Telework Platform Accessibility Matrix

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Disclaimer: Telework platforms are constantly changing. New features are added or improved; others break in the process. The following information was correct (to the best of our knowledge) at the time of publication. If you are aware of updated information, or have corrections, please share them (Email: karen.milchus@design.gatech.edu).

About the Features in the Matrix

- **Dial-in Conference Line vs. Video Meetings** – describes how the participants communicate
  - Video meetings allow participants to read lips or watch a sign language interpreter.
  - Dial-in conference lines use less bandwidth and might be easier to access from mobile devices.
- **Screen Share Slides / Other** – the presenter can share presentation slides during a meeting
  - Some platforms also provide the ability to share other documents / screen views.
  - Use screen sharing to guide employees through setting up software / using access features.
- **Live Chat** – chat box between team members
  - Employees who have difficulty speaking can use this feature to ask/answer typed questions.
  - It may not be compatible with the employee's screen reading or assistive typing software.
- **Notes/Whiteboard** – allows participants to collaborate in real time on a document, picture, plan, etc.
- **Raise Hand** – signal to the presenter
  - Employees who have difficulty jumping into a conversation quickly can indicate that they have something to say.
- **Control Participant Mics** – the meeting host can mute everyone's mics or to delegate who can speak
- **Record Session** – record the meeting
  - In addition to allowing employees who missed the meeting find out what occurred, this also provides an alternative for notetaking during a meeting.
- **Scheduler** – sends out a meeting time for calendars when the meeting is created
  - This feature is particularly helpful for employees who have difficulty with time management and/or organization.
- **Keyboard Control –** allows the user to use keyboard shortcuts / hot keys to control meeting features (e.g., using Ctrl-M to mute your mic.)
  - Most platforms have this feature. It is essential for employees who can't use a mouse.
- **Automatic / External Captioning** – features that support captioning for people who are deaf, hard of hearing, or who are not auditory learners
  - Automatic captioning uses artificial intelligence to generate the captions. Nothing more needs to be done by the meeting host, but the accuracy will not be 100%. Thus, it might be good enough for a project meeting; not good enough for education, legal proceedings or finances.
  - External captioning uses a live person to generate captions through a link or directly on the platform. The accuracy will be much better, but it requires advance planning and expense.
- **Supports Interpreter –** setting so that a sign language interpreter's video screen remains on view (is pinned (specific user) or spotlighted (all attendees)) during the entire meeting
- **Interface Complexity –** How difficult is the platform to use?
  - Consider whether there are tutorials and whether the interface is it fairly self-explanatory.
  - Look for controls that stay in view and have redundant indication of what they do (text, icons).

Video Calls

Products	Face Time	Skype	WhatsApp
GENERAL INFO / FEATURES			
Type	Video Calls	Video & Audio Calls	Video & Audio Calls / Text & Voice Chat
Cost	Free with iOS/macOS	Free	Free
Group Size	32 (newest iOS)	up to 50	up to 256
Dial-in conference line	yes	yes	yes
Video meeting	yes	yes	yes
Screen share slides	no	yes	no
Screen share other	no	yes	no
Live Chat	no	yes	yes
Notes / White board	no	no	no
Raise hand	no	no	no
Control participant mics.	no	yes	no
Record session	no	yes	yes
Scheduler/calendar	no	yes	no
Other features	High quality HD video	High quality HD video	Send recorded voice messages
ACCESSIBILITY			
Keyboard control/shortcuts	no	yes	yes
Automatic captioning	no	yes	Android only
Supports external captioning	no	no	yes
Supports interpreter (e.g. pin view)	no	yes	no
Chat works with screen reading	n/a	yes	yes
Screen share works with screen reading	n/a	?	n/a
Easy/quick login or connection	yes	yes	yes
Interface complexity – participant	easy	easy	easy
Interface complexity – host	easy	easy	easy
SECURITY			
End-point to end-point encryption	yes	yes	yes
HIPAA compliant encryption	yes	?	no

FaceTime
- Product Website: https://facetimeapp.com
- Best Features: easy to use, free, popular for sign language calls (due to high quality video)
- Worst Features: only runs on iOS devices, few accessibility features

- Accessibility Info: https://support.apple.com/en-us/HT210070#facetime

Skype
- Product Website: https://www.skype.com/en/
- Best Features: integrates well with Microsoft accessibility features
  live automated captioning; ability to "pin" sign language interpretter
- Worst Features: lacks the collaboration tools of the larger meeting platforms

- Accessibility: https://support.skype.com/en/faq/FA34907/accessibility-support-for-skype#mob
- Keyboard Controls:
  https://support.skype.com/en/faq/FA12025/what-are-keyboard-shortcuts-and-how-do-i-use-them-in-skype?q=accessibility

