



# Saba Centra Live

Best Practices and New Features for 508  
Compliance

Version 7.5 SP3



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# Centra Live™ Support for 508 Compliance

Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), requires that all electronic information technology adopted by the Federal government be usable by people with disabilities. Saba is committed to making its products fully compliant with Section 508.

The first section of this booklet describes best practices that leaders of Centra Live sessions can follow to make the online experience as beneficial as possible for participants with disabilities. It describes practices that help all participants with disabilities, as well as practices that help participants with particular types of disabilities.

The second section of this booklet describes features of Centra Live that are designed specifically to help leaders offer live sessions that are in compliance with the goals of Section 508.

## Best Practices for Leaders

Participants with disabilities are benefited by many of the same practices that make sessions valuable for all users. That is, sessions should be well-organized and clearly focused. They should neither place excessive demands on the participants' attention nor oversimplify the material to be covered.

For example, the following practices, which are of benefit to all participants, are especially helpful in sessions that include participants with disabilities:

- Keep all explanations, both oral and written, succinct and to the point.
- Bullet points should not be full sentences, but brief phrases that summarize important points.
- Slides, diagrams, images, and application shares should have a clear focus, preferably on single topics, procedures, or concepts.

Do not hesitate to break conventional rules of online presentation to meet the needs of participants with disabilities. For example, reading all the text on a slide out loud is unsuitable for most audiences, but it can be suitable for audiences that include participants with visual impairments.

Finally, be sensitive to the special needs of participants with disabilities, but do not be overly solicitous. Make the participants feel that you have confidence in their ability to succeed. Helen Keller, who became totally deaf and blind through a childhood illness, explained why she so loved her friend Mark Twain: "He treated me like a competent human being."<sup>1</sup>

The following sections list practices that are especially helpful to participants with particular types of disability.

### *Visual Impairments*

- Provide an oral explanation of each important concept or piece of information.
- Provide oral explanations of the different methods of performing specific tasks, such as running the Audio Wizard using the mouse and using key strokes.
- Do not include small text or detail in slides, diagrams, and application sharing.

<sup>1</sup> See Helen Keller, *The World I Live In*, (New York Review Books, 2003) p. xxv.

## *Hearing Impairments*

- Make sure that all participants use the Audio Wizard to adjust and test their audio before the session begins.
- Make presenter notes available before the session.
- Speak clearly and distinctly at all times during the session.
- Use short sentences and avoid grammatically complex constructions.
- Provide written or visual commentary for each important concept, procedure, or piece of information.

## *Cognitive Impairments*

- Use simple and familiar language. Avoid jargon and colloquialisms.
- Introduce abstract concepts with concrete examples or simple anecdotes. Reinforce discussion of abstract concepts with additional concrete examples.
- Provide visual illustrations for all written explanations.
- Limit the amount of content on each slide.
- Make application shares short and interactive.
- Focus application shares on single topics or concepts.
- Pause frequently to allow participants to ask questions or discuss the material being covered.
- Provide frequent concise summaries of the material covered.

## *Speech Impairments*

- Encourage the use of text chat to communicate with the Leader, Co-Presenters, and other participants.

## **Centra Live Features for 508 Compliance**

This section describes the features of Centra Live that are designed specifically to make Centra Live sessions more rewarding and productive for participants with disabilities:

- Mouseless navigation through Centra Live panels, windows, and buttons.
- Support for screen reader applications.

### *Mouseless Navigation Through Centra Live*

Most people with visual impairments cannot use a mouse. To make it easier for people with visual impairments to participate in events, Centra Live provides two techniques that enable them to navigate through panels, windows, and buttons without a mouse:

- Pressing the Tab key, which navigates through panels, windows, and buttons from top to bottom and left to right.
- Using keyboard shortcuts to navigate to particular panels.

### **Tabbing**

Users can press the Tab key to navigate through the items on the user interface from top to bottom and left to right. The Tab key navigates from pane to pane, and within each pane, from button to button (skipping disabled buttons). Pressing the Tab key has the same effect in both docked and undocked windows.

