. Users can zoom the webpages to 200% (though on the Plan Page, part

Criteria	Conformance Level	Remarks and Explanations
		<p>of the page is obscured at 200% for some resolutions. USA Performance® can be viewed in high contrast. USA Performance® has full keyboard accessibility.</p> <p>The user can access and navigate USA Performance® using the JAWS® screen reader. He can access commands and navigate using the keyboard with the JAWS® keyboard shortcuts.</p> <p>Keyboard navigation includes support for the following: cursor keys (up, down arrows), tab and shift-tab), Enter or Spacebar (to select or activate).</p>
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Supports	Support documentation is provided electronically upon request. If another format of support documentation is required, it can be provided upon request.
<u>603 Support Services</u>		
603.2 Information on Accessibility and Compatibility Features	Supports	Support services are available by contacting the USAP Help Desk either through the site or by phone.
603.3 Accommodation of Communication Needs	Partially Supports	The plan process for the USA Performance® program is done online and as such, TTY support is not provided. If the applicant has a technical problem, or needs clarification about the application process, there is a help ticket submission capability built into the application interface.

Legal Disclaimer (U. S. Office of Personnel Management)

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