ProQuest Research Companion Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Name of Product/Version: ProQuest Research Companion

Report Date: March 30, 2020

Product Description: ProQuest Research Companion is ProQuest's flagship information literacy product. It was built to help students do more effective scholarly research and to support educators as they teach the core information literacy principles of finding, evaluating, and using information.

Contact Information: email.technicalsupport@proquest.com

Notes:

Evaluation Methods Used:

- Color Contrast Analyzer
- Deque aXe accessibility testing tool
- High Contrast Chrome extension
- Keyboard-access manual testing and assessment
- NVDA (NonVisual Desktop Access) screen-reader utility
- WebAim's WAVE (Web Accessibility Evaluation tool)

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(No)

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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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:
EN 301 549 Criteria
   • 9.1.1.1 (Web)
   • 10.1.1.1 (Non-web document)
   • 11.1.1.1.1 (Open Functionality Software)
   • 11.1.1.1.2 (Closed Functionality Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	This product is designed to support alternative access to non-text content wherever possible. Images and icons are given meaningful labels and/or alt text. Videos have transcripts and closed captions.
		
		Exceptions:
		   • The home icon in the header contains a title value, but no text or alt text.
		   • The bar graph on the My Assessment page is not fully accessible by keyboard or readable by screen reader.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.1 (Web)
   • 10.1.2.1 (Non-web document)
   • 11.1.2.1.1 (Open Functionality Software)
   • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The product does not contain audio-only or video-only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Closed captions are provided for all videos within the product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Transcripts of the videos are available alongside every video. Exceptions: While these transcripts only include the spoken words in the video and do not include descriptions of the graphics, there is generally little information presented visually that is not also presented aurally.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The product employs the following to support this: • labels/ids with form elements • markup for lists & headings • CSS to control the visual presentation of text • Correct use of semantic markup (bold, italics, etc.) Exceptions: • There is no heading structure on the homepage of the product. • The Search Aid input area has no accessible label.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content is ordered in a meaningful sequence, even when page styling is turned off.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Criteria	Conformance Level	Remarks and Explanations

1.4.2 Audio Control (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.4.2 (Web)
    • 10.1.4.2 (Non-web document)
    • 11.1.4.2 (Open Functionality Software)
    • 11.1.4.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	While pages with video play audio automatically, the volume of videos can be controlled separately from the system volume.

2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.1.1 (Web)
    • 10.2.1.1 (Non-web document)
    • 11.2.1.1.1 (Open Functionality Software)
    • 11.2.1.1.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	This product is designed for keyboard access. Product functionality is available and executable from a keyboard.
		
		Exceptions:
		    • Keyboard focus does not automatically move to modal menus, including menus for tips videos, video embed codes, and earned badges.
		    • A small number of evaluation exercises are based on the drag and drop mechanic. This is not keyboard accessible, nor is there an equivalent presentation available.
		    • Within modals, keyboard focus does not "loop." That is, it does not stay within the modal until dismissed.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Focus can be moved to and away from components using only a keyboard. Compliance of this standard was validated using manual keyboard checks.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	There are no shortcuts triggered using only letter (including upper-and lower-case letters), punctuation, number, or symbol characters. Shortcuts are available for controlling the video player, but these shortcuts use tab, space bar, escape, and arrow keys. Furthermore, they are only active when the video player has focus.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This site does not require timed responses. There is a time limit to the user's session, however the user is alerted when the time limit is approaching and can extend their session if required.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no moving, blinking, scrolling, or auto-updating content on the site. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not use flashing or blinking elements in the user interface. Compliance of this standard was validated using manual visual checks.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	The first element on every page is a "Skip to main content" link which allows users to skip the first level of navigation. Exceptions: The video selection menu is a repetitive navigational element and cannot be skipped.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	While all pages within the product have page titles, and some of those titles are specific and meaningful, several pages have titles that lack specificity necessary to understand the contents of the page. These pages are generally the various pages within the learning modules.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content. Exceptions: The order of the controls on the video player does not follow left-to-right reading order and elements are not sequentially presented.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Meaningful link text has been used throughout the product. Where link text could be considered ambiguous, we have provided title attribute text with additional information. Exceptions: There are empty links within the learning module menus for the self-check, video, and review sections. While meaningful information is read to screen readers, a more semantic structure is needed.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	No path-based or multi-point gestures are used.

Criteria	Conformance Level	Remarks and Explanations

2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.2 (Web)
   • 10.2.5.2 (Non-web document)
   • 11.2.5.2 (Open Functionality Software)
   • 11.2.5.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Interactions are executed on the Up action of buttons and links.

2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.3 (Web)
   • 10.2.5.3 (Non-web document)
   • 11.2.5.3.1 (Open Functionality Software)
   • 11.2.5.3.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	Accessible names are present on form elements and match the visible labels.
		