Modeless dialog windows such as Text Chat, Feedback, Insert URL, and Breakout Rooms are included in the tabbing sequence when they are open, but are not included when they are closed or minimized.

Users can tab within modal dialog windows such as Import, Insert File to Download, Options, Audio Wizard, and Host Applications, but they cannot tab out of them to other windows.

Users access the panes and buttons in the following sequence:

1. Audio Panel
  - a) Press-to-Talk button
  - b) Lock-to-Talk button
  - c) Mute button
  - d) Speaker volume slider (The arrow keys change the slider value.)
  - e) Microphone volume slider (The arrow keys change the slider value.)
2. Video Panel
  - a) Show My Camera
  - b) Play Video/Pause Video
3. Presenter's section of the People Panel (only the enabled buttons)
  - a) Call on Next Hand
  - b) Give Microphones to All
  - c) Clear Microphones, Clear Hands
  - d) Clear Yes/No
  - e) The first row in the Leader and the Co-Presenters list. To navigate within the Leader and Co-Presenters list, press the Up and Down arrows. To navigate from the Leader and Co-Presenter list to the first row of the Participant list, press the Tab key.
4. Participant's Section of the People Panel (only the enabled buttons)
  - a) Sort by Microphone
  - b) Sort by Hand
  - c) Sort by Yes/No
  - d) Sort by Name
  - e) The first filled row of Participant users
  - f) Totals: Number of users, number of raised hands, number of yes, number of no, number laughing, number applauding
5. Agenda Panel Import Button (only for Leaders or Co-Presenters)

Note: When the Agenda Panel has focus, Leaders and Co-Presenters can use the Up and Down arrow keys and the Page Up and Page Down keys to navigate through the items in the agenda.
6. Agenda Panel agenda outline (for Participants, before and after the session)
7. Media Panel

## Shortcuts

Users can access certain panels using the keyboard shortcuts listed in the following table:

<b>This shortcut ...</b>	<b>... navigates to this Panel</b>
ALT	Menu bar
ALT+1	Audio Panel
ALT+2	Presenters (People Panel)
ALT+3	Participants (People Panel)
ALT+4	Agenda outline on Agenda Panel
ALT+5	Media panel

<b>This shortcut ...</b>	<b>... navigates to this Panel</b>
ALT+6	People totals such as: people, raised hands, and yes and no responses.
ALT+7	Status bar information, such as: currently speaking, recording status, session status, PSTN (Public Switched Telephone Network) status, and network status.

## Navigating Through the Agenda Without a Mouse

When the Agenda Panel has focus, Leaders and Co-Presenters can navigate through the items in the agenda by using the Up and Down arrow keys and the Page Up and Page Down keys.

Leaders and Co-Presenters can also navigate through an agenda using the F3 (next item) and F4 (previous item) keys, even when the Whiteboard has focus.

## *Using a Screen Reader with Centra Live*

Centra Live enables visually-impaired participants to use a screen reader to read the contents of most panels in Centra Live sessions.

In the Participants List, the Up and Down arrow keys place focus on individual users (both presenters and participants). The screen reader reads the name of each user as it receives focus.

PowerPoint slides must be imported in HTML format in order for participants to read slides using Screen Reader applications.

The output of screen readers is not captured in recordings of sessions, but screen readers can be used on playbacks of recorded sessions. Content in the recorded session must have been imported as HTML in order to be accessible by the screen reader during playback.

Ctrl can be disabled as the Talk key for Centra Live by pressing F7. This feature enables participants to use Ctrl in keyboard shortcuts for certain screen readers. Participants can re-enable Ctrl as the Centra Live Talk key by pressing F7 again.

## *Playbacks*

- All keyboard shortcuts (ALT+n) are supported for playbacks, with the following difference: ALT+7 accesses the recording index rather than the status bar. (There is no status information associated with recordings.) Pressing the Tab key navigates through panels, windows, and buttons as it does in live sessions.
- All controls for the playback, such as pause and play, are in both the toolbar and the file menu.

## Where to Get More Information

For information about Centra training, Documentation, and Knowledge objects, please see *Getting Information about Centra Live*.