

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 available through the RPCC Library Services website. 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.

These lists will not include such resources for hardware that may be required for a course, whether any model is acceptable or if a specific model of a device is required. Such information should be available with the device documentation or from the manufacturer.

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.

RPCC Support Resources:

- [RPCC Information Technology](#) for RPCC IT Support which includes help with RPCC Email, RPCC 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 RPCC IT at Help@rpcc.edu for help with email or campus network and computer issues. Computer assistance is limited to RPCC-owned devices. NOTE: RPCC IT staff cannot address issues with personal devices.
- [RPCC Web Accessibility Statement](#)
- [RPCC Canvas Help](#); RPCC Canvas contact: Canvas@rpcc.edu
- [RPCC Public Information and Resources](#)

Note that links may change. Please contact Library@rpcc.edu if you find a link that consistently does not work.

General Product Accessibility Information, Privacy Policies, and Support

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
<p>Canvas</p>	<p>Canvas VPAT</p> <p>Accessibility within Canvas</p>	<p>Canvas (Instructure) Privacy Policy</p>	<p>Canvas Guides</p> <p>Also see the Canvas Help link in the Global Navigation Menu for more support options.</p>
<p>Adobe Products</p> <p>Links to download:</p> <ul style="list-style-type: none"> • Adobe Reader <p>Note that Adobe Flash will be discontinued on 12/31/2020</p>	<p>Adobe Accessibility</p> <p>Includes information by product, compliance and conformance reports, and other resources.</p> <ul style="list-style-type: none"> • Adobe Reader Accessibility <p>Adobe Reader VPATs for:</p> <ul style="list-style-type: none"> • Windows • Mac OS X 	<p>Adobe Privacy Policy</p>	<p>Adobe Reader Support</p>
<p>Audacity, a “free, open-source, cross-platform audio software.”</p>	<p>Audacity VPAT</p>	<p>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 opt-out, available via a link to cookie settings.</p>	<p>Audacity Help</p>
<p>Big Blue Button (aka Canvas Conferences)</p>	<p>Accessibility</p>	<p>Privacy</p>	<p>Video Tutorials</p>

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
Cengage products, including, but not limited to: <ul style="list-style-type: none"> • Aplia • CourseMate • MindTap • SAM • WebAssign 	Accessibility and Usability in Cengage Educational Materials Cengage VPATs by Product (includes MindTap, WebAssign, etc.)	Cengage Privacy Policy	See help and support within the relevant Cengage products.
Chem101	Statement on Product Accessibility	Privacy Policy	Chem101 Support
CK-12	No accessibility policy, statement or VPAT available, per CK-12 Support.	CK-12 Privacy Policy	CK-12 Help Center
GALILEO Open Learning Materials	GALILEO Accessibility Statement	GALILEO Privacy Policy ; note that this redirects to Elsevier Privacy Policy, who owns the bepress platform used by GALILEO	GALILEO Frequently Asked Questions
Google Products	Google Accessibility Google Accessibility: Products and Features : Lists various Google products and related accessibility information	Google Privacy Policy	Google Help

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
Honorlock: Online test proctoring platform (fee based)	Honorlock Accessibility Statement	Website Privacy Policy (PDF) Application Privacy Policy (PDF)	Honorlock 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.
Hawkes Learning	Hawkes Learning Accessibility	Hawkes Learning Privacy Policy	Hawkes Learning Help & Support
Java	No accessibility information located.	Privacy @ Oracle	End-user support not available.
Khan Academy	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	Khan Academy Help Center
McGraw-Hill Education, including but not limited to Connect	McGraw Hill Education Accessibility Policy	McGraw-Hill Privacy Policy	McGraw-Hill Product Support Connect

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
<p>Microsoft Products</p> <p>Microsoft Login</p> <p>Use this to access your RPCC-licensed applications.</p>	<p>Microsoft Accessibility</p> <ul style="list-style-type: none"> • Office Accessibility • Windows Accessibility • Resources (includes guides, conformance reports, and more) 	<p>Microsoft Privacy Statement</p>	<p>Microsoft Office Help & Training</p> <p>Microsoft Accessibility Support - Disability Answer Desk</p> <p>Support: Office Accessibility Center - Resources for people with disabilities (for Office 2016, 365 for home, 2016 for Mac)</p> <p>Windows Help: (select your Windows platform as needed)</p> <p>Windows Accessibility Help (10, 8.1, & 7)</p>
<p>MyOpenMath</p>	<p>Accessibility</p>	<p>Privacy Policy</p>	<p>No help or support located.</p>
<p>Open Office (a <i>free</i> alternative to commercial productivity products – word processing, spreadsheets, etc.)</p>	<p>Open Office Accessibility White Paper</p>	<p>Open Office Privacy Policy</p>	<p>Open Office Support: Product Documentation</p>
<p>OpenStax</p>	<p>OpenStax Accessibility Policy</p>	<p>OpenStax Privacy Policy</p>	<p>OpenStax Support</p>
<p>Pearson, including but not limited to:</p> <p>MyLab products</p>	<p>Pearson Accessibility</p>	<p>Pearson Privacy Statement</p>	<p>Pearson Support:</p> <p>MyLab: Student Support</p>

