ProQuest: African American Biographical Database (AABD) Accessibility Conformance Report

VPAT® Version 2.2, Revised Section 508 Edition—July 2018

Name of Product/Version:	African American Biographical Database (AABD), version 1.0
Product Description:	From the [product site](#): "The African American Biographical Database is a resource of first resort when you are looking for biographical information, including photographs and illustrations, for African Americans. From the famous to the everyday person … " • Most full-text content is provided in both PDF and page-image formats. • Pages are presented in table layout. • Inline styles, versus external stylesheets.
Report Date:	June, 2019
Contact information:	email.technicalsupport@proquest.com
Notes:	Site dates to circa 2002. Reflects 2018 General Data Protection Regulation (GDPR) implementation for EU cookie acceptance and user-selected cookie preferences.
Evaluation Methods Used:	Methods and tools: • Color Contrast Analyzer provided by WebAIM • Deque axe accessibility testing tool • Manual keyboard checks • NVDA with Firefox • WAVE (web accessibility evaluation tool) provided by WebAIM • Web Developer browser extension

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Page **1** of **25**

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, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on 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:

- 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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	• Although most images have Alt text defined that will display in the event images are unavailable, the text does not display as a 'tooltip.' Adding the 'Title' attribute to the image tags would allow on-hover tooltips to display. • Spacer images, without alt text are found on some pages… which the WAVE toolbar flags as errors.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not provide any audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not provide any audio or video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not provide any audio or video content.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	• AABD does not use heading tags. • Form elements across the site do not have form labels, as evidenced by the **Missing form label** error.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	• Although there are some exceptions, NVDA reads AABD pages in a top-down, left-right sequence—reflective of the desired reading order.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Neither instructions for accessing content or functionality elements depend on sensory characteristics of shape, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	• In general, AABD does not use color to convey meaning, purpose, intent, or orientation. • Color contrast is mostly all good. • Text links are underlined, and therefore not depend on color. • The visited link color #996633 (light brown) on the background color #F4F4C3 (pale yellow) does fail contrast at all but AA Large text. • Sample exception: On Chrome, using the High Contrast extension, the label on the 'LOGIN' button on http://aabd.chadwyck.com/password is nearly impossible to read. • Specific color-contrast problem. After running a Profile Search, each matching record returned has a corresponding symbol. The user can click @ to add their list of 'Selected Records.' Once selected, the red @ turns gray,… with very low contrast to the background color… failing all levels of AA and AAA conformance.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not provide any audio or video content.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	• The user can use the keyboard to tab through interactive elements on a page, make selections or provide inputs, and perform actions. • 'Return to top' links on very long pages provide the user with a quick way (along with Shift+Tab to move backwards) to get back to top-of-page navigation. • The user can struggle a bit, with no clear and appropriate action/navigation mechanism… when their search returns no results.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• AABD allows the user to tab forward or backward (Shift+Tab) through the interactive elements on a page… including the PDF reader view of full-text content. • No keyboard traps were discovered. 'Back to top' links are a help on very long pages.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not implement time/timing constraints with respect to content access.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not implement or feature any UI elements or content that causes or necessitates moving, blinking, scrolling, or auto-updating information. No pausing, stopping, or hiding required.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not implement any flash, flashing, or flash-like experience… whether related to content or not.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 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	Does not support	• AABD does not provide 'Skip navigation' (or similar links to allow users a quick and convenient way to go directly to the main content on a page … skipping over the header/navigation elements at the top of each page. Similarly, there are no links to jump from the beginning of a page section to the end of that section.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Although each page has a defined title, the titles would benefit users more if they followed a consistent wording/stylistic convention. For example, here are three random page title examples: ➢ <TITLE>About AABD</TITLE> ➢ <title>African American Biographical Database, Full Text Search</title> ➢ <title>Help, Search Tips</title>

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	• For the most part, across most pages—most importantly on search forms—focus order seems correct. • A specific exception is on the About page,… where tabbing passes over this text link: 'Black Biographical Dictionaries 1790-1950'. While tabbing passes over that link in the third paragraph on the page, tabbing goes on to focus on an email link in the final paragraph on the page.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Throughout AABD, links are generally of a few kinds/purposes: ➢ Links to specific pages within the site. ➢ Links to execute actions like Previous or Next. ➢ Links within Help pages. Apart from results-specific links, the Help links probably make up most links on AABD. Links seem to be clear in context.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	• The HTML 'lang' attribute is absent from AABD pages. Identified by the WAVE toolbar as this error: 'The language of the document is not identified.'

Criteria	Conformance Level	Remarks and Explanations

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• As you tab through AABD pages, including search forms, there is no incidence of context changing as you tab through interactive page components, including links, buttons, and other form controls.