		Exceptions:
		The home icon accessible name is "Return to the homepage" while "home" would be more expected for users utilizing voice navigation.

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.4 (Web)
   • 10.2.5.4 (Non-web document)
   • 11.2.5.4 (Open Functionality Software)
   • 11.2.5.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Content does not require motion controls or physical gestures to access content or functionality.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each page has been specified in the HTML.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Context is not changed on focus alone.

Criteria	Conformance Level	Remarks and Explanations

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.3.2.2 (Web)
  • 10.3.2.2 (Non-web document)
  • 11.3.2.2 (Open Functionality Software)
  • 11.3.2.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports	Context is not changed automatically – appropriate controls are provided.

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.3.3.1 (Web)
  • 10.3.3.1 (Non-web document)
  • 11.3.3.1.1 (Open Functionality Software)
  • 11.3.3.1.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports	Error messages are provided on forms within the product.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Input fields are clearly labeled, and explanatory text is provided to assist the user where necessary. Exceptions: • The Search Aid input area has no accessible label • The percentage complete indicator on the learning module menus currently needs visual context for comprehension.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pages conform to HTML web standards.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Pages conform to HTML web standards, so the name and role of all UI components can be determined. Text labels identify form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. Exceptions: • Top menu navigation buttons are not coded as buttons but as links. • Info icons with additional contextual information found on various pages are coded as links and are not readable by screen readers.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Audio descriptions are not provided for video content.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product has been developed with responsive web design in mind. All content and functionality are available regardless of device orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	The autocomplete attribute is not currently present to programmatically identify the purpose of form input fields that collect information on the user. This applies to a small number of fields on the My Account page.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Text the product meets the recommended color contrast ratio. Exceptions: • The orange/red text throughout the product fails color contrast standards. • The light grey text on the My Account page, certain table text on the homepage, and on the video pages fail contrast standards. • The highlighted tab color on the Source Evaluation page fails contrast standards.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text throughout the product can be resized without assistive technology up to 200% without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Images of text are not used. HTML/CSS is used to represent visual presentation.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Text and columns reflow on browser resize or zoom so that the horizontal scrollbar doesn't appear. Exceptions: In high zoom levels and/or small displays, some columns on the table on the homepage are hidden, as they are in the layouts for mobile devices.

Criteria	Conformance Level	Remarks and Explanations

1.4.11 Non-text Contrast (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.1.4.11 (Web)
    • 10.1.4.11 (Non-web document)
    • 11.1.4.11 (Open Functionality Software)
    • 11.1.4.11 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Non-text content, such as icons, meets minimum standards of 3:1 color contrast ratio with the surrounding background.

1.4.12 Text Spacing (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.1.4.12 (Web)
    • 10.1.4.12 (Non-web document)
    • 11.1.4.12 (Open Functionality Software)
    • 11.1.4.12 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Text on the site is styled without any fixed heights or widths and text in containers have containers that grow with them and do not overlap other containers.

1.4.13 Content on Hover or Focus (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.1.4.13 (Web)
    • 10.1.4.13 (Non-web document)
    • 11.1.4.13 (Open Functionality Software)
    • 11.1.4.13 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Content that shows up on hover or focus, such as tooltips, is dismissible, persistent and does not disappear when you move over them after they appear.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	More than one way is available to locate the main pages of the site. For example, the "Tools" are available via a Tools menu, within the site's navigation menu, and within the menus for learning modules.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Descriptive headings and labels have been used throughout the interface. Exceptions: • Within the main navigation menu, the headings above the links to various tools and learning modules are not readable by screen reader. • The home page does not have a heading structure.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The site has been implemented to support the default focus indicator for the device being used. In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them. Exceptions: When on a page within a particular section (i.e. Evaluate Information), the tab for that section in the header loses a distinct focus state.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The text on the site is solely in English.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	The primary site navigation links appear in the same place and the same order on every page of the site.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	Care has been taken to identify components with the same functionality consistently throughout the site.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Suggestions for error correction are made when applicable.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations

4.1.3 Status Messages (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.4.1.3 (Web)
   • 10.4.1.3 (Non-web document)
   • 11.4.1.3 (Open Functionality Software)
   • 11.4.1.3 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	Care has been taken to ensure that, when messages appear on the screen, but do not command focus, they are announced to users of assistive software in an appropriate way e.g. applying relevant Aria roles.
		