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
PhET Interactive Simulations	PhET Accessibility	PhET Privacy Policies: <ul style="list-style-type: none"> • HTML Simulations • Java Simulations 	PhET Help Center
Poetry Foundation	No accessibility policy or statement found	Poetry Foundation Privacy Policy Poetry Foundation Terms of Service	No specific help or support listed. See Poetry Foundation Contact for information.
Pressbooks 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 Pressbooks Terms of Service	Pressbooks Guides and Tutorials
Project Gutenberg	See “Compatibility, Accessibility, Usability” under New Website 2020 ; several books may be available in multiple formats.	Project Gutenberg Privacy Policy Project Gutenberg Terms of Use	Project Gutenberg Help
Respondus Tools Lockdown Browser (RLDB) Lockdown Monitor (Online proctoring, webcam required; limited seats)	Respondus Accessibility + VPAT LockDown Browser Accessibility	Respondus Privacy Center	Support and Resources Student Resources Your instructor will provide the link to download and install the browser to your device.

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
TED	<p>TED does not provide accessibility information, but the videos include closed captioning and other playback tools, as well as transcripts in several languages.</p>	<p>TED Privacy Policy</p> <p>TED Talks Usage Policy</p> <p>TED Terms of Use</p>	<p>TED Support</p>
Twitter	<p>No accessibility policy or statement located for Twitter.</p> <p>Accessible support/alternatives:</p> <ul style="list-style-type: none"> • American Foundation for the Blind: Accessibility and Twitter 	<p>Twitter Privacy Policy</p>	<p>Twitter Help Center</p>
<p>Vimeo</p> <p>While a basic account is free, one is required. Users may create an account or join with Google.</p> <p>Vimeo Player</p>	<p>No Vimeo or Vimeo Player accessibility statement or policy available, does refer to accessibility in its Terms of Service Agreement, Section 5.6, Accessibility and Ratings.</p>	<p>Vimeo Privacy Policy</p>	<p>Vimeo Help Center</p> <p>Vimeo Acceptable Use Community Guidelines</p>
<p>YouTube</p>	<p>There is no specific accessibility policy, statement or VPAT available for YouTube.</p> <p>YouTube Help: Accessibility Settings</p> <p>Using YouTube with a screen reader</p>	<p>YouTube Privacy Guidelines</p>	<p>YouTube Help</p> <p>YouTube Captions Help</p> <p>Accessibility for YouTube mobile app</p>

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
Webex - online conferencing	Webex Accessibility	Webex/Cisco Online Privacy Statement	Webex Help Center
Wikipedia	Wikimedia Accessibility Statement	Wikimedia Privacy Policy	Wikimedia Help
Zoom – web conferencing	Zoom Accessibility	Zoom Privacy Policy	Zoom Support

RPCC Library Resources: Accessibility Information, Privacy Policies, and Support

Note that access to all RPCC Library resources must be made from the [RPCC Library website](#) and will require login for off-campus access.

Please see [RPCC Library Services - About the Library](#) for our statements and policies.

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
Britannica Academic	Britannica Web Site Accessibility Policy	Encyclopaedia Britannica Privacy Policy	Britannica Help
CQ Researcher (Sage Publishing)	Sage Publishing Accessibility	CQ Privacy Policy	CQ Researcher Help: Frequently Asked Questions
Credo Reference	Credo Accessibility Also visit: Tips for using Credo with a screenreader.	Credo Privacy Policy	No user help/support located.
Duke University Press	Accessibility Policy	Privacy Policy	No user help/support located.