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• No change of context was observed in relation to changing the setting/state of any interface component, such as a form control,… like a checkbox, text input, or drop-down.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	• Error detection and communication falls short. For example… on the Biographical Profile Search form, flipping the birth and death date ranges to put a recent date first and an older date second… resulted only in this error when the search was run: 'Invalid date(s). Please ensure that the dates specified are within the default range.' The error display in the normal black text of the site, on its own page (removed from the context of the form)… and with no obvious way to return to the form. • On the same form, while correcting the intentional date mis-ordering above, but this time entering nonsense character strings for both the 'State/Country' and 'City/County' inputs… and running the search, no error displayed; the search simply returned zero results. (Again, with user reliance on the browser Back button to return to the search form.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	• AABD does not provide labels within the HTML code for form controls. The labels are what screen readers read aloud… to inform the user of the purpose of each control. (On-screen control labels do display; for example: 'State/Country', and 'Date of Birth'. However, these are not read aloud by the screen reader. • AABD does not provide inline instructions or text to help the user understand intended input or required format.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• A visual walk-through of site pages, page spot-checking of page source code, and sampling of pages with the WAVE toolbar failed to uncover evidence of overt errors with respect to: ➢ Broken or incomplete tags. ➢ Incorrectly nested tags, such as select/option, or table > tr > td tags.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• There is no evidence of any scripting beyond the 2018 GDPR-related script concerning privacy and user consent. • There are no defined ARIA or similar tags.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not provide any audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not provide any audio or video content.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Some representative contrasts of both ASCII and image-based text in AABD: ➢ 18.57:1 ➢ 4.88:1 ➢ 4.75:1 ➢ 9.13:1 All of which exceed the standard's minimum of 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Browser zoom enlarges page text without degrading utility or readability. • Browser zoom to 200% does render the top-page graphic with navigation large enough to be annoying, but still usable. • Acrobat Reader 'zoom' utility works fine for both so-called e-text, and page image content views. • Both 'Search Full Text' and 'Search Profiles' search forms remain usable when zoomed to 200%.

Criteria	Conformance Level	Remarks and Explanations

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially supports	• Text in most important site components, like search forms, as well as e-text PDF versions of site content is accessible.
		• At the top of each AABD page is a table with several images that collectively make up both branding and navigation. Both branding and navigation items are image-based… and therefore do not respond to browser page zoom, and are not user-customizable—font face, size, weight, color, etc.

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
   • 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	• Top navigation provides intrasite page links.
		• Page footer throughout the site provides links to main site pages.
		• Many site pages display in-line links to other pages.
		• Help table of contents mirrors product pages/functionality… with most Help pages providing links to corresponding functional pages.

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially supports	• AADB does use descriptive headings and labels on many pages.
		• On Help pages in particular, headings and labels are literal and intuitive—for example, preceded by the heading 'Search tips,' each of these headings is followed by a relevant bullet list of reasons/scenarios:
		   ➢ Use a Profile Search when you:
		   ➢ Use a Full Text Search when you:
		• Functional site pages, like Biographical Profile Search, and Full Text Search would benefit from the addition of descriptive text-based headings.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	• The keyboard focus cannot be determined within the Cookie Preferences modal.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• AABD does not provide foreign-language page text, or content in any languages other than English.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 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	• There is consistent placement of site navigation at the top of each page. However, specific navigational elements and labels change in context from one page to the next. • A set of footer links, which is mostly consistent across pages, mirrors the top navigation selections.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 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	Noteworthy search-method labeling exceptions: • Biographical Profile Search vs. Search Profiles • Full Text Search vs. Search Full Text

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	• AABD provides only minimal error validation. The only error message encountered took this for, and was displayed in the standard black font of text throughout the site: 'Invalid date(s). Please ensure that the dates specified are within the default range.' The error displayed when providing Birth and Death dates, where 2018 was entered as the Birth Date, and 1920 as the Death date—reversing the logical order. The error was displayed on a separate page (not the Profile Search page)… when the Search button was clicked.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• The user does not encounter any of the following kinds of issues in AABD: legal, financial, data, user test responses.