		Exceptions:
		When the top navigational menus are opened, they are not coded in a way that announces the expansion to the user using a screen reader.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	This product is coded to work with screen readers and other assistive technologies. Exceptions: • When the top navigational menus are opened, they are not coded in a way that announces the expansion to the user using a screen reader. • Within the main navigation menu, the headings above the links to various tools and learning modules are not readable by screen reader. • Info icons with additional contextual information found on various pages are coded as links and are not readable by screen readers. • There are empty links within the learning module menus for the self-check, video, and review sections. While meaningful information is read to screen readers, a more semantic structure is needed.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality. Exceptions as noted in section 302.1 above.
302.3 Without Perception of Color	Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
302.4 Without Hearing	Supports	User hearing is not required to browse or use features that are available in the product. Videos feature closed captions and are accompanied by transcripts.
302.5 With Limited Hearing	Supports	User hearing is not required to browse or use features that are available in the product. Videos feature closed captions and are accompanied by transcripts.
302.6 Without Speech	Supports	User speech is not required to use the product.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key. Exceptions: • Keyboard focus does not automatically move to modal menus, including menus for tips videos, video embed codes, and earned badges. • A small number of evaluation exercises are based on the drag and drop mechanic. This is not keyboard accessible, nor is there an equivalent presentation available. • Within modals, keyboard focus does not "loop." That is, it does not stay within the modal until dismissed.
302.8 With Limited Reach and Strength	Partially Supports	At least one mode of operation that is operable with limited reach and limited strength. For example: • The product can be used using keyboard-only. • All active elements can receive keyboard focus. • The focus order of form fields is presented in a logical order. Exceptions as noted in section 302.7

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. For example: • Audio of videos can be disabled and controlled separately from system volume. • Transcripts are provided as alternative access method for videos. • Form elements are properly labeled. • There are several different ways to find the same content within the product. • The product has consistent navigation on every page.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	This product does not interfere with accessibility features that are available through the user's operating system or browser. For example, users can use high contrast mode, text resize, and speech output.

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supports	This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Attributes for role, state/s, boundary, name and other properties for all standard and custom user interface controls are programmatically determinable. Exceptions: • Top menu navigation buttons are not coded as buttons but as links. • Info icons with additional contextual information found on various pages are coded as links and are not readable by screen readers.
502.3.2 Modification of Object Information	Supports	States and properties that can be set by the user are capable of being set programmatically, including through assistive technology. For example, users are able to change focus and expand and collapse panels using a keyboard only. The state of the object is announced through assistive technology.
502.3.3 Row, Column, and Headers	Supports	Table rows, headers, and columns are coded semantically with correct HTML5 markup.
502.3.4 Values	Supports	The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a drop-down menu, checkbox options, and radio buttons.

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Supports	Values that can be set by the user can be set programmatically, including through assistive technology.
502.3.6 Label Relationships	Partially Supports	All forms have been coded with the necessary mark-up (e.g., using labels / ids, fieldsets, etc.) to make them accessible to assistive technologies. Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. Exceptions: • The Search Aid input area has no accessible label.
502.3.7 Hierarchical Relationships	Supports	Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains.
502.3.8 Text	Supports	Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets.
502.3.9 Modification of Text	Supports	The product is primarily static text; it does not allow users to set attributes of the text. Users are able to insert text into search fields and forms. This text can be modified using assistive technology.
502.3.10 List of Actions	Supports	Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Supports	This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.
502.3.12 Focus Cursor	Partially Supports	The current input focus can be discerned by assistive technology (using standard html code for forms, etc.). Exceptions: When on a page within a particular section (i.e. Evaluate Information), the tab for that section in the header loses a distinct focus state.
502.3.13 Modification of Focus Cursor	Supports	Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists, and change selection attributes of objects (when text and items can be selected by the user).
502.3.14 Event Notification	Partially Supports	This product is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary. Exceptions: When the top navigational menus are opened, they are not coded in a way that announces the expansion to the user using a screen reader.

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Partially Supports	The product does not interfere with system features to: • Enable sequential entry of multiple (chorded) keystrokes (Section 9.3.3) • Provide adjustment of delay before key acceptance (Section 9.3.4) • Provide adjustment of same-key double-strike acceptance (Section 9.3.5) • Provide screen reader support. In addition, a text-to-speech feature is available on document pages. It is an optional feature that can be enabled in the customer's account. (Section 10.6.9) In addition, videos are accompanied by transcripts and include closed captions. Exceptions as noted in 302.1 and 302.7
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The CSS style sheet can be overridden in the product using the browser settings.
503.3 Alternative User Interfaces	Not applicable	This product does not provide alternative user interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Video caption controls are provided.
503.4.2 Audio Description Controls	Does Not Support	Audio descriptions are not available for videos within the product, so no audio descriptions controls are provided.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Not Applicable
504.2.2 PDF Export	Not Applicable	Not Applicable
504.3 Prompts	Not Applicable	Not Applicable
504.4 Templates	Not Applicable	Not Applicable

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	Accessibility documentation is not available within the product.
602.3 Electronic Support Documentation	Partially Supports	Support documentation is available in HTML format through ProQuest Support Center. The content of the support documentation can be accessed with assistive technology.

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation is provided online through the Support Center area of the ProQuest's corporate site. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help. If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These formats may include ASCII text, large print, and accessible electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The product does not contain a page about accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Support services are available to accommodate the 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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