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
EBSCOhost	EBSCO Accessibility EBSCO Accessibility Navigation Guide	EBSCO (EIS Products and Services) Privacy Policy	EBSCO Connect
Films On Demand (Infobase)	Accessibility Statement for Films on Demand	Infobase Data Security and Privacy Policy	Product Support
Gale (Cengage) <ul style="list-style-type: none"> • Gale Ebooks • Gale In Context: Biography • Gale Interactive: Human Anatomy • Gale Literature • Scribner Writer Series • Twayne's Author Series • Gale Literature Resource Center 	Gale's Electronic Product Accessibility Policy Cengage VPATs by Product (includes Gale databases)	Cengage Privacy Overview	Gale Product Help: See help and support within the relevant databases.
IEEE Xplore Digital Library	Accessibility	IEEE Privacy Policy	Resources and Help User Guides Video Tutorials
JSTOR	JSTOR Accessibility Policies JSTOR 2020 VPAT (PDF download)	JSTOR Privacy Policy (ITHAKA)	JSTOR Support for Students

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
PrepSTEP (LearningExpress, an EBSCO product)	EBSCO: Accessibility	LearningExpress Privacy Policy	EBSCO LearningExpress Quick Start Guide Once in the platform, select the appropriate resource from the Help drop menu, including FAQs, Registration, video guides, and more.
MathSciNet (American Mathematical Society)	AMS Website Accessibility Statement and VPATs	AMS Privacy Statement	MathSciNet Help
Nexis Uni	LexisNexis Accessibility Commitment	LexisNexis Privacy Policy	Help Topics for Nexis Uni
O'Reilly for Higher Education	O'Reilly Accessibility Statement	O'Reilly Privacy Policy	O'Reilly Support Center
Oxford University Press: <ul style="list-style-type: none"> • Oxford English Dictionary (OED) • Oxford Reference • Oxford Scholarship Online 	Oxford Accessibility Statement and Help OED Accessibility Statement	Oxford UP Privacy Policy	OED Help Oxford Reference Help Oxford Scholarship Online Help
ProQuest	ProQuest Platform Accessibility Statement	ProQuest Privacy Policy	ProQuest Help
Readex: Newsbank (African American Newspapers and America's Historical Newspapers)	VPATs for these collections are currently not available online.	Readex Privacy Policy	Readex Help: See help and support within the relevant collections.

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
SAGE Knowledge	SAGE Knowledge Accessibility	SAGE Publishing Privacy Policy	SAGE Knowledge Help is aimed at library administration rather than user assistance.
Salem Press	No accessibility statement or policy available.	See Privacy Policy linked at bottom of home page. This information is available as a pop-up rather than a separate webpage and is not publicly available.	Salem Press Student User Guide (PDF download) The Help link in the top menu and the footer of the homepage open a new page or a pop-up that include links to PDF user guides.
SirsiDynix (online library catalog)	SirsiDynix Accessibility	SirsiDynix Legal & Privacy Terms	Enterprise Catalog Help
Swank Motion Pictures	Swank Accessibility Information	Swank Privacy Policy	Swank Frequently Asked Questions
World Book Most WB products include a Corporate link at the bottom of its home page that include that product's respective accessibility statement, privacy policy and other information, where available.	No accessibility statement, policy, or VPAT, either corporate or product-specific is available.	World Book Privacy Policy	World Book Training & Support Also see Training and Support for specific products.

Product	Accessibility Policies and VPATs	Privacy Policies	Help/Support
<p>World Trade Press</p> <ul style="list-style-type: none"> • A to Z Maps Online • Global Road Warrior 	<p>AtoZ Maps Online Accessibility</p> <p>Global Road Warrior Accessibility</p> <p>Both include a link to their most recent VPATs.</p>	<p>AtoZ Maps Online Privacy Policy</p> <p>Global Road Warrior Privacy Policy</p>	<p>Product overviews: also available on the respective home pages when accessed from RPCC Library website.</p> <p>A to Z Maps Online Brochure (PDF download)</p> <p>Global Road Warrior Brochure (PDF download)</p>

River Parishes Community College, a member of the Louisiana Community and Technical College System and accredited by the Southern Association of Colleges and Schools, does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities and provides equal access to the Boy Scouts and other designated youth groups. The following person located at 925 W. Edenborne Pkwy., Gonzales, LA – 225-743-8500 has been designated to handle inquiries regarding the non-discrimination policies: Shalither Cushenberry – Title IX Coordinator & Section 504 Coordinator.

This document has been reviewed for accessibility and correct/working links. If you find any issues with this document, please contact RPCC Library Services at Library@rpcc.edu; please specify the document title and identify the specific issue.