WhatsApp
- Product Website: https://www.whatsapp.com/?lang=en
- Best Features: works across mobile/PC platforms; sync between devices
  popular for international calls
  works with TalkBack, VoiceOver, Siri and BrailleBack
  live automated captions (Android)
  send recorded voice messages instead of typing
- Worst Features: lacks the collaboration tools of the larger meeting platforms

- Accessibility:
  https://faq.whatsapp.com/android/account-and-profile/about-accessibility-features-on-whatsapp
  https://faq.whatsapp.com/iphone/account-and-profile/about-accessibility-features-on-whatsapp

Meetings / Collaborative Work

Products	BlueJeans Meetings	GoTo Meeting	Google Meet	Microsoft Teams	Webex	Zoom
GENERAL INFO / FEATURES						
Type	Meetings	Meetings	Meetings	Meetings	Meetings	Meetings
Free version	n/a	14-day trial	Free w/ Google Workspace	1-month trial	100 people, 1 host, 50 min.	100 people, 40 min.
Paid versions: cost, (people)	$10-14+/mo. (for 50-100)	$12-16+/mo. (for 150-250)	Workspace: $6-18/mo. (for 100-250)	$5-12.50/mo. (for 250+)	$14-27/mo. (for 100-200)	$15/mo/host - $200/mo (for 100-300)
Dial-in conference line	yes	yes	yes	yes	yes	yes
Video meeting	yes	yes	yes	yes	yes	yes
Screen share slides	yes	yes	yes	yes	yes	yes
Screen share other	yes	yes	yes	yes	yes	yes
Live Chat	yes	yes	yes	yes	yes	yes
Notes / White board	yes	some vers.	no	yes	yes	yes
Raise hand	yes	no	no	yes	yes	yes
Control participant mics.	yes	yes	some vers.	yes	yes	yes
Record session	yes	some vers.	some vers.	yes	yes	yes
Scheduler/calendar	yes	yes	yes	yes	yes	yes
ACCESSIBILITY						
Keyboard control/shortcuts	yes	yes	yes	yes	some	yes
Live automatic captioning	yes	new vers.	yes - good!	yes	no	in beta
Transcript for later review	extra charge	yes	no	no	yes	yes
Supports external captioning	no	no	no	no?	yes	yes
Supports (pin) interpreter	no	no	no	no	yes	yes
Chat works with screen reader	yes	yes	yes	yes	yes	yes
Screen share w/ screen reading	yes	?	yes	yes	no	yes
Easy/quick login / connection	yes	yes	yes	longer than others	yes	one-click sign-on
Complexity – participant	easy	average	easy	above average	easy	easy
Interface complexity – host	average	average	easy	difficult	easy	easy
SECURITY						
End to end-point encryption	no	yes (128 bit)	no	yes (256 bit)	yes	new (256 bit)
HIPAA compliant encryption	yes	see notes	see notes	see notes	yes	yes

BlueJeans Meetings
- Product Website: https://www.bluejeans.com
- Best Features: ability for breakout sessions
  live automated captions
  phone number to dial-in
- Worst Features: doesn't support external captions, extra charge for post-session transcript

- Accessibility Info: https://support.bluejeans.com/s/article/Accessibility-Features
- VPAT Link: https://support.bluejeans.com/s/article/Accessibility-Features

GoToMeeting
- Product Website: https://www.gotomeeting.com
- Best Features: easy to use from mobile device (inc. as host)
  meeting transcription
  screen customizable for low vision users (e.g., colors, font size)
- Worst Features: lacks advanced meeting options such as polling (use GoToWebinar for webinars)

- Accessibility Info:
  https://support.goto.com/meeting/help/what-accessbility-features-are-available-in-gotomeeting
- VPAT Link:
  https://support.goto.com/meeting/help/what-accessbility-features-are-available-in-gotomeeting
- HIPAA Security:
  https://www.gotomeeting.com/meeting/resources/hipaa-compliant-video-conferencing

Google Meet
- Product Website: https://meet.google.com
- Best Features: integrates with Google/Chrome tools (e.g., calendar) and accessibility plugins
  can use in web browser, without downloading an app
  some reports suggest that it has the best live automatic captioning
  simple interface
- Worst Features: need some level of Google account
  captions are not saved to the recording

- Accessibility Info: https://support.google.com/meet/answer/7313544?hl=en
- VPAT Link: https://services.google.com/fh/files/misc/google_meet_vpat.pdf
- HIPAA Security:
  https://services.google.com/fh/files/misc/gsuite_cloud_identity_hipaa_implementation_guide.pdf