Table 3: Success Criteria, Level AAA

Notes: This Accessibility Conformance Report covers the degree of Level A and Level AA conformance for Web Content Accessibility Guidelines 2.0, as well as Section 508 standards as published in 2017 and corrected in 2018. Tables and other details in this section have been removed.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	- Users can Tab through interactive page elements using the keyboard. - Users can navigate and make list selections using the keyboard. - With exceptions, page content, including form controls are accessible to a screen reader. 'Skip' (navigation) link not available. - Heading tags need to be introduced and used correctly across the site. - With exceptions, contrast between text and background is at least 4.75:1.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially supports	• Users can Tab through interactive page elements using the keyboard. • Users can navigate and make list selections using the keyboard. • With exceptions, page content, including form controls are accessible to a screen reader. • 'Skip' (navigation) link not available. • Heading tags need to be introduced and used correctly across the site. • With exceptions, contrast between text and background is at least 4.75:1.
302.3 Without Perception of Color	Partially supports	• With the exception of some decorative images in the branding/navigation graphic at the top of most pages, contrast between text and background passes AA and AAA conformance for both regular and large text. Tested with the Chrome High Contrast extension.
302.4 Without Hearing	Not applicable	• AABD does not provide any audio or video content, playback, or feedback.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Not applicable	• AABD does not provide any audio or video content, playback, or feedback.
302.6 Without Speech	Not applicable	• AABD does not require (or accommodate) user speech input.
302.7 With Limited Manipulation	Partially supports	• Interactive page elements such as form controls and links are available using the keyboard. Skip links and correct and consistent use of heading tags are desired omissions.
302.8 With Limited Reach and Strength	Partially supports	• Interactive page elements such as form controls and links are available using the keyboard. Skip links and correct and consistent use of heading tags are desired omissions.
302.9 With Limited Language, Cognitive, and Learning Abilities		

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Supports	- AABD observes user-controlled browser and operating system accessibility features. - AABD does not itself provide any user-controlled accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	AABD does not interfere with user-controlled browser and operating system accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does not support	- Form controls need accurate, meaningful labels and IDs. - AABD does not use Aria attributes to convey the role, state, and description of user interface elements to assistive technologies.
502.3.2 Modification of Object Information	Does not support	VHA Online does not provide APIs that allow the user to set or change attributes about object information, for example, states or properties, using assistive technologies.
502.3.3 Row, Column, and Headers	Does not support	AABD does not use techniques such as column headers or table captions to enhance table content and make it fully available to assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Does not support	• AABD does not use techniques such as column headers or table captions to enhance table content and make it fully available to assistive technologies.
502.3.5 Modification of Values	Does not support	
502.3.6 Label Relationships	Does no support	• AABD does not provide accurate, meaningful labels for form controls.
502.3.7 Hierarchical Relationships	Not applicable	• AABD does not provide content in parent-child relationships, such as categorized lists, or folder structures.
502.3.8 Text	Partially supports	• User text entry occurs mostly on two forms: Profile Search, and Search Full Text. The user is limited to enter, modify, and delete text… with the current cursor position shown. The text and current typing action are conveyed by screen reader. • Nothing about text attributes is conveyed by the screen reader. (The user cannot style text in this context.)
502.3.9 Modification of Text	Does not support	• AABD does not accommodate user-styling or manipulation of text.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Partially supports	• AABD supports common multiple actions as appropriate—for example, in a text input… Ctrl+C to copy, Ctrl+X to cut.
502.3.11 Actions on Objects	Partially supports	• AABD supports common multiple actions as appropriate—for example, in a text input… Ctrl+C to copy, Ctrl+X to cut.
502.3.12 Focus Cursor	Partially supports	• AABD takes advantage of the operating system / browser-provided (default) method for conveying current focus. The user would be served by implementing a more pronounced focus indicator.
502.3.13 Modification of Focus Cursor	Partially supports	• AABD uses operating system / browser default methods for communicating focus/cursor/caret position.
502.3.14 Event Notification	Not applicable	• AABD does not use notify the user of any events.
502.4 Platform Accessibility Features	Not applicable	• This standard applies only to platform and platform software such as operating systems.
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Supports	• AABD observes browser-based accessibility settings, such as Chrome's High Contrast extension.
503.3 Alternative User Interfaces	Not applicable	• AABD does not provide any alternative user interfaces.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	• AABD does not provide any audio or video content.
503.4.2 Audio Description Controls	Not applicable	• AABD does not provide any audio or video content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	• AABD does not allow for user-authoring of content.
504.2.2 PDF Export	Not applicable	• AABD does not allow for user-authoring of content.
504.3 Prompts	Not applicable	• AABD does not allow for user-authoring of content.
504.4 Templates	Not applicable	• AABD does not allow for user-authoring of content.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support	• AABD does not provide any Help or documentation specific to accessibility.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does not support	• AABD provides online Help within the product. There is no alternate format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	• AABD does not provide any Help or documentation specific to accessibility or compatibility features.

Criteria	Conformance Level	Remarks and Explanations

603.3 Accommodation of Communication Needs	Supports	About non-AABA-specific ProQuest Support:
		
		• Support services are available to accommodate communication needs of end users with disabilities.
		• Users can communicate with customer support via:
		  ➢ Phone
		  ➢ Email
		  ➢ Chat
		  ➢ Contact Us web form
		• Support services have experience working with end users with disabilities.

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