MS Teams

- Product Website:
  https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/group-chat-software
- Best Features: integrates well with other Microsoft programs, calendar and accessibility features
  fairly accurate automatic captioning
  host can download transcript, if 3+ attendees and meeting recorded with captions enabled
  read aloud document feature helps with collaboration
- Worst Features: inconvenient (some features not available) for users without Microsoft account
  somewhat complex

- Accessibility Info:
  https://support.office.com/en-us/article/accessibility-support-for-microsoft-teams-d12ee53f-d15f-445e-be8d-f0ba2c5ee68f
- VPAT Link:
  https://cloudblogs.microsoft.com/industry-blog/government/2018/09/11/accessibility-conformance-reports/
- HIPAA Security:
  https://www.microsoft.com/en-us/microsoft-365/blog/wp-content/uploads/sites/2/2019/04/HIPAA-Compliance-Microsoft-Office-365-and-Microsoft-Teams.pdf

Webex

- Product Website: https://www.webex.com
- Best Features: supports external captioning and sign language interpreter; provides transcripts
  visual design works well for people with low vision
  breakout sessions
- Worst Features: some elements may be missing keyboard controls or labels for screen readers

- Accessibility Info: https://www.webex.com/accessibility.html
- VPAT Link:
  https://www.cisco.com/c/en/us/about/accessibility/voluntary-product-accessibility-templates.html#~collaboration

Zoom

- Product Website: https://zoom.us
- Best Features: reported to be one of the more accessible platforms for both participant and host
  one-click sign-on; adjust settings to optimize for low vision/bind
  supports external captioning and sign interpreter; provides automatic transcripts
- Worst Features: has had problems with security

- Accessibility Info: https://zoom.us/accessibility
- Keyboard Controls: https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-for-Zoom
- VPAT Link: https://zoom.us/docs/doc/vpat/Zoom%20Product%20Web%20Pages%20VPAT.pdf

Presentation / Training

Products	Adobe Connect	Blackboard Collaborate	BlueJeans Events
GENERAL INFO / FEATURES			
Type	Video calls, meetings, webinars	Video calls, meetings, webinars	Video calls, meetings, webinars
Free version	3 participants	Trial available	30 min./25 people (14-day trial)
Paid versions	$50-130+/month (25-1500 people)	$300+/year (100-500 people)	$99-599/month (100-500 people)
Dial-in conference line	yes	yes	yes
Video meeting	yes	yes	yes
Screen share slides	yes	yes	yes
Screen share other	yes	yes	yes
Live Chat	yes	yes	yes
Notes / White board	yes	yes	yes
Raise hand	yes	yes	yes
Control participant mics.	yes	yes	yes
Record session	yes	yes	yes
Scheduler/calendar	yes	yes	yes
Other features	Multiple meeting rooms	Collaboration features	Encryption enabling
ACCESSIBILITY			
Keyboard control/shortcuts	yes	yes	yes
Automatic captioning	yes	yes	yes
Supports external captioning	no	yes	no
Supports interpreter (e.g. pin view)	no	no	no
Chat works with screen reading	yes	yes	yes
Screen share works with screen reading	yes	yes	yes
Easy/quick login or connection	yes	yes	yes
Interface complexity – participant	easy	average	easy
Interface complexity – host	average	average	average
SECURITY			
End-point to end-point encryption	yes	no	no
HIPAA compliant encryption	yes	yes	yes

Adobe Connect:
- Product Website: https://www.adobe.com/products/adobeconnect.html
- Best Features: easy to use, accessibility, secure, large-size meetings
- Worst Features: slightly complex host interface, no interpreter support

- Accessibility Info:
    https://helpx.adobe.com/in/adobe-connect/using/accessibility-features.html#menu_navigation
- VPAT Link:
    https://www.adobe.com/accessibility/compliance/adobe-connect-9-section-508-vpat.html

Blackboard:
- Product Website: https://www.blackboard.com
- Best Features: accessibility, good support for external captioner, large-size meetings
- Worst Features: no interpreter support, lack of security (no end to end encryption)

- Accessibility Info: https://help.blackboard.com/Collaborate/Ultra/Participant/Accessibility
- VPAT Link:
    https://help.blackboard.com/sites/default/files/bb_assets_embed/11000/collaborate_web_conferencing_vpat_-_2013.pdf

BlueJeans Events:
- Product Website: https://www.bluejeans.com
- Best Features: affordable, accessibility, secure, easy to use, large-size meetings
- Worst Features: lack of security

- Accessibility Info: https://support.bluejeans.com/s/article/BlueJeans-Events-Accessibility-Features
- VPAT Link: https://support.bluejeans.com/s/article/Accessibility-Features